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Annual Report on the Operation of
**The Canadian
Multiculturalism Act**

2001–2002



**CANADA'S
DIVERSITY**
*Respecting our
Differences*

Canada 



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*.

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Ottawa, Canada K1A 0M5

Introduction by the Secretary of State (Multiculturalism) (Status of Women)



Canada's population is diverse and complex. The federal government's Multiculturalism Policy encourages Canadians to embrace, accept and respect one another without regard to race, religion, origin or ethnicity.

There has never been a time in recent history when the values inherent in multiculturalism—equality, respect for human dignity and the peaceful resolution of differences—have been more critical than in the past year when two significant international events challenged us to rise to those values.

From August 31 to September 7, 2001, the Canadian government and a broad range of non-governmental organizations participated in the United Nations World Conference against Racism, Racial Discrimination, Xenophobia and Related Intolerance (WCAR) in Durban, South Africa. In an atmosphere of dissension, Canada stood firm, modelling its approach on its insistence on respectful discussion and negotiation as the most effective means of dealing with conflict. We can take pride in the significant work we did at home, to prepare for the Conference, and internationally, as an honest broker in the difficult discussions at Durban.

The WCAR was overtaken by the tragic events of September 11, 2001, which shocked and horrified people around the world. In the aftermath, in incidents that challenged our belief in Canada as a welcoming nation, Canadians on the whole held fast to their convictions of fairness and diversity. Perhaps most important, citizens met in a range of forums to discuss how best to build bridges of understanding and co-operation between communities. Although hurdles remain, we can find reassurance and hope in the fact that our history of multiculturalism set the tone for thoughtful discussion about the best ways to live together in such times.

I am proud to present the 14th Annual Report on the Operation of the *Canadian Multiculturalism Act 2001-2002*, which, this year, contains an overview of activities undertaken by federal departments and agencies to support multiculturalism and build a stronger, more united Canada. It gives highlights of that work, and looks ahead to a number of key initiatives that will begin to bear fruit in the coming year.

While we may be proud of achievements over the past year, we know that there is much work to be done. A gap still exists between the expressed values of the Multiculturalism Policy and the experience of many Canadians. We have yet to reach our goal of an inclusive society where diversity is embraced by everyone and where women and men of all backgrounds and beliefs have equal opportunities. We have to remind ourselves that this is a work in progress that requires sustained attention, vigilance and commitment. We cannot and will not be complacent.

A handwritten signature in black ink, reading "Augustine". The signature is written in a cursive style with a large, stylized initial "A".

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

PART I: Multiculturalism — A Canadian Value





Part I: Multiculturalism — A Canadian Value

Canada is a society built around existing Aboriginal peoples, two founding European cultures, and successive waves of immigration. Canada reflects a cultural, ethnic and linguistic diversity that is found nowhere else on earth; it is a country characterised by its diversity.

In 1971, Canada became the first country in the world to adopt an official Multiculturalism Policy. It was designed to provide programs and services to encourage the full participation in Canadian society of all of Canada's people, regardless of their background. Parliament passed the *Canadian Multiculturalism Act* in 1988.

The Multiculturalism Policy is based on the fundamental values that unite Canadians, such as respect for human rights, equality, and recognition of diversity.

Canada's approach to Multiculturalism concentrates on four areas:

- Combatting racism and discrimination - encouraging more Canadians to be involved in finding positive ways to stop racial discrimination.
- Making Canadian institutions more reflective of Canadian diversity — ensuring that the Government of Canada represents the country's diverse population.
- Promoting shared citizenship — making sure all Canadians feel part of Canada, and can take part in the country's economic, cultural and social life.
- Cross-cultural understanding — making sure differences are understood in urban and rural communities.

Recent surveys have shown that Canadians are increasingly aware of Canada's multicultural policy and that the majority approve of it. Respondents felt that multiculturalism has had a positive impact on our society by leading to greater understanding between different groups. Canadians feel that multiculturalism fosters a sense of shared values and increases their pride in their citizenship. In addition a majority disagree that multiculturalism divides Canadians by emphasizing cultural differences.

However, we cannot be complacent. As Canadian society continues to change, a great deal more work must still be done to adequately address the needs and aspirations of all Canadians. Racism remains a problem in many cities and communities, in some cases exacerbated by conflicts elsewhere in the world. A demanding labour market means that many newcomers find it difficult to get jobs, even when they are qualified in their countries of origin. Immigrants are increasingly concentrated in large cities, creating different perceptions of diversity in urban and rural Canada.

The explicit recognition that diversity within a common citizenship is good, which is what multiculturalism is all about, encourages Canadians to feel committed to Canada, fostering a sense of belonging and attachment to the country and one another. Diversity has contributed to a sense of identity and the evolution of a sense of shared citizenship.

Shared citizenship means accepting the core values of Canada: freedom, peaceful and mutual accommodation, helping one another, and respect for the law. It is these values that enable Canada to flourish.

Valuing our Diversity

Canada has embraced diversity both in policy and practice. It is viewed as one of Canada's most important attributes, socially and economically. Canadians value diversity for enriching cultural expression and making daily life more varied and interesting. The people of Canada know that diversity makes culture richer, promotes innovation in the workplace, stimulates creativity, and helps expand markets for goods and services. Multiculturalism helps Canada forge new links with countries around the world, and supports its role in international affairs and the global economy.

Diversity benefits the country economically and socially. By drawing upon the rich skills and ideas of individuals of different backgrounds, Canada gains a competitive advantage over other nations:

- With immigrants who have connections to nations around the world, we have a base for improved political relations with those countries;
- The number of languages spoken, and cultural knowledge of Canadians, facilitate international business and trade; and
- The wealth of knowledge and alternative ideas promotes new and effective methods for dealing with economic, political and social issues.





As noted in a recent policy paper:

“In a knowledge-based society, diversity should be recognized as a resource ... as high-grade social capital that has a significant contribution to make in developing the human capital needed for the 21st century ... properly leveraged, diversity can become a powerful contributor to learning and innovation — both crucial conditions for success in a knowledge-based economy” (Lenihan and Kaufman, 2001).

Working to Remove Barriers

Creating cohesion and strength out of diversity is a challenge that Canada has faced since its earliest days. As a nation that has traditionally been shaped by people from many areas and ethnic lineages, Canada’s identity is diverse and multi-faceted. Unlike other countries with a more homogeneous cultural identity, Canada must be proactive about building connections among citizens, transmitting our stories and promoting our values.

The Canadian experience with multiculturalism has demonstrated that government policies are instrumental in promoting harmony and peaceful co-existence among all Canadians. The concept of multiculturalism itself has, in fact, become a part of our collective identity; it is a value we all share.

All federal departments and agencies strive to incorporate the *Canadian Multiculturalism Act* into their policies, programs and practices. They do so in the knowledge that their efforts will protect the values of respect, equality and diversity for all Canadians.

The Government, with cooperation from all sectors in society, will continue to lead the way by breaking down these barriers to inclusion and promoting the value of a culturally diverse Canada.

PART II: Operation of the *Canadian Multiculturalism Act*



Part II: Operation of the *Canadian Multiculturalism Act*

More than 30 years ago Canada became the first country in the world to adopt an official multiculturalism policy, which was subsequently enshrined in an act of Parliament. The policy

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

— Preamble, *Canadian Multiculturalism Act*

The *Canadian Multiculturalism Act* encourages federal institutions to respect Canada's multicultural character and reflect the cultural and racial diversity of Canadian society, by ensuring equal opportunities for Canadians of all origins in four main areas of activity — research, policy, services and representation — and to report annually on the implementation of the Act.

This report outlines how federal institutions across the Government of Canada have changed and refined their policies, programs and services to respond to the increasing diversity of the Canadian population, and how these changes have become a permanent part of the way they conduct their day-to-day operations, for the year 2001–2002.

To provide more details on the information received from federal organizations, this year's Annual Report features in-depth stories about three Government service initiatives: Promoting Health Among All Canadians; Metropolis Canada: Policy-Focussed Research; and Canada's Digital Collections: Our Multicultural Heritage On-line. These stories illustrate the wide range of means by which the diverse needs stemming from Canada's multiculturalism are served.

Every year, federal institutions find new and innovative ways to improve public access to federal services. Cultural and research initiatives and awareness campaigns are just some ways used in 2001–2002 to promote an understanding of, and respect for, the diversity of Canadian society. These and other initiatives described within this report are a testament to the Canadian government's tangible and concerted commitment to its multiculturalism policy.

PART III: Results across the Government of Canada



Part III: Results across the Government of Canada

If Canada is to become a society of equals who value differences and embrace diversity, then it is up to the Government of Canada to lead the way by setting an example for the private sector and individual citizens. Under the *Canadian Multiculturalism Act*, therefore, federal departments and agencies are asked to track their performance and report their findings annually.

The results fall into three broad areas of achievement: civic participation, social justice and identity. While these categories overlap and are interdependent, they provide a basis on which to judge the federal government's performance in promoting, supporting and celebrating our rich and varied cultural heritage.

Civic Participation

Whether through under-representation in the federal public service, lack of input on public issues, failure to appreciate traditional knowledge or misunderstanding of their needs, Canadians from minority communities have often felt left on the sidelines of this country's public life. Throughout the Government of Canada, initiatives are under way to help all of Canada's diverse peoples move from the margins to the mainstream.

Perhaps the most important area in which the Government can lead by example is in the composition of its workforce. The federal public service is slowly becoming more representative of the people it serves and, while there is much yet to achieve, there is also much to praise.

A Federal Public Service Reflecting Diversity

Employers covered by the *Employment Equity Act*, such as the federal government, must make sure that members of four general groups: women, Aboriginal peoples, persons with disabilities, and members of visible minorities, achieve equitable representation and participation in the workforce. The *Canadian Multiculturalism Act* also commits federal institutions to carry out their activities in a manner that is sensitive and responsive to the multicultural reality of Canada including ensuring that Canadians of all origins have an equal opportunity to obtain employment and advancement in those institutions.

Approximately 11 percent of Canadians come from visible minority groups, with another 3 percent identifying themselves as Aboriginal. These figures are commonly used as a benchmark for public service recruitment and retention programs to work towards; however, many federal organizations are setting the bar higher to address historical imbalances.

As our understanding of diversity matures, so too does our understanding of the importance of looking beyond the hiring process to the retention and promotion of visible minority employees. It is simply not enough to attract visible minority candidates to entry-level positions; rather, many organizations are paying attention to the need for structural and cultural changes to encourage these candidates to stay within the federal public service and, eventually, be promoted to positions of increasing responsibility.

At the Bank of Canada, as in most federal government workplaces, employees are asked to identify their visible minority or Aboriginal backgrounds, information that is kept on file for purposes of comparison. In 2001–2002, the Bank determined that about 12 percent of its total staff identified as being Aboriginal or members of visible minorities, compared to less than 10 percent the previous year. Aboriginals or members of visible minorities represented about 23 percent of the Bank's new hires as of September 2002, compared to 14 percent the previous year. Significantly, representation of these groups among professional-level staff increased to 16 percent, up from 7 percent the previous year, while promotions among these groups increased from 7 to 12 percent over the same period.

Radio-Canada, the French-language arm of the Canadian Broadcasting Corporation, continued an internship that has seen more than 50 members of designated groups given work experience at the public broadcaster, many in journalism or research. More than half remained with Radio-Canada, many in the department where they interned. In 2001–2002, 12 more interns were recruited.

Likewise, the Correctional Service of Canada offers field placements to visible minority students to promote public service careers. Local band members shadow employees at the Kwikwexwelhp Institution in British Columbia to help them define their own employment needs before they apply for positions.

The Canadian Security Intelligence Service (CSIS) developed a five-year employment equity plan, which took effect in April 2002. During 2001–2002, recruitment of employees from visible minorities rose 2.2 percent, with no terminations, while the rate of promotion closely matched the group's representation in CSIS's workforce as a whole.

The Department of Justice Canada's employment equity plan was approved in 2001, and is allowing for easier appointment of members of designated groups. The results already show greater representation of these employees relative to their availability in the workforce as a whole.



As a brand-new employer, created in late 2001, the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) is seizing the opportunity to ensure a representative workforce right from its inception. Through its pre-selection process for potential employees, FINTRAC is working closely with the Canadian Information Centre for International Credentials to facilitate fuller economic participation by candidates with professional qualifications from foreign countries.

A committee at Fisheries and Oceans Canada is finalizing a national, integrated recruitment and retention strategy. As greater numbers of employees retire, this long-term plan will provide a framework for addressing shortfalls in the representation of people from designated groups.

The Office of the Judge Advocate General for the Canadian Forces has established an aggressive recruitment campaign aimed at encouraging participation of visible minority candidates on the military side, and using employment equity strategies to hire civilian personnel. Four articling students and 12 summer students are hired every summer, giving them an opportunity to learn more about the work of the Office, the life of a military legal officer and the Department of National Defence as a whole. While some of these students are expected to apply to join the Office of the Judge Advocate General, at a minimum the program ensures contact between the Office and minority lawyers' associations and university law faculties.

