

10th Annual Report
on the Operation of the
Canadian Multiculturalism Act,
1997–1998

Department of Canadian Heritage

February 1999



This booklet has been published by the Department of Canadian Heritage. It has been prepared to report to Parliament about the implementation of the *Canadian Multiculturalism Act* in federal institutions.

At the same time, this booklet aims to increase awareness about the significance to our lives of the Act. Explanations of its provisions are meant for clarification, and should not be taken as legal interpretations of the *Canadian Multiculturalism Act*.

This document is also available in alternative media format.

To obtain copies, please contact:

The Multiculturalism Program
Department of Canadian Heritage
Ottawa, Ontario
K1A 0M5

Tel: (819) 953-1970

Fax: (819) 997-0880

TTD: (819) 994-4957

multi_canada@pch.gc.ca

This document is available on the Internet under:

“What’s New”

<http://www.pch.gc.ca>

© Minister of Public Works and Government Services Canada, 1999
Catalogue No. Ci95-1/1998
ISBN 0-662-64038-1



FOREWORD BY THE PRIME MINISTER

The Canadian approach to diversity strengthens Canada's reputation as a just and fair society. Canada is renowned for its rich cultural mosaic and the Canadian model has become an example for the rest of the world. All Canadians, regardless of their backgrounds, will continue to work together ensuring the full participation of all citizens in all facets of society. I believe that Canada will become a symbol that captures the spirit of the new millennium.

All Canadians were honoured by the recent visit of Nelson Mandela. I was privileged to participate with Mr. Mandela at the launch of the 1999 March 21 Campaign, the International Day for the Elimination of Racial Discrimination along with more than 40,000 students from over 1,000 schools across Canada.

The commemoration, in 1998, of the 50th anniversary of the *Universal Declaration of Human Rights*, was a reminder of how much we have accomplished to make our society responsive to the needs of all Canadians and of how much is left to be done.

Canada's changing demographics and the continuing evolution of Canadian society confirm the importance of multiculturalism, not only to the future of Canada but around the world.

Many of the advances that have been made in Canada in the area of social justice are due to Canada's innovative and unique multiculturalism policy, which has become a pillar of our national identity. The policy and the *Canadian Multiculturalism Act* will continue to be important tools in the building of a strong, just and peaceful Canadian society that is ready for the new century.

A handwritten signature in cursive script that reads "Jean Chrétien".

Secretary of State
(Multiculturalism) (Status of Women)



Secrétaire d'État
(Multiculturalisme) (Situation de la femme)

Ottawa, Canada K1A 0M5

His Excellency the Right Honourable Roméo LeBlanc, P.C., C.C., C.M.M., C.D.
Governor General and Commander-in-Chief of Canada
Rideau Hall
1 Sussex Drive
Ottawa, Ontario
K1A 0A1

Your Excellency:

Pursuant to Section 8 of the *Canadian Multiculturalism Act*, I have the honour of submitting to Parliament, through your good offices, the tenth annual report on the operation of the *Act*. This report covers the 1997-1998 fiscal year.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Hedy Fry', with a stylized, cursive script.

The Honourable Hedy Fry, P.C., M.P.

Secretary of State
(Multiculturalism) (Status of Women)



Secrétaire d'État
(Multiculturalisme) (Situation de la femme)

Ottawa, Canada K1A 0M5

**INTRODUCTION BY THE
SECRETARY OF STATE (MULTICULTURALISM)
(STATUS OF WOMEN)**



The ten years that have passed since the publication of the first report on the operation of the *Canadian Multiculturalism Act* have confirmed the increasing importance of diversity to Canadian society.

With the passage of time, the Multiculturalism Policy has become less and less a mechanism dedicated to isolated groups in Canadian society and more and more a means for all Canadians to work together to realize the ideals that are at the heart of our democracy. Our policy of multiculturalism is inclusive. I intend to ensure that all Canadians, regardless of their origins can enjoy equal rights and be able to participate fully in the responsibilities of citizenship.

This means that all Canadians should have the opportunity to contribute to the best of their ability to Canada's economic, political, cultural and social life. It also means that no Canadian, through discriminatory actions, should prevent any other citizen from reaching this goal.

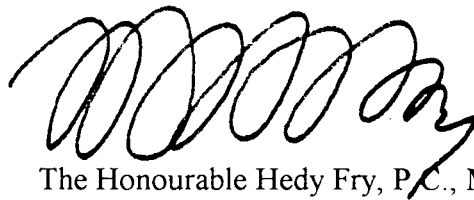
For this reason, the Multiculturalism Program of the Department of Canadian Heritage has actively pursued activities that have supported the objectives of the renewed multiculturalism program: social justice, identity and civic participation. The March 21 anti-racism campaign, for example, has become the most popular and visible component of our efforts to eliminate racism in Canada. It was a humbling yet proud moment for Canada when South Africa's Nelson Mandela participated in the September launch of the 1999 public education campaign.

Canada

This report highlights the increasing importance of our work to combat hate crime and bias activity. A particular goal is to ensure that this issue becomes relevant throughout all of government. Hate and bias activity is becoming more pervasive throughout our society and, directly or indirectly, it touches all Canadians. As Government we must recognize the signs and symptoms and take preventative and remedial measures to end it. I am, therefore, working with other departments and non-government organizations to develop a cross-government strategy to address hate and bias crime in Canada.

The Multiculturalism Policy and the *Canadian Multiculturalism Act* are an important part of building a united, democratic and secure nation. It is a means to help Canada become a more effective voice on the global stage and reflects clearly the third pillar of our international strategy to promote Canadian values as a model for world peace and justice.

While I am proud of our achievements over the past year, I am acutely aware of the work still to be done. The Multiculturalism Policy is a work in progress. Its objectives are to work with Canadians and their institutions to create a society based on equality, opportunity and respect.

A handwritten signature in black ink, consisting of several large, overlapping loops and a final flourish that extends to the right.

The Honourable Hedy Fry, P.C., M.P.

Table of Contents

<i>Foreword by the Right Honourable Jean Chrétien</i>	iii
<i>Introduction by the Honourable Hedy Fry</i>	v
<i>A Public Policy Framework for Multiculturalism</i>	1
<i>Multiculturalism: A Public Policy Issue</i>	4
<i>About the Canadian Multiculturalism Act</i>	7
<i>Best Practices</i>	9
<i>Federal Government Action</i>	12
<i>Economic Affairs</i>	12
<i>Agriculture and Food</i>	12
<i>Environment, Finance and Development</i>	14
<i>Services and Standards</i>	23
<i>Transport</i>	24
<i>Government Operations</i>	26
<i>Health and Social Policy</i>	32
<i>International Trade, Foreign and Defence Policy</i>	43
<i>Justice and Legal Affairs</i>	49
<i>Identity and Cultural Affairs</i>	56
<i>Appendix A: Other Organizations That Submitted Reports</i>	77
<i>Index of Organizations</i>	79

A Public Policy Framework for Multiculturalism

Canada's approach to diversity has evolved over the years and is embedded within a broad framework of civil, political, social, language and minority rights both nationally and internationally. Multiculturalism, as a public policy issue, is reflected in a number of constitutional and statute laws, regulations and practices that recognize the contribution of all Canadians to the fabric of the nation and its economic well-being. The Canadian legislative framework that responds to diversity is extensive and has been expanded and strengthened throughout our history.

During the Second World War, the federal government began to consider the concerns of those members of its population who were of neither French nor British origin. Shaped by the ethnic conflicts playing themselves out on the world stage, policy during the war and its aftermath tended to focus on patriotism and national unity — training immigrants to become loyal Canadian citizens, and defusing inter-ethnic tensions within the nation.

Canada's first *Citizenship Act*, which brought together various naturalization laws, took effect on January 1, 1947. For the first time, immigrants from non-Commonwealth countries applying for Canadian citizenship were on an equal footing with immigrants who were British subjects. This established the groundwork for an increased focus on human rights and equality in Canada, and helped foster a greater sense of belonging to and participation in Canadian society.

This progress was further enhanced in the 1960s by the introduction of the *Canadian Bill of Rights* by Prime Minister John Diefenbaker, amendments to the *Immigration Act*, and the establishment of the Royal Commission on Bilingualism and Biculturalism in 1963. The

Canadian Bill of Rights marked the first time a federal statute barred discrimination on the grounds of race, national origin, colour, religion or sex, and specified the fundamental freedoms of Canadians. The amendments to the *Immigration Act*, which began in 1962 and were completed in 1967, removed barriers to non-traditional immigrant groups, especially Asians, by replacing the "preferred nationalities" system with a "points" system. As a result of these changes to the *Immigration Act*, the Canadian mosaic had become a social, cultural and demographic reality.

At the same time, the Royal Commission on Bilingualism and Biculturalism was not only examining the contribution of the "two founding races", but also the contribution of "other ethnics" to the cultural enrichment of Canada. The most significant immediate outcome of the Commission's work was the first *Official Languages Act* of 1969, which established the equality of French and English as official languages at the federal level. However, the Commission also contained 16 recommendations that dealt with non-English and non-French groups. In particular, it recommended that the government undertake initiatives designed 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". The government was encouraged to assist members of all cultural groups to overcome cultural barriers to full participation in Canadian society.

In conjunction with these recommendations and in the face of demographic, social, cultural, economic and political changes in Canadian society, the Multiculturalism Policy was

announced in 1971. With this proclamation the cultural development of ethnic Canadians became much more important in the portrait of Canadian identity. The government was now committed to supporting all of Canada's cultures, intercultural understanding and the social development of cultural groups.

Continued changes in immigration patterns in the late 1970s shifted attention towards visible minority groups and race relations in Canada, as an increasing number of non-white immigrants entered the country. Human rights and employment equity were focal concerns, as were social issues such as the media's depiction of minorities. It was during this period that statute, constitutional and international law expanded markedly; most notable in the national context were the *Citizenship Act* of 1977, the *Canadian Human Rights Act* of 1977 (revised 1985), the *Canadian Charter of Rights and Freedoms* of 1982, the *Employment Equity Act* of 1986, and the *Multiculturalism Act* of 1988.

In 1977 the *Canadian Human Rights Act* was passed to ensure that all Canadians enjoy equal opportunity without being hindered by discrimination. In particular, the Act was based on the principle that all individuals should have an equal opportunity to make for themselves the lives that they are able and wish to have, consistent with their duties and obligations as members of Canadian society, without being hindered in or prevented from doing so by discriminatory practices. Today the Act covers race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

In 1982 Canada adopted the *Canadian Charter of Rights and Freedoms*, which responds to issues regarding diversity and multiculturalism in two sections. Section 15(1) reaffirms the concepts of equality and freedom from discrimination while section 27 states that the Charter will be "interpreted in a manner consistent with the preservation and enhancement of the multicultural heritage of Canadians".

Employment equity became a focal concern, when particular barriers facing visible minorities were identified as requiring special attention. One of the most important aspects of equality is the right of all Canadians to participate in the economic life of Canada. This participation includes the right to be considered for employment on the same criteria as other applicants. Legislation in the form of 1986's *Employment Equity Act* brought official acknowledgement of the importance of equality for all Canadians to government and to society as a whole.

The *Canadian Multiculturalism Act* was proclaimed in 1988 giving the concept of multiculturalism official legislative footing for the first time in the world and affirming multiculturalism as a defining characteristic of Canadian society.

Although Canada was the first nation to adopt multiculturalism legislation, these developments were greatly affected by the development of international instruments that responded to issues of diversity, human rights and multiculturalism. The new Act took many of these into account, recognizing that multiculturalism cannot function in isolation from a much larger policy and legislative framework. In addition to its signature to the *Universal Declaration of Human Rights* (1948), Canada has ratified several international human rights treaties that are relevant to multiculturalism:

- ✦ the *United Nations Convention for the Prevention and Punishment of the Crime of Genocide* (1948);
- ✦ the international *Discrimination (Employment and Occupation) Convention* (1958);
- ✦ the *International Convention on the Elimination of All Forms of Racial Discrimination* (1965; Canadian ratification in 1969);
- ✦ the *International Covenant on Economic, Social and Cultural Rights* (1966; Canadian ratification in 1976); and
- ✦ the *International Covenant on Civil and Political Rights* (1966; Canadian ratification in 1976).

In closing, it is important to recognize that the *Canadian Multiculturalism Act* is part of a series of constitutional and statute laws, regulations and practices that are redefining and broadening the power and self-worth of all Canadian citizens. Canada's approach to diversity is situated within a broad framework of civil, political, social, language and minority

rights both nationally and internationally. Canada's approach to diversity has evolved over the years and continues to recognize the contribution of all Canadians to the fabric of the nation and its economic well-being. The Canadian legislative framework that responds to diversity is extensive and has been expanded and strengthened throughout our history.

Policy and Legislative Framework

Canada

- 1947 Passage of the first Canadian *Citizenship Act*
- 1960 Passage of the *Canadian Bill of Rights*
- 1963 Establishment of the Royal Commission on Bilingualism and Biculturalism
- 1969 Book IV of the Bilingualism and Biculturalism Commission Report emphasizes 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 and establishment of a national research institute on multiculturalism and race relations issues
- 1986 Passage of the *Employment Equity Act*
- 1988 Passage of the *Canadian Multiculturalism Act*
- 1996 Government establishes the Canadian Race Relations Foundation through passage of the *Canadian Race Relations Foundation Act*.
- 1997 Renewed Multiculturalism Program announced

International

- 1948 *United Nations Convention for the Prevention and Punishment of the Crime of Genocide*
- 1948 *Universal Declaration of Human Rights*
- 1958 *Discrimination (Employment and Occupation) Convention*
- 1965 *International Convention on the Elimination of All Forms of Racial Discrimination* (Canadian ratification in 1969)
- 1966 *International Covenant on Economic, Social and Cultural Rights* (Canadian ratification in 1976)
- 1966 *International Covenant on Civil and Political Rights* (Canadian ratification in 1976)

Multiculturalism: A Public Policy Issue

Departments and agencies of the Government of Canada are committed to shaping public policy to meet the needs of all Canadians. They must, therefore, be constantly aware of the shifting demographics of the Canadian population. They must fashion policies for the new millennium taking into account the fact that projections estimate that by 2006 Canadians with Central and South American, Indo-Chinese, Arab, Caribbean, Filipino, and Chinese backgrounds will have doubled in number since 1991. In the same period Canadians of British and French origin will have grown in number by only 5.9% and 7.5% respectively. In fact, Canadians of Chinese origin are expected to be the fourth largest ethnic group in Canada by 2006.

After several decades of a *de facto* existence, multiculturalism as a Canadian national policy was formalized by Prime Minister Pierre Trudeau on October 8, 1971. Twenty-seven years later the policy has evolved to meet the changing needs of the Canadian people. It has been transcribed into statute as the *Canadian Multiculturalism Act*; it has been embedded in the Canadian Constitution; it has been emulated at provincial, municipal, and school board levels; it has been modified to suit other national contexts; and it has infused popular discourse to the extent that it is widely recognized as one of the defining characteristics of Canadian identity.

In many respects the term “multiculturalism” has come to be seen as synonymous with the Canadian approach to forging a socially cohesive country based on liberal democratic values. While this perception masks the large policy set enacted in the Canadian context to ensure the full and equitable participation of

all Canadians in the social, cultural, economic, and political aspects of Canadian society, it does indicate the extent to which multiculturalism has become a touchstone for Canadians.

Despite the longevity and the success of the policy as noted by academics such as Will Kymlicka in his 1998 text, “Finding Our Way: Rethinking Ethnocultural Relations in Canada”, issues surrounding diversity have been ameliorated, but they have not disappeared or been “solved”. Indeed, new and more challenging issues have emerged in the last three decades, making the Multiculturalism approach more important than ever.

Canada continues to operate one of the most liberal immigration systems in the world with close to 200,000 immigrants and refugees coming to Canada every year. The backgrounds of these new Canadians vary with time and global circumstances as they have since Europeans first arrived in the Americas six centuries ago. Correspondingly, the issues faced by Canadians continue to change.

In 1971, Multiculturalism was targeted at enhancing the sense of belonging felt by Canadians primarily of European origin who felt excluded by the bicultural hegemony of the English and French influences that controlled the levers of power in the social, cultural, economic, and political spheres.

In the late 1970s and early 1980s anti-racism exploded onto the public agenda as the key issue effecting the ability of visible minority Canadians to participate actively in all walks of Canadian life and, thus, became a key focus of the Multiculturalism initiatives of the Government of Canada.

By 1998, the demographics of the Canadian population had changed dramatically from the 1970s and the 1980s. Forty-four percent of the Canadian population reported at least one ethnic origin other than British, French or Canadian in the 1996 Census. Among the fifteen largest ethnic groups are Canadians of German, Italian, Aboriginal, Chinese, South Asian, and Filipino origins; 11.2% of the population reported themselves as being members of one of the visible minority groups identified on the 1996 Census.

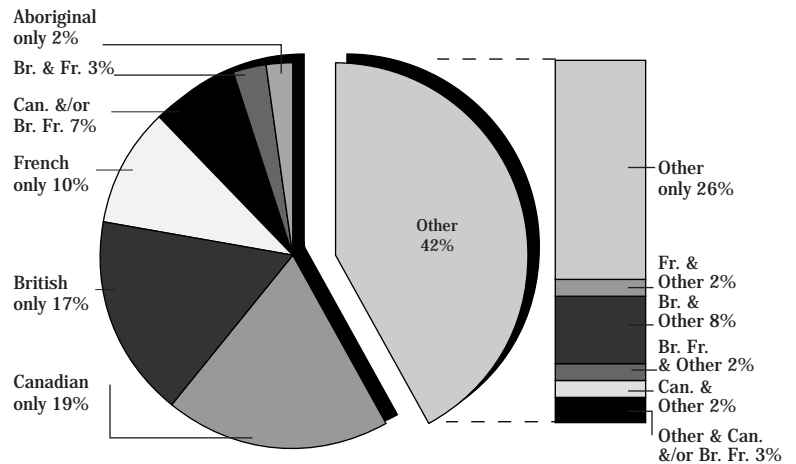
Canada's three largest cities, Toronto, Montréal, and Vancouver, have long attracted the majority of immigrants to Canada and indeed, of internal migrants; however, other Canadian cities have begun to see burgeoning diversity. The successes of Toronto, Montréal, and Vancouver over the last three decades must now be adapted to suit the needs of smaller cities and towns across Canada, which are facing increasingly diverse populations.

More and more Canadians have no single ethnic background and find themselves trying to propagate a sense of belonging in an increasingly fragmented world. Other key aspects of identity, including socio-economic status, sexual orientation, and gender, have begun to interact with ethnicity in a more profound manner and the results have not been universally positive. Intra-group relations have consequently become increasingly complex.

The cost of not responding to societal friction as it arises is prohibitively high. Social cohesion is only possible when all Canadians feel that they are treated equally and can participate in the social, cultural, economic and political aspects of Canadian society.

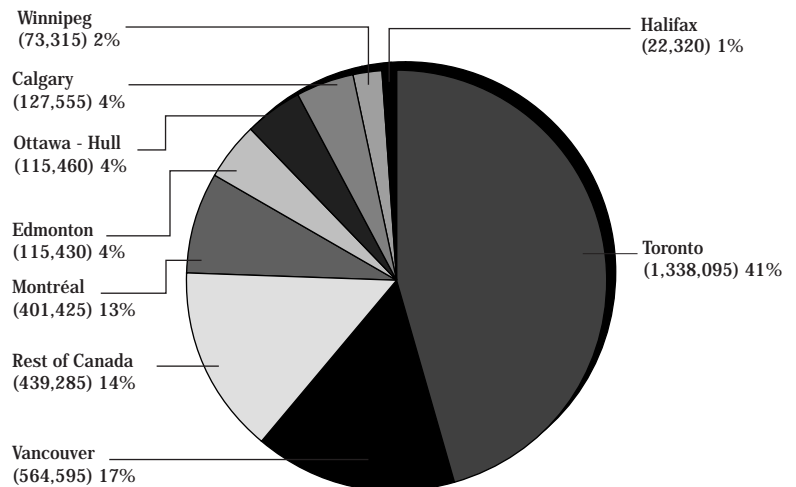
Hate crime exists. In 1998 seven individuals were arrested in Toronto for the wilful promotion of hatred in a protest against Romani refugee claimants from the Czech Republic. The protestors were performing Nazi salutes and carried placards that read "Honk If You Hate Gypsies."

Ethnic Origin, Canada, 1996



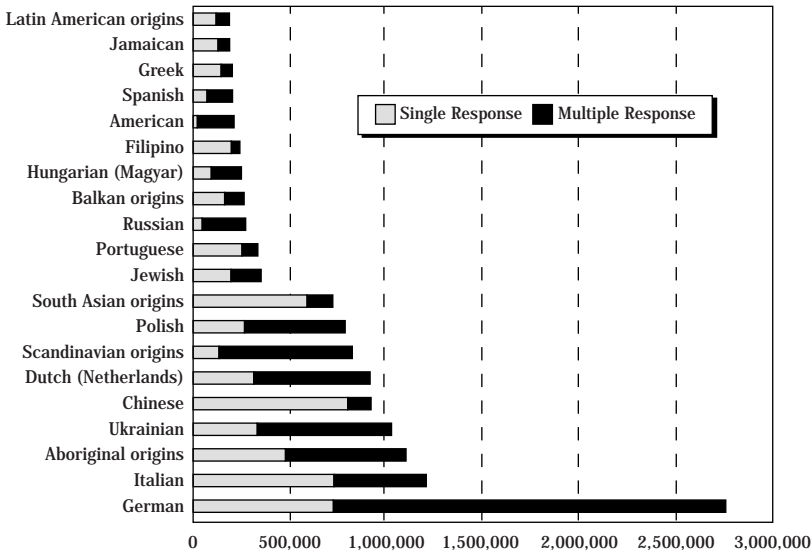
Source: 1996 Census of Canada

Distribution of Total Visible Minority Population, Canada, Selected CMAs, 1996



Source: 1996 Census of Canada

**Most Frequently Reported Ethnic Origins
Other than British, French or Canadian,
Canada, 1996**



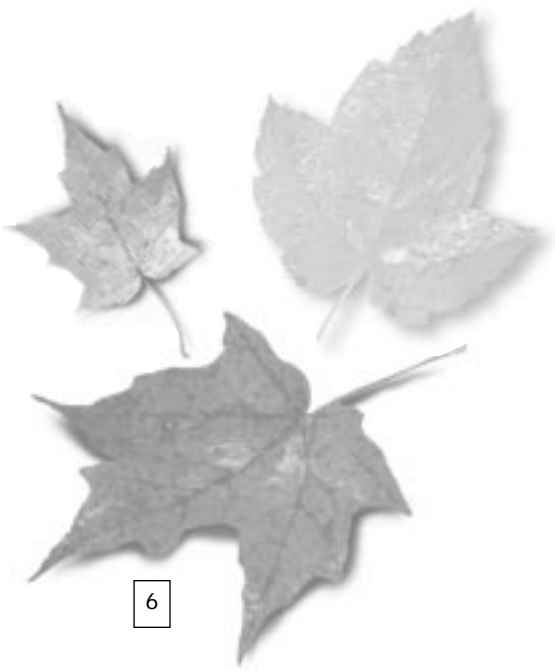
Source: 1996 Census of Canada

Against this backdrop the departments and agencies of the Government of Canada must shape policy that will take Canada into the next millennium and help Canadians define who they are and who they would like to become.

As Canada has grown and matured as a country, so too have its governmental programs and policies. All federal departments and agencies have contributed to the carefully constructed liberal democratic framework that has provided space for all Canadians to participate in the social, cultural, economic, and political aspects of Canadian life.

As the environment changes, government policies and programs must adapt to the new realities and continue to assist all Canadians to build a better Canada. While immigration, citizenship, and broadcasting policies are currently under review to reflect these realities, to guarantee that Canada becomes an increasingly cohesive society, all programs and policies need to reflect the contemporary needs of all Canadians.

The annual report on the operation of the *Canadian Multiculturalism Act* provides an update on what the Government of Canada is doing to address the needs of Canadians from all backgrounds. It also provides a series of best practices that can be emulated by other departments, agencies or institutions, by other levels of government across the country, or around the world. As this report details, Canada remains a world leader in developing and implementing innovative approaches to address the needs of a highly diverse population.



About the *Canadian Multiculturalism Act*

The *Canadian Multiculturalism Act* was passed unanimously by the Parliament of Canada in 1988. The Preamble declares that its aim is to preserve and enhance multiculturalism by promoting the recognition of Canada's ethnocultural diversity:

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

Canada's growing ethnocultural diversity requires making certain adjustments to ensure that all Canadians can participate fully in our society. Multiculturalism policy and its programs provide one way of helping make these adjustments. The policy enables the integration of minority Canadians while encouraging our institutions to remove discriminatory barriers to employment, service delivery, and civic participation. The *Canadian Multiculturalism Act* encourages the full participation of all Canadians in every aspect of Canadian society. The Act is designed to prevent whole communities in our society from being marginalized.

The Act commits federal institutions to carry out their activities in a manner that is sensitive and responsive to the multicultural reality of Canada. For example, federal institutions shall:

- ✳ ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in those 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; and
- ✳ promote policies, programs and practices that enhance the understanding of and respect for the diversity of the members of Canadian society.

In short, these basic commitments demonstrate how the *Canadian Multiculturalism Act* promotes and enhances:

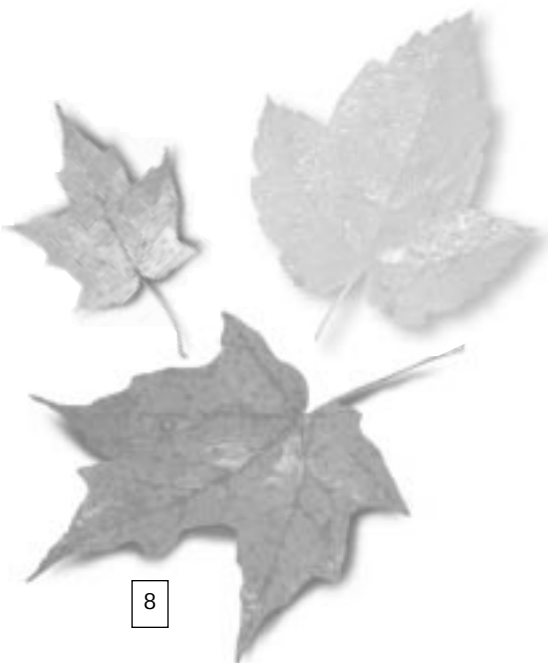
- ✳ equal opportunities;
- ✳ the ability to contribute; and
- ✳ understanding and respect.