Further efforts at the Department of National Defence include creation of a diversity cell to coordinate outreach and networking efforts by the Canadian Forces Recruiting Centre, including hiring visible minority and Aboriginal consultants to help ensure that recruitment of targeted groups is effective. The Department also sponsored productions for broadcast on the Aboriginal Peoples Television Network and produced its own recruiting video and literature as part of the Bold Eagle Program, aimed at recruitment of Canadian Forces personnel among Aboriginal Peoples.

An expanded employment equity program at Natural Resources Canada was approved in mid-2001, allowing the Department to appoint members from under-represented groups to term and indeterminate positions with or without competition. At least 36 employees were hired this way in 2001–2002, suggesting that the program will do much to facilitate the Department's goal of creating a more representative workforce.

The Public Service Commission of Canada completed its Accelerated Executive Development Program for visible minority public service executives in the fall of 2001, with 35 percent of applicants accepted into

the program. The second phase saw 25 percent of external candidates accepted, putting the Commission a year ahead of its 2003 target date under the Embracing Change initiative.

Recognizing the importance to its efforts of a diverse workforce, the Royal Canadian Mounted Police has reached out to multicultural groups to recruit employees from designated groups. The result is more than a four-fold increase in the number of visible minority employees from 1992 to 2002.

To promote interest in science and technology careers among Aboriginal and visible minority young people, the Canadian Space Agency held many special activities, such as science- and technology-based summer camps, science fairs, and teacher training workshops. Fully one-quarter of the 199 students hired by the agency for internships were from ethnoculturally diverse backgrounds.

The Department of Justice Canada also provides funding for a law program delivered by the Akitsiraq Law School Society in Iqaluit in collaboration with the University of Victoria's faculty of law. Fifteen Inuit students are enrolled in the program, which began in September 2001. They work for their sponsors during the school year, on breaks and in the summer. On graduation, three will be hired by the Department, providing they commit to staying for a certain number of years. In future, it is hoped the program can be expanded to all categories of departmental staff.

Many federal organizations have taken the all-important step of making a key staff member responsible for advocating and monitoring employment equity and diversity initiatives. This year, for instance, Veterans Affairs Canada has appointed an executive as employment equity champion who works with counterparts in other departments and advises senior managers. The champion is also expected to lead by example, by creating best practices within the Department, for application elsewhere.

In addition, the Department of National Defence has created regional employment equity advisory groups to advise senior management on issues affecting their members. Natural Resources Canada set up employee networks for each designated group; representatives are now routinely consulted on policies that may affect members.

The Department of Justice Canada appointed a team of employment equity champions to advise senior management and provide input on initiatives suggested by its four equity advisory committees. As a result of the work



of the champion and advisory committee on visible minorities, the Department has commissioned a cultural audit to determine the extent of systemic and attitudinal barriers.

Many departments and agencies are holding managers accountable for achieving employment equity and other diversity goals through performance measurement indicators. At Environment Canada, managers must demonstrate reasonable progress towards the recruitment of under-represented groups at 1.5 times their availability in the workforce as a whole.

An increasingly popular idea is that of a tool kit to help managers recruit, retain, develop and increase representation of people from designated groups. At the Department of Justice Canada, the tool kit contains extensive information for managers, and a list of employment equity contacts and resources.

In September 2001, the Royal Canadian Mounted Police, in partnership with the Nova Scotia Department of Justice and Treasury Board, established an innovative approach to boost participation of visible minority Nova Scotians in policing. The Diversity Recruitment and Career Development Program is intended to attract diverse candidates and help them become members of the police force or joining the federal public service. Promising candidates are given up to nine months to address reasons for which they do not initially meet entrance requirements. After an assessment, they return to their communities to complete individualized programs under the supervision of members of the police force, tutors and personal trainers.

Aboriginal people are encouraged to become officers in the Royal Canadian Mounted Police thanks to the Aboriginal Cadet Development Program, which is aimed at applicants who do not meet basic entrance requirements, but are otherwise good candidates. Much like the program for visible minority candidates, cadets have up to two years to upgrade their qualifications through personalized plans carried out in detachments in or near their communities. The program is bearing fruit, with eight of 12 Innu and Inuit cadets from Labrador who enrolled continuing to its final phase.

Benefit

Canada Post International, which markets Canada Post's innovations around the world, depends heavily on its employees' multicultural heritage and insight when working to modernize postal systems in more than 50 countries from Guatemala to Thailand. In addition, personnel from varied ethnocultural backgrounds act as consultants on projects in Korea, Taiwan, Kazakhstan and the Netherlands Antilles.

The Canada Mortgage and Housing Corporation also benefited from employees' experiences at its annual National Diversity Forum, which brought together a wide range of staff from varying backgrounds to establish corporate diversity objectives for the coming year.

Following on the Summit of the Americas held in Québec City, the International Affairs Branch of Canadian Heritage hosted the first-ever hemispheric dialogue on cultural diversity. Canada was also active in the inaugural meeting of culture ministers, held in Colombia, which resulted in the first inter-American declaration in support of cultural diversity.

A new tool at Export Development Canada, the expertise locator, stores information on employees' skills and abilities. Of particular value is knowledge of the 35 languages spoken by staff, among them Afrikaans, Punjabi, Lithuanian, Somali and Turkish.

Training

Training managers to create a truly unbiased hiring and promotion process and manage a culturally diverse workforce remains a high priority across the Government of Canada. The organization that provides much of that training, the Canadian Centre for Management Development, offers two courses of particular relevance for public service managers. "Diversity: Vision and Action" begins with an online module that increases participants' understanding of their responsibilities under employment equity legislation. Other modules help them develop customized ways to incorporate an understanding of diversity and equity goals into their everyday working lives. "Mikawiwin: Leadership and Aboriginal Affairs," includes traditional Aboriginal teachings in its principle-centred leadership approach. Results so far indicate that participants emerge from the course more able to promote change, support team-building and develop an inclusive leadership approach.

The Canada Council for the Arts reported formation of a partnership with the Cultural Careers Council of Ontario, which will see 15 culturally diverse arts managers trained in intensive professional development over the next three years. The Council contributes to costs such as participants' course fees and placement wages.

Participation in Policy Making and Consultations

Support is essential to help members of visible minority communities to participate in policy making and consultations. Many departments and agencies work to build the capacity of under-represented groups to take part in discussions of national importance.



Amendments before Parliament will strengthen opportunities for public participation, especially by Aboriginal Canadians, in the work of the Canadian Environmental Assessment Agency. The Agency is also committed to establishing an Aboriginal Advisory Committee, which will provide advice and coordinate input from Aboriginal groups on environmental assessments.

The Agency already makes extra efforts to ensure that Aboriginal people are given the opportunity to contribute to discussions, such as inviting all local First Nations communities near the planned Georgia Strait Crossing Pipeline to participate in information sessions designed exclusively for them. When planning public meetings and other opportunities for input, a review panel considers seasonal cultural activities and planned gatherings in Aboriginal communities.

The Department of Justice Canada undertook extensive consultations with Canadians from a wide range of ethnocultural groups on issues such as revisions to the *Anti-Terrorism Act* and youth justice. It also worked with Inuit, First Nations and Métis women's organizations when holding consultations on Aboriginal women's justice.

Diversity and equal access are central to the process of selecting members for Environment Canada's Youth Round Table on the Environment. Since its inauguration, the Youth Round Table has ensured that its membership is broadly representative of Canadian society, thanks to a transparent and unbiased selection process.

The Aboriginal Corrections Policy Unit of the Solicitor General of Canada works to inform Aboriginal people and other key partners of the opportunity to participate in community-based corrections alternatives and healing processes. Such information helps communities create an efficient and effective approach to corrections that incorporates traditional knowledge and best practices.

Status of Women Canada carefully selects members for its external, non-governmental committee that identifies priorities for policy research and selects proposals for funding. The committee must reflect Canada's regional and cultural diversity, and regularly rotates members to ensure a wide range of representation over time. Indeed, all consultation by Status of Women Canada, and all public communications reports, are governed by the guiding principles of diversity, accessibility and broad eligibility, with the understanding that diversity is as much a part of the overall picture as gender. A 2001–2002 evaluation of the research funding program rated the program very highly in terms of the diversity of women represented,

and noted that a significant number of published reports explicitly focus on some dimension of the diversity of Canadian women.

Canadians can only participate fully in public life if they are able to read and write in one of the country's official languages. After extensive research showed that people from multicultural communities are more likely to have poor language skills in English and French, Communication Canada organized a forum on government communication and literacy. It is working with *la Fédération canadienne d'alphabétisation en français* to investigate ways in which the Government of Canada can communicate more clearly with people whose literacy skills are weak, including those whose mother tongue is other than English or French.

As part of the 2001 census, Statistics Canada undertook several initiatives to ensure that the census was completed by as many people as possible, especially those whose knowledge of Canada's official languages is limited. Questions were translated into 18 Aboriginal languages and 42 languages other than English and French. These were given to immigrant and ethnic groups, to field interviewers in areas with a high concentration of a given language and to staff on the Census Help Line.

Statistics Canada also developed activities for use in classes in English or French as a second language and for adult basic education groups. The help line employed staff from various multicultural communities to ensure that assistance was available; for instance, assistance was provided in more than 70 languages and dialects in the Toronto area.

An African-Canadian outreach officer from the community was hired to visit community leaders and make presentations among Nova Scotia's black population. High-profile spokespeople in British Columbia's Sikh and Chinese communities appeared in public service announcements. Print and broadcast advertising was done in a number of non-official languages, and ethnic media were given promotional material in their own language whenever possible.

Statistics Canada's Longitudinal Survey of Immigrants to Canada aims to understand the needs of visible minority Canadians by studying how immigrants adjust to life in Canada over time. The first interviews of 20,000 selected new immigrants took place between April 2001 and March 2002, and interviews will follow at the two- and four-year mark.



Traditional Knowledge

In recent years, departments and agencies across the federal government have made a concerted effort to incorporate traditional Aboriginal knowledge into many areas of endeavour. There is a growing realization that many initiatives are greatly enriched by the wisdom passed down through generations of Aboriginal peoples.

Fisheries and Oceans Canada has created a grade 10 course of study on arctic marine science that includes traditional knowledge. Aimed at promoting understanding of oceans, their ecosystems and related governance among northern youth, the course draws on information supplied by elders from across the Nunavut and Inuvialuit Settlement Regions. In one section, students are asked to compare the scientific approach with the traditional, then consider which is closer to their own view.

Natural Resources Canada (NRCan) opened its Circle of Nations Learning Centre in March 2002. Inspired by Aboriginal culture, the Centre is intended to be a place of meeting and learning, sharing and respect. NRCan has also invested in initiatives such as the Climate Change Impacts and Adaptation Program which provides money for research into traditional knowledge of climate change. The Geographical Names Board researches place name changes to ensure the authenticity of Aboriginal place names, and works to eliminate the use of inappropriate names.

The Canadian Museum of Nature has created a Centre for Traditional Knowledge, for people who wish to make respectful use of the knowledge of Canada's Aboriginal peoples. The Centre worked closely with the Museum on its projects focussing on climate change. The Museum has also incorporated traditional knowledge into the story line for a new gallery covering the nature of humans.

Social Justice

The Government of Canada is committed to ensuring that all Canadians are able to participate in society to the extent they desire. Such participation can, in many cases, only occur with support from federal departments and agencies. Many of these organizations continue to promote initiatives that address the inequalities of the past by working towards greater justice for all, especially for those from ethnocultural minorities and First Nations communities. Through such efforts, the federal government is reaching out to Canadians of all backgrounds.

Research

Accurate information and objective data analysis are essential to good public policy. It is only by diligent record-keeping and data interpretation that institutions can be sure of where to target their efforts, and whether or not they have succeeded in reaching their goals.

The huge interdepartmental and international Metropolis Project continues to examine the effects of immigration on Canada's cities. The fifth national Metropolis conference attracted 500 participants and provided an invaluable opportunity for researchers and policy officials to meet and talk with representatives of the public and voluntary sectors. Participants identified 11 priorities for federal policy and related research.

Research efforts supported by Status of Women Canada's Family Violence Initiative examined issues affecting immigrant and refugee girls. For research proposals to be considered for funding, diversity had to be included in the project's objectives or limitations, and calls were issued for proposals specifically related to the experiences of women from a variety of backgrounds.

Status of Women Canada provided financial support for a wide range of initiatives undertaken by organizations serving those women. These ranged from capacity building by an Afghan women's group in Ontario to a project aimed at assessing a health program for immigrant women in Regina.

A new department, Indian Residential Schools Resolution Canada, has worked from its inception in June 2001 to better understand the needs of Inuit, Metis and First Nations people who attended Indian Residential Schools. It conducted an analysis of all cases related to residential schools, gaining knowledge about how various Aboriginal communities across the country have been affected by the policies of these schools.

The Department has also worked with a broad cross-section of Aboriginal people to explore how the federal government can best deal with the needs of those who suffered abuse at residential schools. The organization's staff have visited many communities to meet with former students and their families. All efforts have intentionally ignored the official status of claimants, recognizing instead that the residential school system often caused pain for Aboriginal students regardless of their standing under federal legislation.