How Multiculturalism Differs from Employment Equity

The *Employment Equity Act* was proclaimed in 1986 to achieve equity in employment. Employers covered by this Act must make sure that members of four general groups achieve equitable representation and participation in the work force. These four groups are women, Aboriginal peoples, persons with disabilities, and members of visible minorities.

Although both multiculturalism and employment equity seek to gain the commitment of federal institutions to employ, manage, and serve all Canadians fairly and equally, there are several distinctions.

Employment equity focuses on the four designated groups in the workplace and has an enforcement or regulatory aspect. Conversely, multiculturalism has a wider scope, focusing on the whole of society, and is persuasive rather than regulatory.



Best Practices

While all federal departments and agencies strive to incorporate the *Canadian Multiculturalism Act* into their policies, programs and practices, particular success stories deserve special mention. These best practices are excellent examples of the federal government's work to protect the values of respect, equality and diversity for all Canadians. Four of this year's best practices are the initiatives of individual departments. Another best practice, the Metropolis Project, involves nine federal departments and agencies, other levels of governments and international partners. Our hope is that these best practices will not only inspire other federal departments and agencies, but also provide leadership for individuals, groups and organizations working to preserve, enhance and promote multiculturalism in Canada.

The Metropolis Project

Studying the Effects of Migration on Large Cities

The Metropolis Project, a six-year (1995–2001) international initiative, works from the premise that international immigration has a major impact on large cities and that this impact must be addressed by systematic research that informs policy decisions. Migration increases ethnocultural diversity and produces more complex interactions between inhabitants of urban centres around the world. Migration is a powerful agent of social change. The Metropolis Project fills the need for more information by promoting international, cooperative, multidisciplinary research on the effects of international migration on cities, with three main objectives:

- ✳ to provide decision-makers with solid information on which to base public policy, thus integrating research into the policy process more systematically;

- ✳ to identify the best international solutions to the challenges of major urban centres with large numbers of immigrants; and
- ✳ to help academic institutions conduct research on all aspects of public policy, with a focus on immigration, the metropolis and urban systems.

More specific objectives of the project include the following:

- ✳ to identify effective policies to manage the social changes produced by migration;
- ✳ to balance the rights of migrants with the interests of host populations in a manner that ensures support for the policies needed to integrate immigrants;
- ✳ to better understand the links between migration and economic restructuring and to propose ways to manage the interaction between these two forces;
- ✳ to encourage societies to accept immigrants and help them make the most of their talents; and
- ✳ to support policies that ensure fair and equal treatment and improved living standards for all members of society, and that prevent the marginalization of disadvantaged groups.

The project involves public and private institutions from Canada, Argentina, Denmark, France, Germany, Israel, Italy, the Netherlands, New Zealand, Norway, Sweden, Switzerland, the United Kingdom, and the United States. In addition, the European Commission, the Organization for Economic Co-operation and Development, the United Nations Educational, Scientific and Cultural Organization – Management of Social Transformations, the Migration Policy Group, and the European

Research Centre on Migration and Ethnic Relations participate in the project. Partner countries host annual conferences. The fourth conference, co-hosted by Canada and the United States, will be held in Vancouver in November 1999.

Four centres of excellence in Montréal, Toronto, Edmonton and Vancouver, each a partnership of major universities, provide the intellectual backbone of Canada's involvement with the project. Metropolis partners in Canada include non-governmental organizations, three tiers of government, academics, the private sector and nine federal departments or agencies: Canada Mortgage and Housing Corporation, Canadian Heritage (Multiculturalism), Citizenship and Immigration Canada (CIC), Correctional Service Canada, Health Canada, Human Resources Development Canada, Social Sciences and Humanities Research Council, Statistics Canada, and Status of Women Canada.

A 1997-98 management review, commissioned by the CIC-based project team, the Treasury Board Secretariat and the Social Sciences and Humanities Research Council, considered "how successful the Metropolis partners have been in building the basis for cross-disciplinary policy-relevant research" and found that "Metropolis ranks among the very best at this stage of its implementation".

The dissemination of information is a major priority of the project. Data from the 175 research projects under way will be available on the award-winning Metropolis Web site (www.canada.metropolis.globalx.net). The Metropolis project team has also created quarterly newsletters and bimonthly News Flash pamphlets. The overwhelmingly positive response from two 1997-98 surveys has encouraged wider circulation. The Centres of Excellence publicize research in a variety of ways, including a radio series, brown bag lunches, media coverage, presentations at conferences, a working paper series and public

lectures. In addition, a data committee, set up under the aegis of the Metropolis Project, will ensure diversity data collection and distribution. In 1997-98 the committee focused on keeping the ethnicity question on the 2001 Census and ensuring the timely release of 1996 Census data.

Project participants exchange information at national and international conferences. The Domain Seminar on Civic Participation, organized by the Project and the Multiculturalism Program, took place in conjunction with the Second National Metropolis conference in Montréal in November 1997. Sixty researchers, policy-makers and communities discussed the research gaps in the field of civic participation of immigrants and ethnocultural communities. The result was a series of background papers posted on the Web site, and the formation of two strong working groups — one on civic education and one on political participation.

Department of National Defence

Office of the Ombudsman

In 1997-98, the Department of National Defence created an Office of the Ombudsman. All members and employees can use this third-party complaint mechanism to discuss any issue, including those related to harassment or any form of discrimination and racism, privately and without reprisal. The office provides a confidential, informal means of solving problems, and will give employees and Canadian Forces members a way to seek redress for unfair treatment or discrimination of any kind.

Canadian Heritage

Diversity Forum for Employees

In November 1997 the four departmental employment equity advisory committees hosted, in collaboration with the Human Resources

Branch and the Organizational Culture Change Initiative, the Strength Through Diversity: Moving to the Next Millennium Forum.

The objectives of the Forum were to provide an opportunity for networking among national and regional members of designated groups, to identify common issues, and to make recommendations to assist management to achieve employment equity goals and diversity responsibilities. The goal of the event was to increase awareness of diversity issues for all employees and managers by providing participants with concrete and effective working examples. Some 250 employees from across the country gathered for two days to attend workshops and conferences given by guest speakers. This initiative was a tremendous success and evaluations from participants indicate that all its objectives were met.

National Library

Creating a Network of All Canadian Publishers

The library's successful Legal Deposit Program operates through contacts with domestic publishers. One of the challenges of this program is to identify heritage-language publishers, who (for a variety of reasons) generally do not advertise in the mainstream media. In 1997-98, the National Library launched an initiative to improve contacts with publishers serving the Polish, Filipino and Chinese communities. Fact sheets in each language, with a reply form for publishers as well as details of the Legal Deposit Program, were distributed to community libraries and cultural institutes, as such institutions are often the first to alert the National Library to new publications. An article on the outreach effort appeared in the June 1998 issue of *National Library News*, which circulates to most Canadian libraries, and the National Library contacted heritage-language newspapers. *Ming Pao*, Canada's largest Chinese daily, agreed to publish an article in July 1998.

Contacts with community groups and heritage-language media outlets continue, and library staff take part in exhibits and cultural events sponsored by community groups to raise awareness of the National Library, establish contacts, and market National Library programs. The library hopes to use this approach in other minority-language communities.

Canadian Space Agency

Science Education for Aboriginal Youth

The Canadian Space Agency has a mandate to use the unique appeal of space to promote science and technology to youth. This year, the Agency made special efforts to involve Aboriginal youth in its education and awareness activities.

In August 1997, this initiative began with Dave Williams' visit to Watson Lake, Yukon, for the opening of the Northern Lights Centre. It continued with a University of Pennsylvania project in which hundreds of schools, including 11 Yukon schools with more than 500 student participants, performed experiments based on those carried out aboard the STS-90 (Neurolab) mission. The results of the school experiments were then collected by staff at the University of Pennsylvania and distributed for analysis to four schools, including Johnson Elementary School in Watson Lake.

The Canadian Marsville Program, an academic and cooperative learning program designed for 11- to 13-year-olds, increased its availability to Aboriginal students by adding two sites, one in Yukon Territory and the other in Saskatchewan.

Federal Government Action

Economic Affairs

Agriculture and Food

Federal agriculture and food organizations manage and promote domestic and international sales of Canadian agricultural products, and they also conduct research. These institutions promote growth, stability and competitiveness in the agri-food sector.

Agriculture and Agri-Food Canada

Agriculture and Agri-Food Canada (AAFC) has a mandate to promote the agriculture and agri-food industry and the economic development of rural communities. AAFC's programs support all of the two million Canadians who make their living in some way from the land, and who come from a variety of ethnocultural origins.

Ability to Contribute

AAFC is aware of the need to adapt its policies to an aging and increasingly ethnically diverse population. To this end, AAFC regularly consults with stakeholders and the public, and tries to ensure that consultation includes a cross-section of Canada's multicultural population. AAFC measures its success in this area with evaluations of individual consultations, which often include an assessment of the representativeness of the participants.

AAFC is working with many organizations to increase its support of the Aboriginal community. For example, AAFC's Aboriginal Agriculture and Agri-Food Working Group is part of the Partnering Strategy for Aboriginal Development, which is developing socio-economic initiatives for Aboriginal people. Also, the Rural Secretariat works with Indian and Northern Affairs Canada to make sure that Aboriginal issues are addressed.

Understanding and Respect

To promote the export of Canadian agri-food products, several copies of *Northern Bounty — A Celebration of Canadian Cuisine*, edited by Jo Marie Powers and Anita Stewart, were purchased and distributed to potential buyers and government officials. The cookbook reflects Canada's cultural diversity:

Northern Bounty is a flag-waving exploration of Canadian cuisine, and a turning point in our collective awareness of it. Canadian cooking is defined by its diversity. Canada has always been a land of immigrants, and each wave has added new flavours to the old, as people first figured out how to cook what they found locally, then gradually adapted to their traditional dishes, creating brand new ones, and finally swapped recipes with one another.

Since 1992, the department has published "Growing Together", a multicultural and multi-faith calendar; in 1997, it was distributed to department managers and other government departments were given the opportunity to buy copies.

Equal Opportunity

AAFC's approach to diversity goes beyond employment equity legislation; it is a process of reorganization founded on respect for all individuals. In December 1997, the Departmental Management Committee approved the new Diversity Management Framework to guide its efforts to create, maintain and support a diverse work force.

Language Skills and Cultural Understanding

The recognition of cultural differences contributes significantly to Canada's image as an agri-food supplier. Canadian agri-food products are sold in almost every country around the

world, so a variety of language skills and understanding of different cultures are needed. AAFC employees use these skills when:

- ✳ communicating with foreign diplomats in Canada and abroad;
- ✳ establishing links with foreign grain importers and exporters;
- ✳ extending AAFC networking with agriculture specialists in eastern and western Europe, South America, Mexico and Japan;
- ✳ networking with community groups and stakeholders; and
- ✳ helping Canadian companies promote their products internationally.

Promotional literature for international investors is translated into several foreign languages and interpreters are often hired to brief and debrief mission members and to promote Canadian products in foreign department stores.

Statistics and Studies

AAFC conducted market research and published reports on ethnic minority consumer groups in Canada. These reports are available on the AAFC Web site, accessible through the federal government Web site.

Future Priorities

More information is needed on agricultural activities and self-sufficiency on reserves. The department recently submitted a funding proposal to the Policy Research Data Group within the Social Cohesion Network to prepare a framework for gathering this information.

Farm Credit Corporation

The Farm Credit Corporation (FCC) supports Canada's agricultural community in two ways: by providing financial services for farming operations and small and medium-sized farming-related businesses, and by supporting

effective federal policy on agricultural issues. With more than 100 offices across Canada, the FCC and its services are available to all members of Canada's agricultural community.

Ability to Contribute

The FCC continues to inform ethnocultural groups about its services by holding meetings and presentations across the country. For example, FCC experts travelled to Holland to provide information about Canadian agriculture and FCC products to pork producers considering relocating to Canada.

Understanding and Respect

Activities emphasizing multiculturalism in the FCC and its operations during 1997-98 included:

- ✳ using a national staff survey and focus groups to identify diversity issues;
- ✳ promoting Multicultural Week and Anti-Racism Week;
- ✳ attending and sponsoring multicultural events;
- ✳ taking part in Aboriginal conferences and meeting with members of First Nations; and
- ✳ participating in human rights awareness training.

Language Skills and Cultural Understanding

Although FCC keeps a databank of the language skills of its employees in anticipation of its clients' needs, service in languages other than English or French is necessary only in certain areas of British Columbia. In one B.C. office, the FCC hired professional and clerical staff who speak five different languages.

Future Priorities

The FCC plans to develop more partnerships with ethnocultural community groups and, by early 1999, to create a national multiculturalism committee dedicated to raising awareness, addressing issues, and promoting diversity.

Environment, Finance and Development

Some of these departments and agencies manage and regulate Canada's natural resources and energy, and they promote research and development activities to encourage technological improvements and business investment. Others manage Canada's monetary system, protect deposits in banks, collect revenue for the government, and encourage business investment.

Atlantic Canada Opportunities Agency

The Atlantic Canada Opportunities Agency (ACOA) is a regional development agency of the federal government headquartered in Atlantic Canada. ACOA works with Atlantic

Canadians to help them set up new small and medium-sized enterprises, to market Atlantic Canada nationally and internationally, and to work with other federal government agencies at all levels to ensure maximum benefits for the region.

Although ACOA programs are available to all Atlantic Canadian entrepreneurs, the Agency recognizes the

need to support programs that increase the participation of the region's relatively small number of minority communities.

Ability to Contribute

ACOA has joined with its provincial partners to fund programs that give Atlantic Canadians of all origins opportunities to develop their business expertise.

- ✦ **Immigrant Entrepreneur Orientation Program (IEOP):** Under this Metropolitan Immigration Settlement Association (MISA)

program funded by ACOA and its provincial partners, 60 new immigrants received training and information on a wide variety of business topics, from taxation, business law and regulations, to exporting, developing business alliances, and business support services.

- ✦ **Black Business Initiative (BBI):** ACOA and Nova Scotia Economic Development and Tourism continued to provide core operational support of \$1 million annually to this development agency working "to foster a dynamic and vibrant Black presence within the Nova Scotia business community". During 1997-98, BBI provided \$289,000 in financing to 16 businesses, creating 62 jobs in the process. [www.bbi.ns.ca]
- ✦ **Young Natives Entrepreneurship Program:** In 1996, ACOA, its provincial partners and the Toronto Dominion Bank, joined with the Ulnooweg Development Corporation to launch this program, which provides loans of up to \$5,000 to young Aboriginal entrepreneurs to start micro-businesses. The program gave financial assistance to 20 participants in 1997-98.
- ✦ **Black Youth Entrepreneurial Exchange Program:** Fourteen young people — half from Nova Scotia and half from Jamaica — were involved in this six-month program organized by Canada World Youth. The participants spent three months in Nova Scotia and three months in Jamaica learning business skills from Black entrepreneurs.
- ✦ **Joint Economic Development Initiative (JEDI):** JEDI is a unique partnership of federal and provincial governments and New Brunswick's Aboriginal communities designed to encourage economic development in New Brunswick's First Nations.

Pier 21

Halifax Harbour's Pier 21, world renowned as a point of entry for tens of thousands of immigrants to Canada, will become a historic site. Immigrants and their descendants have worked for many years towards this goal. ACOA and its provincial colleagues will commit \$3.85 million to the project.

Understanding and Respect

Publications

- ✳ *The Dream Catchers — Profiles of Entrepreneurial Opportunity and Success*, produced by ACOA, celebrates the work of regional entrepreneurs from diverse backgrounds. This publication was widely distributed in schools, community colleges and business service centres.
- ✳ *Everything Ventured, Something Gained*, produced by MISA with support from ACOA and its provincial government partners, celebrated the achievements of immigrant entrepreneurs in Nova Scotia. The booklet supports MISA's orientation program for immigrant entrepreneurs new to the Nova Scotia business community.
- ✳ *Black to Business*, the BBI periodical, showcases Black businesses across Nova Scotia and highlights young entrepreneurs, community reports, training, and other business information.

Canada Economic Development for Quebec Regions

In February 1998, the Federal Office of Regional Development (Quebec) became Canada Economic Development for Quebec Regions.

Ability to Contribute

The Agency provides financial support to a number of organizations that promote the involvement of all ethnocultural communities in Quebec's economic development. For example:

- ✳ The Agency funds community economic development corporations on the Island of Montreal. These corporations offer referral and support services for entrepreneurs from a variety of ethnocultural communities.

- ✳ The Agency, under its IDEA-SME program, gave financial assistance to Jewish Vocational Services, which provides job search advice and assistance to the Jewish community. This financial support led to the hiring of a full-time program coordinator for the Entrepreneur Advisory Program.
- ✳ The Mathieu Da Costa Business Development Corporation, which supports Black entrepreneurs, received \$1.25 million. The corporation's results to date are encouraging: 40 businesses have been set up, and about 100 jobs have been created or maintained.

Understanding and Respect

Since 1996, the Agency has offered cultural diversity training to all of its managers. In 1997-98, a tour of the Agency's 13 regional business offices was conducted, with values and ethics in the public service as the theme. Also, a three-and-a-half-day training session on management values and ethics was given to the first group of 10 employees who volunteered to be part of the Agency's management succession pool.

Statistics and Studies

Through the IDEA-SME program, the Agency helped finance the Coalition of Outremont Hassidic Organizations' study of the Montréal Hassidic community. The study was co-funded by Canadian Heritage and Human Resources Development Canada.

The study found that this community needs access to government programs in the fields of culture, education, employment and job creation in SMEs. The Agency will use this information to improve its services to Montréal's Hassidic community.

Language Skills and Cultural Understanding

The Agency's work force in Greater Montreal reflects that city's diverse population: receptionists at headquarters and SME advisors can serve clients in languages such as Greek, Mandarin, Arabic, Spanish and Portuguese.

Future Priorities

Currently, the Agency is not using precise performance measures to evaluate its multiculturalism programs. It plans to set up external and internal measures during the current fiscal year and is considering the following:

Output Indicators

- ✦ the number of programs targeting cultural communities
- ✦ the number of programs increasing the cultural understanding of employees
- ✦ the number of innovative recommendations or practices in the field of human resources

Effort Indicators

- ✦ the financial and human resources dedicated to multiculturalism
- ✦ these resources as a percentage of total spending

Feedback Indicators

- ✦ client satisfaction
- ✦ corporate feedback
- ✦ changes in the attitudes and behaviour of SME bosses and Agency staff

Canadian Space Agency

The Canadian Space Agency (CSA) manages Canada's investment in space, with a legislated mandate to "promote the peaceful use of and development of space, advance knowledge of space through science, and ensure that space science and technology provide social and economic benefits for Canadians". Space-related

enterprise is becoming an increasingly international undertaking, so multiculturalism is a major aspect of the working environment of the CSA.

Ability to Contribute

Canada's space program requires expert, skilled staff, and the CSA uses programs such as employment equity, training and development, and student placements to recruit and retain the most highly qualified specialists available. As a result, the CSA work force is culturally and ethnically representative of the Canadian population.

- ✦ In 1997-98, nearly 20 percent of the Agency's scientific and professional employees identified themselves as members of visible minority communities. Twenty-two CSA employees identified as members of visible minorities received 245 days of training and development, and two of the three employees receiving long-term training were members of visible minorities. The staff of the Agency's David Florida Laboratory in Ottawa is so ethnically and culturally diverse that, for the second time, a federal government recruitment campaign photo shoot was recently held there.
- ✦ About 15 percent of this year's Co-op and Federal Student Work Experience programs originated in various ethnic communities, and the CSA sponsored a visible-minority student to attend the Shad Valley Leadership Program to increase his employability.
- ✦ The Agency takes part in the biennial National Aboriginal Career Fair.

Understanding and Respect

In 1997-98, the CSA focused its outreach efforts on Aboriginal youth. The Aboriginal students of an elementary school in Watson Lake, Yukon Territory, took a lead role in an international educational activity related to Dave Williams'

NeuroLab mission in March 1998. The Agency expanded its Canadian Marsville Program to include Aboriginal students in Yukon and Saskatchewan. And one of the animated characters on the CSA Web site is Aboriginal.

Inside the Agency, multicultural activities arise naturally from its highly varied work force.

- ✳ The Agency's headquarters in Saint-Hubert, Quebec, observed Black History Month.
- ✳ Five regional CSA-funded Space Resource Centres opened across Canada and strive to reach out to schools with a high concentration of students from ethnic and cultural minorities. For example, the Space Resource Centres in the Pacific and Prairie regions (in Vancouver and Saskatoon) attracted about 500 teachers and 4,000 students to workshops on space themes.
- ✳ The CSA has adopted a policy to promote Canadian diversity in all its public events and space awareness activities. Photographs and graphics in CSA communications products are specifically designed to show the wide variety of peoples that make up the Canadian population.

Language Skills and Cultural Understanding

To carry out its international responsibilities, the CSA depends on its multicultural staff for language skills and cultural experience.

- ✳ The CSA experts responsible for training astronauts to operate the Mobile Servicing System, Canada's contribution to the International Space Station, include fluent speakers of many languages, including Spanish, Italian, Russian, Arabic, Armenian and Hebrew.
- ✳ Russian- and Ukrainian-speaking CSA staff sometimes act as interpreters and translators during meetings and training sessions with Russian space program staff.

- ✳ CSA employees of Chinese and Indian descent have contributed significantly to the success of international missions by acting as interpreters.

Future Priorities

The CSA's main multiculturalism priority for the future is to continue promoting a work environment favourable to multiculturalism. To achieve this objective, the Agency will continue integrating multiculturalism promotion into its business plan, and will develop indicators for assessing performance on multiculturalism objectives. Progress will be reported in the annual CSA Performance Report.

The Agency will also create a database to compile data on staff training and career development for members of cultural communities and designated groups, and conduct multiculturalism awareness activities such as showing videos on managing cultural diversity, and developing an intranet page on multiculturalism.

Environment Canada

Environment Canada is committed to providing all Canadians with the means to make responsible decisions about our environment. The following initiatives provide concrete examples of policies, programs and practices that foster and contribute to the dual objectives of sustainable development and multiculturalism.

Ability to Contribute

Environment Canada has long recognized that every Canadian must play an active role in achieving sustainable development. The following projects encourage the participation of Canadians of all ethnocultural origins.

- ✳ **EcoAction 2000:** This project promotes the concept of sustainable development and funds projects with local environmental benefits. Participants in 1997-98 included visible minority groups in the Toronto area involved in training and project development related

to environmental stewardship and ecosystem regeneration, and a Toronto-based Ukrainian youth association developing a wetland rehabilitation project.

✳ Toronto-area Adult Co-op Program: Several groups within the Atmospheric Environment Service participated in this program, which provides co-op placements for new immigrants with highly specialized skills, education and work experience. The department hired several new Canadians after their co-op terms.

✳ First Nations Storage Tank Technician Internship Program: A partnership with Indian and Northern Affairs Canada (INAC), this program was initially designed to assist INAC in meeting the requirements of fuel storage tank regulations and educating tank owners about regulations. Storage tank assessments on First Nations reserves were put into a database to be used for future compliance promotion and tank management.

Understanding and Respect

Because outreach is an important component in the department's strategy to achieve sustainable development, it is essential that programs are driven by an understanding of ethnocultural differences. In 1997-98, Environment Canada concentrated on increasing the cultural sensitivity of its employees; however, one project directed at the public highlighted the link between environmental and cultural awareness.

Diversity Leadership Awards

The following Environment Canada employees were recognized for their work to support the ability of all Canadians to contribute to achieving sustainable development.

Patrick Small Letggs Nagge, of the Atlantic Region, helps build partnerships between Environment Canada and the Aboriginal community. His accomplishments include: providing sound advice to program and policy staff on Aboriginal issues, completing numerous Aboriginal awareness sessions, developing an Aboriginal component in the regional action plan, and contributing expertise and support to Environment Canada's national agenda.

Tsoi Yip, a meteorologist with the National Weather Services Directorate, provides numerous interviews and radio phone-in discussions on severe weather and the Canadian Lightning Detection Network to Chinese TV and radio stations in the Greater Toronto Area.

The Atmospheric Environment Service's Technical Services Group, of the Quebec Region, has maintained good relationships with Aboriginal communities in Northern Quebec over the years. Their understanding of and openness to Aboriginal values have helped them deliver high-quality services to all remote weather stations serving Cree and Inuit communities.

The Aboriginal Student Apprenticeship Program, run by the Prairie and Northern Region, gives high-potential students apprenticeships with the goal of providing the department with experienced, qualified and motivated staff.

✳ Quest for Water: The Biosphere invited artists from Montreal's cultural communities to present works highlighting the quest for water in their countries of origin. These works, along with collective works on the same theme by students from the Greater Montréal Region, were unveiled in November 1998 and will be on display at the Biosphere until the spring of 1999.

Language Skills and Cultural Understanding

Environment Canada is fortunate to have a diverse work force with multiple language skills. Employees use these skills to enable Canadians

of all ethnocultural backgrounds to make responsible decisions about the environment and to foster global environmental integrity. For example:

- ✳ A Biosphere member of Haitian origin designed a tour and exhibit on the scarcity of water in Haiti.
- ✳ The Technology and Industry Branch Project Officer, who is of Polish origin, set up seminars and meetings under the Memorandum of Understanding (MOU) on Environmental Cooperation with Poland.

Future Priorities

The following are examples of the department's plans and priorities to promote Canada's diversified ethnocultural communities while securing a safe and healthy environment for all Canadians.