The Natural Sciences and Engineering Research Council has recognized that research involving Aboriginal people inevitably also involves their



communities. As a result, the council has developed a protocol to ensure that the rights and interests both of research subjects and their communities are respected.

Government Services Accountable to All

In 2002, the Canada Council for the Arts adopted a new corporate plan; one of the document's guiding principles is support for cultural diversity. The Council has created the Capacity Building Program, which will help 51 organizations to undertake cultural and artistic projects over the next three years. To determine which organizations to fund, peer assessors looked at the impact of historic or systemic inequities and artistic excellence.

In addition, the council provided nearly \$10 million of direct and indirect funding to culturally diverse artists and arts organizations, an increase of almost 37 percent from the previous year.

Canadian Heritage's new Virtual Museum of Canada is an Internet-based celebration of the rich diversity of Canadian experiences. Many contributing institutions are dedicated to the heritage of specific ethnocultural communities. As well, the Museum's editorial board, which evaluates proposals for investment in content development, reflects many of these communities.

The Department also supports a wide range of other activities aimed at encouraging cultural expression by Canadians from minority ethnocultural communities. The Canadian Culture Online Program uses the Internet to promote a deeper understanding of Canada and its diversity. The Canada Music Fund's Canadian Musical Diversity Program downplays commercial concerns to allow wider access to sound recording for members of ethnoracial communities. Arts Presentation Canada is intended to give Canadians direct access to diverse high-quality artistic experiences; in 2001–2002, 15 percent of the initiatives it supported had strong cultural diversity elements.

The Atlantic Canada Opportunities Agency has personnel in each of its regional offices to work with Aboriginal communities. They encourage entrepreneurial development and act as advocates for and advisors to those communities when it comes to training and access to the Agency's programs. They also stay in touch with head office staff responsible for Aboriginal matters. The Agency has provided financial support for programs ranging from the University of New Brunswick's First Nations Business Administration Certificate Program to Nova Scotia's Black Business Initiative.

Canada Post's new Progressive Aboriginal Relations Program assesses the corporation's performance in its relations with Aboriginal communities. It also sends the important message that the corporation is committed to establishing fair and balanced business relationships with Aboriginal people in communities.

To help ensure that members of northern Aboriginal communities have equal access to work on construction and clean-up projects, Defence Construction Canada has produced an information video and accompanying information in Inuktitut and Inuvialuit. Where appropriate, advertising of business and employment opportunities is done in Aboriginal languages.

Business opportunities are also the focus of two projects supported by the Department of Western Economic Diversification in Vancouver. In one case, the Department sponsored three multicultural groups to attend conferences dealing with exports to Asian markets. It also provided support for an initiative by the Chinese community that will focus on connecting Asian immigrants and entrepreneurs with Canadian manufacturers to capitalize on the culture-specific knowledge of the former, creating new markets for Canadian products in Asia in the process.

Farm Credit Canada has joined a Saskatchewan corporate circle on Aboriginal opportunities. Business leaders meet with representatives from the Federation of Saskatchewan Indian Nations and 10 First Nations to discuss new ways to increase economic, employment and educational opportunities for Aboriginal people. The Crown corporation also commissioned a national study to examine the potential of large-scale agricultural production and alliances in the Aboriginal agriculture and agribusiness sector.

The Department of Justice Canada has supported extensive research into legal issues, ranging from the legal aid needs of the visible minority and immigrant communities, to Inuit women's experience with the Nunavut justice system, and the best ways to help victims of crime in the North. It helped fund a conference hosted by the Black Law Students' Association of Canada aimed at removing barriers to the full participation of visible minority Canadians in the justice system.

The International Development Research Centre supported many programs aimed at increasing Canadians' understanding of issues affecting people from other cultures and nations. These included the work of MATCH International to raise interest in and awareness of women and development in Africa, Asia, the Caribbean and South America; the Canadian Human



Rights Foundation's newsletter *Speaking About Rights*; and the International Congress of Asian and North African Studies on globalization, held at the *Université de Montréal*.

Sometimes an organization's efforts to reach out fall short; ideally, as with the Canada Mortgage and Housing Corporation's Canadian Centre for Public-Private Partnerships in Housing, that experience becomes the impetus for change. A nationwide campaign in 2001 to promote money available to fund proposals for housing developments ultimately revealed that the proposal call was not reaching ethnic and faith organizations. As a result, a new strategy made special efforts to reach those groups through their media.

The Corporation has also developed some other unique approaches to multiculturalism. Its Insurance and Securitization section gathered stories from employees demonstrating how they integrated diversity principles and practices into their daily work. These stories, featured on the Corporation's external Web site, are updated regularly.

At Sport Canada, a report on participation revealed that people who are from a non-official-language group are far less likely to participate in sports. As a result of these findings, the agency is working to develop accountability frameworks that include consideration of under-represented groups.

The new strategic plan of the Office of the Correctional Investigator called for the expansion of services offered to Aboriginal offenders. As a result, a new position — Coordinator, Aboriginal Affairs — has been created.

Correctional Service of Canada has assigned an Aboriginal parole officer to the Millhaven Assessment Unit to analyse ways in which orientation, assessment and correctional planning services can be made more responsive to the needs of Aboriginal offenders. If conflicts between offenders occur due to cultural differences, inmates, staff and outside advisors are often used to help find a resolution. Correctional Service of Canada has also introduced a six-week program, called "My Journey," at the Edmonton Institution for Women. Its purpose is to address factors that may contribute to female Aboriginal offenders' criminal behaviour.

The over-representation of Aboriginal people in federal prisons, coupled with the baby boom in Aboriginal communities, has given rise to the Aboriginal Community Corrections Initiative at the Solicitor General of Canada. One of the initiative's major goals is to test and evaluate new

models to treat offenders using holistic approaches based on traditional values. Work is under way, with plans to expand its scope to include Inuit and Métis communities.

Among the first acts of the new chairman of the National Film Board (NFB) was the creation of a task force to recommend better ways to reflect Canada's diversity in NFB programming, to ensure that the NFB is an inclusive employer, and to promote ethnic diversity in front of and behind the camera throughout the Canadian film industry. One of the major objectives of the Film Board's new strategic plan is to improve the extent to which it reflects Canadian society. It also commits to building audiences in the country's various ethnocultural communities and creating a star system that recognizes and celebrates the talent in those communities.

Like many federal organizations, the Public Service Commission of Canada worked with ethnic media and audiences to advertise its programs and services. Some regional offices went further, developing pre-packaged articles for use by ethnic media and arranging regular interviews and announcements aimed at those same media outlets.

The mission of the Canadian Race Relations Foundation is to contribute to the elimination of racism and all forms of racial discrimination in Canada. In 2001–2002, the Foundation approved funding for four new research projects, and participated in the World Conference Against Racism, held in Durban, South Africa, by coordinating non-government organization activity and sending three board members and two staff members. The Foundation has seen a substantial increase in media coverage of its initiatives, which in turn generates more media requests for commentary on issues related to diversity. The Foundation is also reaching out to communities by conducting training workshops and educational presentations to organizations ranging from police services and government agencies to school boards, social service agencies, universities, schools, colleges and non-government organizations, including many multicultural groups.

Recognizing and accommodating the range of languages spoken by Canadians is another important way in which federal organizations respect the identity of those they serve. Canada Post mailed information to residents of the Eskasoni Reserve in Nova Scotia in their language, Maliseet. Many museums offer floor plans and other information in a range of non-official languages.

Environment Canada printed its travel brochure on endangered species in several languages to better serve the diverse people for whom it was intended.

In developing its 2001 Ethnic Diversity Survey, Statistics Canada translated the questionnaires into Cantonese, Mandarin, Punjabi, Italian, Portuguese, Spanish and Vietnamese. Respondents were asked about their ethnic ancestry and identity and how much importance they place on ethnicity.

Responsive Government

The Canadian Conservation Institute responded quickly after arson on Canada's oldest synagogue, located in Toronto, assembling a team to help remove documents and prayer books that in some cases were more than 200 years old. The material was packed, frozen, transported to Montréal for freeze-drying and later returned to the community.

After the events of September 11, 2001, it soon became clear that many federal departments and agencies would need to react responsibly and quickly. For the Canadian Broadcasting Corporation, that meant the immediate creation of an advisory panel of experts to monitor news stories. Panel members focussed on the tone, language and cultural and religious sensitivity of the coverage. CBC Radio's new media project, Radio 3, developed several powerful, award-winning stories addressing the perspectives of Canadian Muslims thanks to the work of a staff member with invaluable contacts and insights into that community.

The Canadian Race Relations Foundation consulted with representatives of many ethnoracial communities to develop its Appeal for On-going Vigilance Against Racial and Religious Intolerance and a post-September 11 sticker and poster campaign.

Concerned about the potential for increased intolerance, suspicion and prejudice directed against public servants of Arab, Middle Eastern or Muslim heritage, the President of the Treasury Board quickly issued a clear message emphasizing the Government's firm commitment to diversity and employment equity.

When a Hindu temple in Hamilton was targeted by arsonists not long after September 11, a team from the Canadian Conservation Institute removed 5,000 volumes, some rare and old, from the temple's library and shipped them to Montréal for successful freeze-drying and preservation.

The national office of Status of Women Canada in collaboration with Canadian Heritage's Multiculturalism Program provided support to the Canadian Council of Muslim Women to bring Muslim and Arab women together in the period following the September 11 attacks. The resulting forum gave these women a place to share their experiences and recommended positive measures.

The Multiculturalism Program addressed the effects of September 11, 2001, within Canada and within our multicultural communities on several fronts. Nationally, members of Parliament and Senators were given information packages, and existing Program resources were committed to projects that promoted cross-cultural understanding. The Secretary of State (Multiculturalism) (Status of Women) reached out to affected ethno-cultural community groups by hosting a series of round table discussions about the impact of the tragic events in Canada and to ensure strong relations with affected groups, an advisory board was established to provide the Secretary of State with up to date information on communities affected by the fallout of September 11. Internally, an interdepartmental committee was created to promote an approach to public education and to support social cohesion, respect and diversity. Locally, regional offices of the Program continued to promote inter-cultural dialogue in local communities and monitored ethnic media to analyse areas of concern.

Identity

The Canadian experience has not always been one of respect of all races and cultures. However, over time Canadians learned to adapt and relate to one another despite their differences and Canada became a society that recognizes and promotes its diversity. The *Canadian Multiculturalism Act* institutionalizes this belief and ensures that all federal government departments and agencies also recognize and promote Canadian identity in all its diversity.

Many departments and agencies made extra efforts to ensure that their communications to the public reflect Canada's unique cultural make-up. Environment Canada's Clean Air Web site, for instance, was carefully reviewed to make certain that pictures and graphic images were representative. The Standards Council of Canada pays special attention to the many audiences that may see or use the materials in its trade show booths, brochures and advertising. Its new publications on volunteer programs show people from varied cultures.

All public communications emanating from the Canadian Environmental Assessment Agency are reviewed to ensure that they reflect Canada's ethnocultural diversity, particularly in photographs. The same is true of the Department of Justice Canada's new policy on visual identity, which calls for the judicious use of photographs of people to portray the Canadian population more accurately. Images used in the Office of the Privacy Commissioner of Canada's guides, posters and bookmarks all reflect a diversity of ethnicity, age and gender in the people portrayed.

Recognition

Many federal organizations are realizing that, since not everyone observes the same religious traditions, employees may wish to have time to worship in their own ways. The Canada Lands Company is amending its vacation policy to ensure that requests for the use of vacation days to observe religious and cultural holidays will not be refused except in extreme circumstances.

The Canadian Forces is revising its policy on religious accommodation as well. It has conducted research and is developing an information guide on recognized religions in Canada. It is working to demonstrate respect for and accommodation of religious differences by allowing Aboriginal members of the Canadian Forces to wear braids, and Muslim women to wear clothing such as the hijab. Subject to military operational needs, Canadian Forces personnel are encouraged to observe essential religious practices such as daily prayers, holy days and dietary requirements.

At Natural Resources Canada, Aboriginal employees may request time off to participate in traditional ceremonies or community events, or to observe family events and bereavement. They may also request leave without pay to attend to community needs. Employees from other faith backgrounds are also granted leave for religious observances under the Department's accommodation policy.

In many areas, federal departments and agencies are very much a part of local communities and, as a result, often observe cultural celebrations specific to regions. For instance, employees in Canada Post's Atlantic region participated in a gala to mark Black History Month, while the Vancouver mail processing plant marked both the Sikh and the Chinese new years.

Correctional Service of Canada has produced a manual on religious accommodation aimed at helping staff address inmates' religious needs and rights. It includes information on the beliefs, prayer and worship patterns, holidays and rituals of many religious traditions. The African-American celebration Kwanzaa is marked by inmates of Quebec's Cowansville Institution, while the Black Brotherhood Association and Afro-Canadian Sisterhood in Atlantic prisons organized activities to commemorate Black History Month.

Kingston Penitentiary held its first Multicultural Day, at which various ethnic groups celebrated their culture through food, posters and costumes. The Rainbow Racial Harmony Committee of the Warkworth Institution

coordinates activities for inmates from a range of ethnocultural backgrounds. Religious diversity has been recognized at the Mountain Institution by modifying the former Roman Catholic chapel into a sanctuary where all religions and cultures are welcome.

During 2001–2002, Veterans Affairs Canada enhanced its “Canada Remembers” program to make it even more inclusive. Central to the new policy covering the program is the importance of engaging Canadians from multicultural and Aboriginal backgrounds in remembrance activities.

Export Development Canada also produces an annual corporate calendar, which is given to clients and employees. This year, it show-cased the diversity of Canadian exporters and the markets in which they operate, highlighting 12 important export markets and offering tips on doing business there.

Promotion

Many federal organizations work to promote expressions of Canada’s diverse cultural groups. Toronto’s Downsview Park, a subsidiary of the Canada Lands Company, regularly offers recreational activities designed to celebrate Canadian multiculturalism, such as annual Canada Day celebrations that include the swearing in of new citizens.

The Canadian Conservation Institute offered planning advice on the development of projects such as a museum for the Maliseet First Nation, the proposed Mi’kmawey Debert Cultural Centre, and the Medicinal and Aromatic Plants Aboriginal Heritage Garden. In addition, it collaborated with faculty from the University of Waterloo in retrieving hundreds of Aboriginal artifacts from receding ice fields in Nunavut.

The Museums Assistance Program of Canadian Heritage supported many exhibitions with multicultural themes involving African women, Chinese Canadians, Islamic calligraphy, Mayan clothing, Jewish colonies in western Canada and Ukrainian art.

The National Archives of Canada continues to acquire material that reflects the varied history of the people who built Canada. Recent additions of note include minutes and records of the World Council for Indigenous Peoples, correspondence and other information related to Canada’s Japanese community and its fight for redress, and sound recordings and other material from the estate of Naïm Kattan, a Montréal-based, Iraqi-born writer and cultural administrator.



The Archives also established a partnership with the Nunavut government and the Nunavut Sivuniksavut training program. The partners will work to identify the people and events in a series of photographs of Igloolik; resulting information will eventually accompany an online exhibition on the Canadian North.

In September 2001, a Working Group on Collections Policies submitted a draft proposal on Multicultural Collections and Services at the National Library of Canada. Among its major recommendations were extensive consultation with libraries and multicultural communities; ensuring a fuller collection of ethnic Canadiana and foreign publications to support the needs of all Canadians; providing resources to multicultural communities through the Library's Web site; creating a permanent position for a multicultural librarian; and participating in international initiatives to share Canadian resources and bring new resources here.

In response, the Library created the Multicultural Resources and Services Program, headed by a full-time multicultural librarian specialist, in November 2001. The Program will work to develop resources for diverse communities and consult with multilingual librarians and community groups.

In its continuing work, the Library translated and distributed information sheets in several non-official languages to publishers and various ethnic communities. The sheets explain the importance of including a wide range of published material from all ethnocultural groups in the Library's collection. The Library also continued to develop its network of contacts with publishers as far away as China to increase the amount of minority material in its collection.

The Canadian Radio-Television and Telecommunications Commission (CRTC) has long recognized the need for broadcast outlets run by and for Canada's Aboriginal communities. In 2001–2002, it licensed three new Aboriginal radio stations in Vancouver, Calgary and Ottawa.

The CRTC is also requiring the country's three largest private television broadcasters to incorporate new information in their annual licence renewal submissions. They must now develop corporate plans dealing with cultural diversity, submit annual reports on progress towards their plans' goals, and participate in and financially support an industry task force on cultural diversity. The commission expects that, by following this process, broadcasters will make cultural diversity part of their day-to-day operations and decision making. The corporate plans will also help them identify how they can improve their on-screen representation of Canada's diversity.

The CRTC's new Cultural Diversity Task Force will examine and find ways to improve the expression of Canada's cultural diversity on television. It will include representation from all television broadcasters and community groups. The Task Force will develop guiding principles and practical guidelines to help foster an environment that promotes fair and consistent reflection of Canada's cultural diversity. It will also conduct research to evaluate progress in both news and non-news programming at the local and national levels.

Telefilm Canada estimates that more than 60 television and multimedia productions, or more than 20 percent of the total of such productions in 2001–2002, include a significant multicultural component. Of the total number of feature films, 24 percent addressed the diversity of Canadian society, whether through subject matter, representation of ethnic minority characters or participation of people from varying multicultural backgrounds. A new criterion — “reflection of Canadian society and diversity” — was added to evaluate applications to the Canada Feature Film Fund, with a similar criterion added for the New Media Fund. Telefilm Canada also supported a wide range of events devoted to promoting and celebrating visible minority cultures, from Vancouver's Chinese Film Festival to Toronto's Get Reel Black Film Festival.

At the same time, visitors to Parliament Hill in Ottawa could hear a new salutation highlighting the diversity of those who come to see the perennially popular Changing of the Guard ceremony. On Canada Day, those attending the celebrations downtown could take in “Cultures Galore,” a special program focussing on multicultural performers. The event has become such a favourite over the years that the National Capital Commission (NCC) is considering creating a new site dedicated entirely to multiculturalism.

The NCC has made special efforts to note the role of Aboriginal peoples in the national capital region. Two of 10 interpretive panels erected along Confederation Boulevard focus on Aboriginal contributions to Canadian life, while the new National Aboriginal Veterans Monument now stands proudly in the nation's capital.

At Parks Canada's Canada Place in Banff, students from ethnic minority schools were invited to develop exhibits to represent the diversity of cultures and religions and their holiday and new year celebrations. In Winnipeg a Parks Canada field unit developed a program to reach out to inner-city elementary school students from a wide range of backgrounds. “Beaver and Crow” is designed to raise students' awareness of, and mutual respect for, their shared history.



Federal organizations are making use of existing tools and acquiring new ones to keep employees up to date on issues related to cultural diversity. The quarterly newsletter of the Canada Mortgage and Housing Corporation features columns informing employees of diversity celebrations and awareness sessions being held in its various business centres.

At the Donnacona Institution of the Correctional Service of Canada, a group of inmates from diverse backgrounds has been established to increase cultural awareness among inmates and staff through workshops and other activities. Inmates at the Beaver Creek Institution who cannot speak English have access to an English as a Second Language program to help with their reintegration into society.

Canadian Heritage's Multiculturalism Program urges young people in particular to learn more about the contributions of a wide range of Canadians to our history through initiatives such as the Mathieu da Costa Challenge, in which students wrote 563 essays and created 198 art works. The program also promotes tolerance, and rejection of racism through its National Video Competition, in which young people make short videos on the elimination of discrimination. In 2001–2002, the best of the year's 342 entries were edited to 30 seconds and broadcast on national television.

Exchanges Canada offers many young Canadians their first contact with people from another ethnic group. Participants have an invaluable opportunity to learn about life in other parts of the country and cultural milieux.

PART IV: Canadian Arts, Culture and Heritage — A Story Celebrating our Diversity



Part IV: Canadian Arts, Culture and Heritage — A Story Celebrating our Diversity

The *Canadian Multiculturalism Act*, passed into law in 1988, contains policy objectives relating to the full and equitable participation in society of all individuals and communities; the elimination of discrimination based on race, national or ethnic origin, colour and religion; increased cross-cultural understanding; and the promotion and preservation of Canada’s multicultural heritage. Activities in Canada’s arts, culture and heritage sectors advance all of these objectives. More than this, however, they collectively reflect Canadians to ourselves and, in doing so, help us to appreciate our evolving national identity.

Over the years we have become more sophisticated as a nation in celebrating our multiculturalism, in large part due to the entry into the field of a critical mass of culturally diverse artists, producers and presenters. This may, in turn, be seen as resulting in part from the policy initiatives of related national institutions. A good example is the *Canadian Broadcasting Act*, 1991, which states “It is hereby declared as the broadcasting policy for Canada that the Canadian broadcasting system should through its programming and the employment opportunities arising out of its operations, 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.”

This chapter highlights activities in 2001–2002 in the arts, culture and heritage which, together, take forward and celebrate our diversity as Canadians.

The Arts in a Multicultural Canada

Artists are creators, visionaries, critics, and teachers, and link us to our past and future. They query prejudices, break down barriers and challenge us to do the same. Their work contributes to cultural and economic change and fuels our cultural industries. The arts provide a safe place for citizens to engage in democratic dialogue. A flourishing arts scene is an indication of a healthy community and an engaged citizenry. The arts celebrate the traditions and identities of Canadian communities¹.

¹ A *Framework for the Arts*, Arts Policy Branch, Department of Canadian Heritage, July 19, 2001.

Canada Council for the Arts. One of the federal government's primary instruments in influencing the direction and scope of the arts in Canada is the Canada Council for the Arts². In recent years the Council has markedly increased its support for the creation, production and dissemination of works by culturally diverse artists and arts organizations. In 2001–2002, the Council awarded \$6.1 million in grants direct to culturally diverse artists and arts organizations. Thirty-one percent of this came from two programs dedicated to providing support specifically to culturally diverse artists and arts organizations, the Equity Intersectional Program and the Assistance to Culturally Diverse Curators for Residencies in Visual Arts Programs. The remaining 69 percent of direct support came from non-dedicated programs at the Council; numerous culturally diverse artists and arts organizations received grants through regular Council programs in all disciplines.

In addition to direct funding, in 2001–2002 culturally diverse artists and arts organizations received \$3.7 million in indirect funding. This includes, for example, funds for galleries to acquire works by culturally diverse visual artists and grants to organizations to host conferences on culturally diverse art. In total, the \$9.8 million in direct and indirect funding for culturally diverse artists and arts organizations represents a 36.5 percent increase over the amount of support given in 2000–2001.

The Council has evolved into a major force in the support of the arts among Canada's diverse cultural communities. Credit for this may be traced back, in part, to the establishment in the 1990s of the Equity Office and the Advisory Committees for Racial Equality in the Arts. These bodies, along with the Council's culturally diverse peer assessment committees³, have helped build awareness and commitment throughout the organization and have developed the Council's capacity to recognize and support culturally diverse art in Canada.

Goals for the Council include the development of a greater appreciation and celebration of cultural diversity in the arts through a deeper understanding of the complexities of cultural diversity as evidenced by the alliance, for example, of gay and lesbian artistic communities and ethno-racial communities.

The arts in Canada are entering a new phase of maturity. A national consultation with artists, arts administrators, academics and community organizations led to the Department of Canadian Heritage's establishing

² The Canada Council for the Arts defines the arts as including professional Canadian artists and arts organizations in dance, interdisciplinary and performance art, media arts, music, theatre, visual arts, and writing and publishing.

³ In 2001–2002 14 percent of the members of the Council's peer assessment committees were members of ethnic minority groups.



A *Framework for the Arts* in July 2001. *The Framework* has driven the development and re-design of national arts programming and investment, including the arts portions of the more than \$500 million for Canadian culture announced in May 2001, by the Prime Minister and the Minister of Canadian Heritage.

The *Framework* is notable for the emphasis it places on diversity. In its opening position on values the *Framework* states: “The value of peace, democracy and cultural diversity is entrenched in our society.” The *Framework* speaks of Canada’s regional and cultural diversity — “We have a talent pool that is increasingly culturally diverse ... [and] the Department commits to encourage and sustain the expression of regional and cultural diversity through the arts, and considers this fundamental to its vision for the arts in Canada.” The *Framework* defines three key directions, one of which is Excellence and Diversity in Creativity: “The Department envisions an arts sector in which artists from the full range of diverse communities that make up Canada’s rich cultural landscape can create, contribute and prosper.” In the coming years, program outcomes stemming from the new *Framework* will be examined as they contribute to the celebration of Canada’s multiculturalism and the recognition that diverse cultures — including English, French and Aboriginal cultures — now comprise the mainstream.

Canada’s Broadcast and Film Industries

Television. In 1999 the Canadian Radio-Television and Telecommunications Commission introduced a new policy for Canadian television⁴ and, in doing so, raised the standard. An examination of activity at the Canadian Broadcasting Corporation (CBC) provides a telling demonstration of the principled implementation of this policy and the Corporation’s response to the *Canadian Multiculturalism Act* itself.

A special example of the CBC’s commitment to Canada’s diverse cultural heritage in 2001–2002 was the broadcast, simultaneously on English and French television, of the second half of *Canada: A People’s History*. One of the most popular CBC productions of all time, the series was developed over three years in collaboration with hundreds of historians across Canada to portray Canada’s history comprehensively, accurately and from multiple perspectives. The project resulted in the creation of 32 hours of television, now available on videotape and DVD. There is also an accompanying two-volume book and a Web site featuring episode summaries and additional

⁴ The policy states: “The Commission will expect all conventional television licensees (at licensing or licence renewal), to make specific commitments to initiatives designed to ensure that they contribute to a system that more accurately reflects the presence of cultural and racial minorities and Aboriginal peoples in the communities they serve.”

historical information, video clips, behind-the-scenes information, discussion fora, games, a bibliography, and extensive teacher resources.