- ✳ Ethnocultural minority communities who fish in urban areas and consume large quantities of caught fish have higher health risks. As Environment Canada leads other federal department in the next phase of the Great Lakes Program, outreach to these communities will be important.
- ✳ Dry-cleaning regulations will be translated into Korean for the Metropolitan Vancouver area.
- ✳ The Canadian Ice Service has submitted a proposal to the New Search and Rescue Initiative Fund to develop an Arctic Land Fast Ice Advisory and Warning System, which will use Inuit terminology and languages. Development will be coordinated with northern community agencies, such as the Nunavut Planning Commission.
- ✳ An Aboriginal contracting firm will administer an Environment Canada survey on weather services and products for the population north of the 60th parallel.

- ✳ The Development Assessment Process is being created to meet obligations under the *Umbrella Final Agreement* and the *Yukon Land Claims Settlement Act*. The process will give equal consideration to traditional knowledge and conventional scientific knowledge in environmental assessment.

- ✳ Aboriginal people's knowledge and relationship with the environment need to be integrated into the development and implementation of environmental legislation, policies and programs. *How to effectively consult with Aboriginal People* is a modular pilot training project to help Environment Canada employees improve their skills and confidence when consulting Aboriginal groups.

Fisheries and Oceans

The Department of Fisheries and Oceans (DFO) promotes Canada's economic, ecological and scientific interests in our ocean and freshwater resources. DFO remains aware of and continues to respond to the diversity of its employees and clients across the country.

Ability to Contribute

Canadians directly affected by DFO's mandate are of diverse ethnocultural origins; the department tailors its programs, usually by providing information in a number of languages, to meet the needs of all its clients. Although some of the following initiatives apply year over year, their importance to DFO and those it serves remains high.

The video *Observe, Record and Report*, a guide to fishing violations in the Pacific Region, is available in Cantonese, Mandarin and Vietnamese.

DFO makes sure that warning signs and promotional posters are translated into appropriate languages.

To improve its services to fishers of Vietnamese origin, DFO recruited a fishery officer who speaks Vietnamese for the department's Fishery Officer Program.

All DFO clients have the option of taking part in consultations in their own language.

Understanding and Respect

DFO celebrates the ethnocultural origins of Canadians who are closely connected to our ocean and freshwater resources. In June 1998, the Central and Arctic Region joined the province of Manitoba to celebrate the *International Year of the Ocean*, with a special focus on the Filipino community in Winnipeg and its part in the urban fishing program. Activities included a fish barbecue and a radio broadcast in the Tagalog language.

Equal Opportunity

Through its Employment Equity Program, DFO is supporting a diverse work force and a work environment where everyone is treated with respect. The comprehensive training program Diversity in a Respectful Workplace will be used to further this goal, and DFO staff will monitor course participation and the effects of the training.

Industry Canada

Industry Canada's work touches all Canadians as it builds an economy that sustains growth, creates jobs and raises incomes.

Ability to Contribute

- ✳ Consultations: Industry Canada ensures that its policies and programs respond to Canada's diverse population by using input from focus groups, advisory committees, community-based organizations, surveys, interdepartmental groups, community networks, heritage-specific media, and staff members.
- ✳ Aboriginal Business Canada: This program supports the growth of Aboriginal businesses

by providing business services, advice, support, advocacy, and information products.

Understanding and Respect

Diversity Awareness Training: Many Industry Canada employees have participated in diversity awareness training. For example:

- ✳ A Diversity Awareness training session was held for a cross-section of staff in the Ontario Region in June. The Ontario Region intends to do more training of this kind.
- ✳ A Cultural Awareness Session will be given to the Halifax Region Aboriginal Business Canada staff.

Statistics and Studies

- ✳ Multiculturalism and Diversity Management Project: The Human Resources Branch has initiated a project to study and measure departmental progress in these areas.
- ✳ Aboriginal Business Canada Database: This database contains information on clients and their projects, and is used regularly to measure progress and develop policies and practices. Some of this information can be accessed by the public through provisions in the *Access to Information Act*.
- ✳ Aboriginal Entrepreneurs in Canada: Progress and Prospects: This report was prepared by Aboriginal Business Canada and the Micro-Economic Policy Analysis Branch. It was published in the first quarter of the 1998 issue of the *Micro-Economic Monitor*, a newsletter that can be found on the Industry Canada Web site.

Language Skills and Cultural Understanding

- ✳ Industry Canada staff members have served their clients in Chinese, German, Spanish, Italian, Hindi and Japanese.

- ✿ The Student Connection Program can deliver training in English, French, Spanish, Mandarin, Cantonese, Arabic and Hindi.
- ✿ Employees are encouraged to improve and maintain their linguistic abilities with in-house language courses (at their cost) in Spanish, Chinese and Japanese and self-study audiocassettes in Russian, German and Italian. In April 1999 self-study materials will be available on CD-ROM.

Future Priorities

Information Policy and Planning Branch staff are building cultural awareness into their policies, programs and practices. Industry Canada's outreach programs can only be successful if its staff reflects the diverse population it serves. To this end:

- ✿ A special employment equity program to increase the number of Aboriginal people in the Aboriginal Business Canada office is being developed with the Public Service Commission.
- ✿ The Multi-Year Employment Equity Plan will be discussed with senior and department managers, union representatives and other stakeholders, and the Human Resources Branch plans to develop an employment equity Web site.

National Research Council

The National Research Council (NRC) is Canada's leading science and technology research organization. A diverse work force and awareness of ethnocultural issues will help the NRC promote scientific and industrial research of importance to Canada.

Ability to Contribute

- ✿ With Carleton University, the University of Ottawa and MITEL Corporation, the NRC is a partner in O-Vitesse, an innovative program launched in November 1996 to

increase the pool of professionals and skilled workers available to software and telecommunications industries in the National Capital Region. In January 1998, 40 students, of whom one third are members of visible minorities, were enrolled in the second phase of the program; in June 1998, 10 students from various ethnic backgrounds graduated from the 16-month pilot program. This program makes no distinctions between foreign-trained and Canadian-trained engineers, so it facilitates the movement of professionals with foreign credentials into Canadian industry.

- ✿ In partnership with the Canadian African Women's Organization, which runs an office skills and business training program for job-seekers, especially newly arrived immigrant women, the NRC offers a six-week, full-time work placement in a professional setting. The NRC also offers work placement through Ontario Works, a provincial employment program that gives opportunities to new immigrants, among others, to learn basic work and life skills, gain work experience and make contacts for future employment.

Equal Opportunity

The NRC continues to examine the feasibility of establishing a committee to conduct an ongoing review process, focusing on specific areas of concern that will, in turn, assist in meeting the requirements and expectations of the Canadian Human Rights Commission, employment equity, multiculturalism, and official languages legislation. The committee would provide advice to the President of the NRC on the recruitment, promotion, retention, and career development of members of employment equity designated groups, and ensure equitable representation of the two official languages within the NRC.

Language Skills and Cultural Understanding

The NRC is currently involved in two initiatives with the government of Chinese Taipei, which includes Taiwan and several nearby islands. In a mentoring program designed to enhance the NRC's international relationships, four high school students from Taiwan came to Canada to work with Taiwanese-Canadian scientists at the NRC and the University of Ottawa. Also, the NRC's Canada Institute for Scientific and Technical Information (CISTI) entered into an agreement with the Science and Technology Information Centre (STIC) of Chinese Taipei to exchange and increase access to scientific, technical and medical information. STIC provides document delivery, reference and online database services to research institutes and the private sector as well as to its parent organization, the National Science Council of Chinese Taipei. The agreement gives CISTI access to more than 1,100 scientific and technical journals in STIC's Chinese-language collection, as well as to foreign-language science and technology information sources elsewhere in Chinese Taipei, in the People's Republic of China, and in the Association of South East Asian Nations region.

Future Priorities

The NRC's priorities for implementation of the *Canadian Multiculturalism Act* are as follows:

- ✳ developing a reporting system that requires institutes and branches to report their multiculturalism and employment equity implementation activities annually to the Human Resources Branch;
- ✳ covering the *Canadian Multiculturalism Act* in training courses for human resource consultants to prepare them to support managers in setting employment equity goals;
- ✳ integrating multiculturalism issues into management courses; and

- ✳ promoting an award for leadership in implementing multiculturalism and employment equity practices.

Revenue Canada

Revenue Canada is responsible for Canadian tax, trade and border administration. Revenue Canada meets its obligations under the *Canadian Multiculturalism Act* by providing fair service that meets the needs of its diverse clients. The key pillar of this initiative is Revenue Canada's inclusiveness approach in its consultations with Canadians.

Ability to Contribute

Revenue Canada's Fairness thrust ensures that cultural communities receive fair and equitable treatment and are confident in the services the Department offers. The Fairness Initiative is a multi-step process by which Revenue Canada encourages feedback from its clients on how to improve the fairness of its current services. The findings of the public consultations (prepared by COMPAS Research Inc.) indicated a growing need for greater accessibility to services in more non-official languages.

Since 1996, when the federal government announced the creation of the Canada Customs and Revenue Agency, Revenue Canada has been consulting extensively with its stakeholders on the mandate and structure of the Agency. Consultation participants come from a wide range of stakeholders, including those from various ethnocultural backgrounds.

Revenue Canada holds information sessions for entrepreneurs who have immigrated to Canada. In 1997-98, the following sessions were held:

- ✳ seminars for new immigrant entrepreneurs, held in Korean, Mandarin and Cantonese, in collaboration with the B.C. Ministry of Employment and Investment;
- ✳ small business seminars on importing and exporting for the Chinese and Punjabi business communities; and

- ✳ an overview of Customs programs, provided by the Atlantic Trade Administration Office in partnership with the Metropolitan Immigrant Settlement Association.

The Community Volunteer Income Tax Program “lends a hand,” in 19 languages, to Canadians completing their tax returns. Employees volunteer to help all Canadians, but particularly those who are new to Canada and are unfamiliar with the tax system.

Understanding and Respect

Revenue Canada provides diversity training for all its employees. In 1997-98, courses offered included:

- ✳ various courses in cross-cultural communication;
- ✳ a half-day session on Chinese business practices and ethics; and
- ✳ diversity training for front-line customs inspectors.

Language Skills and Cultural Understanding

Revenue Canada has a directory of its employees' third language skills, and can provide interpretation and translation services in more than 20 languages. Revenue Canada also maintains a list of Customs officials who speak third languages and can lead training sessions, assist at trade shows and conferences, and communicate with the international community. In addition, Customs Border Services continues to provide greeters who speak a third language at all international airports.

Revenue Canada publications available in non-official languages include:

- ✳ guides and manuals to assist Canada-Chile free trade and NAFTA trade partners and their clients;
- ✳ the *E311 Traveller Declaration Card*, available in Punjabi, Italian, Japanese, Polish, German, Spanish, Croatian, Portuguese, Chinese, Dutch and Korean; and

- ✳ *Learning about the Law: British Columbia's Laws and Legal System*, available in Chinese, Vietnamese, Spanish, Punjabi, Polish, Farsi, Arabic and Korean.

Revenue Canada employees work with television and radio stations in non-official languages to make sure that Canadians who do not speak English or French are aware of Revenue Canada's services.

Future Priorities

During 1997-98, Revenue Canada concentrated on addressing the representation of designated employment equity groups. The team studying equity and diversity consulted with stakeholders and made the following recommendations:

- ✳ broaden employment equity to include diversity;
- ✳ integrate both into all management processes;
- ✳ assign responsibility for employment equity and diversity to everyone;
- ✳ create senior full-time employment equity and diversity positions;
- ✳ establish an employment equity and diversity advisory council;
- ✳ improve funding methods; and
- ✳ reinforce the accountability of managers by linking diversity management to performance reviews.

These recommendations are being reviewed for inclusion in the redesign of future policies to include a renewed focus on diversity management. In addition, Revenue Canada's Fairness Action Plan will be implemented in 1998-99 to enhance the accessibility of services to all Canadians.

Services and Standards

These agencies provide services to the Canadian public, to business and to labour, and they set regulations and standards for commercial activities.

Canada Post Corporation

Canada Post Corporation (CPC) serves all Canadians by providing the secure delivery of messages, information and packages to Canadian and international destinations.

Chinese New Year Commemorative Stamp

For the second year in a row, Canada Post issued a commemorative stamp for the Chinese Lunar New Year in January 1998. A number of events and activities were organized to promote and celebrate the start of the Year of the Tiger, including launches at the Chinese Community Centres in Toronto and Vancouver, a display and sales booth at the Chinese Cultural Centre in Calgary, and a promotion and display at the annual Sunbrite Chinese New Year celebration.

Ability to Contribute

Canada Post helps hundreds of organizations contribute to the evolution of Canada with donations or sponsorships. Organizations supported by the Corporation Contributions Program include:

- ✦ Italian Canadian Cultural Centre, Winnipeg
- ✦ London Multicultural Youth Association Poetry/Essay Contest

- ✦ Aboriginal Centre, Winnipeg
- ✦ First Peoples Business Association of Quebec

Language and Cultural Understanding

Services are often provided in languages other than English and French:

- ✦ The Aberdeen Post Office in Richmond, British Columbia, conducts 90 percent of its business in Chinese languages.
- ✦ A calendar specifically targeting the Chinese community was designed by Canada Post and distributed in Vancouver metropolitan area outlets.
- ✦ The corporate postal outlets in Winkler and Altona, both in Manitoba, frequently conduct business in German.

- ✦ Outlets in Brocket and Standoff, Alberta, and Cowessess, Saskatchewan, provide services in First Nations languages.
- ✦ All Canada Post offices in the Nunavut Territory provide services in Inuktitut; brochures in Inuktitut, Ojicree, French and English have been distributed; and exterior signs with Nunavut community official geographic names are being prepared.
- ✦ A brochure advertising Canada Post's services in Somali and Farsi was created and distributed with the York Postal Service Customer Council. Representatives of these communities were consulted.
- ✦ Each year, close to a million children from around the world send letters to Santa Claus (North Pole, Canada, H0H 0H0) in more than 20 languages. Canada Post employees volunteer to reply to the letters in each child's own language.

Equal Opportunity

Canada Post's work force is one of the most diverse in Canada. With the goal of maintaining respect in the workplace, a "managing diversity" module was piloted in 1997-98. Feedback from this course, findings from previous research and consultations with employees identified the need for a "managing diversity" training program, which will be part of the training for all supervisors. Similar programs for other management levels will also be developed.

Transport

Federal departments and agencies in the transport sector include one of the country's major rail carriers, and the organizations that set Canada's transportation policies and standards. This sector also includes the pilotage authorities

that employ pilots to help captains guide their ships into harbours and through inland waterways. Large geographical areas are served by the employees of the pilotage authorities in the Atlantic and Pacific regions, as well as along the St. Lawrence River and in the Great Lakes region.

Transport Canada

Transport Canada oversees the transportation network for all of the people and to all the places of Canada. In 1997-98, Transport Canada concentrated on increasing the diversity of its work force. In addition, managers were given diversity training and all exhibits, audio-visual projects and publications reflected the multiculturalism of Canada.

Equal Opportunity

Transport Canada, guided by the employment equity legislation and the La Relève Plan, sought out qualified employees from ethnocultural minorities that are underrepresented. Most of the targets for hiring and promoting members of designated groups were met or exceeded in 1997-98.

Future Priorities

Transport Canada plans to increase the opportunity for employment and advancement for Canadians of all origins by:

- ✳ reviewing employment systems;
- ✳ creating inventories and programs to increase applicant pools;
- ✳ aiming recruitment campaigns at people of diverse ethnocultural origins;
- ✳ increasing the participation of members of designated groups on selection boards;
- ✳ participating in career fairs; and
- ✳ providing career counselling, more opportunities for skills development and a mentoring program.

Transport Canada will regularly assess managers on their implementation of employment equity principles and will encourage diversity training for all employees.

Government Operations

These departments and agencies administer programs for public servants, manage government purchases and facilities, provide services to ministers of the Crown, and collect data on all aspects of Canadian life. They also set standards for government operations and monitor the effectiveness and efficiency of departments and agencies in meeting these standards. Elections Canada organizes federal elections and referendums.

Canadian Centre for Management Development

The Canadian Centre for Management Development (CCMD) is responsible for developing and retaining management expertise in the public service. The Centre conducts studies and offers learning programs to ensure that the management cadre of the public service reflects the diversity of Canadian society, and to support managers' commitment to serving Canada.

Ability to Contribute

- ★ CCMD training modules on governance cover the changing demographic reality of Canada. Participants are encouraged to discuss diversity and the richness this diversity brings to the development of solutions and to communications between managers and staff.
- ★ In partnership with Nunavut Arctic College, the Government of the Northwest Territories, and the Nunavut Secretariat of Indian and Northern Affairs Canada, CCMD is responsible for the Sivuliuqtit Program, a management development course preparing Inuit leaders for possible employment in the Nunavut public service. Sivuliuqtit integrates Inuit cultural values and world view with the best of management development practices. The three-year program includes networking and

mentoring, work terms, distance learning, and formal learning sessions held at CCMD in Ottawa and at the Keewatin Campus of Nunavut Arctic College in Rankin Inlet. On March 31, 1999, CCMD will transfer the Sivuliuqtit Program to Nunavut Arctic College.

- ★ CCMD delivers the leadership and management learning component of the Diversity in Leadership Program, a Public Service Commission-Treasury Board Secretariat "special measure" to help members of visible minorities, people with disabilities, Aboriginal people and women in non-traditional occupations to qualify for executive positions. Through training and work assignments, this program has prepared 70 high-potential candidates for more senior positions.

Understanding and Respect

- ★ The CCMD learning module on the corporate culture of the public service covers ways for managers to make the culture of an organization more welcoming to visible-minority employees.
- ★ Participants in all CCMD programs spend a day at the Odawa Native Friendship Centre for an introduction to Aboriginal issues conducted by an elder at the Elders' Lodge. They also meet with a representative of Indian and Northern Affairs Canada or the Privy Council Office for an overview of the federal programs and priorities that are based on recommendations of the Royal Commission on Aboriginal Peoples and the government's response to the Commission.

Future Priorities

CCMD's main multiculturalism-related priority is to incorporate employment equity objectives in every CCMD manager's accountability accord. This priority also serves the centre's

mandate to develop managers sensitive to diversity issues, who will create in the federal government a work environment that welcomes members of designated groups.

Elections Canada

Elections Canada has a mandate to educate Canadians about the electoral process, and to monitor this process for fairness and transparency. Elections Canada implements the *Canadian Multiculturalism Act* by making sure that the right to vote is communicated to Canadian citizens of all ethnocultural origins.

Ability to Contribute

Elections Canada sends out information in many languages to encourage all Canadian citizens to contribute to the selection of their political representatives:

- ✳ In preparation for the final federal enumeration in April 1997, information about the enumeration process was translated into 23 languages and information about the electoral process was translated into 20 languages. This information was offered to more than 2,000 ethnocultural associations across Canada and to media serving ethnocultural minority groups. In total, an additional 80,000 pamphlets were ordered.
- ✳ Elections Canada produced and distributed the new election simulation kit *I Can Vote!*, which is designed for new citizens and people with minimal knowledge of English and French.

Statistics and Studies

- ✳ Before an election, Elections Canada carefully researches immigration trends using statistics from Citizenship and Immigration Canada, Statistics Canada and all major municipal governments and consults with returning officers to determine the electorate's language needs.

- ✳ As part of Elections Canada's post-election evaluation 1,800 surveys were sent to ethnocultural associations, race relations groups, English as a Second Language and French as a Second Language classes, citizenship courts, community centres and immigration settlement agencies to evaluate Election Canada's advertising campaign and voter information program.

Language Skills and Cultural Understanding

Elections Canada gives due consideration to language and cultural skills when hiring liaison or enquiries officers. Also, the selections guidelines for election officials include a section on the candidate's ability to communicate with the public. For example, Section 8 of the *Selection Guidelines for Revising Agents* states:

... efforts should be made to provide names of individuals who speak the language of the population in ethnic communities. For example, in a Chinese-speaking community, every effort should be made to nominate individuals from that community to register electors.

Elections Canada employees who speak Spanish and Portuguese helped to prepare and organize the IVth Conference of the Inter-American Union of Electoral Organizations, hosted by Elections Canada in July 1998.

Elections Canada gives new returning officers cultural diversity training so that they understand federal policy on diversity and adopt its principles in their work.

Future Priorities

Elections Canada will continue to work with government departments, agencies, Crown corporations and non-governmental organizations, including the Ethnocultural Council of Canada, to maintain and improve information programs for citizens whose first language is neither English nor French or who are new to Canada.

The composition of the population in electoral districts is not static. Therefore, Elections Canada must continuously assess community needs to update its strategies to encourage the full participation of all Canadian citizens in the electoral process.

Public Service Commission of Canada

The Public Service Commission (PSC) is responsible for appointing qualified people to positions in the public service; providing recourse and review in matters under the *Public Service Employment Act* and the *Employment Equity Act*; and delivering learning programs to help public servants acquire the skills for current and future work requirements.

Ability to Contribute

The PSC applies the merit principle in all employment and career-development decisions. Equality of access for people of all origins is integral to the merit principle; the public service of a properly functioning democracy is representative of the people it serves.

- ✳ To achieve its objective of a representative public service, the PSC monitors and measures progress related to the four groups designated by employment equity requirements. In 1997-98, the PSC also helped Treasury Board Secretariat evaluate programs under the Special Measures Initiative.
- ✳ PSC regional- and district-level offices carry out activities such as meeting with minority community organizations to explain recruiting programs and application processes and gather feedback, and sending job posters directly to visible-minority organizations. In the Quebec region, for example, 101 letters were sent to Aboriginal groups and individuals, and 153 letters went out to visible-minority groups and individuals. PSC regional

and district staff also place articles about federal government jobs in visible-minority organizations' newsletters, and take part in career fairs, recruitment workshops and special outreach efforts that target visible-minority communities.

- ✳ Regional and district offices also carry out special projects, such as the Vancouver Informatics Project, which had instant success — its first hirings were all members of visible minorities.
- ✳ The methodology and materials used in PSC language training programs reflect employment equity principles, and the membership of PSC learning advisory panels and working groups is reviewed regularly to ensure equitable representation.
- ✳ The PSC uses its programs to support client departments' activities; for example, the PSC Post-Secondary Recruitment Program supports Indian and Northern Affairs Canada programs for Aboriginal students.

Understanding and Respect

At the national level, the PSC promotes understanding of and respect for the diversity of members of Canadian society by:

- ✳ chairing the Interdepartmental Committee on Diversity Management;
- ✳ monitoring the effect of the *Canadian Multiculturalism Act* in its recruitment activities and across the federal government;
- ✳ preparing multiculturalism information sessions for client departments;
- ✳ producing direction on assessing foreign education credentials for regional offices; and

- ✳ participating in a two-day forum on racial discrimination in the public service sponsored by the Professional Institute of the Public Service and the Public Service Alliance of Canada.

At the regional and district level, PSC offices have:

- ✳ helped produce a video to raise federal government managers' awareness of members of visible minorities (Montréal);
- ✳ participated in workshops and courses on visible-minority cultures to learn about cultural effects in work situations and job interviews (Vancouver); and
- ✳ celebrated Black History Month by participating in *Colour of Freedom*, an event sponsored by the Urban Alliance on Race Relations, and participated in a special awards event to recognize members of visible-minority communities (Toronto).

PSC recruitment and management staff have also completed cultural awareness and sensitivity training themselves.

Statistics and Surveys

The PSC maintains databases on public service appointments subject to the *Public Service Employment Act*, and details about the public service work force, such as separation, appeals, professional training and language training. All data are broken down by age and sex; type, location and department of employment; language group; occupational group and category; and the language requirements of the position.

To perform research and analysis related to employment equity, the PSC uses data collected by Treasury Board Secretariat on employees who identify themselves as members of one of the four designated groups. These data are added to the PSC databases for employment

equity research projects. In collaboration with Statistics Canada, Treasury Board Secretariat, the Canadian Human Rights Commission and Human Resources Development Canada, the PSC also compares the public service work force with the Canadian labour force.

These are only a few of the PSC's ongoing statistical programs. All data collected are used for analysis and research purposes such as forecasting the representativeness of the public service of the future, and executive-level succession planning and employment equity.

PSC statistical studies are available at the PSC library or through the PSC Web site.

Language Skills and Cultural Understanding

PSC employees in Toronto assist clients in various languages, including Hindi, Punjabi, Konkani and Farsi, as well as English and French. In the North, job advertisements are posted in Aboriginal languages; for example, in Nunavut, they appear in Inuktitut. The PSC employs language teachers from all over the world, many of them members of visible minorities, who expose students to a variety of cultures.

For tasks connected to a particular ethnocultural minority, the PSC asks employees of the same ethnic origin as the client group to ensure that presentations and documents are prepared and delivered correctly. When arranging international exchanges and learning opportunities, the PSC also engages expert consultants to translate documents, and to ensure that the contacts are as productive as possible and that all relevant linguistic and cultural elements are respected.

Future Priorities

The PSC priorities for implementing the *Canadian Multiculturalism Act* in 1998-99 are to study the 1998-1999 public service recruitment campaign to identify barriers to the recruitment

of ethnocultural groups and minorities, working with the Learning Advisory Panels to research barriers to learning, and developing learning modules for use in a revised Management Orientation Program. The Commission will also continue its groundbreaking work in employment equity.

Public Works and Government Services Canada

Public Works and Government Services Canada (PWGSC) is the common-service agency that provides the other departments and agencies of the Government of Canada with the bulk of the goods and services they need to deliver their programs. PWGSC has no programs directly related to multiculturalism, but concentrates on ensuring fairness through sound business practices.