Episode 11, *The Great Transformation*, written and co-directed by Andrew Burnstein, covered the period from 1896 to 1915 during which time Canada's population swelled due to immigration and, it may be argued, Canada became a multicultural state.

Among others, the episode presents stories of Jewish and Black immigration and stories of immigrants from Russia, the United States of America, Ukraine, Iceland, Germany, Poland, Switzerland, Italy, and Ireland.

The episode makes no attempt to avoid the early racism of English and French Canadians. For example, the story is told of the Chinese head tax designed at the beginning of the twentieth century to exclude further Chinese immigration. Set at \$50, then \$100, then \$500, the tax eventually reduced to almost zero the numbers of newcomers from China.

The episode concludes with the optimistic, and what sound today as prescient, words of Prime Minister Wilfrid Laurier:

We do not want that any individual should forget the land of their origin or their ancestors. Let them look to the past, but let them also look to the future; let them look to the land of their ancestors, but let them also look to the land of their children.

When my eyes are closing in death, if I can look upon a united people, upon all the races which have been gathered here by our policy; if I can look upon them as true Canadians, all having in their hearts the greater pride of a Canadian nationality; then I will feel my life has not been lived in vain, and I shall die a happy man.

Film. Canada's film industry is also active in promoting and reflecting our multiculturalism. Telefilm Canada is the federal cultural agency primarily dedicated to developing and promoting our film industry. Its mission is to respond to the cultural needs of Canadians by investing in high-quality productions with substantial Canadian content. Its support enables widely diverse voices to be heard.



In 2001–2002 an estimated 60 television and multimedia productions — more than 20 percent of the total — included a significant multicultural component. Similarly, 14 feature films (24% of the total) portrayed the diverse make-up of Canadian society, through either the participation of people of varied ethnic descent, the representation of ethnic minority characters, or the subject matter. Examples include the following:

Long Life, Happiness and Prosperity, which tells the story of Mindy Ho;

Khaled, a feature film by Iranian-born Asghar Massombagi, which deals with the life of the son of a white mother and a long-gone North African father;

Jinnah on Crime, a popular television series produced in Vancouver about Hakeem Jinnah, crime reporter;

Watatatow XI, a drama series following the lives of a diverse group of teens in a large Canadian city;

The Art of Woo, the first feature film by Helen Lee, who was born in Korea, recounting the love story between a young Asian woman and an Aboriginal painter.

Through co-production agreements with other countries, Telefilm Canada opens a window on the world. In 2001–2002, co-production agreements helped to produce more than 82 television programs and 24 feature films.

Telefilm Canada also supports the showcasing of diverse Canadian productions at festivals including: Montréal's World Film Festival; the Toronto International Film Festival; the Reel Asian Film Festival in Toronto; the Chinese Film Festival in Vancouver; the Gimli Film Festival, featuring Icelandic and Canadian cinema; the Get Reel Black Film Festival, highlighting films from Black filmmakers in Toronto; the Reel World Film Festival in Toronto; and the Reel Black Film Night in Halifax.

Telefilm Canada also participated in a national round table that brought together Canadian industry participants to examine the difficulties faced by producers of ethnic origin and to define initiatives to be taken. This three-day event, held in February 2002 in Montréal, was organized by the Centre for Research-Action on Race Relations and supported by Canadian Heritage's Multiculturalism Program.

Canada's National Film Board (NFB) holds a special place in the Canadian conscience and in defining the Canadian identity. In 2001–2002 films directed by culturally diverse and Aboriginal filmmakers, such as Pierre Sidaoui's *Comme une odeur de menthe*, accounted for 16 percent of all films produced by the NFB. The films were produced in conjunction with the regular production program and special programs set up over the past decade to help Aboriginal and culturally diverse filmmakers assume their rightful place in the Canadian film industry.

Other NFB activities include such programs as the Reel Diversity competition which was renewed in 2001–2002. The competition is currently enabling five young filmmakers from visible minority communities to direct a 40-minute English-language documentary at the NFB that will be broadcast by the CBC, CBC Newsworld, and Vision TV networks.

Looking ahead, the 2002–2006 NFB strategic plan stipulates the importance of promoting cultural diversity to foster tolerance, mutual understanding and social cohesion. It specifies priorities respecting cultural diversity and employment equity and proposes innovative strategies to put them into practice.

The NFB also notes the need to create a star system in the ethnocultural communities where it is important for Canadians to recognize and appreciate talent. The NFB has set up a task force comprising representatives of diverse cultural communities to establish an event to honour talented individuals.

Canadian Heritage Institutions

Canada's heritage institutions and programs help us to remember and celebrate Canada's origins, history, people, cultures, and values. The National Archives of Canada provides an essential service in this regard through a range of activities. In 2001–2002, its Web site welcomed more than 2.6 million visits. The Archives answered 104,000 reference questions, provided 1.7 million pages of documentation and responded to more than 6,000 requests under the provision of the *Access to Information and Privacy Act* from members of the public wanting access to historical material for such reasons as to settle a First Nations land claim, to seek Canadian citizenship, or to explore their ancestors' history in Canada and abroad.

The Archives maintains many collections of key Canadian cultural groups. 2001–2002 acquisitions included: the *World Council of Indigenous Peoples fonds*; the *Roger Obata fonds* (records concerning the Japanese Redress

movement, 1944–2000); the *Naim Kattan fonds* (Mr. Kattan was an Iraqi-born Canadian writer known for his ties to the Jewish community in Montréal); the *Walter Hayduk fonds* and the *Denis Pyluk fonds* (both containing records of interest to the Canadian Ukrainian community).

Archive-sponsored events and exhibitions in 2001–2002 included: the Anti-slavery Movement in *Canada*, presented in cooperation with the J’Nikira Dinqinesh Education Centre and the National Library of Canada to mark the 150th anniversary of the founding of the Anti-slavery Society of Canada; the *Nelson Mandela Walk to Freedom* lecture presented on February 12 (during Black History Month) and later broadcast on television; Hungarian Night, hosted in collaboration with the Hungarian Embassy on October 22 to mark the 45th anniversary of the Hungarian Revolution of 1956; and Ukrainian Night, hosted in collaboration with the Embassy of the Republic of Ukraine on January 30 to mark the 10th anniversary of Canada’s recognition of the Republic of Ukraine.

Museums and Historical Sites. Another pillar in the heritage infrastructure is Canada’s complement of museums and historical sites. An excellent example of the portrayal of Canada’s ethnocultural heritage is *Underground Railroad: Next Stop, Freedom!* Fiscal Year 2001–2002 saw the culmination of several years of consultations and development towards bringing to life the story of the Underground Railroad, an important part of the history of Black immigration in Canada. Discussions with the US Parks Service and Canadian historians as far back as 1995 led to approval, in 1998, of a recommendation by the Historical Sites and Monuments Board of Parks Canada to develop an exhibit. Extensive consultations with community members combined with historical research led to the completion of a 1,000 square foot exhibit featuring experiential theatre, artifacts, photographs and an audiovisual presentation.

The exhibit focuses on the period from 1833, when the *British Imperial Act* abolished slavery in Canada, to 1865 during which an estimated 20,000 to 40,000 Black people arrived in Canada. Historical figures such as John Anderson and events such as the establishment at St. Lawrence Hall in 1851 of the *North American Convention of Colored Freemen* are highlighted.

The exhibit is portable. Its first location was in the Royal Ontario Museum in Toronto where it was on display from April 2002 through February 2003. On confirmation, the exhibit may be taken on a cross-Canada tour (which may also include stops in the United States), and/or be installed in another location in Canada.

Canada currently maintains approximately 75 sites recognizing persons and events of national historical significance illustrating Canada's cultural diversity. New sites recently recommended include: *Victoria Settlement* - an illustration of Ukrainian and Métis settlement farms in the Prairies; and *Norwegian Training in Canada* - a commemoration of Canada's alliance with armed forces from occupied Europe. Through continued consultation with non-governmental and community organizations, Parks Canada aims to identify and designate 135 additional new sites, persons and events of national historical significance by the end of Fiscal Year 2005-2006. Many of these are expected to commemorate aspects of Canada's ethnocultural history.

Canada's main national museums include extensive provisions to exhibit Canada's multicultural heritage and to welcome visitors from diverse cultures. For instance, Canadian Museum of Nature interpreters assist visitors in various languages in addition to English and French, including Spanish and Romanian. All communications products issued by the Museum — brochures, pamphlets, event calendars and advertisement — depict the multicultural nature of Canadian society.

What of Canada's smaller museums? The Museums Assistance Program of Canadian Heritage provides financial assistance to museums and related organizations for activities that foster access by present and future generations of Canadians to their human, natural, artistic and scientific heritage, and enhance awareness, understanding and enjoyment of this heritage. A number of projects under the Program in 2001–2002 contributed to the celebration of Canada's multiculturalism,

Circulation de l'exposition "Femmes bâtisseurs d'Afrique," Musée de la civilisation, Québec, portraying the role and difficulties of women in Africa;

Chinese Canadian Heritage Travelling Exhibition, Chinese Cultural Centre of Greater Vancouver, which makes the collection from the permanent exhibit "From Generation to Generation" accessible to communities in other cities and provinces;

The Spirit of Islam: Experiencing Islam through Calligraphy, Museum of Anthropology, University of British Columbia, Vancouver, introducing the public to the aesthetics, spirituality and principals of education in the Islamic world through the art of calligraphy;



Maya Clothing and Identity Exhibit, Museum of Anthropology, University of British Columbia, Vancouver, communicating the significance and importance of the Mayan identity and system of ethics;

The Phenomenon of the Ukrainian Avant-Garde, Winnipeg Art Gallery which, developed in response to the interests of the large Ukrainian and Eastern European communities in Ontario, Manitoba and Alberta, presents research on new aspects of this important period including the richness and plurality of the vision of women artists and Jewish artists and the influence of Ukrainian folk and religious traditions on avant-garde art; and

Windows On Our World, Jewish Discovery Place Children's Museum, Ontario, which offers a unique, entertaining and interactive method for children to learn about the accomplishments and aspirations of members of the Jewish community.

Canada as a Confident, Multicultural Nation

If the arts represent a harbinger, we can expect to enter a new phase in the evolution of our collective Canadian identity. Diverse cultures will become the norm rather than the exception. Diverse cultures will be of interest to us all and will be celebrated appropriately. Efforts must continue in support of cultural diversity as Canada moves to adopt a new, multicultural confidence.

PART V: Departmental and Agency Approaches — Examples of Best Practices





Part V: Departmental and Agency Approaches — Examples of Best Practices

Departments and agencies apply the *Canadian Multiculturalism Act* in a variety of ways, as befits their respective mandates. This year's Annual Report features in-depth stories about three government service initiatives which illustrate the many ways the diverse needs stemming from Canada's multiculturalism are served.

Promoting Health Among All Canadians

Responsibility for health care in Canada is divided among federal, provincial and municipal jurisdictions. Each province and territory administers its own health care plan through its hospitals, clinics and the professional health care community. Municipalities are responsible for providing certain community health services, including medical equipment programs.

At the federal level, Health Canada provides national leadership to develop health policy, enforce regulations, promote disease prevention and enhance healthy living for Canadians. It has special responsibility for ensuring that health services are available and accessible to First Nations and Inuit communities. It also works closely with other federal departments, agencies and stakeholders to reduce health and safety risks to Canadians.

Many factors, including family history, socio-economic status, physical environment and lifestyle choices influence individual health. For this reason Health Canada places a great deal of emphasis on health promotion through communications programs, education and related strategies. In recent years¹ Health Canada has put increasing emphasis on reaching out to Canada's diverse, multicultural communities.

Childhood, Youth and Family Health. It has been shown that childhood health is a significant determinant of health in later life. Early childhood health depends almost entirely on the family. Thus Health Canada works to reach and assist, in particular families at risk, with information and resources in support of better health, including the prevention of violence. Health Canada has sponsored many child, youth and family health programs directed towards the needs of multicultural communities. It has also supported a number of programs aimed at early childhood and youth health that have multicultural components. Following are examples:

¹ Many projects and programs sponsored or administered by Health Canada span several years. The examples cited in this section of the 2001–2002 Annual Report either took place largely within Fiscal Year 2001–2002 or began earlier and continued into Fiscal Year 2001–2002.

The Surrey Delta Immigrant Services Society administers *Children Matter*, a set of culturally-appropriate programs on such issues as education, pregnancy and family development, for multicultural and Aboriginal recipients.

Simon Fraser University has pilot tested a home visiting program designed to enrich preschool children at risk and increase parental involvement as home educators. One of the program's objectives is to facilitate the participation of multicultural families in Canadian society. A similar program, administered by the Burnaby Family Life Institute, targets communities in which 45 percent of the population represent Latin American, African, and Asian cultures. The program is offered in English and Spanish.

The Macaulay Child Development Centre in Toronto developed the holistic, multi-faceted *Program Without Walls* which promotes health and well-being among at-risk children up to six years of age. The program targets children and families from diverse cultural communities and aims to reduce factors that contribute to child abuse, and to encourage behaviour that leads to healthy child development.