Understanding and Respect

- ✦ PWGSC approved Generic Competencies that clearly state expectations for employee and management behaviour in a number of key areas, including diversity and employment equity. Learning activities are planned on a department-wide basis in areas of managing diversity, working in a diverse work force, cross-cultural relations, race relations and Aboriginal awareness.
- ✦ PWGSC has integrated multiculturalism and employment equity content into its in-house courses, including Introduction to Management at PWGSC, the Employee Guide to PWGSC, Leadership Skills, Service Delivery, and The Manager as an Agent of Change.
- ✦ The Communications Branch ensures that PWGSC print and electronic communications products reflect Canada's multicultural nature, and takes the cultural needs of

PWGSC staff into consideration when organizing and supporting departmental events and projects.

- ✦ Western Region has implemented a pilot cultural-understanding program for suppliers. Designed to help Aboriginal communities, development councils, and entrepreneurial organizations to access federal government business opportunities, this program is developing a culturally aware business-delivery blueprint for use by PWGSC staff working with target group organizations across Canada. Pacific Region is also now giving seminars and presentations to Aboriginal groups, women's groups, and Francophone groups.

Statistics and Surveys

To support the government-wide Procurement Strategy for Aboriginal Business, PWGSC has modified its internal databases to index suppliers and consultants who identify themselves as Aboriginal. PWGSC also produces the *Bilan social*, a semi-annual report based on analyses of specific indicators, including employment equity criteria. Senior managers refer to the *Bilan social* for information on representation, promotions and recruitment of employment equity designated groups.

Equal Opportunity

In its general procurement activities, PWGSC ensures that Canadian suppliers, both individuals and firms, have equal access to federal government clients and equal opportunity to do business with the federal government.

- ✦ PWGSC participates in the Procurement Strategy for Aboriginal Business, which increases access of qualified Aboriginal suppliers to opportunities related to programs designed for Aboriginal clients.

- ✦ The department carries out extensive capacity-building activities in Aboriginal communities. For example, the Program Advisor on Aboriginal Issues employed at PWGSC Western Region visits Aboriginal businesses and communities across the Prairies and the Northwest Territories to hold workshops on selling to the federal government, electronic tendering, and writing an effective proposal.
- ✦ To help ensure that Canadians of all origins have access to PWGSC job and contracting opportunities, the department quickly and effectively investigates and resolves complaints, especially complaints about race bias in the letting of contracts.

Language Skills and Cultural Understanding

As part of regular departmental operations, the PWGSC Translation Bureau supplies translation services to support the delivery of multicultural programs at both the federal and provincial levels. Also, the PWGSC Languages Learning Centre offers reference and training materials for languages other than English and French (e.g., Spanish).

When necessary to improve client service, PWGSC employees also work (unofficially) in languages other than English and French. This practice is most frequent in the Pacific and Western regions and in the Greater Toronto Area. For example, in Western Region, the employee who liaises with Nunavut is an Inuktitut-speaking Inuk, and the Program Advisor on Aboriginal Issues follows English-language presentations with Cree-language discussion sessions, when the audience is Cree-speaking.

Future Priorities

PWGSC has two main multiculturalism priorities: employment equity and enhancing opportunities for Aboriginal firms and individuals.

The PWGSC employment equity plan for 1998–2001 includes measures to correct under-representation of members of the four designated groups in hiring, promotion and training by enhancing leadership and management accountability, ensuring full participation of the four designated groups, and creating a work environment that supports a culturally diverse work force.

PWGSC is also developing a comprehensive list by province of employment service providers and Aboriginal organizations with candidate inventories, including candidate profiles and related fees, if any. This list will be distributed to managers across the department to facilitate recruitment of Aboriginal people.

Statistics Canada

The *Canadian Multiculturalism Act* requires federal institutions to “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.” Statistics Canada supports the Act primarily by providing statistics and analytical studies on topics relating to multiculturalism, such as immigration, ethnic origins and language use, to all levels of government, business, labour, academic and social institutions, professional associations, the international statistical community and the public. Statistics and studies are essential to the development and assessment of programs, policies and practices that support multiculturalism.

Language Skills and Cultural Understanding

The Census, conducted every five years, provides a socio-economic and cultural profile of the Canadian population. After each Census, the information is released in waves so that each area receives proper media and public attention. During a Census, Statistics Canada provides materials in 49 languages. Helpline staff speak many languages and dialects, and

regional Census staff often work with ethnocultural groups to set up community help centres. Interviewers for the Census (and other Statistics Canada surveys) carry cards with information in a number of languages. In many cases, Statistics Canada hires interviewers who speak the most common languages of the communities they visit.

In addition to the Census, many other programs and activities at Statistics Canada support multiculturalism and diversity. These include the Metropolis Project (see the “Best Practices” chapter), employment equity, social cohesion and the longitudinal immigration database.

Social Cohesion Indicators Project:

Diversity is a factor in the cohesion of Canadian society. Statistics Canada, as part of the federal

government’s Social Cohesion Working Group, worked on a project to produce a preliminary set of measures of social cohesion. The final report is due in fall 1998.

The Longitudinal Immigration Database: Statistics Canada developed this database on behalf of a federal-provincial consortium led by Citizenship and Immigration Canada. This database, which can support cross-sectional, historical and longitudinal analysis, is a comprehensive source of information on the financial situation of people who have immigrated to Canada since 1980.

Statistics and Surveys

During 1997–98, four Census releases were related to multiculturalism:

- ✦ immigration and citizenship;
- ✦ mother tongue, home languages, and use of official and non-official languages;

Preparation for the 2001 Census

To prepare for the 2001 Census, Statistics Canada undertook two major activities in 1997–98:

- ✦ **Consultations:** Statistics Canada consulted with several government departments — including Citizenship and Immigration Canada, the former Federal Office of Regional Development (Quebec), now called Canada Economic Development for Quebec Regions, Health Canada, Human Resources Development Canada, the Department of Canadian Heritage and Status of Women Canada — and multicultural and immigrant groups on the ethnocultural variables in the Census. Topics discussed included Aboriginal identity, ethnic origin, immigration and citizenship, non-official languages, place of birth and population group.
- ✦ **Qualitative Testing:** Statistics Canada consulted Canadians of various ethnocultural origins to test the validity of the Census questions about ethnocultural identity.

- ✦ Aboriginal people; and
- ✦ ethnic origin and visible minorities.

These releases provide information needed by community groups, businesses and government to develop programs, new products and services that are important to all Canadians. For example:

- ✦ language data are used to determine the need for language training and for services in English, French and non-official languages;
- ✦ citizenship information is used in electoral planning; and
- ✦ data on immigrants and non-permanent residents is used to compare the socio-economic conditions of immigrants over time, to review immigration and employment policies and programs, and to plan education, health and related services.

Future Priorities

Statistics Canada identifies areas for statistical research by consulting its clients. For example, senior assistant deputy ministers report on policy issues that will likely be studied in the next several years as a result of economic, demographic and social trends.

Data are needed to provide insight into the factors influencing the integration of new citizens into Canadian society: to look at why some new citizens successfully integrate while others have more difficulty.

Health and Social Policy

These departments and agencies deliver services to groups in Canadian society, such as Aboriginal people, veterans, immigrants, people seeking housing, employers, and workers. They also fund projects and research on health and social issues, and contribute to Canada's policies on health, issues of concern to women, and other matters.

Canada Mortgage and Housing Corporation

For more than 50 years, CMHC has been committed to developing and implementing effective policies, programs and practices to meet the housing needs of its diverse clientele.

Ability to Contribute

CMHC's products are designed to meet the needs of Canadians of all origins. The following are examples of products developed in 1997-98 specifically for ethnocultural communities.

- ✦ *Guide to Canadian Housing for Immigrants:* Finding suitable housing is one of the first priorities for new immigrants to Canada. This guide makes the task of choosing accommodation easier by explaining the Canadian housing system to immigrants.
- ✦ *First Nations Builder's Training — Development of Training Modules:* Partnerships are one way CMHC works with ethnocultural organizations and individuals. In 1997-98, CMHC formed a partnership with the Ontario First Nations Technical Services Corporation to provide new technical training materials for First Nations builders training in Ontario.

Understanding and Respect

CMHC is committed to creating a work environment where differences are appreciated for the contribution they make to the corporation. In the fall of 1997, CMHC began its corporate-wide

diversity awareness training. The level of satisfaction is high: 94 percent of the participants said the course provided them with information that will be useful in their personal and/or professional lives. A survey will be conducted in the near future to determine the effect of the training on the knowledge, skills and behaviour that are valued and respected within CMHC.

Statistics and Studies

Research is a key element of CMHC's mandate; this activity involves both domestic and international projects. Domestic projects address the housing needs of ethnocultural minorities and international projects include guides to doing business in other countries. A significant part of this work uses the skills and knowledge of CMHC's multilingual research staff and their relationships with ethnocultural organizations, associations and individuals.

Project Highlights

- ✦ *Discrimination and Housing: The Legal Framework:* This project examines housing-related discrimination from a legal perspective.
- ✦ *A Comparative Study of Immigrant Housing, Neighbourhood and Social Networks in Toronto and Montreal:* This study examines the relationships between housing, neighbourhoods and social networks among visible minority immigrants in metropolitan Toronto and Montréal.
- ✦ *Country Reports:* The Canadian Housing Export Centre (CHEC) added several new country reports this year. CMHC now has more than 60 country and regional reports that provide in-depth analysis of housing needs and conditions, risk management, trade policy, and business customs.

Language Skills and Cultural Understanding

CHEC staff use their multilingual skills and cultural awareness to help Canadian individuals and organizations learn about cultural and business practices in other nations. CHEC works with other Team Canada members on trade missions overseas, assists the Canadian housing industry with its international activities, and works with incoming trade missions (most recently Chile). CHEC also assists with intergovernmental communication with regions in Latin and Central America, Asia and Eastern Europe.

Equal Opportunity

CMHC's recruitment strategy supports the corporation's goal of building a diverse work force. CMHC has increased the number of ethnocultural organizations through which it seeks interested applicants for positions throughout the corporation. As a result, competitions over the last year have involved more candidates from the Asian community in British Columbia and First Nations communities in the Prairies.

Future Priorities

Future plans within CMHC to better implement the *Canadian Multiculturalism Act* include:

- ✻ conducting a review of CMHC's human resources policies to ensure consistency with the new organizational values and objectives;
- ✻ developing and implementing customized diversity awareness training to meet specific regional and sectoral business needs; and
- ✻ increasing awareness of different religious holidays and key events such as Human Rights Day, International Day for the Elimination of Racism and National Aboriginal Week.

Canadian Race Relations Foundation

The Canadian Race Relations Foundation (CRRF) was created by the Government of Canada to work towards the elimination of racism in Canadian society. The Foundation helps Canada fulfil its obligations under the *International Convention on the Elimination of All Forms of Racial Discrimination*, the *Canadian Charter of Rights and Freedoms*, and the *Canadian Multiculturalism Act*. The Foundation received a one-time endowment of \$24 million from the federal government, half of which was given on behalf of Canadians of Japanese origin to commemorate the Canadian government's discriminatory treatment of Japanese Canadians during the Second World War. The Foundation operates at arm's length from the government: its directors and employees are not part of the federal public service, and its funding comes from investments, donations and fundraising.

Ability to Contribute

Consultations with ethnocultural organizations, community groups, educators, First Nations organizations, human rights commissions and government officials were held in every province during the Foundation's first year of operations. The following question was asked: "When you think about racism in Canada today, what are the issues or concerns that you feel require greatest attention?" The answers pointed to the following concerns:

- ✻ negative public attitudes towards racial minorities and Aboriginal people;
- ✻ systemic racism in public policy and institutions, especially with regard to employment, education, policing and the justice system;
- ✻ discrimination in health, community and social services;

Objectives: Finding the Solutions

The Foundation will address the problems identified in its survey with public education, action-oriented research, information and resource development, and networking to promote advocacy and influence policy. Specifically, the Foundation has the following objectives:

- ✳ to increase the public's awareness of the importance of eliminating racism;
- ✳ to develop partnerships with community organizations, business, labour, government and educational institutions;
- ✳ to maintain an up-to-date information base and directory of resources in the field of race relations;
- ✳ to establish a research program to examine racism and identify ways to combat racial discrimination;
- ✳ to help institutions make changes needed in response to race relations issues; and
- ✳ to support sound policies on race relations by offering advice to decision-makers.

Information will be shared through the Foundation's Web site, www.crr.ca.

- ✳ the rise of organized hate groups; and
- ✳ discrimination against immigrants and refugees.

Citizenship and Immigration Canada

The clients of Citizenship and Immigration Canada (CIC) include people of many ethno-cultural backgrounds, and its mandate requires CIC to develop strong links with ethnocultural and minority groups in Canada and around the world.

Ability to Contribute

CIC's programs help new Canadians participate in and contribute to Canadian society. CIC assesses applicants from around the world based on identical criteria, and works with

provincial governments to provide a range of settlement services, from language training for adult newcomers to employment counselling.

Understanding and Respect

✳ *Scattering of Seeds*, a 13-part series launched by CIC in 1997-98, tells the true stories of immigrants who made an impact on their new communities, drawing portraits of the immigrants and their descendants through photographs, letters, diaries and interviews. The series was broadcast on History Television and RDI's *Réseau de l'Information*.

✳ The Quebec Region, in partnership with *les Productions DIP*, helped produce a musical comedy intended to sensitize primary school students to the reality of immigration, the contribution of immigrants and the

importance of respecting differences. The students also received a workbook with immigration stories. The musical was presented in a number of schools in Montréal, and was adapted for presentation at a number of parks and local celebrations during the summer.

- ✳ In 1997-98, CIC's Integration Branch reintroduced the Citation for Citizenship Award, which honours Canadian individuals and organizations for their outstanding contributions to the successful integration of newcomers into Canadian society.
- ✳ The Immigrants of Distinction Awards gala was held in Calgary in May to recognize

newcomers who have made significant artistic, social and cultural contributions to Canadian society.

CIC is an active partner in the Metropolis Project (see “Best Practices” chapter).

Language Skills and Cultural Understanding

Because of the multicultural focus of CIC’s work, staff members’ language skills and cultural understanding are invaluable when communicating with clients and conducting research.

Future Priorities

The successful integration of newcomers to Canada is difficult to measure. CIC has completed the pilot phase of a longitudinal survey examining the integration process and the experiences of newcomers during their first four years in Canada. Statistics on permanent and non-permanent immigrants to Canada are available on CIC’s Web site, linked to the Government of Canada site at www.canada.gc.ca.

Health Canada

Health Canada uses population health as one of its approaches to policy and programs. This approach integrates the range of interrelated social, economic, behavioural, physical and biological factors, as well as the health care system itself, that influence the health of Canadians. Culture is one of these determinants of health.

Programs that integrate these determinants of health and their interactions help to improve the health of the population as a whole and to reduce disparities in health and well-being among and between subpopulations. Population health initiatives aim to include all sectors of the community with the intention of increasing the understanding of how each sector of society experiences various health issues.

Ability to Contribute

Health Canada helps communities, including ethnocultural and visible-minority communities, to enhance their health and quality of life.

- ✳ The Community Action Program for Children funds community groups to establish and deliver services that address the developmental needs of preschool children at risk, giving special consideration to immigrant and refugee children. The program guidelines for the Community Action Program for Children are now available in Inuktitut, and several projects funded by the Community Action Program for Children have published information materials in languages other than English or French; for example, one Ontario project issues brochures on parenting in 12 languages, including Punjabi, Cantonese and Somali.
- ✳ The Canada Prenatal Nutrition Program, which helps communities develop or enhance programs for pregnant women most likely to have unhealthy babies because of poor health and nutrition, gives priority to refugees and new immigrants, as well as Aboriginal women living off-reserve.
- ✳ The Population Health Fund provides non-profit voluntary organizations with time-limited funding to increase community capacity for action on the determinants of health, focusing on health issues of vulnerable populations, including ethnocultural and racial minorities.
- ✳ The National Clearinghouse on Family Violence produces fact sheets on family violence in Arabic, Chinese, German, Italian, Greek, Polish, Portuguese, Punjabi, Somali, Spanish, Ukrainian, and Vietnamese, as well as English and French.

✳ In its work to reduce the harm associated with dependency on alcohol and other drugs to individuals, families and communities, the Office of Alcohol, Drugs and Dependency Issues in Health Canada collaborates with other federal departments, other levels of government, non-governmental organizations, law enforcement agencies, health professional associations, and private sector organizations of all kinds. The key principle of Health Canada's approach to dependency is that programs and policies must be sensitive to culture, as well as gender and stage of life.

✳ The Office of Alcohol, Drugs and Dependency Issues also provides national leadership and coordination for substance abuse issues, conducts research into the risk factors and root causes of substance abuse, synthesizes and disseminates leading-edge information and best practices to key partners, and collaborates with multilateral organizations to address the global drug problem.

By delivering programs largely through its regional offices, Health Canada manages to concentrate local effort to solve local health problems.

✳ British Columbia and Yukon Region is studying the health needs of Vancouver's Downtown Eastside, a culturally diverse community currently in crisis because of an epidemic of injection drug use, which has caused a notable increase in drug overdoses and the spread of HIV and AIDS. Health Canada has already committed \$1 million to help alleviate this crisis, and is facilitating both long- and short-term initiatives; for example, Health Canada and its public- and private-sector partners are investigating the possibility of an Urban Development Agreement to promote sustainable economic and social development. The Downtown Eastside community itself will take part in the development of this agreement.

Understanding and Respect

Health Canada operates on the principle that all people are entitled to fairness and respect. Diversity and equality are integral to every Health Canada program, policy and practice, and multiculturalism policies and practices permeate all the department's activities to varying degrees. Some programs target ethnocultural groups specifically, and some give priority to multiculturalism-related activities, either for funding or for target groups. One of the most significant messages conveyed by Health Canada communications directed to the public (e.g., television and radio spots, advertisements, printed materials) is that Canada is a multicultural nation. Communications products are carefully written, designed and tested for specific market segments and target audiences, by the best creative talent available. Health Canada believes that all of Canada's people should see themselves in the messages they receive from their government.

✳ The 1997-98 *Safe Seasons Calendar*, which highlights safety themes with pictures of real parents and children from across Canada's cultural mosaic, includes all Christian, Jewish and Muslim holidays.

✳ In 1997-98, clip-art images were added to *Healthy Images*, a series that includes photographs on CD-ROM that portray consistent health promotion messages while also depicting the diversity of people in Canada. Guidelines are also available to show graphic artists, photographers and video-makers who produce visual images for use by Health Canada how to maximize visual opportunities for healthy images.

Statistics and Surveys

Health Canada often conducts evaluations of the health status of target populations during and after intervention processes and projects. Health Canada also collects data on cultural diversity and target populations to ensure that specific programs and policies are appropriate and relevant.

- ✳ The Community Action Program for Children is collecting information through a national evaluation initiative that provides a meaningful and efficient basis for evaluating the specific impact of different types of programs, as well as the impact on the populations they serve. Background information on the caregiver of the child includes the country of birth, the ethnic or cultural group, and the language of their ancestors.
- ✳ The Canada Prenatal Nutrition Program's national evaluation collects information on the birthplace and language of women. The baseline data study will contact women who have recently given birth and who match the risk conditions of program participants but have not visited a project. This will provide a comparison group for evaluation of the impact of program participation. Data will include information on recent immigrant and refugee women.

On a larger scale, Health Canada is one of nine federal departments involved in the Canadian Metropolis Project (see the chapter on "Best Practices"), a six-year international research initiative to foster evidence-based decision-making on immigration and settlement.

Language Skills and Cultural Understanding Across Canada, Health Canada partners with ethnocultural and visible minority groups to deliver programs targeting issues that have been identified. The department uses the knowledge of the language and culture to bring other members of their communities into these activities, and to provide advice and guidance about their language and culture. Generally, project staff share the language and culture of the people served.

- ✳ Babies Best Start, an Ontario-region Community Action Program for Children project for immigrant children and their families, employs home visitors from a variety of cultural backgrounds to work

with newly arrived immigrant families. Among them, the Babies Best Start home-visit staff speak 15 languages.

Future Priorities

Health Canada has made a commitment to the population health approach that means listening to communities, building partnerships and approaching problems in a way that engages several determinants of health at once. Culture and ethnicity are determinants of health that are particularly deserving of study, as Health Canada activities frequently target ethnocultural communities. As Canada's population increases in diversity, Health Canada's community-driven processes and projects will reflect that diversity.

Human Resources Development Canada

Human Resources Development Canada (HRDC) programs and services, delivered through HRDC offices across Canada, help all the people of Canada to participate fully in the work force and their communities.

Ability to Contribute

Youth Initiatives Program: HRDC runs many programs for Canada's youth, and makes sure to include young people who are members of ethnocultural minority groups by:

- ✳ setting targets for the percentage of Aboriginal and ethnocultural minority youth participating in youth programs;
- ✳ storing information about the ethnocultural origins of participants in the Youth Initiatives database; and
- ✳ sponsoring projects like the Youth Entrepreneurial Development Program in Vancouver, which helps new immigrants from diverse backgrounds become self-employed.

A 1997 assessment of two programs for youth — Youth Internship Canada and Youth Service Canada — showed that all of the participants, including visible minorities and Aboriginal youth, benefited from the programs.

National Literacy Secretariat: HDRC's National Literacy Secretariat works to raise literacy levels for all of the people of Canada, but particularly

for groups that face extra barriers to literacy. The Secretariat finances projects that make literacy training more accessible to ethnocultural minority communities.

Understanding and Respect

As well as encouraging the removal of barriers for individuals from under-represented groups in the workplace, the guidelines for the *Employment Equity Act* strongly promote and provide examples of positive policies and practices that help create a respectful, responsive working environment for employees of all ethnocultural origins. These policies and practices relate to the hiring, training, promotion and retention of designated group members and the provision of reasonable accommodation.

Positive policies and practices go beyond the mere elimination of barriers; they replace barriers with initiatives that improve the workplace environment for everyone. To this end, HRDC encourages fair treatment for everyone

with policies such as flexible work schedules and parental leave, measures to improve workplace accessibility, and sensitivity training.

HRDC also encourages special measures that address the ongoing effects of under-representation by ensuring that organizations

reach out to and welcome designated group members, support them as they enter new occupations, and promote the creation of a "critical mass" of designated group members in areas where they have traditionally had little representation. Special measures could include:

- ✦ launching outreach efforts in schools or communities where members of under-represented designated groups are concentrated;
- ✦ organizing workplace activities to mark dates of special significance to designated group members;
- ✦ establishing internal mentoring and networking initiatives for designated group members;
- ✦ creating special training programs or bridging programs to prepare designated group members for non-traditional occupations; and
- ✦ deciding that, for a limited period of time, the applications of "qualified" or "qualifiable" candidates from under-represented groups will be given careful consideration for a certain percentage of new openings.

While such measures must be carefully designed to ensure that they do not unduly exclude other candidates, they can play an important role in making change self-perpetuating. In addition, special measures are supported by the *Canadian Charter of Rights and Freedoms* and the *Canadian Human Rights Act*.

Equal Opportunity

The new *Employment Equity Act*, which came into force in October 1996, helps federal departments and agencies fulfil one of their obligations under the *Canadian Multiculturalism Act*: "to ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in those institutions". Parts of the private sector are also affected: the Federal Contractors' Program is obligated

Future Priorities: The Aboriginal Human Resources Development Strategy

The Royal Commission on Aboriginal Peoples found that unemployment levels for Aboriginal peoples are unacceptably high, and pointed to the need for an increase in Aboriginal peoples' access to land, resources and opportunities to increase the economic independence and well-being of Aboriginal communities. In response to the Commission's call for a long-term employment strategy for Aboriginal peoples, HDRC will launch the five-year Aboriginal Human Resources Development Strategy (AHRDS) on April 1, 1999.

Current HRDC policy, which transfers more control over the design and delivery of employment programs to local Aboriginal authorities, has had positive results: half of the 27,000 Aboriginal people who completed training programs are working, with the other half either completing more training or looking for work. Under the AHRDS, Aboriginal authorities will gain responsibility for programs for the following groups in Aboriginal communities: people with disabilities, youth, people living in cities and parents who are working, training or in school who need child care.

under the *Employment Equity Act* to apply the Act's requirements to contractors doing business with the federal government.

The Act focuses on increasing the representation in the work force of four designated groups — women, Aboriginal peoples, members of visible minorities, and persons with disabilities — and applies to organizations with 100 or more employees. Employers must develop and implement employment equity plans and programs, and report annually to HRDC on the employment situation of the four designated groups and the progress made towards an equitable workplace.

HRDC's Labour Program helps implement the *Employment Equity Act* and the Federal Contractors Program by:

- ✳ conducting research, collecting data and preparing progress reports for the four designated groups;
- ✳ educating the public;
- ✳ informing employers about their obligations and how they can comply;
- ✳ recognizing outstanding achievements by employers;
- ✳ undertaking compliance reviews of employers under the Federal Contractors' Program;
- ✳ monitoring and evaluating all annual employment equity reports submitted by employers under the legislation; and
- ✳ producing an annual report on employment equity for Parliament.

The results so far are encouraging: since 1987, the representation of all four designated groups in the work force under the Act has increased steadily, with the number of Aboriginal peoples and visible minorities having nearly doubled.

Statistics and Studies

The department's Labour Program, in cooperation and collaboration with Treasury Board, the Public Service Commission and the Canadian

Human Rights Commission, directs Statistics Canada's collection of appropriate information relating to the four designated groups. The Minister of Labour publishes employment equity data designed to assist employers with their work force analysis, including:

- ✳ products and services to assist Canadians in better understanding the changing composition of the Canadian labour force;
- ✳ an employment equity data report to help employers plan, develop and implement employment equity programs;
- ✳ a profile of visible minority groups that provides demographic and socio-economic indicators;
- ✳ population projections for designated groups to 2016; and
- ✳ profiles of industrial sectors that provide an overview of the labour market status and other socio-economic characteristics within a specific industrial sector for member of designated groups.

Social Sciences and Humanities Research Council

The Social Sciences and Humanities Research Council (SSHRC) is the federal government's primary funding agency for university-based research and graduate training in the social sciences and humanities.

Ability to Contribute

SSHRC programs are open to all post-secondary research institutions in Canada, and to Canadian academics of all origins. By funding research and graduate work, SSHRC helps develop the knowledge and skills Canada needs to maintain and improve the quality of the social, economic and cultural life of its people.

The information that SSHRC provides on ethnocultural communities in its program guides and other publications influences research objectives and methods. SSHRC also provides

reliable performance indicators and procedures for evaluating the results of research it has funded.

Much research and training funded by SSHRC advances knowledge of Canada and other multicultural societies, producing results and conclusions used by educators, researchers and opinion leaders. SSHRC-funded research affects the development of policies that influence many aspects of Canadian multiculturalism.

In 1997–98, SSHRC funded the following multiculturalism-related research projects:

- ✳ “*Les jeunes immigrants en région au Québec : Processus d’insertion, pratiques/projets migratoires et comparaison avec les provinces canadiennes et autres pays*” (Myriam Simard, Madeleine Gauthier, *Institut national de la recherche scientifique*)
- ✳ “*Citoyenneté et relations interethniques dans les sociétés pluralistes : Débats actuels et perspectives comparatives*” (Marie McAndrew, University of Montréal)
- ✳ “Ethnic community organization: Capacity, social context and contingencies in the development of ethnic organizational style” (Michael Rosenberg, Concordia University; Michael Del Balso, Dawson College)
- ✳ “The determinants of political tolerance/intolerance toward ethnic minorities: A comparative, longitudinal and multifactorial study” (Réjean Pelletier, *Université Laval*; and colleagues Daniel Guérin and Ronald Inglehart)
- ✳ “Critical race theory and the Canadian constitutional doctrines of equality and multiculturalism” (Melanie Ash)
- ✳ “Rights and cultures: Mapping out a liberal position on minority issues” (Marc Ramsay, University of Western Ontario)

- ✳ “Ethnic identity in adolescence: Process, context and outcome” (Andrew Gotowiec, University of Toronto)

Understanding and Respect

Research funded by SSHRC is highly influential, and one of its long-term effects is a significant increase in understanding of the racial and cultural diversity of Canadian society, and of the nature and value of human life.

- ✳ In 1997–98 SSHRC continued its work (in collaboration with the Medical Research Council and the Natural Sciences and Engineering Research Council) on the *Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans*. This major policy document includes a section on inclusiveness in research, addressing issues and concerns related to culture, religion, race and ethnicity. This section states that research funded by the three councils should include (when appropriate) the participation of members of ethnic minorities, so that such research may address the interests and concerns of all Canadians, and all of Canadian society might benefit from the results.
- ✳ SSHRC managers and staff are encouraged to find courses that can help raise their awareness of and sensitivity to race relations and cultural diversity. Courses identified by staff are considered when the council develops in-house training plans. No multiculturalism training was conducted in 1997–98 because the Council underwent a major reorganization, but diversity awareness sessions are scheduled to resume in the spring of 1999.

Statistics and Surveys

Many SSHRC-funded university researchers working on multiculturalism projects collect data on ethnic diversity and ethnocultural minorities. These data are used in research

that advances our knowledge and affects the development of policies on aspects of Canadian multiculturalism.

- ✳ In 1997, SSHRC continued to fund the Metropolis Project (see chapter on “Best Practices”), a program that operates four centres of excellence on immigration and integration in cooperation with Citizenship and Immigration Canada and other partners. In 1998, SSHRC and Statistics Canada formed a joint task force to encourage social science researchers to use Statistics Canada data, including data on racial and cultural diversity.
- ✳ SSHRC gathers data continuously through its program management process and, thus, is equipped to conduct periodic performance evaluations and measure the social impact of its programs.

Language Skills and Cultural Understanding
SSHRC staff with skills in languages other than English and French answer correspondence and take part in international meetings and outreach efforts as required. German, Spanish and Italian are the languages used most frequently.

Equal Opportunity
SSHRC’s Human Resources Division applies the merit principle in all its staff procedures, selecting the best candidates for the requirements of the positions to be filled. All employees are given opportunities to attend training and development sessions to help them do their current jobs as well as possible and to enhance their promotion prospects. Human Resources Division now recruits extensively on the Internet as well as continuing its traditional advertisements of vacant positions in the mass-circulation newspapers. It has also begun to inform interested ethnocultural communities of job openings.

Future Priorities

SSHRC is interested in joining in any research projects that focus on implementation of the *Canadian Multiculturalism Act*. It could enter into partnerships under its Joint Initiatives Program, which encourages government institutions, private sector organizations and community groups to work with SSHRC to develop and fund new programs to support research in areas of strategic interest and need, such as Canadian multiculturalism and cultural diversity.

Status of Women Canada

Status of Women Canada (SWC) supports policies and programs that promote gender equality and the full participation of all women in the economic, social, cultural, and political life of Canada. Women who are

Gender-based Analysis

Gender-based analysis recognizes that equal opportunity does not necessarily mean equal results. Since 1995, all federal departments and agencies have been required to analyze their policies and legislation in terms of their impact on men and women. The challenge for policy-makers is to ensure that the results of policies and legislation are anticipated, and that these results are as equitable as possible for all women and all men.

This kind of analysis must take the diverse ethnocultural origins of men and women into account. Policy-makers are to consider the following questions:

- ✳ How is diversity taken into account?
- ✳ Are gender-specific data available regarding members of ethnocultural minority groups?
- ✳ How is the input of women’s organizations and other equality-seeking groups being used?
- ✳ How will the research consulted or conducted address the different experiences of gender and diversity?
- ✳ How will innovative solutions be developed to address the diversity issues identified?

members of ethnocultural minorities often experience obstacles to equality particular to their circumstances; for this reason, SWC considers diversity in all of its operations.

The Women's Program funds projects that further its three main goals: to improve the economic status of women, to eliminate systemic violence against women and girls, and to achieve social justice for all women. In 1997-98, the Women's Program spent \$680,944 to fund 36 programs targeted at immigrant and visible-minority women.

Ability to Contribute

SWC has recently finalized its consultation policy, which specifically addresses the different realities of women living in minority communities.

SWC sends information, including new publications and *Perspectives*, SWC's newsletter, to national organizations representing immigrant women and women from ethnocultural minorities. *Perspectives* is distributed to national, regional and local groups with the same focus.

Understanding and Respect

The Women's Program continues to work closely with organizations to identify needs and provide assistance at local, regional and national levels. Organizations funded in 1997-98 include:

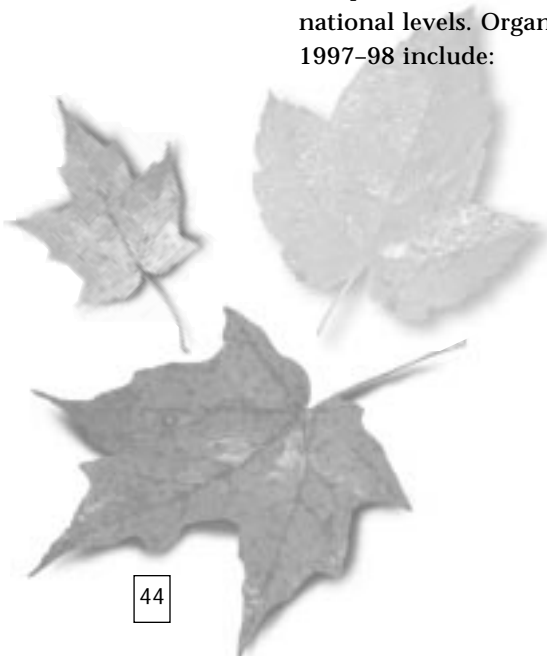
- ✦ Canadian Council of Muslim Women
- ✦ National Organization of Immigrant and Visible Minority Women of Canada
- ✦ Women's Institute of African United Baptist Association in Nova Scotia
- ✦ Alberta-Northwest Territories Network of Immigrant Women
- ✦ Philippine Women Centre in Vancouver
- ✦ *Association des femmes immigrantes de l'Outaouais*

The Women's Program also provided organizations with funding for specific projects involving, among other concerns:

- ✦ the use of new information technology to work for equality;
- ✦ Black women's experiences of domestic violence and recommendations for community and institutional action; and
- ✦ the economic needs of young visible-minority women.

Future Priorities

SWC recognizes that the women of Canada have different perspectives on the issue of gender equality. With this in mind, SWC will continue to work closely with a variety of individuals and organizations to identify and address their needs and concerns.



International Trade, Foreign and Defence Policy

These departments and agencies promote Canadian interests abroad, protect the country's sovereignty, and provide help to developing countries.

Canadian International Development Agency

The Canadian International Development Agency (CIDA) works in many developing countries with a wide variety of cultures, so multiculturalism is integral to the Agency's working environment and the planning, programming and management of its activities.

Understanding and Respect

CIDA policies, programs and practices increase significantly the capacity of individuals and communities of all origins to contribute to the evolution of Canada. CIDA employs Canadians of all ethnic origins, engages private sector consultants with expert knowledge of countries and regions where development projects are implemented, and maintains contacts with ethnocultural and visible-minority communities and organizations with connections to target countries. Thus, Canadians of all ethnic origins take part in planning, implementing, auditing and evaluating CIDA projects.

- ✳ CIDA staff and their families live abroad for years at a time. Before leaving, they receive training on valuing and managing cultural diversity and, when they return, their experiences and the ties they established outside Canada tend to increase their awareness of and respect for the diversity of Canadians.
- ✳ CIDA offers its partners intercultural training; for example, the Central and Eastern Europe Branch recently held sessions for Bosnia-bound cooperants and election

observers. This effort extends beyond the Agency's work force.

- ✳ To help Canadians identify with people in developing countries, CIDA designs its communications products to emphasize the diversity of humanity and the contributions made by Canadians of all origins to international development.
- ✳ CIDA ensures that differences between Canadian assumptions and realities and those of recipient countries are taken into account during audits, evaluations and reviews of CIDA's development activities. As many citizens and permanent residents of Canada have their origin in recipient countries, this practice helps enhance understanding of and respect for the diversity of Canadian society.

Language Skills and Cultural Understanding

CIDA has many uses for the language skills and cultural understanding of individuals of all origins. Not only does CIDA seek out Canadians with expert knowledge of and ties in recipient countries to advise those who work abroad and to work abroad themselves, but it also shares Canadian experiences and traditional knowledge with people in other countries.

- ✳ CIDA brought South African representatives to Canada to meet with Canadian mining sector stakeholders, including Aboriginal communities and environmental groups, to discuss the issues surrounding the negotiation of mineral and mining rights, and land usage and restitution.
- ✳ Working with Canadian indigenous groups, CIDA helped produce "Guidelines for Environmental Assessments and Traditional Knowledge" and the handbook *Traditional Ecological Knowledge*. Currently, guidelines of this kind are not available anywhere else in the world.

Future Priorities

CIDA's priority for improving implementation of the *Canadian Multiculturalism Act* is to heighten cultural-diversity awareness across the Agency, especially among incoming staff. The training in valuing diversity is being redesigned for a better fit with CIDA's culture and corporate needs. Some branches (e.g., Performance Review Branch) ensure that their staff includes people of various ethnic origins and, through career planning, keep up to date with employees' interests. These branches also maintain rosters of expert consultants, including consultants of various ethnic origins.

Foreign Affairs and International Trade

The Department of Foreign Affairs and International Trade (DFAIT) coordinates Canada's relations with the governments of other countries and with international organizations. One of DFAIT's objectives is to project Canadian values and culture in the world. To this end, DFAIT reflects Canada's multiculturalism in its policies, programs and practices.

Ability to Contribute

DFAIT's diplomatic representatives regularly meet with ethnocultural groups in Canada to discuss Canada's international policies and to strengthen Canada's international contacts. Events in 1997 involved, among other organizations, the Canada-Arab Business Council, the Canadian Friends of Hebrew University, the Canada-German Chamber of Commerce, and Egyptian, Portuguese and Chinese groups.

Language Skills and Cultural Understanding

A knowledge of non-official languages and an understanding of different cultures are essential for DFAIT's operations. In recent years, DFAIT has concentrated on recruiting officers who speak a third language. DFAIT officers use their linguistic and cultural skills extensively during international negotiations. Some recent examples include:

- ✳ China, Ukraine and Russia accessions to the World Trade Organization;
- ✳ Canada-Free Trade America free trade negotiations;
- ✳ the Team Canada visit to Ukraine and Poland;
- ✳ Free Trade Association negotiations; and
- ✳ the negotiation of Foreign Investment Protection Agreements with Latin American countries.

DFAIT also communicates with the Canadian and international media in many languages. For example: an Italian-speaking media liaison officer travelled with Minister Marchi during his official visit to Italy, and a Japanese-speaking officer met several times with Japanese journalists posted in Canada. The department also publishes information in non-official languages.

Equal Opportunity

The department is an equal opportunity employer and respects employment equity guidelines. To increase its pool of potential recruits, DFAIT contacted more than 30 ethnocultural minority organizations across Canada with the goal of linking their Web sites to the DFAIT Web site, where the department posts employment opportunities.

Future Priorities

DFAIT will intensify its outreach activities involving ethnocultural associations and ethnocultural media across Canada.

International Development

Research Centre

By the very nature of its mandate to build a sustainable and equitable world, the International Development Research Centre (IDRC) is a multicultural organization.

Language Skills and Cultural Understanding

The three languages of IDRC — English, French and Spanish — are regularly used in the workplace. As well, some work is done in Arabic in the Cairo office. Regional IDRC offices are located in Asia, Africa, Latin America, and the Caribbean. With origins in more than 50 countries, IDRC staff collectively speak more than 60 languages, and have numerous opportunities to use those languages.

Ability to Contribute

IDRC's programs are specifically aimed at developing countries. However, during 1997–98 IDRC supported a number of projects that contribute to the full participation of all Canadians in Canadian life.

The Canadian Partnerships Program's Corporate Citizenship fund supported Canadians of all origins undertaking development-related activities:

- ✳ granted a Research Fellowship to Dr. Jean-Marc Ela, a scholar who came to Canada a few years ago as a refugee from Cameroon, to conduct research towards a book with the working title *“Entreprise, cultures et sociétés en Afrique Noire : pour un regard métis”*;
- ✳ consulted with the *Institut Inter-Culturel de Montréal* to direct a workshop on identity and integration at the International Congress entitled *“Mondialisation et migration : une jeunesse déracinée”* in Rabat, Morocco, in April 1997;
- ✳ supported *“Les médias africains face aux défis de la transition démocratique”* — a symposium organized in Montréal by *Vues d’Afrique* in April 1997;
- ✳ supported a Canadian Crossroads International feasibility study for the Nunavut Youth Exchange Program;

- ✳ supported the United Nations Association in Canada's Global Network on Food Security's demonstration urban garden at the Experimental Farm featuring traditional Sri Lankan cultivation and pest management methods;
- ✳ supported the Canadian Centre for Police-Race Relations' contribution to *Managing Change and Diversity in the Workplace and Community*, a workshop for the House of Commons Security Services in Ottawa in June 1997;
- ✳ contributed to the One World Film Festival in Ottawa, November 1997, organized by World Interaction in partnership with the Canadian Film Institute; and
- ✳ contributed to Portfolio Multimedia's interactive CD-ROM prototype that examines issues of concern to teenagers, to ensure that it reflected the multicultural reality in Canada.

IDRC continued to support the major development players in their efforts to make Canadians everywhere more familiar with global development issues. An example of support to scholarly organizations is the 12-month grant awarded to the Canadian Council of Area Studies Learned Societies (CCASLS), which brings together the Canadian Association of African Studies (CAAS), the Canadian Association of Latin American and Caribbean Studies (CALACS), the Canadian Asian Studies Association (CASA), and the Canadian Committee of the Middle Eastern Studies Association (CANMES).

Department of National Defence

The Department of National Defence (DND) formally recognized the importance of diversity by establishing the Defence Diversity Council (DDC) in 1995. This senior executive body established the corporate framework for the

management of diversity in DND and the Canadian Forces (CF), and provides overall direction on diversity policies and programs. The DDC is responsible for making recommendations to the Deputy Minister and the Chief of Defence Staff concerning the development, implementation, monitoring and assessment of diversity policies, programs and practices.

Ability to Contribute

DND communicates and collaborates with external organizations that represent diverse segments of Canadian society on matters of mutual concern. This may include consultations with other government departments and agencies, First Nations organizations, local and national special interest groups, and community organizations.

The department has also established four defence advisory groups representing designated employment equity groups. These advisory groups increase contact with external organizations and advise the leadership of DND and the CF. In addition, as an indication of the relevance and prominence of diversity within DND, the department has recently established a secretariat to provide more support for advisory group activities.

Understanding and Respect

Awareness training, the use of external resources, prominently displayed posters and handouts, and internal means of communication such as the Intranet are used to increase cultural sensitivity in the department. DND assesses its cultural awareness programs by looking at feedback such as e-mail messages to the Web master and evaluation sheets.

Statistics and Studies

DND uses self-identification surveys to collect internal data. Other sources of information include Statistics Canada, Treasury Board and the Public Service Commission. The public can access statistical data concerning DND through the access to information process.

Language Skills and Cultural Understanding

When possible, language skills and cultural background are taken into consideration in the selection of individuals for foreign postings, chairing international committees, peace-keeping assignments and military attachés. When appropriate, individuals participating in these types of activities are paired with a guide or mentor to develop their cultural awareness and understanding.

Equal Opportunity

The CF endorses a proactive recruiting program that aims to attract candidates from diverse ethnocultural backgrounds who meet all prescribed requirements. The growing diversity of the Canadian population presents an opportunity for the CF to draw on a wider range of skills, abilities and knowledge to fulfil its mission. Recruiting materials in non-official languages such as Spanish and Mandarin are designed to encourage representation from all ethnocultural groups. Advancement within the CF is based on performance and formalized career paths.

For the most part, recruiting for civilian employees is done through the Public Service Commission. Posters and newspaper advertisements encourage applications from Canadians of all ethnocultural origins. DND submissions to the Public Service Commission for engineering, computer science and defence science positions encourage applications from designated group members. DND is moving towards a work environment where the career development of all employees is supported by programs such as job upgrading, education leave and lateral transfers.

Future Priorities

DND plans to continue implementing the *Canadian Multiculturalism Act* by:

- ✳ applying solutions recommended by an employment system review;

- ✳ introducing a development program for designated group members that incorporates special programs offered by the Canadian Centre for Management Development and Public Service Commission;
- ✳ starting a mentoring program to improve advancement opportunities for members of under-represented groups;
- ✳ distributing meaningful work assignments and travel opportunities equitably to designated group members conducting research and attending international meetings; and
- ✳ continuing programs such as cross-cultural training, the defence ethics program and the standard for harassment awareness and racism prevention program.

Department of Veterans' Affairs

The Department of Veterans' Affairs is responsible for delivering services to veterans; its programs are not geared to the general population. The department's staff and clientele include members of a wide range of ethnocultural communities, so implementation of the *Canadian Multiculturalism Act* is a significant factor in the conduct of Veterans' Affairs business.

Understanding and Respect

Veterans' Affairs' public information products are designed to include communities and individuals of all origins, in their graphic content and in their language. Inclusiveness is an important aspect of the department's outreach, which is designed not only to convey information about veterans' benefits and services to those entitled to them, but also to inform the public about veterans and their contribution to Canada and Canada's allies.

About 90 percent of the department's employees have now attended the in-house Celebrating Diversity course. Incidentally, almost 50 percent

of the department's diversity trainers are employees who belong to visible minorities, and have been specially trained to deliver the course.

Equal Opportunity

Employment equity has been a high priority in the department for several years, with a particular focus on Aboriginal people.

- ✳ The department negotiated an agreement with the Assembly of Manitoba Chiefs to obtain advice and guidance on ways to make Veterans' Affairs a better work environment for Aboriginal employees and, thus, encourage them to remain with the department. Under this agreement, Veterans' Affairs has produced *The Spirit Lives*, a video on Aboriginal culture, and distributed it to members of the Aboriginal Peoples' Advisory Committee and to regional personnel directors.
- ✳ The Employment Equity Study Program launched this year is the department's most recent effort to increase the recruitment, career development, and retention of employees who belong to the employment equity designated groups. This program recruits students and employs them in developmental positions during the summer, with the option to call them back for several hours per week during the fall and winter terms. The department hopes to provide more permanent employment for excellent performers after they graduate. To this end, each region has identified at least one position that will introduce participating students into the various sectors of the department.

Language Skills and Cultural Understanding

Veterans' Affairs accepts the responsibility for communicating effectively with veterans and their families, even if that means using a language other than English or French. For

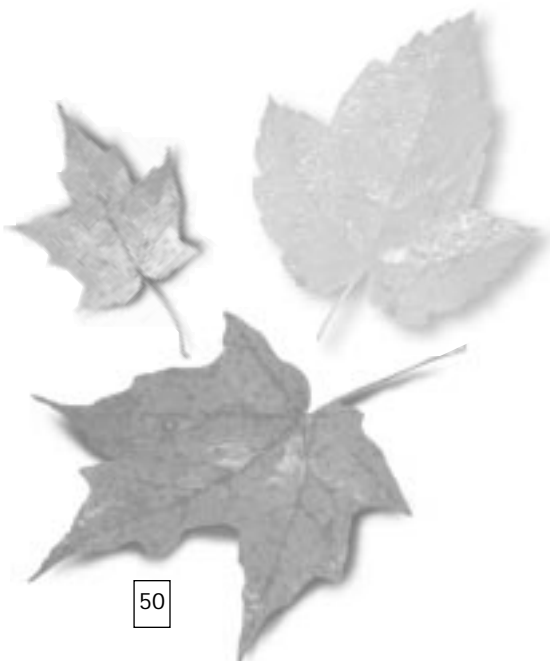
example, when the *War Veterans' Allowance Act* was amended and some former Resistance members (mostly of Greek origin) were no longer entitled to benefits, the department provided interpretation services because some could not communicate in either official language.

When the department enquired of staff about their skills in languages other than English and French, the replies indicated fluency in 40 languages. Regional directors-general and district directors have access to this information to help them ensure that veterans and their families receive the best service the department can provide. This information also helps senior managers understand the culturally diverse workplace Veterans' Affairs has become.

Future Priorities

The current multiculturalism priorities of the Department of Veterans' Affairs are related to employment equity.

- ✳ The department will continue the scheduled annual consultations between Human Resources Division staff and representatives of the Assembly of Manitoba Chiefs.
- ✳ Key Human Resources staff and Employment Equity Advisory Committee members will attend Public Service Commission training and information sessions on systemic barriers.
- ✳ All information about training available to the department through the Public Service Commission and other suppliers will be disseminated as widely as possible, for example, by e-mail and in *Acroread*.



Justice and Legal Affairs

These departments and agencies develop national policies, administer and enforce Canada's laws, support the operation of the legal system, and protect Canadians from criminal activities.

The Government of Canada is committed to ensuring that all individuals have equal protection and benefit of the law, regardless of their race, national or ethnic origin, colour, or religion.

Most important accomplishments in justice and legal affairs during 1996-97 were co-designed, co-directed and co-funded. The government is committed to a multidisciplinary, coordinated approach in view of the complexity of the issues, which can be addressed effectively only through such concerted efforts. Despite being listed individually, the following justice institutions work in the spirit of partnership, bringing their own areas of expertise to bear on the issues at hand.

Correctional Service Canada

Correctional Service Canada (CSC) recognizes and respects ethnocultural diversity through its policies, programs and operating practices. In accordance with Commissioner's Directive 767, which deals with ethnocultural offender programs, and the CSC mission statement, specialized programs and services take into account the needs of offenders who are members of ethnocultural minorities.

Ability to Contribute

CSC's new directory of ethnocultural minority associations describes the various programs and services available to offenders, focusing on the contribution of ethnocultural organizations to the reintegration of offenders. The first volume of the directory, covering the Quebec Region, will soon be available on the Internet.

Each institution must have a citizens' advisory committee made up of individuals from diverse ethnocultural backgrounds. For example, the Phoenix Multicultural Council at the Saskatchewan Penitentiary includes staff members, inmates and members of the Prince Albert community. The Council holds information sessions on ethnocultural diversity that are always very successful.

Understanding and Respect

As the ethnocultural diversity of the prison population increases, CSC realizes the importance of helping its employees work more effectively with their new clientele. To this end, CSC develops initiatives that target specific regional needs as well as ones that address needs across the country:

- ✳ the faculty of continuing education of the University of Montréal offered a training module on intercultural intervention to CSC employees in the Quebec Region, and courses in cross-cultural communication and violence in ethnocultural communities to employees from the Quebec, Ontario and Atlantic regions;
- ✳ CSC's personnel and training sector developed a compulsory cross-cultural awareness training module for all new employees;
- ✳ the Atlantic Region hired a liaison officer to link CSC and the Black communities of Nova Scotia, the first time that CSC has created such a position;
- ✳ the Racial Harmony Committee at Warkworth Institution in Campbellford, Ontario, will receive the Multiculturalism Award this year for its contribution to the improvement of race relations;
- ✳ inmates help organize cultural activities as part of the Multicultural Activity Program at Cowansville Institution in Cowansville, Quebec; and

- ✦ in the Pacific Region, almost all institutions hold activities to increase staff and inmate awareness of ethnocultural diversity.

Statistics and Studies

CSC collects data on cultural diversity as a part of most research projects, and also collects this information when offenders are admitted to the federal correctional system. Statistical analyses often take ethnocultural origin into account. CSC publishes annually and makes available to the public a list of reports on research projects on a variety of issues, including visible-minority offenders.

CSC distributed a questionnaire on the application of Commissioner's Directive 767 and the *Canadian Multiculturalism Act*. The results will guide the development of programs for offenders from ethnocultural minorities.

Equal Opportunity

CSC's mission statement, core values and strategic objectives all support employment equity. CSC's objectives concerning the proportion of designated group members among correctional officers aim not only to fairly represent Canadian society but also to reflect the diversity of the inmate population.

CSC works towards achieving these objectives with policies such as employment equity accountability contracts with senior managers and special measures such as the mentoring program for designated group members. CSC still has work to do to increase the representation of employees from Aboriginal and visible-minority communities, two groups who are significantly under-represented. To address this problem, CSC will set objectives and deadlines for recruiting and promoting members of these and other designated groups.