In 2001–2002 *A Booklet for Service Providers Who Work with Immigrant Families: On Issues Relating to Child Discipline, Child Abuse and Child Neglect* was published and distributed in hard copy and via the Internet by the Department's National Clearinghouse on Family Violence. The booklet addresses the perceptions of child welfare officials and police as they relate to different cultures and cultural practices. The booklet describes ways to identify child abuse risk factors and provides guidance to immigrant families in preventing child abuse and neglect.

The Mount Pleasant Neighbourhood House offers ethno-specific family support services. Approximately half of service recipients are either Aboriginal or from diverse cultural communities, and more than one-third access services in their native language.

Twenty-five percent of Peel Region's residents are members of visible minorities and 36 percent are new immigrants, many of whom are in the region's highest risk areas. The Mississauga Parent Child Centre established the *Peel Community Action Program for Children* to address such issues as teenage pregnancy, low birth weight, and health problems stemming from poverty and isolation.



The McCreary Centre Society in Burnaby undertook the *Promoting Resilience in Early Adolescence* project which, among other activities, provided 28 workshops on the determinants of health in early adolescence (ages 12 to 14) including intervention strategies. Fourteen of the workshops were provided to Aboriginal communities and 14 to communities with substantial proportions of multicultural families.

The *Multicultural Youth Peer Support Group Program* in Vancouver trained youth from the Vietnamese, Latin American and African communities to become peer support group facilitators who then led ten-week sessions for teenaged girls and boys. The program also provided support groups for Muslim girls of various ethnic backgrounds.

Enfants-famille sans violence is operated in Montréal by *l'Organisation des jeunes de Parc-Extension*. The program provides education, workshops, referrals and counselling services to youth and their parents with a view to preventing domestic and youth violence and finding alternative forms of dispute resolution reflecting various cultural contexts.

Diabetes Management and Prevention. A number of programs supported by Health Canada aim to provide information, skills and support to people with diabetes or at risk. In Vancouver the Canadian Diabetes Association of BC Yukon provides a cooking and nutrition program to the Chinese community, the REACH Community Health Centre provides information and social support to the Vietnamese, Latin American and African communities, and the Progressive Intercultural Community Services Society provides awareness raising and education to the South Asian community. In Toronto the Access Alliance Multicultural Community Health Centre promotes the prevention of diabetes within the Polish, Hispanic, Vietnamese and Caribbean communities using culturally relevant healthy eating programs and communication channels appropriate to each community. The University of Montréal promotes diabetes awareness and prevention among diverse multicultural communities in Montréal through a program of physical activity and education.

Seniors. The Seniors Bridging Cultures Group in St. John's developed *Holistic Health Care for Older Adults in Diverse Cultures*. The program addresses the obstacles faced by seniors from ethnic communities in accessing the local health care system. Based on extensive consultations with community leaders and health care providers, the program has helped achieve a more

barrier-free health care system in the St. John's region and has become a model for other programs in the province.

Multicultural Health Brokering. In 1995 a three-year grant from Health Canada enabled the establishment in Edmonton of the Multicultural Community Health Developers, a group dedicated to assisting individuals from diverse cultural communities in linking up with appropriate health care services. The provision of health brokering evolved into a distinct range of activities and in 1998 the group changed its name to the Multicultural Health Brokers Cooperative whose mandate is to support immigrant and refugee individuals and families in attaining optimum health through education, community development and advocacy. At present the Cooperative is funded primarily through project-to-project grants.

HIV/AIDS. Canada's diverse cultural communities are affected by the spread of HIV/AIDS, yet prevention measures have not always reached as widely as needed. While attitudes are changing, education and prevention programs are hampered by the difficult nature of HIV/AIDS information. For this reason, even more than for programs related to other health issues, HIV/AIDS programs must be culturally sensitive. Health Canada has supported a number of programs aimed at providing to diverse cultural communities HIV/AIDS awareness and related prevention programs. Following are examples:

The *Asian Society Intervention AIDS* project provides outreach activities, support group facilitation and culturally-specific, language-appropriate HIV/AIDS information to mainstream organizations and the Vancouver Chinese-Canadian community.

The *United Caribbean AIDS Education Network* provided training to community religious leaders enabling them to educate community members concerning such issues as homophobia, the prevention of HIV transmission and support of people with HIV/AIDS. Educational sessions use skits, story telling and audio presentations and are delivered in a positive, non-judgmental way.

Action Séro Zéro produced and distributed in Montréal some 10,000 HIV awareness brochures targeted to gay men from multicultural communities.

The *Peel HIV/AIDS Network* developed and delivered workshops, presentations and educational materials to people from diverse cultural communities living with HIV/AIDS and their health care providers.



These examples demonstrate commitment by the Government of Canada, through Health Canada, to ensure that health related information, programs and resources reach all Canadians irrespective of their cultural backgrounds and circumstances. The challenge is complex and will become more so as Canada's visible minority and ethnic populations grow and as health care becomes increasingly sophisticated. Next steps include developing a general framework and strategy that binds together these individual efforts towards achieving common health goals.

Metropolis Canada: Policy-Focussed Research

The Metropolis Project was launched in 1996. Its aim was to improve public policy relating to migration and the integration of ethnically and religiously diverse minorities, particularly in cities, by enhancing academic research capacity and allying policymakers from the federal, provincial and municipal levels of government with universities, research institutes, think tanks, and non-governmental organizations towards promoting the use of research findings in decision-making.

Communication between researchers and decision makers is fostered by Metropolis through conferences, workshops, seminars and other opportunities for discussion. In addition, the project maintains an award-winning Web site which includes, among other features, the Metropolis Virtual Library, housing a 1,000-strong and growing collection of articles and links. More traditional methods, including newsletters, bulletins, journals and other publications are also employed extensively.

The Metropolis Project in Canada is supported by a consortium of federal departments and agencies². Metropolis Centres of Excellence have been established in Montréal, Toronto, Edmonton and Vancouver. Collectively the Centres involve 15 universities and several hundred affiliated researchers, graduate students and post-doctoral fellows. Project co-ordination and strategic direction setting is conducted under the leadership of the Metropolis Project Team, housed by Citizenship and Immigration Canada.

Metropolis International is a partnership of policy makers and researchers from 21 countries³ with inter-governmental and non-governmental organizations such as the European Commission, United Nations Educational, Scientific and Cultural Organization, Organisation for Economic Co-operation and Development, the International Organization for Migration, the

² Citizenship and Immigration Canada, the Social Sciences and Humanities Research Council, Health Canada, Canadian Heritage's Multiculturalism Program, Status of Women Canada, Human Resources Development Canada, Statistics Canada, Canada Mortgage and Housing Corporation and the Solicitor General of Canada, together, provided \$8 million for the initial six-year project period.

³ Participating countries include Argentina, Australia, Austria, Belgium, Canada, Denmark, France, Germany, Greece, Israel, Italy, the Netherlands, New Zealand, Norway, Portugal, South Africa, Spain, Sweden, Switzerland, the United Kingdom, and the United States of America.

Migration Policy Group, *Quartiers en Crise*, and the International Centre for Migration Policy Development. Strategic direction setting and coordination internationally is led by the Metropolis Canada Project Team, and the Executive Head of the Canadian Project Team co-chairs the International Steering Committee.

Fiscal Year 2001–2002 was the sixth and final year of the agreed-upon initial phase of the Metropolis Project in Canada. The 2001–2002 Annual Report, thus, provides a good opportunity for a retrospective examination of the project.

Research. More than 300 studies have been completed or are in progress under the aegis of Metropolis. This only tells part of the story, however, because these studies act as a catalyst to an unknown amount of additional research activity.

Metropolis research is disseminated through a range of channels, including publication in academic journals. Metropolis produces the international, bilingual, quarterly *Journal of International Migration and Integration*. The summer 2001 issue featured a Canadian Heritage-funded study entitled “Immigrant Skill Utilization in the Canadian Labour Market: Implications of Human Capital Research” which found substantial skill underutilization among Canadian immigrants (this point is raised again later in the Annual Report in the discussion on Foreign Credentials Recognition).

In 2001–2002 the Metropolis Project took the lead in bringing together the expertise developed at the Centres of Excellence to a wide audience of policy makers and service delivery agents in the form of the *Program of Migration and Diversity Studies: Immigration Policy and Practice in Canada*, a thirteen-course curriculum. Developed by top researchers and involving consultations with stakeholders by a working team of academics, non-government specialists, government policy analysts and others, the thirteen syllabi were built to a common plan, independently prepared, and compiled and edited by Professor Howard Adelman.

Internationally, comparative research is conducted with countries such as Great Britain, Germany, Australia, New Zealand, Italy and Israel on such topics as public attitudes towards immigration and ethnic diversity, barriers to employment and other aspects of immigrant integration.

Networking and Knowledge Transfer. While the greatest volume of Metropolis activity falls under the category of research, the highest value activities are, arguably, the events that bring together researchers and policy makers in face-to-face exchanges.



Annual national conferences attracting as many as 1,000 delegates have been hosted in Edmonton, Montréal, Vancouver, Toronto and, in 2001–2002, Ottawa. The Ottawa event spanned five days and featured more than 50 concurrent workshops. The focus was on five themes: economic outcomes; health and gender; education and youth; cities and neighbourhoods; and social integration, transnationalism, identity and inter-ethnic relations.

Each year numerous smaller events are held providing more opportunities for dialogue. In 2001–2002, for example, the following Metropolis Canada-sponsored events took place:

The Vancouver Centre of Excellence sponsored workshops in Vancouver and Hong Kong on China-Hong-Kong-Canada migration connections.

Metropolis organized, in partnership with the Federation of Canadian Municipalities, a roundtable involving federal partners on building the capacity of municipalities to combat racism.

The Association for Canadian Studies and the Multiculturalism Program of Canadian Heritage hosted in Halifax on November 1 and 2, 2001, the *Ethnocultural, Racial, Religious and Linguistic Diversity and Identity Seminar*. Metropolis Canada was a major participant in addition to working with the Canadian Ethnic Studies Association to assemble the speaker list and develop a long term research framework. The seminar proceedings were published in a special issue of *Canadian Ethnic Studies*.

The Metropolis Canada Project Team, along with Citizenship and Immigration Canada, Canadian Heritage and Carleton University, hosted in Ottawa on March 22 through 24, 2002, *Bringing Worlds Together: The Study of the Political Participation of Women in Canada and Lessons for Research on Newcomers and Minority Political Participation*.

To date, six international Metropolis conferences have been held, attended by ministers of national and state governments, mayors, academics, senior government officials and representatives of non-governmental and community organizations. In 2001–2002 the conference took place in Rotterdam and focussed on: migration policies; citizenship, equality and diversity; integration; and the cultural transformation of cities. In addition to participating in the conference, the Ottawa team provided leadership in organization.

International comparative policy-research seminars take place regularly on such topics as transnational communities, managing divided cities, labour market barriers, second generation immigrants and education.

The Future. Funding has been secured for Metropolis Canada Phase II from April 1, 2002, through March 31, 2007. Metropolis Phase II will capitalize on successes to date, building, in particular, on the partnerships that have been created among researchers, institutions and government policy makers. Eleven priorities have been identified for the five-year project. Having an especially strong connection to Canada's multiculturalism are the following two priorities:

What is the role for public policy in promoting the social and cultural integration of newcomers and minorities into a multicultural or pluralistic society and what implications does this have for citizenship policy? Research will be conducted on the effects of Canada's multicultural policy on the structure of integration and citizenship policies, on the expectations that Canadians have regarding immigrants' feelings of allegiance to Canada, and their obligations and behaviour, and on the expectations that immigrants have regarding Canada's obligations towards them and their commitment to Canada.

How should public policy be directed to counter negative attitudes and discrimination towards immigrants and minorities? An annual national survey is planned as is research into the effects of multiculturalism policies, anti-racist and anti-discrimination measures, media practices, educational systems, and workplace attitudes in creating, transmitting or countering negative intergroup attitudes.

Metropolis will continue its program of domestic and international events in Phase II. For example, a two-day seminar entitled, "Intersections of Diversity" is being organized for 2003 by the Association for Canadian Studies in partnership with the Multiculturalism Program, the Metropolis Project Team and more than a dozen other federal departments and programs. The seminar will engage researchers, non-governmental organizations and policy makers in dialogues about the intersections between diversity and Aboriginal peoples, age, disability, gender, immigration, official languages, region, sexual orientation, and socio-economic status.

Canada's Digital Collections: Our Multicultural Heritage On-line

Canada's Digital Collections (<http://collections.ic.gc.ca/index.html>) provides a portal to more than 400 Web sites celebrating Canada's history, geography, science, technology and culture. The sites include information from federal institutions such as the National Library of Canada, the National Archives of Canada and the Museum of Civilization, and local histories from Canadian communities. Many of the sites feature on-line educational resources such as curriculum units and classroom activities

The program is sponsored and administered by Industry Canada and represents a unique blend of activities. Information for the sites is provided by Canadian researchers and institutions, and the sites are designed and enabled by teams of students aged 15 to 30 funded by the Federal Youth Employment Strategy. Design teams, working with researchers, liaise with stakeholders, corporate sponsors and others in creating the Web sites.