Language Skills and Cultural Understanding

CSC has created a directory of employees with proficiencies in non-official languages who can act as interpreters and translators when the need arises. Some of CSC's program material is

available in languages other than English and French. When employees are recruited, priority is given to applicants who know a third language.

Future Priorities

CSC will continue to assess its implementation of the *Canadian Multiculturalism Act* with studies and annual audits. CSC will select experts who are members of ethnocultural minority groups to assess its programs for offenders from ethnocultural minority backgrounds.

Department of Justice

Ability to Contribute

The department is working to increase public involvement in decisions about justice through inclusive consultation, enhanced representation, and public legal education and information. When research, policy, or program development includes a consultation component, every effort is made to provide for a comprehensive representation of all groups impacted by the issues under consideration, as well as providing for specific representation of groups that face compound disadvantage. When drawing up consultation lists, the department contacts experts in other federal government departments, in other levels of government, and in non-governmental organizations. Also, Department of Justice regional offices consult ethnocultural minority communities on justice issues of importance to these communities. The National Strategy on Community Safety and Crime Prevention, launched in 1994, supports community-based responses to crime, emphasizing vulnerable groups. The Department of Justice assesses funding applications on criteria related to diversity, equality and access to justice, and on criteria specifically related to the National Strategy. To receive funding, community crime-prevention projects must be inclusive, representative, and suited to the needs of diverse minority groups as well as the majority of community members. Phase II of the National Strategy, which began in 1998, permits the federal government to broaden

its partnerships and to help communities design and implement sustainable crime-prevention activities. The department has Internet-based public legal education activities, including providing some immigrant women's groups with Internet access so they can confer electronically.

The department considers diversity when responding to funding proposals, and funded projects in 1997-98 involving justice and multiculturalism.

- ✳ The department provided funding to the Canadian Association of Black Lawyers (CABL) to develop and produce a report based on the CABL Inaugural Conference entitled "Giving Back", held in January 1997. This conference aimed at giving lawyers the opportunity to contribute to the communities in which they serve.
- ✳ Funding was provided to the Black Law Students' Association of Canada for a conference called "Connecting Communities: Emerging Legal Issues for the New Millennium".
- ✳ The League for Human Rights of B'nai Brith Canada received funding for a conference aimed at understanding the problem of hate on the Internet (see sidebar), its human rights implications and the options available to control its proliferation.
- ✳ The department provided funding to the Jamaica Association of Montréal for a program aimed at economically disadvantaged black youth.
- ✳ The Canadian Centre on Minority Affairs received funding to develop and facilitate greater cooperation between existing mainstream crime prevention community organizations and the Black and Caribbean communities of Metropolitan Toronto.

Understanding and Respect

The departmental strategic directions include making the justice system more equitable and accessible for an increasingly diverse population.

- ✳ To help achieve this objective, the Federal-Provincial-Territorial Working Group on Diversity, Equality and Justice developed a diversity analysis instrument for assessing the potential effect of projects and initiatives on a variety of groups, including ethnocultural minorities.
- ✳ To combat racism, the department has promoted the position before the Supreme Court of Canada that racism exists in Canada, and the courts should consider the possible effects of "institutional racism". Through its Legal Operations Sector, the department also conducts a race-awareness program for prosecutors. In August 1997, the Federal Prosecutors' Conference featured an entire day of cross-cultural training. There was also an awareness session for Heads of Prosecutions in Toronto, and training sessions for prosecutors were held at the department's regional offices.

SchoolNet: Learning About Hate Crimes in Cyberspace and the Real World

In 1997-98, the department supported the development of SchoolNet's "LawRoom", a Web site that teaches students about law in general and hate crimes in particular, and encourages youth across Canada to communicate and learn from each other about diversity. The Web site provides an overview of the hate crime laws in the *Canadian Criminal Code* and examines the conflict between free speech and hate messages in the context of the *Canadian Charter of Rights and Freedoms* and the *Canadian Human Rights Act*. Students can also read about a Winnipeg teenager who was arrested for committing a hate crime over the Internet, the first charge of its kind in North America, and enter the debating room to discuss hate crime and diversity with students from across Canada and around the world. The site also provides links to other sites combating hate.

- ✳ The Department of Justice Public Legal Education and Information Program works to advance equality and access to justice for people who do not read English or French. Its brochure *Abuse is Wrong in Any Language*, now available in Spanish, Punjabi and Chinese, will soon be published in Inuktitut.
- ✳ Jurisdiction-specific fact sheets on family violence are available in a variety of languages, and pamphlets on child support guidelines (developed by the department's Child Support Initiative) have been produced in Russian, Spanish, Serbo-Croatian and Inuktitut. A child-support campaign featuring radio spots, a pamphlet and a poster, originally released in English, French and Inuktitut, has been expanded to operate in 22 more Aboriginal languages with the help on a voluntary basis of Aboriginal community radio stations and newspapers. Next year, the Child Support Initiative will fund public legal education and information projects targeting the needs of ethnocultural minority communities.
- ✳ The department continues to fund continuing education programs for judges delivered by the National Judicial Institute (NJI). Under a specific mandate from the Canadian Judicial Council, and with funding from the Department of Justice and program development support from Status of Women Canada and Canadian Heritage (Multiculturalism), the NJI is now developing decentralized, community-based social-context education for judges. The NJI launched a community-consultation project to collect information about the issues that concern various community groups. A pilot community consultation has been conducted, and the method will be used to develop the first intensive social-context education program, which will be held in 1998-99.
- ✳ Amendments to the *Canadian Human Rights Act*, which the government introduced in the fall of 1997, came into force on June 30, 1998. The changes included improved protection against hate propaganda. The Canadian Human Rights Tribunal can now order special compensation for victims specifically named in hate messages, and assess an administrative penalty against authors of hate messages.

Statistics and Studies

The Research and Statistics Division has collected and analyzed data on hate crime. The department is now collecting data on hate crime offences against diversity groups in preparation for the Federal-Provincial-Territorial Diversity, Equality and Justice Working Group report. The department co-chairs the group, and the Research and Statistics Division makes a large contribution to its work. Also, the division is supporting a project proposal before the Policy Research Initiative (Social Cohesion Network) to work with the Canadian Centre for Justice Statistics to collect and analyze data on hate crimes in Canada. The division continues to support the work of the Diversity, Equality and Access to Justice Division with research focused on diversity and justice.

Language Skills and Cultural Understanding

The department's Coordinator of International Issues and Activities maintains an inventory of employees fluent in languages other than English or French. This inventory is used to select staff members to carry out assignments for which specific language skills are required.

Equal Opportunity

The Human Resources Directorate developed and now carefully follows a policy consultation and approval framework that ensures the participation of stakeholders at all stages. The framework advocates the importance of consulting the various committees, groups and bargaining

agents and taking their unique considerations into account. The department consults the employment equity advisory committees, including the steering committee on employment equity, other departmental committees and union representatives in the development of all policies, programs and practices.

Responsibility for employment equity in the department was decentralized to make all managers accountable for its implementation. Employment equity plans are now integrated into the business and operational plans of each sector, branch, and region. Each sector, branch and region must submit annual progress reports, and department managers will be evaluated on the results.

Future Priorities

The department's main priority for improving implementation of the *Canadian Multiculturalism Act* is to continue working at the federal level and with provincial and territorial counterparts to build understanding about diversity and equality. Activities to this end include studying the effects of law- and justice-related initiatives on vulnerable groups, including ethnocultural and visible-minority groups, when they come into contact with the judicial system. The department will also continue building relationships with diverse communities at both the national and local levels to find ways to involve them in the work of the department.

Internal priorities focus on employment equity. The department's Employment Equity Steering Committee has approved an approach to conducting the rigorous Employment Systems Review required by the new *Employment Equity Act*. Sector- and branch-specific reviews will be supplemented by a department-wide review of employment policies and practices, to begin in the winter of 1998-99. The latter review will cover not only past and current policies and practices, but also those to be developed under the department's Human Resource Strategy.

Royal Canadian Mounted Police

The Royal Canadian Mounted Police (RCMP) enforces federal laws and provides contract policing to 10 provinces and territories and almost 200 communities. The RCMP is more closely involved with Canada's diverse population than any other federal department or agency, making the implementation of the *Canadian Multiculturalism Act* a large part of the RCMP's day-to-day operations.

Ability to Contribute

Consultations

The RCMP's consultations involve representatives from all of Canada's ethnic and minority communities, and frequently focus on their needs and concerns. The Commissioner of the RCMP has two permanent groups — the Advisory Committee on Visible Minorities and the National Aboriginal Advisory Committee — that provide forums for discussion and decision-making for the commissioner and executive management, and deal with a wide range of police, community and race relations issues.

The RCMP carries out consultations at all levels. In 1997-98, "B" Division (Newfoundland and Labrador) made notable efforts in this area by creating more advisory groups and forming a partnership with the Innu Women's Shelter in Sheshatshiu.

Community Policing

The RCMP has many programs designed to increase the participation of ethnocultural minority groups in the work of community policing, and to improve the relationships between the RCMP and the communities it serves.

With these goals in mind, the following initiatives were undertaken in 1997–98:

- ✳ In 1997–98, Cole Harbour instituted a community policing program, funded by the Department of Canadian Heritage and the RCMP, that employed six Black Nova Scotians to help police officers. This project benefits both the RCMP and the community, and has been an outstanding success.

- ✳ In April 1998, “J” Division (New Brunswick) created a position in the First Nation Community Policing Services Section requiring a person of Micmac or Maliseet origin to act as a liaison between Aboriginal communities and the RCMP.

- ✳ “B” Division established a “Citizens on Patrol” program involving residents of two culturally distinct communities — the Inuit community of North West River and the Innu community of Sheshatshiu.

- ✳ to provide job experience and the development of skills and an appropriate work ethic;
- ✳ to break down organizational and social barriers; and
- ✳ to increase mutual respect and understanding.

The success of these programs is shown by the high number of participants who return and the equally high number who apply to the RCMP as regular recruits.

Understanding and Respect

The RCMP’s focus on community policing increases the need for cultural sensitivity. Until very recently, programs to increase cultural awareness were seen as specialty training; today, they are integral to every training and development program in the RCMP, from cadet training at the RCMP Training Academy to management development at the Canadian Police College.

At the national level, the RCMP has two permanent policy centres responsible for determining an active and competent response to Canada’s ethnocultural diversity. This responsibility is also addressed at the divisional and community levels.

- ✳ The Diversity Management Branch develops policies and practices to manage the increasing diversity of the RCMP’s work force; it also provides senior executive and operational managers with research and advice on diversity issues in the communities served by the RCMP.
- ✳ The Community, Contract and Aboriginal Policing Services Directorate maintains relationships with and improves service to all communities served by the RCMP, with a particular focus on Aboriginal communities.

Hate and Bias Crimes

The RCMP joins other major police organizations in Canada to prevent, control and eliminate hate crimes. The RCMP is an active participant in many local and national committees focused on stopping hate crimes, including those of the Canadian Association of Chiefs of Police and the Canadian Centre for Police-Race Relations, and regularly contributes to the national and local projects of B’nai Brith. Training at the RCMP Training Academy, the Canadian Police College, and in the field focuses on this issue.

Summer Student and Youth Programs

The RCMP’s summer student and youth programs are for all of Canada’s youth, and at least half of the participants are from Aboriginal or visible-minority groups. The programs have a number of goals:

- ✳ to provide income opportunities;

Language Skills and Cultural Understanding

As an agency that deals directly with the public on sensitive issues, the RCMP has a responsibility to ensure clear communication. To this end, all active members can access the national inventory of the language skills of RCMP employees. For languages not known by its employees, the RCMP has lists of community groups that can provide interpretation.

This year, the *Multicultural Crime Prevention Handbook* was substantially updated. The RCMP also produced a video series in Punjabi, Hindi, Vietnamese, and Mandarin covering topics such as crime prevention, auto theft, protection for seniors, youth violence, and 9-1-1.

Department of the Solicitor General of Canada

The objective of the Department of the Solicitor General is a Canadian society in which all members feel safe from threats to personal and national security, and from infringement of rights and freedoms. The policy focus is individual and community safety, and the main areas of responsibility are national security, policing and corrections. Because serious public safety problems can arise from diversity and equality issues, the department works cooperatively on these issues with communities of all origins and with individuals and groups at all levels of the criminal justice system.

Understanding and Respect

Currently, the department is involved in the Federal-Provincial-Territorial Working Group on Diversity, Equality and Justice, which has developed a diversity analysis tool for policy-makers, and has proposed short-term criminal law reforms to promote equality in the justice system. The department is also examining specific ways to improve the government's response to victims of hate crime. The proposals include increased enforcement training and raising awareness of the effect of hate crime on both the victim and the community at large.

Through its funding activities, the department promotes understanding between ethnocultural and minority communities and the institutions of the criminal justice system.

- ✳ One recipient of financial support is the Canadian Centre for Police-Race Relations, which studies relationships between police services and visible minorities, advises on setting effective standards for bias-free law enforcement, and liaises between police services and their communities.
- ✳ B'nai Brith Canada received funding to host the International Symposium on Hate on the Internet in September 1997. The symposium brought together police officers and others working in the hate crime area with members of targeted communities to share information and develop legal, educational, and community-based ways to remove hate discourse from the Internet.
- ✳ The most influential recipients of department funding support are the national voluntary agencies that work in communities and contribute to public safety and the security of people of all origins. These organizations do much to create an environment in which individuals and groups can help build a peaceful society based on understanding and respect for cultural diversity.

Equal Opportunity

The department's employment equity plan contributes to the development of a culturally diverse working environment that is culturally sensitive to the public it serves. The department also takes part in campaigns such as Aboriginal Awareness Week that help promote understanding of and respect for the wide variety of ethnocultural groups that make up Canadian society.

Identity and Cultural Affairs

These organizations regulate Canada's broadcasting industry, promote and protect Canada's cultural richness and diversity, and help Canadians to create film, television and theatre productions. Canada's national museums preserve and promote our collective heritage, and Canada's multicultural character and culture. Other departments and agencies help promote and preserve Canada's rich bilingual and multicultural heritage.

Canadian Broadcasting Corporation

As the national broadcaster of one of the world's most ethnoculturally diverse nations, the Canadian Broadcasting Corporation (CBC) has a responsibility to reflect this diversity in its programming and operations.

Ability to Contribute

Teamwork, along with public service and journalistic excellence, is one of the core values of the CBC. In 1997-98, the following programs were designed to increase the participation of people of all ethnocultural groups in the work of the Corporation.

✳ The CBC was the leading media partner for the Department of Canadian Heritage's national *Stop Racism* video competition, held in 1998 at the CBC's Glenn Gould Studio in the Toronto Broadcast Centre. Schools across Canada submitted 120 videos for judging, and the 10 winning entries were edited and broadcast on CBC/Radio-Canada. The competition gave students a way to use their talents to fight discrimination, and produced anti-racism videos that were well received by audiences.

✳ Through the New Voices initiative, CBC Halifax developed a list of representatives of diverse cultures who could provide relevant

commentary and perspective; as a result, the multicultural content of radio stories increased. Similar initiatives have begun in Toronto and Montreal.

✳ CBC's HELP (Help Energize Local Projects) funds under-represented ethnocultural groups to give their members the chance to develop the skills and experience needed to compete successfully for jobs in the Corporation. In 1997-98, 25 projects providing internships, on-the-job training and workplace accommodation were funded, with almost 70 percent of the projects involving people who are members of visible-minority groups. Almost 50% of the interns remain with the CBC in continuing roles.

Equal Opportunity

In the fall of 1997, the CBC began a process to streamline and review all human resources policies to ensure that they are barrier-free to members of designated groups. The Corporation also developed a Code of Conduct that entrenched the fair and equitable treatment of all employees and potential employees in its section on rights and obligations. The CBC's *Equity Newsletter*, which receives good feedback from readers both within and outside the Corporation, published several times in 1997-98. The Employment Equity Office maintains a Web page on the CBC site with statistics and relevant information.

Statistics and Surveys

Because the CBC serves all Canadians, its surveys of viewers and listeners use representative, random samples that reflect Canada's multicultural society. With large samples, data are collected on linguistic and cultural variables when necessary. Focus group research in large centres with large minority communities includes respondents who reflect this ethnocultural diversity. The public can access survey information by making a request to the CBC's Research Department.

CBC's Programming: Reflecting Canada's Multicultural Identity

The 1991 *Broadcasting Act* states that the CBC's programming should "be predominantly and distinctly Canadian and should reflect the multicultural and multiracial nature of Canada". People of different ethnocultural origins work to produce programs that reflect Canada's diversity, strengthening the identity of all ethnocultural groups as peoples of Canada.

The CBC presents programs that celebrate the rich cultural heritage of Canada's peoples:

- ✻ Radio-Canada's news channel, RDI, celebrated Canada's diversity with a series of 13 documentary films.
- ✻ "Horizons" gave viewers a glimpse of daily life in Islam's holy city.
- ✻ Radio-Canada FM listeners heard stories from many different cultures as part of the *Festival interculturel du conte de Montréal* celebrations.
- ✻ *Le Point* told the story of Haitian-born Michel Delphin, who found friendship and acceptance in his 20 years on Quebec's Côte Nord.
- ✻ *Téléjournal's* "Schools — Integration of Immigrants" featured St-Jean-de-la-Croix, a school in the Rosemont quarter of Montreal where 325 students from roughly 20 cultural communities speak 15 languages, and from which Pauline Marois, Quebec's Education Minister, launched her policy on educational integration.
- ✻ *Radio-Journal's* "Immigrants — Francophony" discussed a Quebec immigration ministry study's finding that the majority of new immigrants to Montréal wanted to learn French as a way to better integrate into Quebec society.
- ✻ *Dimanche Magazine's* "Côte des Neiges — Multicultural Quarter" told the story of the most multi-ethnic and multicultural

Recognition and Awards

CBC Radio One's *The Inside Track* received the B'nai Brith Media Human Rights Award for "Black Ice", two special reports on racism in hockey.

Witness won a Golden Sheaf Award in the best multicultural/race relations category for "Some Kind of Arrangement", a warm and candid look at some Canadians of South Asian origin who have chosen to return to the custom of arranged marriages.

The Rez, a television series about a group of young Aboriginal Canadians living on a reserve, received the Multiculturalism Program's Canada Award for excellence in mainstream television programming that best reflects the ethnocultural diversity of Canada.

The Centre for Research-Action on Race Relations recognized the CBC's efforts to reflect diversity in its programming and to achieve an equitable workplace.

Montréal community, home to people from more than 100 countries. This program discussed topics such as integration, communication and education.

A diverse society is not without its challenges. The CBC provides a national forum for Canadians to voice their concerns, raising public awareness and encouraging public debate needed to find solutions.

- ✻ On *Le Point*, Dalhousie University law professor Esmeralda Thornhill discussed the continuing fight against racial discrimination in Canada.
- ✻ *Dimanche Magazine's* "Book of the Week — Neil Bissoondath" featured *Move the Mountains*, Bissoondath's compilation of articles examining the problems immigrants face. According to Bissoondath, as immigration continues to increase in Canada we will need to focus on the similarities among people instead of the differences.

- ✦ *Witness* presented “Hide and Seek: An Underground Trilogy”, a portrayal of the desperate underground existence of people from China, Iran and Poland living as illegal immigrants in Canada.
- ✦ Sunday Morning told the story of hundreds of Black Americans who came to Saskatchewan from Oklahoma after the American Civil War, only to meet the same violence and racism they had left behind.

Canadian Heritage

The Department of Canadian Heritage is responsible for arts policy, broadcasting policy, Canadian identity, cultural industries, heritage, multiculturalism, national parks and national historic sites, official languages, sport, and the Canadian Conservation Institute, the Canadian Heritage Information Network, the Cultural Property Export Review Board, and the Historic Sites and Monuments Board of Canada. The Canadian Heritage portfolio includes six departmental agencies and ten Crown corporations that report individually on their implementation of the *Canadian Multiculturalism Act*. Canadian Heritage has a variety of instruments at its disposal to contribute to the development of a multicultural Canada.

Canadian Heritage initiatives contribute to the nation’s linguistic duality and multicultural character, the development and diversity of Canadian cultural and sporting life, and the promotion of a fairer, more equitable society.

Ability to Contribute

All Canadians are affected, directly or indirectly, by the efforts of the Canadian Heritage portfolio. The Department of Canadian Heritage together with community organizations across Canada and other partners help to communicate

social values, reinforce rights and freedoms, encourage intercultural and linguistic understanding, foster community development, including that of our linguistic minority communities, and establish a collective sense of pride in Canada’s heritage and identity.

National Activities

- ✦ Sport Canada developed a strategic plan for 1998–2001 and included as one of four key strategic directions “Access and Equality” with the goal of increasing access and equity for under-represented groups in Canadian high-performance sport.
- ✦ The department’s publishing policy supports the Canadian publishing industry. The Book Publishing Industry Development Program (BPIDP) provides assistance to strengthen the capacity of Canadian publishers to produce and market books and the Publications’ Assistance Program (PAP) provides funded postal rates to encourage the dissemination of Canadian-owned and -controlled publications. One of the PAP’s main objectives is to support the vitality of English- and French-language minority communities and Canada’s cultural diversity by providing distribution support to minority official language and ethnic weekly newspapers.
- ✦ The *Broadcasting Act* states that the broadcasting system in Canada should, through its programming and employment opportunities, serve the needs and interests, and reflect the circumstances and aspirations of Canadian men, women, and children, including equal rights, the linguistic duality and multicultural and multiracial nature of Canadian society, and the special place of Aboriginal peoples within that society.

- ✳ In 1997–98, the Broadcasting Policy Directorate upheld several subsections of Article 3(1) of the *Broadcasting Act* by providing ongoing support to Television Northern Canada (TVNC) through the Northern Development Program. TVNC is an Aboriginal satellite television network distributed in the northern portions of the country. In February 1998, the CRTC issued a Public Notice recognizing that an Aboriginal network should be widely available throughout Canada. As a result, TVNC applied for a national network licence so that Aboriginal television programming could be seen not only in the North, but also across the country.
 - ✳ A national youth volunteer service, Katimavik, enables bilingual groups of Canadians aged 17 to 21 to experience their country, serve the community, learn to work together, and develop leadership and communications skills. The participation of women, visible minorities, persons with disabilities and Aboriginal people is a priority. Katimavik participants spend 36 weeks living in groups of about 11 and working on community projects.
 - ✳ Open House Canada provides financial assistance to national non-profit organizations that administer group exchanges and national forums for young Canadians between the ages of 14 and 19. Priority is given to multicultural exchanges, bilingual exchanges and rural or isolated community exchanges.
 - ✳ Through Young Canada Works in Heritage Institutions, in Official Languages, for Aboriginal Urban Youth and in National Parks — National Historic Sites, work opportunities were provided for minority youth in museums, archives, parks and libraries across Canada.
 - ✳ The Historic Sites and Monuments Board of Canada supported the commemoration of Canada's multicultural heritage through a 1997 plaque unveiling ceremony to commemorate the national historic significance of Victoria's Chinatown, the oldest surviving Chinatown in Canada, and a 1998 ceremony to commemorate the national historic significance of Grosse Île and the Irish Memorial, a quarantine station for immigrants from 1832 to 1937.
 - ✳ The Historic Sites and Monuments Board of Canada agreed that Black migration to Vancouver Island, which influenced the founding and history of British Columbia and had an impact on religious, military and social institutions, is an event of national historic significance; and that Joseph Schneider Haus in Kitchener, Ontario, commemorating a Pennsylvania German Mennonite community, is a place of national historic significance.
 - ✳ The Multiculturalism Program developed a Citizenship Participation Initiative where, through a process of community development, more than 1,200 individuals, community-based organizations and public institutions across Canada have been cooperating to develop learning materials on civic participation and Canadian institutions.
 - ✳ The Canadian Heritage Information Network (CHIN) developed a partnership with the Haida community and Canadian museums, resulting in a multilingual Web-based product that was presented to an international audience at Expo '98 in Lisbon. [<http://www.chin.gc.ca/haida>]
- By delivering programs largely through its regional offices, Canadian Heritage helps support local efforts to remove barriers to full participation in Canadian society.

- ✦ The Nova Scotia Barristers' Society delivered its Equity Education Program to members and to bar admissions candidates to promote awareness of issues facing minority law graduates and to educate members about equity problems in the legal profession. It also developed a program to match minority law students with practising lawyers, to give the students some experience with law firms and the law firms some experience with minority students and their abilities and competence.
- ✦ The *Communauté Sefarade du Québec* developed a multicultural youth leadership program in collaboration with *Alliance Sénégal — Québec*, Barbados Association of Canada, the *Ligue des noirs du Québec*, the *Centre du Bangladesh*, and the *Fédération des associations Canada-Philippines du Québec*.
- ✦ The popular Quebec hip-hop group, Dubmatique, played a key role in the 1997-98 national March 21 campaign.
- ✦ In the Regional Municipality of Ottawa-Carleton in Ontario, the *Centre d'Intégration et de formation pour le développement économique* held a series of forums to inform employers about barriers to employment faced by Muslim women, and to get employers involved in developing strategies for removing these barriers.
- ✦ The United Way of Greater Toronto developed a bibliography of tools and models to evaluate multiculturalism/anti-racism organizational change in the human services sector.
- ✦ To increase opportunities for actors of colour on the stage and in the electronic media, *Step III: Access to Training — Film and Theatre* by the Manitoba Theatre for Young People trains youth of colour who face informational, language, social, or financial barriers. This initiative not only helps meet the increasing demand for ethnoculturally diverse performers in Manitoba's burgeoning film industry, but it has also helped change the corporate culture of the theatre company by affecting all facets of the operation, from board membership to audience composition.
- ✦ The Millwood Welcome Centre for Immigrants in Edmonton received support to work with mainstream institutions to examine how they may better serve the diverse population of the Millwood area.
- ✦ The Glenbow Museum in Calgary formally implemented a co-management agreement with the Mookaakin Culture and Heritage Foundation of the Blood tribe for the care, access and interpretation of Blood artifacts within the Glenbow collection.
- ✦ The British Columbia Festival of the Arts engaged in an institutional change initiative to become more inclusive of multicultural artists in the structure and programs of the province-wide arts festival.
- ✦ The Vancouver Holocaust Education Centre produced a museum exhibition "Broken Threads" on the impact of racism on the garment industry in Nazi Germany and an educational component on confronting discriminatory laws and restrictions and understanding newcomers.
- ✦ The University of Victoria Institute for Dispute Resolution launched a new interdisciplinary program in public policy dispute resolution with an emphasis on human rights, multiculturalism and Aboriginal issues.
- ✦ A consortium of 10 multicultural organizations, led by the Hellenic Canadian Congress of British Columbia together with Simon Fraser University presented "Constitutional Forum on Canadian Unity",

a forum where the multicultural community expressed its views of Canadian unity and the benefits of Canadian citizenship.