Although not specifically targeted as a celebration of Canada's multiculturalism, the program nevertheless has resulted in the creation of a one-stop resource enabling Canadian cultural institutions, other organizations, researchers, students, teachers and other interested individuals to access a wealth of knowledge about our country's multicultural heritage.

One Web site found in *Canada's Digital Collections* is *Canada at the Millennium: A Transcultural Society*, produced by Heirloom Publishing Inc. in collaboration with the Multicultural History Society of Ontario and co-sponsored by Power Corporation. *A Transcultural Society* provides historical and contemporary descriptions, complete with numerous photographs, of 50 ethnocultural groups in Canada. The site also provides short biographies of nearly 500 Canadians representing these groups.

A Transcultural Society showcases the achievements of Canada's diverse peoples and reveals how they have invigorated and energized Canada culturally and economically, and effectively built a progressive society. The Honourable Sheila Copps, Minister of Canadian Heritage, praised *A Transcultural Society*, stating: "the 50 nations celebrated in this illustrious volume testify to the richness of our cultural diversity and our openness to the world. This [Web site] adds enormously to our understanding of Canadian society and will be certain to stir our pride in our past and our hope for the future."

Many other sites found within *Canada's Digital Collections* are equally compelling as they reflect specific features of Canada's cultural landscape. Examples include:

Across the Generations: A History of the Chinese in Canada provides a history rich in detail and well illustrated with photographs. Chinese immigrants have been recorded in Canada as early as 1788. The site includes an account of racism and other barriers encountered by early Chinese settlers.

Becoming Canadian: Pioneer Sikhs in Their Own Words tells the story of the Sikh community in Canada focussing mainly on Sikh settlement in British Columbia in the early 1900s. The site draws on extensive interviews and covers social and religious life and such episodes as the struggle to gain the right to vote.

Black Loyalists: Our History, Our People provides a detailed account of how Nova Scotia became the home during the 1770s and 1780s of the first settlements of free Blacks outside Africa. The site describes the harsh treatment received by the settlers (leading many to leave) and the history of the community to the present day.

East To West presents the story of Japanese settlement in Southern Alberta told through the personal memories of the children of the settlers themselves. The site highlights a group of Japanese settlers who came to the Raymond area at the turn of the century and is enriched by many photographs.

Harvest of Dreams is a tri-lingual Web site (English, French and Ukrainian) tracing the history of the nearly one million Canadians of Ukrainian descent. The site covers myths and realities, describes historical and geographical features of the community and focuses on the development of the Ukrainian Canadian identity. The site proclaims: "Today Ukrainian Canadians strongly emphasize the importance of preserving their heritage but recognize that it is equally important to develop new cultural forms within the context of a broader Canadian identity."



Immigrant Voices provides an account of immigration to Canada from 1867 to the present. The site features numerous first-person accounts and, in addition to the benefits of immigration to Canada and to the immigrants themselves, describes the racist and xenophobic practices of Canadian governments, particularly in the early 20th century.

Jewish Historical Society of British Columbia tells the story of Jewish migration to Canada beginning in 1858. The site provides access to extensive archival holdings and includes teaching resources.

Mennonites in Canada is the Web site of the Mennonite Historical Society of Canada. It features the history of Mennonite migration primarily from Russia and Switzerland to Canada starting in 1786, and the complete, searchable, *Canadian Mennonite Encyclopedia On-line*.

OBHS On-line is the Web site of the Ontario Black History Society Archives. It provides information about historical figures and places of interest (including burial grounds and places of worship) and includes numerous sound recordings of interviews with community members.

Most Somali settlers entered Canada in the past two decades as refugees. *A Sense of Belonging: Somali Settlement Experiences in Canada* describes the history and the present day issues of Canada's Somali community, including those of religion and women.

West Icelanders in Manitoba tells the story of the migration of Icelandic peoples to Canada during the last quarter of the 19th century while Iceland remained under Danish rule.

PART VI: Canada and the 2001 World Conference Against Racism





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The Unfulfilled Promise of an Historic Event ...

In 1997, the United Nations General Assembly resolved to hold the third¹ World Conference against Racism, Racial Discrimination, Xenophobia and Related Intolerance (WCAR) in Durban, South Africa from August 31 to September 7, 2001. Built around five themes², the conference was intended to be a landmark in the struggle to eradicate all forms of racism, and was greatly anticipated around the globe.

Believing that Canada had much to share with international partners, while recognizing that we also had much to learn, the Government of Canada seized the opportunity presented by WCAR and sponsored a very active program of preparation and participation in the conference.

The conference took place as scheduled, and was well attended. Canada also sponsored the Youth Forum which took place prior to the WCAR. Canada's delegation included Canada's Secretary of State for Multiculturalism (one of the conference vice-chairpersons), two Members of Parliament, one provincial minister, a commissioner of the Canadian Human Rights Commission, Canada's High Commissioner to South Africa, Canada's Permanent Representative to the United Nations in New York, and 60 representatives of non-governmental organizations³ sponsored by the Canadian Government.

The Conference was however, marred by divisions on the Middle East, and by its focus on the issue of compensation for historical actions, in particular slavery, the slave trade and the negative aspects of colonialism.

In Canada's final statement upon adoption of the WCAR Declaration and Programme of Action, we disassociated ourselves from the references to the Middle East. We also clarified our understanding on the documents' language on apology and reparations for historical wrongs, and expressed our regret that the Conference failed to recognize the close links between

¹ Previous conferences were held in 1978 and 1983.

² Conference themes were as follows: (1) Sources, causes, forms and contemporary manifestations of racism, racial discrimination and related intolerance; (2) Victims of racism, racial discrimination and related intolerance; (3) Measures of prevention, education and protection aimed at the eradication of racism, racial discrimination and related intolerance at the national, regional and international levels; (4) Provision for effective remedies, recourse, redress, (compensatory) and other measures at the national, regional and international levels; and (5) Strategies to achieve full and effective equality, including international cooperation and enhancement of the United Nations and other international mechanisms in combating racism, racial discrimination, xenophobia.

³ Among NGOs represented were: Assembly of First Nations; Canadian Council of Churches; Equality for Gays and Lesbians Everywhere; Federation of Canadian Municipalities; Inuit Circumpolar Conference; League for Human Rights of B'nai Brith Canada; Métis National Council; National Association of Japanese Canadians; and National Organization of Immigrant and Visible Minority Women of Canada.

racism and religious and linguistic discrimination. This strong critical statement was made with a view to registering our objections and constructively influencing future United Nations and international approaches to dealing with discrimination and associated problems⁴.

Lessons Learned

Canada's stance at WCAR was supported by our confidence in our domestic efforts to both promote multiculturalism, and combat hate, bias and racism. While our record is by no means unblemished, and gaps still exist between the values expressed in the *Multiculturalism Act* and the experience of many Canadians, we can legitimately lay claim to a recent history of goodwill and accomplishment in promoting tolerance and respect for differences. Moreover, Canada is already active on the principal fronts included in the *Program of Action* — i.e., human rights legislation, labour laws, health promotion, and education.

Progress on our domestic challenges must and will continue. Ongoing work to reduce the problems of racism and discrimination in Canada is the shared responsibility of the federal government, the provincial and territorial governments, municipal governments and other Canadian institutions. The federal government assumes a coordinating and facilitating role and contributes through measures at the national level⁵. Significant progress, however, requires all key players — federal, provincial/territorial, and municipal jurisdictions plus the voluntary and non-governmental sectors — working together.

Strengthened Resolve Through Strengthened Partnerships

Despite the controversy and disappointment associated with WCAR it is generally agreed, in hindsight, that the conference has had a mobilizing effect within Canada particularly respecting the strengthening of partnerships among key players. In fact, it may be argued that the greatest benefits of Canada's participation in the conference occurred before the delegation left for Durban. Consultations in anticipation of WCAR generated an extensive dialogue amongst Canada's diverse communities, including Aboriginal peoples. Preparatory activities provided opportunities for the Government of Canada to listen to concerns and grievances of Canadians.

⁴ Canada's *Statement of Reservation* included the following points: "... any process, any declaration, any language presented in any forum that does not serve to advance a negotiated peace that will bring security, dignity and respect to the people of the [Middle East] region is — and will be — unacceptable to Canada;" and "Canada regrets that the World Conference has not been able to acknowledge that there is a close, sometimes inseparable, relationship between discrimination based on religion and language and that which is based on racism and xenophobia. In this regard we consider the World Conference has taken a significant step backwards. At this point, we would like to underline that, for Canada, multiple discrimination on the basis of 'other grounds' includes sexual orientation, disability and barriers based on culture."

⁵ National level activity includes: Canada's legislative framework (e.g., *Canadian Charter of Rights and Freedoms*, the *Canadian Human Rights Act*); grants and contributions programs; public education and outreach programs; special events such as Black History Month and the International Day for the Elimination of Racial Discrimination (March 21); and the work of key institutions such as the Canadian Race Relations Foundation.



The pre-WCAR preparation and consultation process included a communications and media relations strategy aimed at informing the widest possible audience about the conference and about opportunities to become involved in preparing for the conference. A Web site provided further information and included a discussion forum called the “Talking Circle.” Briefs could also be submitted through the Web site.

Formal, two-day, live consultation sessions were held in Edmonton, Vancouver, Winnipeg, Halifax, Toronto, Montréal and Ottawa. Sessions were chaired by the Secretary of State for Multiculturalism. These consultations brought together representatives from regional and national organizations, institutions of civil society⁶, all levels of government, Aboriginal organizations, and human rights commissions to provide perspectives on WCAR themes, draft documents and Canadian priorities for WCAR.

In concert with the consultation program, funding was provided by the Multiculturalism Program in support of some 45 WCAR-related projects. The purpose of this support was to build capacity among, enable the inclusion of, and give voice to those who would otherwise not have had the means to participate. Sample projects include the following:

Promoting pan-Asian Canadian Participation in WCAR. The Chinese Canadian National Council developed recommendations related to the five WCAR themes in order to advance anti-racism advocacy for Chinese Canadians.

Public Education. The African Canadian Coalition Against Racism, a national body comprised of over 40 community-based organizations, in cooperation with the Women’s Health in Women’s Hands Community Centre, conducted research and public consultations with the diverse groups within the African-Canadian community leading to the development of educational materials related racism and gender issues.

Input into Canada’s WCAR Approach. The Immigrant and Multicultural Services Society of Prince George brought together some 150 northern British Columbians to develop input for Canada’s approach to WCAR.

Combating Racism on the Road to Integration for New Immigrants. Le Table de concertation des organismes de Montréal au service des personnes réfugiées et immigrantes developed a program of training and a set of tools for community organizations geared towards

⁶ For example, participants included representatives from the educational system, business, labour, women’s groups, the criminal justice system, religious organizations, ethnocultural and non-governmental organizations, race relations organizations, front-line service providers, the media, and youth.

fighting racial discrimination and intolerance experienced by new immigrants and refugees in the labour market.

Young Women Connect. The Students Commission of Canada brought together girls and young women from across the country to analyze systemic barriers linked to race and gender particularly as they relate to poverty and violence. The result was the establishment of a national network of young women's and women's organizations and the development of an educational module.

Three advisory committees — the Civil Society/NGO Advisory Committee, the Aboriginal Advisory Committee and the Youth Advisory Committee — were established to provide advice to the Secretariat on the preparation and consultation process, review and comment on input, help define Canada's position, and otherwise facilitate widespread participation on the part of Canadians in the lead-up to WCAR.

Consultations and preparations culminated with the creation of *Canada's Priorities for the World Conference Against Racism, Racial Discrimination, Xenophobia and Related Intolerance* laying out 12 points reflecting Canada's collective positions and concerns for the conference. Among the points made, the document declares a need to acknowledge the past, to recognize vulnerable groups, to view racism within the larger context of diversity, to include the complete range of groups and individuals in the dialogue, and to continually develop educational and other strategies and preventative measures toward eradicating racism and related problems⁷.

A New Level of Understanding

The “12-points” report and other preparatory documents may have been created for WCAR, but they stand today as valid, comprehensive statements and will serve as signposts in the continuing struggle in Canada against racism and related issues. Perhaps more importantly, strengthened relationships among all players, including relationships between the federal government and provincial/territorial partners, municipal governments, non-governmental organizations, interest groups, and concerned communities, constitute a higher, broader platform of understanding from which next steps can be taken.

The challenge at the federal level, particularly for the Secretary for State for Multiculturalism, is to pull and keep together the collective wisdom and energy of all partners and to keep the focus on systemic discrimination and racism, developing cross-cultural understanding, promoting shared citizenship, and eliminating under-representation of our diverse population in our institutions.

⁷ The full document is available at http://www.pch.gc.ca/progs/multi/wcar/res/canada's-priorities_e.shtml.