- ✳ The Yukon International Storytelling Festival attracts premier performers from diverse ethnic and cultural backgrounds, representing as many as 24 languages from across northern Canada and from around the circumpolar world.

Understanding and Respect

As Canada has grown and matured as a country, it has constantly struggled with the issues of unity and diversity, and how to foster and express a sense of ourselves.

The demographic picture is changing in Canada as the population ages and population growth relies more and more on immigration. More than 12 million Canadians (44% of the total population) reported at least one origin other than British, French or Canadian in the 1996 Census. The seven million Francophones throughout Canada are concerned about their language and culture, and their survival in a continental sea of English language. Anglophone Canadians express concerns about the impact of educational and entertainment products flooding the Canadian marketplace from the United States. Aboriginal peoples seek recognition and accommodation of their rights and aspirations, which will have consequences for their sense of belonging and the level of understanding and sharing they will enjoy with other members of society.

Canada will continue to become more ethnically diverse. Canada's increased diversity brings with it a variety of experiences and perspectives that can contribute to the creation of a more vibrant and inclusive society. Our success as a nation will hinge largely on the extent to which we can nurture a sense of shared values and equal opportunity.

National Activities

- ✳ Canada Day events highlight the cultural diversity of Canada through a wide range of programs and activities. Canada Day committees across Canada include members from diverse cultural backgrounds and communities.
- ✳ Through Canada-community agreements and the federal government's initiatives to implement sections 41 and 42 of the *Official Languages Act*, support was provided for official-language ethnic and visible-minority community organizations.
- ✳ Parks Canada and the Multiculturalism Program are working with the U.S. National Parks Service, the Ontario Black History Society and managers of sites associated with refugees who came to Canada via the Underground Railroad in an effort to more equitably present this important aspect of African Canadian history to the public.
- ✳ In 1997-98, the Multicultural Program placed a priority on hate and bias activity and encouraged federal institutions with mandates related to hate crime to develop a coordinated federal strategy against hate and bias activity. Social development work focused on helping municipalities and community groups identify local hate activity and develop strategies to counter hate crime and recruitment by hate organizations.
- ✳ Canadian Heritage supported the development of several resources and activities to increase public understanding and mobilize constructive community action against racism, including *Acting Out: A Resource Kit for Youth Against Bigotry and Hate*, a handbook produced by the West Coast Coalition for Human Dignity; a lay person's

guide to legal remedies available to victims of hate crime in Canada; *Combating Hate on the Internet*, an international comparative study of government policy approaches; an interactive game to help young people recognize hate when they find it on the Internet; and an international symposium on hate on the Internet organized by the League for Human Rights of B'nai Brith Canada.

- ✦ The Human Rights Program works with voluntary and educational organizations to support activities that contribute to human rights in Canada. To the extent that ethnic and visible minorities are subject to discrimination and inequality, program interventions focused on these groups along with other disadvantaged groups in our society.
- ✦ In 1998 the *Universal Declaration of Human Rights* marked its 50th anniversary and Canadian Heritage undertook a year-long campaign *CREDO — I believe in human rights* and invited youth between 12 and 18 to learn about human rights, and the Declaration. Youth from different multicultural backgrounds figured prominently in the activities and products of the campaign.
- ✦ In 1997–98, Canadian Heritage delivered the 10th annual campaign for the International Day for the Elimination of Racial Discrimination, March 21. This key social-marketing and public education initiative encourages Canadians to get active in efforts to eliminate racism. Corporate and media partnerships extend the influence and impact of the campaign and contribute significantly to public awareness, understanding and informed public dialogue about multiculturalism, racism and cultural diversity in Canada. This year, the campaign focused on youth 12 to 18 years old with the *Stop Racism* National Video Competition.

Youth from schools across Canada submitted 120 videos, and the awards ceremony, presided over by the Prince of Wales, was broadcast nationally by Much Music/Musique Plus.

- ✦ The Mathieu Da Costa Awards Program encourages students to explore the contribution of people of diverse cultural backgrounds to the building of Canada. The program is undertaken in partnership with the Canadian Teachers Federation and the Canadian Museum of Civilization and is open to elementary and secondary students between the ages of 9 and 19 in more than 15,000 schools across Canada.
- ✦ The Multiculturalism Program continued its participation in the federal government family-violence prevention strategy by working with minority ethnic communities, especially those with limited fluency in English and French. The Family Violence initiative focuses on disseminating information about Canadian laws and the consequences for families when members are abused. This information is disseminated by non-governmental organizations in news articles and radio and television programs in languages other than English and French.
- ✦ The Metropolis Project, supported in part by Canadian Heritage (see the chapter “Best Practices”), is a cooperative, international research initiative examining immigrant integration and the effects of international migration on urban centres.

By delivering programs largely through its regional offices, Canadian Heritage helps support local efforts to increase informed public dialogue about multiculturalism, racism and cultural diversity in Canada.

- ✦ The Newfoundland–Labrador Human Rights Association conducted *Intolerance: What are you going to do about it?*, an eight-month,

province-wide series of activities for all grade levels. The activities included resource guides for students and teachers, a home page, and writing contests for students. The winners received their prizes on Canada Day, 1997.

- ✳ The Nova Scotia School Boards Association organized workshops for school boards to develop action plans for promoting employment equity policies and practices.
- ✳ In Cole Harbour, Nova Scotia, a community policing initiative funded by the RCMP and Canadian Heritage now has six black community constables trained and on the strength of the local RCMP detachment to help correct a serious race relations situation of long standing. The eventual goal is to encourage the new community constables to become regular members of the RCMP, and to set good examples for local youth.
- ✳ The Ontario Council of Agencies Serving Immigrants engaged in a public education campaign to promote informed public dialogue on diversity and worked with the major print media in Toronto to develop strategies for achieving a more balanced portrayal of ethnic and visible minorities and better coverage of the concerns of these communities.
- ✳ The *Musée de la civilisation à Québec* organized two major exhibitions *Des immigrants racontent* and *Nations autochtones* on aspects of cultural diversity in Quebec. The *Musée des religions* organized an exhibition on Muslim religious life.
- ✳ The Manitoba Cross Cultural Coalition for the Prevention of Violence and Domestic Abuse brought together service providers, agencies, governments, ethnocultural communities and individuals to create a grassroots response to issues of family violence.

- ✳ The Prairies and Northwest Territories regional office has been developing a public awareness program based on a new concept called *Canada Place* that will see the development of a public information centre with an outreach function to provide information on Canada including living in a multicultural nation.

- ✳ Members of the Saskatchewan Provincial Court Judges' Association participated in a series of cross-cultural workshops designed to increase their understanding and appreciation of living in a multicultural society. Also in Saskatchewan, the department supported projects to help develop healthy relationships between police officers and the communities they serve.

- ✳ The Alberta Magazine Publishers Association organized a workshop highlighting the contributions of writers from different cultural backgrounds in the magazine industry and launched its first March 21 campaign.

- ✳ The College of New Caledonia in Burns Lake, British Columbia, developed "Building a Unified Community", a strategy and program to ease racial tensions in that community.

- ✳ The Aboriginal community in Courtenay, British Columbia, organized workshops on the causes of racism and prejudice, and developed tools to reduce it in their community.

Equal Opportunity

The department is an equal opportunity employer and is fully committed to employment equity guidelines. The Human Resources Branch collects information on the department's work force to ensure that the four employment equity designated groups are fairly represented in all occupational categories and levels.

In 1997, the department presented a national staff conference on diversity. *Strength Through Diversity: Moving to the Next Millennium* increased awareness of diversity issues for all employees and managers and made recommendations to assist management in achieving their employment equity and diversity responsibilities (see chapter on “Best Practices”).

In March 1998, the department conducted a work force data analysis, and is currently updating statistical information through the establishment of a complete demographic profile of its work force. The department also conducted an employment systems review to assess formal and informal policies, procedures and practices to identify and document any informal systemic barriers to the achievement of employment equity objectives.

The department supports four departmental employment equity advisory committees groups and sponsors special awareness activities for all employees as part of International Women’s Day, National Access Awareness Week, the March 21 Campaign and Aboriginal Awareness Week.

National Activities

- ✳ A collaborative research project with the Public Service Commission is under way to develop baseline data on the recruitment, promotion and retention of visible minorities throughout the public service over the 10-year period, 1988–1998.
- ✳ As part of the creation of a new Parks Canada agency, Parks Canada staff continue to be educated about diversity issues. The primary vehicle, “Diversity at Work” training, is compulsory for all Parks Canada managers.

By delivering programs largely through its regional offices, Canadian Heritage helps support local efforts to solve local problems.

- ✳ In Quebec, Canadian Heritage developed a video *Sans frontières* for use by federal

departments in Quebec to increase public sector understanding and commitment to cultural diversity in the workplace.

- ✳ Through the public service Youth Internship Program, Canadian Heritage in the Quebec region provided an internship opportunity for visible-minority youth.
- ✳ In Prince Edward Island, a federal-provincial steering committee worked with the Diversity Partnership Project to organize a series of activities designed to increase public sector managers’ understanding and commitment to employment equity and diversity management in the PEI workplace.

Statistics and Surveys

Research suggests that Canadians from all regions share certain values, including caring, security, freedom, and openness, and that they view these as part of their Canadian identity. In a country whose citizens may have several layers of identification — nationality, regional affiliation, language, ethnicity, religion — Canada’s success will hinge largely on the extent to which it can nurture a stronger sense of shared values, shared challenges, and equal opportunity within Canada. Building social capital, as defined by trust, respect and civility, is increasingly a prerequisite to a successful and united society.

The Canadian Heritage portfolio promotes the interaction, dialogue and participation of different groups to increase understanding among Canadians and build a more cohesive society while ensuring a coordinated approach for enhancing the vitality of the English and French language minority communities across the country. It promotes the importance of linguistic duality and cultural diversity as integral parts of the Canadian experience, not only as a source of internal enrichment but also as an advantage for Canada’s economic and social performance on the world scene.

- ✳ Canadian Heritage supported a number of research initiatives to inform public policy development. Examples include:
 - *Canadian Citizenship Education: The Pluralist Ideal and Citizenship Education for a Multinational State*
 - *Beyond Nationalism: Identity and Attachment in a Post-Modern World*
 - *The Socio-Cultural Implications of a Knowledge-Based Society: A Prospective Research Survey of On-Line Access and Participation in Canadian Society*
 - *From Ethnic Media to Global Media: Transnational Communication Networks Among Diasporic Communities*
 - *Combating Hate on the Internet: An International Comparative Overview of Policy Approaches.*
- ✳ The Multiculturalism Program supported research projects such as *Changing Character of Race Relations: The Experience of the Education Sector* aimed at improving the ability of public institutions to respond to diversity and looked at selected high schools and post secondary institutions.
- ✳ A report, *Research into Racism Toward Aboriginal Peoples in the Northwest Territories*, a study of a highly significant effect of the increased migration to northern centres that has made Aboriginal people a minority there, was completed by Ltura Associates Ltd. of Yellowknife.
- ✳ Research and a guide were developed through the *Université du Québec à Rimouski* to aid public education in cultural diversity and citizen education.
- ✳ The Multiculturalism Program developed *The Evidence Series*, fact sheets highlighting selected research findings about multiculturalism and a *Demographic Overview* that details a demographic presentation of diversity in Canada using the 1996 Census.

- ✳ Among its several current projects to promote visible-minority high-performance athletes, Sport Canada used 1996 Census information on the visible-minority population of Canada to compile a baseline against which to compare data on visible-minority high-performance athletes. During 1997–98, Sport Canada developed a vision and a strategy for acquiring information on visible-minority high-performance athletes to be used in the preparation of a position paper and, eventually, a national policy. This process paves the way for the negotiation of accountability agreements with national sport organizations on including visible minorities in sport.

Future Priorities

- ✳ The portfolio will continue to promote better representation of the diversity of Canadian society in all its activities and ensure that policies, legislation and regulations guiding the development and distribution of new technologies enable Canadians from all walks of life to participate fully in the advantages of the evolving information society.
- ✳ The Historic Sites and Monuments Board of Canada (HSMBC) has taken initiatives in areas of history that have become prominent in Canadian historiography and society — the histories of cultural communities, Aboriginal peoples and women. The HSMBC has acknowledged that very few of Canada's national historic sites speak to the experience of cultural communities other than Aboriginal peoples and those of French or British origin, and is committed to addressing this imbalance. The National Historic Sites System Plan will also reflect these priorities.
- ✳ The Multiculturalism Program priorities for the future are communicating the value of diversity, eliminating systemic discrimination, combating racism, and responding to hate and bias activity.

Canadian Museum of Civilization Corporation

The Canadian Museum of Civilization Corporation (CMCC) has an obligation under the *Museums Act* “to increase, throughout Canada and internationally, interest in, knowledge and critical understanding of, and appreciation and respect for, human cultural achievements and human behaviour”. Through its collections, research, exhibitions and creative programs, the CMCC contributes to the intercultural understanding and dialogue that are necessary for social cohesion in a multicultural country. The Canadian Children’s Museum (CCM), housed inside the Museum of Civilization, is particularly important: it presents children with ideas and experiences aimed at broadening their perspectives on the world and its people, thus encouraging intercultural understanding and dialogue early in the life of young Canadians.

Ability to Contribute

All of the exhibitions and programs of the museum are of a cultural nature. The permanent exhibitions in the First Peoples Hall, the Cultural Traditions gallery, the Canadian History gallery, and the Folk Art and Crafts gallery inform visitors about the cultural diversity of our country. Exhibitions are developed in consultation with experts from the particular ethnocultural communities. Advisory committees set up to monitor the development of a project include representatives from ethnocultural associations, cultural research institutions and international expertise when necessary. For example, in 1997–98, calligraphers of Chinese origin were involved with the exhibit “Masterpieces of Twentieth Century Painting” and members of the Vietnamese community contributed to the exhibit “Boat People No Longer”.

- ✳ The Doukhobors — Spirit Wrestlers: A presentation about the first century (1899–1999) of Doukhobor life in Canada.

- ✳ Boat People No Longer — Vietnamese Canadians: A presentation about the Vietnamese community in Canada.
- ✳ World Circus: A presentation of the circus as a form of cultural expression that crosses cultural, linguistic and ethnic barriers featuring circus performers from more than 12 countries.
- ✳ Race Against Waste: A small exhibition produced in cooperation with the Philippine Development Assistance Program, featuring toys made by children from the Philippines and Canada.

The CCM launched a Canada-wide youth film festival for children from 9 to 18 to voice their concerns and ideas on issues that are important to them through the medium of film. Targeted groups for this project included ethnocultural communities, and many of the submissions focused on racism, cultural differences, and respect for human dignity. CyberMentor, an Internet-based outreach program based on the integrated learning model, includes a multicultural dimension. In addition, Black History Month is celebrated with special programming targeted to families on the weekend and school groups during the week. The Corporation also collaborates with the Department of Canadian Heritage in staging the Mathieu da Costa ceremony during Black History Month.

Understanding and Respect

Research on specific cultural topics was undertaken for future use in exhibitions or publications. The following research projects were under way in 1998:

- ✳ native ranching and rodeo life;
- ✳ immigration and Canadian artists with Arabian origins;
- ✳ an examination of the small multicultural community of Gimli, Manitoba;
- ✳ Cambodian and Laotian refugees; and
- ✳ artists from Italian and Latin American communities.

The Canadian Centre for Studies on Traditional Culture's research concentrates on the traditional and contemporary culture of the four continents where the majority of Canadians find their origins: Europe, Asia, Africa, and America.

The second consecutive season of See and Hear the World concerts, Canada's only subscription series dedicated to World Music, was highly successful. More than one million music lovers enjoyed the performances via la Société Radio-Canada's stereo network and the Bravo! television network.

Language Skills and Cultural Understanding

The CCM uses non-official languages in many areas of presentation. Signs include words, phrases and information in the language of the culture that is being showcased, the voice in exhibition narratives represents the culture highlighted, and visual materials representing different ethnocultural groups are integrated into exhibitions and programs. As well, half the current floor staff of the CCM can communicate in a non-official language.

In 1997-98, the CCM involved representatives from more than 15 ethnocultural groups in the museum's programs, giving young Canadians the chance to learn about the diverse heritage of the people of Canada.

The CCM recruits volunteers from many different ethnocultural communities, and encourages volunteers to share their cultural knowledge while assisting with the delivery of programs and exhibits.

Future Priorities

CMCC will continue to fulfil its mandate and implement the *Canadian Multiculturalism Act* by: targeting ethnoculturally diverse communities for employment, continuing to involve

ethnocultural communities in the development of its exhibitions and programs, and offering diversity training to employees.

Canadian Museum of Nature

The Canadian Museum of Nature (CMN) engages all Canadians in a public discussion of the relationship between humanity and nature.

Ability to Contribute

The CMN consults with a number of Canada's ethnocultural groups to develop exhibits that reflect the diversity of Canadians. The 1997-98 exhibit Arctic Odyssey was developed with the help of Inuit communities and other federal agencies.

Inuit elders from Igloodik and representatives from Makivik Corporation were involved in content development and communication with the public — at the Museum, in schools in the National Capital Region and through the Museum's Web site. A video conference program connected Inuit elders and inhabitants of Igloodik with museum visitors, bringing together Canadians of different origins.

Language Skills and Cultural Understanding

CMN employees use their linguistic and cultural expertise when working with CMN's international partners. For example, CMN staff developed educational programs for CMN's cultural exchange program with Mexico.

Future Priorities

The video conferencing project had a positive impact on the museum's visitors and the community of Igloodik. Consilium (a private sector firm) will join with CMN and Igloodik to develop similar projects for education and community development.

Genealogy: Increasing Individuals' Attachment to Canada

People of all ages love to research their family tree, and the National Archives is a crucial resource for genealogists. Providing genealogists with research services and increasing their access to particularly valuable records helps individuals learn about the history of their family and, thus, increases their interest in and attachment to Canada. In 1997-98, genealogy accounted for more than 50 percent of all research requests received by the National Archives.

In 1997-98, the National Archives acquired from Citizenship and Immigration Canada microfilm copies of the 1920-1935 passenger lists and border-crossing lists. These lists are a valuable source of genealogical information, as they contain the full name, age, place of birth, health status and marital status of each individual who immigrated to Canada during those years. To make these records even more useful to researchers, the National Archives and the Pier 21 Society are collaborating to compile the information they contain in a user-friendly, interactive database.

National Archives of Canada

The National Archives of Canada implements the *Canadian Multiculturalism Act* by acquiring and controlling archival materials that reflect the diverse racial, ethnic and cultural heritage of Canada, its people and its institutions.

Understanding and Respect

The National Archives acquires some collections and fonds specifically because of their origin in ethnocultural and minority communities. Collections and fonds acquired for other reasons are also of great ethnocultural interest.

✳ In 1997-98, the National Archives acquired the Rolf Harder and William Kurelek fonds and the Herman Heimlich Collection, all of which contain graphic materials strongly influenced by the artists' cultural background.

✳ The National Archives entered into negotiations to acquire archival programming from CFMT-TV, Canada's first multicultural television system. CFMT-TV broadcasts 60 percent of its programming in more than 18 languages and 20 cultures, and produces more than 22 hours of programming each week, including newscasts in Portuguese, Italian and Chinese.

✳ The National Archives helped prepare the Washington Conference on Holocaust

Assets, an international conference on the claims for compensation for property seized from people targeted by the Nazis' racist policies. A National Archives representative attended the Preparatory Conference and sits on an interdepartmental committee on Holocaust-related claims. In Canada, the Jewish and Romani communities are the two minority groups most affected by this work.

✳ The National Archives periodically conducts special reviews of entire blocks of archival records, usually to benefit specific ethnocultural communities and sometimes to help correct historical injustices. In 1997-98, the National Archives reviewed Canadian Security Intelligence Service records on various Ukrainian organizations for Ukrainian researchers preparing journal articles and community histories. As a result of the Archives' block review of the records of the Office of the Custodian of Enemy Property, more than 1.6 million pages of case files pertaining to property seized from Canadians of Japanese and German origin were released.

Language Skills and Cultural Understanding
National Archives reference services not only reveal the multicultural nature of the institution's holdings, but also accommodate the highly varied needs and interests of its clients. Guides to ethnocultural holdings are distributed across the country. Archivists and research staff correspond and meet with individual researchers and representatives of ethnocultural groups to ensure that their needs are met.

Contacts with individuals who speak languages other than English and French are often made in their own language; the National Archives has employees fluent in many languages, including German, Latvian, Polish, Hungarian, Spanish, Russian and Ukrainian. These staff members also participate in contacts and negotiations with foreign archives.

Future Priorities

The National Archives main multiculturalism priority is to continue acquiring and making available to researchers archival records originating in, and of interest to, ethnocultural and visible-minority groups. It will also continue its efforts to ensure that Canadians of all origins have equal opportunity to obtain employment and advancement by complying, in its employment policies and practices and its recruitment activities, with government-wide regulations and standards.

A special priority for 1998-99 will be a block review of government records pertaining to Holocaust-era assets.

National Capital Commission

The National Capital Commission (NCC) is responsible for ensuring that the National Capital Region is the scene of activities and events that enrich the cultural and social fabric of Canada. All NCC projects must accommodate the nation's federal nature, the equal status of its two official languages, and the diverse heritage of the people of Canada.

All events and activities organized, sponsored or promoted by the NCC feature nature or heritage, and are intended for visitors of all origins, from all over Canada and around the world.

Understanding and Respect

✳ The NCC uses surveys to gather information about the interests and values of visitors to the National Capital Region and the Canadian people through surveys. At almost every activity or event, and in periodic media campaigns featuring mail-in reply cards and contest entries, the NCC asks participants to report their opinions and give a little information about themselves, such as age, sex, place of residence, level of education, cultural heritage, areas of interest, and favourite activities. The NCC

uses this information to design and develop major events with the widest possible popular appeal.

- ✳ An important aspect of NCC events is their capacity to bring regional and national attention to ethnocultural and visible-minority artists and performers. For example, the 1997 Canada Day shows on Parliament Hill, nationally broadcast on CBC and Radio-Canada, featured Aboriginal and Black musicians and dancers, and Global TV and TVA broadcasts from Winterlude highlighted Canada's cultural diversity and the adaptation of ethnic communities to the Canadian winter.
- ✳ The Canada Day festivities bring tens of thousands of people to Parliament Hill and the adjacent streets, parks and neighbourhoods to enjoy music, dancing, food and fireworks. To ensure that ethnocultural minority communities get in on the fun, the NCC sends a letter to all cultural associations in its database, inviting them to audition for the *Cultures Galore* show in Confederation Square. For Canada Day 1997, the jury selected 15 groups, including the Svitanok Ukrainian Dance Ensemble, Layali Sheharazad, the Enan Dance Troupe and the Venezuelan-Canadian Association.

Language Skills and Cultural Understanding

Because visitors from all over the world come to the National Capital Region, the NCC values its employees who speak languages other than French and English. The Canada and the World Interpretation Centre had Danish-, Spanish- and Quichua-speakers on its staff. The Capital Infocentre has orientation counsellors who speak Mandarin, Italian, Spanish and German, and an audio tour with commentary in German, Spanish and Japanese, as well as French and English. The NCC also issues maps of the National Capital Region and downtown Ottawa in German, Spanish, Italian, Japanese and Chinese as well as English and French.

Future Priorities

Millennium preparations are added to the NCC's roster of seasonal programming. The NCC is making every effort to ensure that Millennium activities will appeal to a cross-section of Canadians.

National Film Board of Canada

The National Film Board of Canada (NFB) has a mandate under the *National Film Act* to produce and distribute films that interpret Canada to Canadians and the world. The NFB's objective is to produce excellent, relevant and innovative audiovisual works (including films, videos, multi-media and Internet-based projects) that reflect Canadian realities and perspectives and contribute to a knowledge and understanding of Canada. Part of the NFB's mission is to give voice to those people of Canada — such as Aboriginal people, immigrants, and Canadians from ethnocultural and visible minorities — who have seldom been heard.

Ability to Contribute

The NFB has put a number of programs into place to ensure that the diversity of Canadian society is reflected both on the screen and behind the camera. Three initiatives in the English Program have been particularly effective:

- ✳ **Equity Budget:** In 1997–98 the Equity Budget supported training members of visible minorities on 53 short-term projects. These people developed skills in non-linear picture editing, sound editing, sound and music recording, production management, line production, documentary writing, film budgeting, and animation.
- ✳ **The Aboriginal Filmmaking Program:** In 1997–98, the program supported training and apprenticeship opportunities for 18 Aboriginal people.
- ✳ **Special Mandate Team for Cultural Diversity:** Led by three producers located in Montréal, Toronto and Vancouver, the team encourages and promotes the

participation of filmmakers from diverse cultural communities, with the producers taking responsibility for training and development.

The French Program has developed the following strategies to increase the participation of under-represented groups:

- ✳ The program will identify promising filmmakers for immediate projects.
- ✳ The program will earmark \$400,000 for documentaries written or directed by members of visible minorities.
- ✳ A Montréal-based producer will take responsibility for these objectives and be given a special budget for this purpose.

Equal Opportunity

It is important for the NFB to be able to draw from as large a pool of professionals as possible to encourage the expression of diverse points of view on the Canadian experience. The NFB has created a Cultural Diversity Database of freelance filmmakers and craftspeople from under-represented cultural communities. The database is updated regularly and is used by both NFB producers and private sector filmmakers.

Programming: Contributing to Respect and Understanding

As in the past several years, in 1997–98 the NFB produced films on multiculturalism, race relations and several ethnocultural communities. The NFB has also produced films on international issues that attempt to increase the cultural awareness of all the people of Canada.

The following films are some of the highlights of 1997–98. Award-winning films are highlighted in the sidebar.

- ✳ “The Nitinaht Chronicles” is a searing portrait of the extraordinary efforts of a small Aboriginal community on Canada's west coast to overcome a cycle of physical and sexual abuse. It aired on the Vision Network in September 1998.

- ✳️ “Under the Willow Tree” tells the little-known stories of the first Chinese women to come to Canada, and the language, culture and values they passed on to their children.
- ✳️ “Half a World Apart ... and a Lifetime Away” chronicles Grand Chief Ovide Mercredi’s pilgrimage to India, where a conversation with Gandhi’s grandson, Rajmohan, confirmed Mercredi’s belief in non-violent political action.
- ✳️ “*Le pont de l’exil*” tells the stories of exiles from Iran, Bosnia, Burundi and Algeria as they rebuild their lives and their identities in Montréal.

Future Priorities

The English and French programs will continue to implement and fine-tune recently developed plans to increase diversity in the work of the NFB. More specifically, the English Program plans to concentrate on developing new talent: the Aboriginal Filmmaking Program will earmark at least \$50,000 for development and training, and 25 percent of the Filmmaker Assistance Program’s \$500,000 allocation will be reserved for filmmakers from ethnocultural minorities.

The French Program will continue to develop new talent through apprenticeships and workshops, and will allocate a fifth of all documentary resources to first works. Bobby Kenuajuak, the first Inuk to join the program’s team through the *Cinéaste autochtone* program, will develop and direct his first film.

1998–99 Productions

Future documentaries that will display the richness of Canada’s cultural diversity include:

- ✳️ “Gypsies of Svinia”, an examination of the deplorable living conditions of some of the Romani people of Eastern Europe. It will inform Canadians about an ethnic group making headlines because of increased immigration applications.

Honouring Excellence

- ✳️ In cooperation with the Department of Canadian Heritage, the Academy of Canadian Cinema and Television gives the Canada Award and *Le Prix du Multiculturalisme* to honour excellence in mainstream television programming that best reflects the ethno-cultural diversity of Canada. At the 1997–98 Gemini Awards, Selwyn Jacob’s film “The Road Taken” received the Canada Award. The film documents the experiences of Black Canadians who worked as sleeping-car porters on Canada’s major railways from the early 1900s to the 1960s. “Referendum — Take 2/*Prise deux*” received *Le Prix du Multiculturalisme* at the *Gala des Prix Gémoux*.
- ✳️ Alanis Obomsawin received a Life Achievement Award at the Talking Picture Festival in Taos, New Mexico.
- ✳️ “Forgotten Warriors” won the Antoinette Kryski Award at the Yorkton Short Film and Video Festival, and received an Honourable Mention at the American Indian Film and Video Festival in Oklahoma City, Oklahoma. The film tells the story of the thousands of Aboriginal Canadians who fought in the Second World War, only to return home to find the government had seized parts of Aboriginal reserve lands to compensate non-Aboriginal war veterans.
- ✳️ “Picturing a People: George Johnston, Tlingit Photographer,” a look at the life and work of Johnston, a businessman, hunter, trapper, photographer and perhaps Canada’s first Aboriginal documentarist, received the Best Story Award at the American Indian Film Festival in San Francisco, California, and was nominated for the Donald Brittain Award (for Best Documentary) at the 1997 Geminis.
- ✳️ In the 1980s, Aboriginal peoples of Canada’s Northwest Coast revived their cultural tradition of carving majestic cedar canoes. In 1993, crews from 30 First Nations took these canoes hundreds of kilometres to a historic gathering of more than 3,000 people at Bella Bella, British Columbia. “Qatuwas: People Gathering Together”, the film of this journey, won the Best Documentary Feature Film Award at the American Indian Film Festival. This film also premiered on Newsworld in January 1998.
- ✳️ “Some Kind of Arrangement”, a look at some Canadians of South Asian origin who have chosen to return to the custom of arranged marriages, won the award for the Best Multicultural/Race Relations Documentary at the Yorkton Short Film and Video Festival, and was seen by 520,000 viewers on CBC’s *Witness* in November 1997.

- ✳ “Asylum”, a chronicle of the journey of three refugee claimants from the time of their arrival at the Canadian border, through the long process of seeking political asylum, to the final decision of the Refugee Board that will determine their fate.
- ✳ “Show Girls”, a film about the popularity of Black jazz clubs in Montréal from the 1920s to the 1950s and the lives of the female entertainers who worked in them.
- ✳ “Amorak’s Song”, an examination of the changing lifestyle of the Keewatin Inuit, the last nomads in Canada.
- ✳ “Desperately Seeking Helen”, the search for personal and cultural identity by a young woman from South Asia growing up in Quebec with her immigrant family.
- ✳ “The Gift”, an examination of the cultural and economic importance of corn in Aboriginal society.
- ✳ “Okimah”, a visual record of the traditional goose hunt of Canada’s Cree people in the James Bay area.
- ✳ “Beauty Secrets”, an exploration of the concepts of beauty in different cultures.
- ✳ In 1997–98, the Gallery staged three major exhibits of Inuit art: *Pitseolak Ashoona: The Joys of Life and Art*; *Out of the Sea: Sculpture and Graphics in the Inuit Art Collection*; and *Pencil to Paper: Drawings by Parr*.
- ✳ To highlight the accomplishments of people of African origin to the development of Canadian culture and society during Black History Month, the Gallery presented works by African artist Robert S. Duncanson.
- ✳ To supplement its visual art programs, the National Gallery offers a series of concerts and events. In 1997–98, the Gallery presented (among others) guitarists Oscar Herrero and Rafaël Serrallet, pianists Cédric Tiberghien, Janina Fialkowska and Menachem Pressler, soprano Yukako Tatsumi-Margaritoff, the dance troupe Arte Flamenco, and performers Zekhul, Jamielie Hassan, and the St-André Ensemble.

Language Skills and Cultural Understanding
The National Gallery invites new employees to identify their cultural background and their level of fluency in languages other than English and French. This information is used to offer special services to visitors; for example, an education officer gives guided tours in Spanish, two volunteers have used Portuguese when guiding tours of the permanent collection, and an information officer welcomes Spanish-speaking visitors in their own language.

Equal Opportunity
The Gallery complies with employment equity regulations and standards in all its employment systems, and makes all promotions and appointments strictly on the basis of merit. Efforts are made to ensure that the Gallery is a workplace free of harassment and discrimination; two coordinators are specifically trained to investigate complaints.

National Gallery of Canada

The National Gallery of Canada and its affiliate, the Canadian Museum of Contemporary Photography, have continued presenting their varied exhibition and installation program at their Ottawa sites and on tour throughout Canada.

Ability to Contribute

The National Gallery has a policy of acquiring works by artists of various cultures, and of organizing shows that focus on artists’ cultural heritage.

Future Priorities

The Gallery's main multiculturalism priority for the coming year is to produce its floor plans in languages other than English and French. The publication of floor plans in German, Spanish, Japanese and Mandarin was discontinued a few years ago because of costs, and the Gallery intends to re-institute this valuable service to visitors.

National Library of Canada

The National Library is responsible for building, preserving and providing access to a comprehensive collection of Canadian publications and of foreign publications of interest to Canada. This collection is a significant information and cultural resource for all the people of Canada.

Ability to Contribute

All items in the National Library's collections are catalogued and made accessible in *Canadiana*, Canada's national bibliography, through the World Wide Web and through Access AMICUS, the library's nation-wide online database service. A recent scan of Canadian items in Access AMICUS shows that the library's collections include items in more than 40 languages other than English and French, including 10 Canadian Aboriginal languages. Cataloguing of materials published in languages other than English and French is done by staff or contractors who are expert in those languages, and according to the National Library's bibliographic standards.

Each year, the National Library hosts public programs and cultural events that cover all aspects of the Canadian cultural mosaic. Highlights of the 1997-98 agenda include:

- ✳ *Utamaduni*, a multicultural entertainment to benefit the African Heritage and Cultural Centre in Ottawa;
- ✳ *A Multicultural Feast for Eyes and Ears*, an evening of music, poetry and visual arts sponsored by the National Capital Alliance on Race Relations; and

- ✳ *Canadian Authors Translated*, a celebration of the 40th anniversary of the Canada Council for the Arts International Translation Program, which helps publishers in more than 40 countries translate Canadian works into languages other than English and French.

Understanding and Respect

When developing Canadian library services for minority communities, the library's National and International Programs Branch takes language, culture and ethnicity issues into account.

- ✳ The 1998 *Read Up On It / Lisez sur le Sujet* kit included a list of Canadian children's books about characters from a diversity of cultures, prepared in conjunction with Project Love, an initiative of the Canadian Organization for Development Through Education. The *Read Up On It* program, now in its 10th year, promotes Canadian children's books.
- ✳ As part of its advocacy of universal, affordable and equitable access to the nation's information resources, the National Library is a keen supporter of literacy. As part of their activities in associations and at conferences, library staff inform Canadian librarians and their clients about literacy research and the literacy challenges faced by the people of Canada, especially new arrivals.

Language Skills and Cultural Experience

National Library staff with expertise in languages other than English and French are often called on to identify, acquire, translate, catalogue, promote and facilitate the use of heritage-language materials in the library's collections. An open register of employees' skills in more than 40 languages is kept on the National Library intranet.

Equal Opportunity

The National Library operates a Library Science Trainee Program that offers post-secondary education to the Master of Library Science level, followed by full-time, indeterminate employment at the National Library. This program accepts one Aboriginal candidate per year.

Future Priorities

Currently, the main multiculturalism priority of the National Library is to extend its contacts with heritage-language publishers (see chapter on “Best Practices”). The library also continues to review its programs to ensure that they are accessible to and appropriate for people of all origins.

National Museum of Science and Technology Corporation

The National Museum of Science and Technology Corporation manages two major museums, the National Museum of Science and Technology (which includes the Agriculture Museum) and the National Aviation Museum.

Ability to Contribute

When developing exhibits and planning special programs and events, the Corporation consults ethnocultural and minority communities, especially to find out what they think of the concept and whether they have concerns that the exhibit, program or event should cover. If the planned activity is multicultural in nature, or has elements or components related

Displaying Canada's Cultural Diversity

Many exhibits have multicultural content — diversity is a significant aspect of Canadian reality, and multicultural content helps visitors recognize the contributions of all members of Canadian society.

- ✳ The long-term exhibit *Love, Leisure and Laundry: Why Housework Just Won't Go Away* shows the evolution of household appliances and their effect on Canadian society. Its displays include the kitchen in a Chinese restaurant, Italian and Indian kitchen implements, an Italian wine cellar, and a pictorial array showing the wide variety of foods currently available in Canada.
- ✳ In the summer of 1997, a member of Ottawa's Sri Lankan community grew a garden at the Agriculture Museum, part of a major demonstration project designed to show Canadians the benefits of adopting farming practices used in other countries. A representative of the Sri Lankan embassy attended the project launch ceremony.
- ✳ In the fall, Ottawa's Jewish community celebrated Sukkoth at the Agriculture Museum, with activities that included decorating the sukkah, making decorations to use at home, learning about harvest symbolism, and telling traditional stories. Sukkoth was part of a multicultural celebration of Canadian harvest traditions organized by the Central Experimental Farm, the site of the Agriculture Museum.
- ✳ At the National Aviation Museum, preparations for National Aboriginal Day (June 21, 1998) began in early spring, with research into the contributions of Aboriginal people to Canadian aviation. Museum staff contacted representatives of Aboriginal organizations to plan for cultural performances, traditional storytelling, crafts, and a display of the work of Pudlo Pulat, an artist who uses aviation themes.

to an ethnocultural or visible minority, the Corporation consults the relevant communities to ensure that the content is accurate and appropriate.

When planning special activities with multicultural content, the Corporation contacts cultural representatives such as embassies and community groups for help, especially in assessing the content but also in planning and, sometimes, providing logistical support and entertainment for events such as opening receptions.

All communications products issued by the Corporation — brochures, pamphlets, event calendars — depict the multicultural nature of Canadian society. Although print materials appear only in English and French, the Corporation targets ethnocultural and visible-minority communities for special events promotions as well as for general information campaigns; for example, the National Museum of Science and Technology advertised its 1997 summer programs in the Chinese media.

Language Skills and Cultural Understanding

- ✦ The National Museum of Science and Technology appealed to employees fluent in languages other than English and French, or who know people with such capabilities, to help produce audio materials for the international space station in the exhibit *Canada in Space II*.
- ✦ Whenever possible, all the Corporation's museums fill requests for media briefings and presentations in languages other than English and French; for example, a National Aviation Museum employee gave a media interview in Spanish in 1997.

Future Priorities

The Corporation's main priority for implementing the *Canadian Multiculturalism Act* is to identify and include in its exhibits the contribution of ethnocultural and minority communities to Canadian society. The Corporation will also continue its efforts to ensure that its museums' visitor services accommodate the diversity of the communities they serve.

Telefilm Canada

Telefilm Canada is a federal cultural agency dedicated to the development and promotion of Canadian film, television and new media. Telefilm puts the *Canadian Multiculturalism Act* into practice by supporting projects that involve Canadians of all ethnocultural origins.

Programs

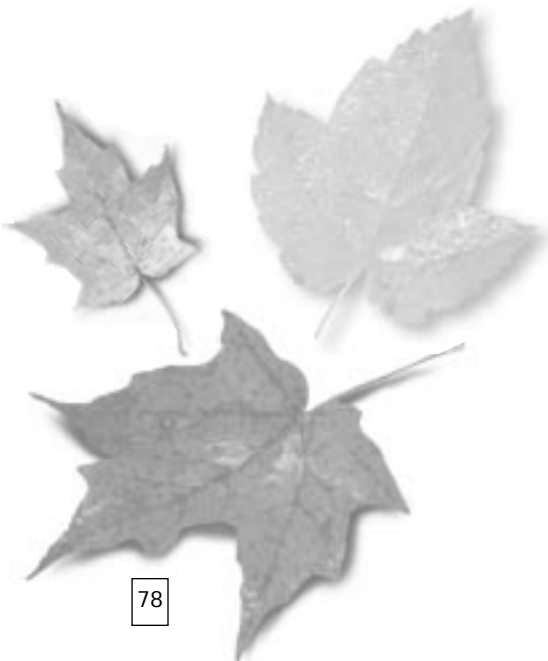
Telefilm Canada is in a position to further one particular aspect of the Multiculturalism Program's renewed mandate: to recognize the contribution of all of Canada's peoples to our evolving Canadian identity. Visual media are powerful: we look to our television and movie screens in search of our own images, and what we find influences not only our ideas of ourselves but also our attachment to or alienation from the society we live in. Telefilm Canada supports projects through which people on both sides of the screen — the creators and their audiences — can develop a strong sense of attachment and belonging to Canada.

Productions supported by Telefilm Canada in 1997-98 that strengthen this sense of identity include:

- ✦ *"Le Polock"*: Wojteck Gorski is a young Polish farmer who leaves his homeland in 1933 to earn enough money to buy his family a plot of richer farmland — and ends up settling in Montréal. As an immigrant, he is torn between the family he left behind in Poland and the family he creates in Canada.
- ✦ *"La Déroute"*: Directed by Paul Tana, a filmmaker of Italian origin, tells the story of a Sicilian immigrant who is distraught by his daughter's refusal to uphold their family's traditions.
- ✦ *"Thick and Thin"*: Starring Afro-Canadian comedians Kenny Robinson and Ronnie Edwards, this program includes topical sketches, monologues and films drawing on the Black experience.

- ✳ “Another Planet”: In this film directed by Christene Browne, Cassandra Jones, a Black Canadian from Toronto, escapes the boredom of her life by taking part in an exchange program between Quebec and West Africa, with surprising consequences. It is the first Canadian feature film written and directed by a Black woman.
- ✳ “Amarok’s Song”: The story of an Inuit family who were Canada’s last nomads, and their wrenching journey from an independent existence on the tundra to a life of great stress on the margins of white society.
- ✳ “La Position de l’escargot”: Directed by Michka Saäl, tells the story of a young Jewish woman originally from North Africa who has been living in Montréal for 10 years.

Language Skills and Cultural Understanding
An official co-production agreement allows Canadian producers and their foreign counterparts to pool their creative, technical and financial resources. During 1997–98, with Telefilm Canada’s participation, Canada signed eight new treaties involving 12 countries — bringing the total to 44 treaties involving 52 countries. In light of the increasingly international nature of film production, the cultural knowledge and linguistic abilities of Telefilm Canada’s employees are an invaluable resource.



Appendix A: Other Organizations That Submitted Reports

The *Canadian Multiculturalism Act* is mandatory for all federal departments and agencies. In 1997-98, the institutions listed below submitted an annual report in support of this Act, and all declared their support of the multiculturalism policy and their intent to apply its principles at every opportunity. Each one has taken some or all of the following steps in support of the Act:

- ✻ stated support for the policy and its objectives;
- ✻ distributed a statement on multiculturalism to staff;
- ✻ consulted with representatives of ethnocultural and visible minority groups;
- ✻ encouraged members of ethnocultural and visible minority groups to apply for employment; and
- ✻ represented Canada's ethnocultural diversity in publications.

Any new activities that they report in future may be described in the main body of annual reports on the operation of the *Canadian Multiculturalism Act*.

Atlantic Pilotage Authority

Atomic Energy Control Board

Atomic Energy of Canada Limited

Bank of Canada

Business Development Bank of Canada

Canada Council for the Arts

Canada Deposit Insurance Corporation

Canada Information Office

Canada Labour Relations Board

Canada Lands Company Limited

Canada-Newfoundland Offshore Petroleum Board

Canada-Nova Scotia Offshore Petroleum Board

Canada Ports Corporation

Canadian Artists and Producers Professional Relations Tribunal

Canadian Centre for Occupational Health and Safety

Canadian Centre on Substance Abuse

Canadian Commercial Corporation

Canadian Cultural Property Export Review Board

Canadian Dairy Commission

Canadian Environmental Assessment Agency

Canadian Food Inspection Agency

Canadian Human Rights Commission

Canadian Human Rights Tribunal

Canadian Police College

Canadian Radio-television and Telecommunications Commission

Canadian Security Intelligence Service

Canadian Transportation Agency

Canadian Wheat Board

Cape Breton Development Corporation

Civil Aviation Tribunal

Commissioner of Official Languages

Copyright Board

Defence Construction (1951) Limited

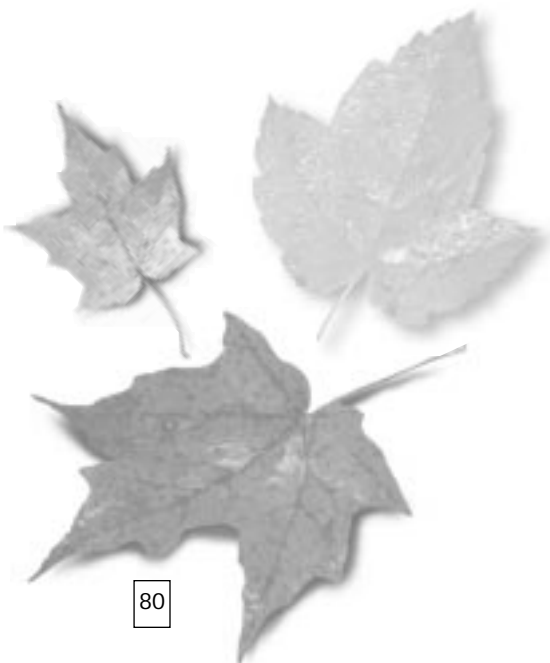
Emergency Preparedness Canada

Enterprise Cape Breton Corporation

Export Development Corporation

Finance, Department of

Great Lakes Pilotage Authority	Office of the Inspector General of the Canadian Security Intelligence Service
Halifax Port Corporation	Pacific Pilotage Authority
Hazardous Materials Information Review Commission	Patented Medicine Prices Review Board
Immigration and Refugee Board of Canada	Port of Montréal
Indian and Northern Affairs Canada	Privy Council Office
Laurentian Pilotage Authority	Public Service Staff Relations Board
Medical Research Council of Canada	Royal Canadian Mint
National Arts Centre	Royal Canadian Mounted Police External Review Committee
National Battlefield Commission	St. John's Port Corporation
National Energy Board	St. Lawrence Seaway Authority
National Farm Products Council	Security Intelligence Review Committee
National Joint Council	Standards Council of Canada
National Parole Board	Transportation Safety Board of Canada
National Round Table on the Environment and the Economy	Treasury Board Secretariat
Natural Resources Canada	Veterans Review and Appeal Board
Natural Sciences and Engineering Research Council	VIA Rail Canada Inc.
Northern Pipeline Agency Canada	Western Economic Diversification



Alphabetical Index of Organizations

Agriculture and Agri-Food Canada.....	12	Canadian Heritage	
Atlantic Canada Opportunities Agency	14	10, 15, 32, 54, 56, 58, 60, 68, 73
Atlantic Pilotage Authority	79	Canadian Human Rights	
Atomic Energy Control Board.....	79	Commission	21, 29, 41, 79
Atomic Energy of Canada Limited.....	79	Canadian Human Rights Tribunal	54, 79
Bank of Canada	79	Canadian International Development Agency....	45
Business Development Bank of Canada.....	79	Canadian Museum of	
Canada Council for the Arts	79	Civilization Corporation.....	64, 68
Canada Deposit Insurance Corporation	79	Canadian Museum of Nature.....	69
Canada Economic Development		Canadian Police College	55, 79
for Quebec Regions	15, 32	Canadian Race Relations Foundation	35
Canada Information Office	79	Canadian Radio-television and	
Canada Labour Relations Board.....	79	Telecommunications Commission.....	79
Canada Lands Company Limited	79	Canadian Security Intelligence Service	70, 79
Canada Mortgage and		Canadian Space Agency	11, 16
Housing Corporation	10, 34	Canadian Transportation Agency	79
Canada-Newfoundland Offshore		Canadian Wheat Board	79
Petroleum Board.....	79	Cape Breton Development Corporation.....	79
Canada-Nova Scotia Offshore		Citizenship and Immigration	
Petroleum Board.....	79	Canada	10, 27, 32, 36, 43, 70
Canada Ports Corporation.....	79	Civil Aviation Tribunal.....	79
Canada Post Corporation.....	24	Commissioner of Official Languages	79
Canadian Artists and Producers		Copyright Board.....	79
Professional Relations Tribunal.....	79	Correctional Service Canada	10, 51
Canadian Broadcasting Corporation.....	58	Defence Construction (1951) Limited	79
Canadian Centre for Occupational		Elections Canada.....	26, 27
Health and Safety	79	Emergency Preparedness Canada.....	79
Canadian Centre for Management		Enterprise Cape Breton Corporation.....	79
Development.....	26, 49	Environment Canada	17
Canadian Centre on Substance Abuse	79	Export Development Corporation	79
Canadian Commercial Corporation	79	Farm Credit Corporation.....	13
Canadian Cultural Property Export Review		Finance, Department of	79
Board 60, 79		Fisheries and Oceans.....	19
Canadian Dairy Commission.....	79	Foreign Affairs and International Trade.....	46
Canadian Environmental Assessment Agency	79	Great Lakes Pilotage Authority	80
Canadian Food Inspection Agency	79	Halifax Port Corporation.....	80

Hazardous Materials Information Review Commission.....	80	Pacific Pilotage Authority.....	80
Health Canada.....	10, 37	Patented Medicine Prices Review Board.....	80
Human Resources Development Canada	10, 15, 29, 32, 39	Port of Montréal.....	80
Immigration and Refugee Board of Canada	80	Privy Council Office.....	26, 80
Indian and Northern Affairs Canada	12, 18, 26, 28, 80	Public Service Commission.....	21, 26, 28, 41, 48, 49, 50, 66
Industry Canada.....	20	Public Service Staff Relations Board.....	80
International Development Research Centre	46	Public Works and Government Services Canada.....	30
Justice, Department of	52	Revenue Canada.....	22
Laurentian Pilotage Authority.....	80	Royal Canadian Mint	80
Medical Research Council of Canada	42, 80	Royal Canadian Mounted Police.....	55, 65
National Archives of Canada	70	Royal Canadian Mounted Police External Review Committee	80
National Arts Centre	80	St. John's Port Corporation	80
National Battlefield Commission.....	80	St. Lawrence Seaway Authority	80
National Capital Commission.....	71	Security Intelligence Review Committee	80
National Defence.....	10, 47	Social Sciences and Humanities Research Council.....	10, 41
National Energy Board	80	Solicitor General of Canada	57
National Farm Products Council.....	80	Standards Council of Canada.....	80
National Film Board of Canada	72	Statistics Canada	10, 27, 29, 31, 41, 43, 48
National Gallery of Canada	74	Status of Women Canada.....	10, 32, 43, 54
National Joint Council.....	80	Telefilm Canada.....	77
National Library of Canada.....	11, 75	Transport Canada	25
National Museum of Science and Technology Corporation.....	76	Transportation Safety Board of Canada	80
National Parole Board	80	Treasury Board Secretariat	26, 28, 29, 80
National Research Council.....	21	Veterans' Affairs.....	49
National Round Table on the Environment and the Economy.....	80	Veterans Review and Appeal Board.....	80
Natural Resources Canada.....	80	VIA Rail Canada Inc.	80
Natural Sciences and Engineering Research Council	42, 80	Western Economic Diversification.....	80
Northern Pipeline Agency Canada.....	80		
Office of the Inspector General of the Canadian Security Intelligence Service	80		