PART VII: Looking Ahead — Building a Stronger Canada through Inclusion and Respect





Part VII: Looking Ahead — Building a Stronger Canada through Inclusion and Respect

Along with our rich geographic endowments and proud history, Canada's demographic make-up — our multiculturalism — is increasingly becoming a central feature of our identity. Canada is viewed by Canadians, and by the world, as a diverse, welcoming society taking its place on the international stage as a model of mutual respect and a strong voice against intolerance.

Programs and policies of the Government of Canada support and celebrate our cultural diversity. Enormous strides have been made. Yet much remains to be done. We must continue to work to reduce and resolve problems related to discrimination.

At the broadest level, the continuing struggle to make multiculturalism in Canada work is supported by:

- Canada's legislative framework (the *Canadian Charter of Rights and Freedoms*, the *Canadian Human Rights Act*, the *Employment Equity Act*, the *Official Languages Act*, the *Pay Equity Act*, and the *Canadian Multiculturalism Act*);
- Canada's Multiculturalism Grants and Contributions programs;
- public education and outreach programs;
- services provided by federal departments and agencies;
- special events such as Black History Month and the International Day for the Elimination of Racial Discrimination; and
- the work of key institutions such as the Canadian Human Rights Commission and the Canadian Race Relations Foundation.

Looking ahead, a number of special initiatives are worth watching. These efforts are in the areas of programs and services, recognition of foreign credentials, continuing dialogue, and keeping abreast of demographic changes across the country.

Portrait of Diversity

A fundamental role of the Government of Canada with respect to multiculturalism is to report on the nature of our country's make-up. Understanding ourselves is crucial to ensuring that all communities that constitute our population are respected and served.

The most recent Canadian census was taken in 2001. On January 21, 2003, ethnocultural statistics based on the census were released, including statistics on the size, geographic location and demographic characteristics of ethnic groups in Canada. The release represented the first update of the ethnocultural profile of the country in five years.

Statistics on immigration and citizenship trends were released on the same date, including statistics on the size, geographic distribution, origins and demographic characteristics of Canada's immigrant population. Statistics on the socioeconomic characteristics of the immigrant population will be released at a later date, as will those based on responses to the question of religious affiliation (last asked in 1991) and a new question on the birthplaces of parents.

During the spring and summer of 2002, some 42,000 individuals, selected based on their answers to 2001 census questions related to ethnic origin and place of birth, were interviewed by telephone. This follow-up survey, co-sponsored by Statistics Canada and Canadian Heritage's Multiculturalism Program, is entitled the "Ethnic Diversity Survey" and focuses on such issues as ancestry and identity, language use, family background, discrimination and civic participation. The survey was conducted in nine languages — Canada's two official languages plus Cantonese, Italian, Mandarin, Portuguese, Punjabi, Spanish and Vietnamese. It is the first survey of its kind and scope in the world.

The data from the Ethnic Diversity Survey promises to offer new information on ethnic reporting to complement the census data on the ethnic origin question. It will provide an unprecedented foundation on which decision makers and community members can base future analyses and action plans related to multiculturalism in Canada.

Innovative National Programs and Services

This report highlights various programs and services that demonstrate the many ways in which federal departments and agencies have promoted multiculturalism in their policies and practices. Two exemplary programs coming in the next year are:

Multicultural Resources and Services Program of the National Library of Canada. The mandate of the National Library of Canada is to collect and house materials (books, magazines, recordings, etc.) published in Canada, or written about Canada or Canadians. The Library has traditionally built collections of English and French materials, but more recently has sought to develop relations with diverse publishers specializing in ethnic publications, and to increase the amount of non-official-language material. Currently, the Library holds 5,569 German-language, 1,070 Japanese-language and 1,112 Inuktituk language items, to name a few examples.

During the coming years, the Library plans to expand considerably its services to Canada's diverse cultural communities. In November 2001, it launched the Multicultural Resources and Services Program which aims to make multicultural collections and resources more accessible to Canadians, primarily through local libraries. The Program benefits from the guidance of an external advisory committee made up of a diverse group of librarians and researchers from across the country and from ongoing consultations with municipal and specialist libraries, multicultural librarians, ethnic publishers and other specialists. Initial priorities include promoting the program through provincial library conferences and creating a multilingual/multicultural portal on the Library's Web site. The Library is working harder to acquire materials of possible interest to immigrants and others of non-English and non-French backgrounds. It is also creating a tool kit to help local libraries develop multilingual collections.

Community-assisted Parole Hearings. In the Prairie region, the National Parole Board has recently instituted a new way of conducting parole hearings. Some hearings for Aboriginal offenders are now assisted by tribal elders acting as cultural interpreters. The presence of the elder has the effect of assisting board members to understand the cultural context of the situation and make the

hearing less intimidating for the offender and any community members present. The approach has proven successful for all concerned.

The board is planning to adapt and pilot test the model in other cultures. During the coming fiscal year, some hearings for African-Canadians will be assisted by community leaders in the Atlantic region. If the model works, it will be implemented Canada-wide as a way of helping to achieve more just resolutions.

Foreign Credentials Recognition: Removing Barriers

Canada's global competitiveness relies on continuous innovation which in turn relies on a steady supply of skilled individuals. We look to our school and training systems to educate young Canadians to fill these roles. But, increasingly, we also look to immigration, and it is here that Canada's climate of openness and respect for diversity manifests itself most tangibly. As a country where immigrants can expect to find hospitality and opportunity, Canada attracts talented professionals from around the globe. Currently, approximately 60 percent of immigrants enter Canada as skilled workers (the remainder enter as family class immigrants or refugees).

Barriers related to the recognition of foreign credentials stand in the way of smooth integration into Canadian jobs for some immigrants. Regulated professions such as medicine, nursing, engineering and carpentry (which comprise approximately 20 percent of the Canadian labour market) have not been able adequately to review and approve corresponding programs in all countries. Consequently, some immigrants are now required to re-take some or all of their professional training in Canada before resuming their careers. Even immigrants in unregulated professions encounter barriers resulting from prejudice and ignorance concerning education and training elsewhere in the world.

The problem is complicated. Professions are regulated by sanctioned independent bodies that themselves come under provincial jurisdiction. Moreover, Canada's immigration laws were developed at a time when the competition for skilled immigrants was not considered an important factor.

In response, the Government of Canada, in the January 2001 Speech from the Throne, made the following promise:

Immigrants have enriched Canada with their ideas and talents. The Government will take steps to help Canada attract the skilled workers it needs. It will also work in cooperation with the provinces and territories to secure better recognition of the foreign credentials of new Canadians and their more rapid integration into society. The Government will re-introduce changes to immigration legislation to streamline and improve the immigration system.

In his response to the Speech from the Throne, Prime Minister Jean Chrétien urged provincial governments to revise their policies on recognition of the foreign credentials of new Canadians.

The Government of Canada made good on its promise by enacting the new *Immigration and Refugee Protection Act*, which came into effect on June 28, 2002. As part of its Innovation Strategy, “Achieving Excellence,” launched in February 2002, the Government proposed to undertake measures to further improve Canada’s international image as a destination of choice. It made a commitment to “work towards increasing the number of highly skilled workers” and to “use a redesigned temporary foreign worker program and expanded provincial nominee agreements to facilitate the entry of highly skilled workers.”

Human Resources Development Canada, Citizenship and Immigration Canada and Canadian Heritage’s Multiculturalism Program are working to facilitate solutions focussed on recognition of foreign credentials. The departments are working with the provinces and territories, regulatory bodies, employers and other stakeholders to create agreed-on procedures to expedite assessment and recognition of foreign qualifications before and after arrival for those in regulated and non-regulated professions. They are also developing bridging programs for use in cases where recognition of equivalency is delayed.

A number of pilot projects, funded by the Multiculturalism Program, have been completed or are under way. These demonstrate what can be done and provide leadership by example, and include the following:

Influencing Institutional Change. The Indo-Canadian Women’s Association in Alberta developed a project to help qualified foreign physicians find work. Project activities included raising awareness among employers, holding job fairs, developing liaisons with the Alberta health department and the College of Physicians and Surgeons in Alberta and in Ottawa, and meeting with the Alberta

Minister of Health. The project was successful in developing an assessment and fast-track training program for foreign-trained specialists to enable them to practise as specialists. It secured eight dedicated family practice seats for foreign physicians, and 11 clinical assistant and 12 foreign physician positions in the Rural Physician Action Program.

Comprehensive Action Plan for the Integration of International Medical Graduates into the Medical Profession in Manitoba. The Association of Foreign Medical Graduates undertook a project to address training needs of foreign-trained doctors by providing a comprehensive exam preparation program and coordinating observation opportunities with licensed Canadian physicians.

International Credential Evaluation Service. An International Credential Evaluation Service was created in British Columbia to provide educational evaluation services to clients who have successfully completed post-secondary studies outside Canada. Credential evaluators have been trained, information kits distributed to more than 3,500 individuals and presentations made to more than 30 groups with a view to establishing a permanent service.

Over the coming years, the Government of Canada will closely monitor the impact of these and related developments in removing barriers to skilled work for immigrants.

Continuing Diligence

As world events continue to show, destructive attitudes toward ethnic and cultural differences hamper the development of civil society. Indeed, in some parts of the globe, conflicts virtually monopolize international and domestic political attention. Compared with most countries, Canada stands as a model of tolerance and invokes the great potential inherent in embracing diversity.

But our model is not complete or perfect. We are still learning and seeking to achieve our vision of an inclusive society. Canada is not immune to racial prejudice or discrimination. Both endure in our society, and in spite of our efforts and the progress we have made, more must be done to eradicate them.



In recent years (including 2001–2002 as reflected in this report), progress has been made, but federal departments and agencies must continue to promote the multiculturalism policy goals of civic participation, social justice and identity, and the Multiculturalism Program must strive to keep multiculturalism on the agenda.

Only by continuing to work together to shape a cohesive and inclusive Canadian society, with full participation by all citizens, can we hope to realize the vision of a Canada based on the values of equality and mutual respect with regard to race, national and ethnic origin, colour and religion.

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Federal Institutions

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

Atlantic Canada Opportunities Agency	Canadian Space Agency
Atlantic Pilotage Authority	Canadian Tourism Commission
Bank of Canada	Canadian Transportation Agency
Business Development Bank of Canada	Canadian Wheat Board
Canada Council for the Arts	CBC/Radio-Canada
Canada Customs and Revenue Agency	Citizenship and Immigration
Canada Economic Development for Quebec Region	Civil Aviation Tribunal
Canada Deposit and Insurance Corporation Act	Communication Canada
Canada Lands Company	Copyright Board Canada
Canada Mortgage and Housing Corporation	Correctional Service of Canada
Canada Post Corporation	Defence Construction (1951) Limited
Canadian Air Transport Security Authority	Elections Canada
Canadian Artists and Producers Professional Relations Tribunal	Enterprise Cape Breton Corporation
Canadian Centre for Occupational Health and Safety	Environment Canada
Canadian Centre for Management Development	Export Development Canada
Canadian Commercial Corporation	Farm Credit Canada
Canadian Environmental Assessment Agency	Finance
Canadian Food Inspection Agency	Financial Transactions and Reports Analysis Centre of Canada (FINTRAC)
Canadian Forces Grievance Board	Fisheries and Oceans Canada
Canadian Grain Commission	Foreign Affairs and International Trade
Canadian Heritage	Hazardous Materials Information Review Commission
Canadian Human Rights Tribunal	Health Canada
Canadian Industrial Relations Board	Human Resources Development Canada
Canadian Intergovernmental Conference Secretariat	Indian and Northern Affairs Canada
Canadian Museum of Nature	Indian Residential Schools Resolution Canada
Canadian Race Relations Foundation	Industry Canada
Canadian Radio-television and Telecommunications Commission	Infrastructure Canada
Canadian Security Intelligence Service	International Development Research Centre
	Justice Canada
	Laurentian Pilotage Authority
	Military Police Complaints Commission
	NAFTA Secretariat

National Archives of Canada	Patented Medicine Prices Review Board
National Arts Centre	Public Service Commission of Canada
National Battlefields Commission	Public Service Staff Relations Board
National Capital Commission	Public Works and Government Services Canada
National Defence	Registry of the Federal Court of Canada
National Energy Board	Royal Canadian Mint
National Film Board	Royal Canadian Mounted Police
National Library of Canada	Royal Canadian Mounted Police External Review Committee
National Parole Board	Security Intelligence Review Committee
Natural Resources Canada	Social Sciences and Humanities Research Council
Natural Sciences and Engineering Research Council	Solicitor General of Canada
Northern Pipeline Agency	Standards Council of Canada
Office of the Commissioner for Federal Judicial Affairs	Statistics Canada
Office of the Commissioner of Official Languages	Status of Women Canada
Office of the Correctional Investigator	Telefilm Canada
Office of the Privacy Commissioner of Canada	Transportation Safety Board of Canada
Office of the Superintendent of Financial Institutions Canada	Treasury Board of Canada Secretariat
Parks Canada	Veteran Review and Appeal Board
	Veterans Affairs Canada
	Western Economic Diversification

An addendum to —

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

Please note that the following department should have been included in the list of federal institutions that submitted reports on their activities with respect to the requirements of the *Canadian Multiculturalism Act*:

Canada Science and Technology Museum Corporation