

Implementation of Section 41 of the
OFFICIAL LANGUAGES ACT
(Part VII)



Action Plan for 2004-2005 to 2007-2008



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Action Plan for 2004-2005 to 2007-2008

Purpose

To promote the economic development of official language minority communities in Quebec regions.

Target Clientele

Anglophone entrepreneurs and small- and medium-sized enterprises (SMEs), both active and in the developmental stage, and Anglophone communities and their members, in particular those affected in economic terms.

Primary Objective

Greater participation by the Anglophone clientele in the economic development of their community.

Specific Objectives

- Continue and expand initiatives involving the Anglophone clientele and communities through service delivery planned in co-operation with the business offices.
- Improve our knowledge of the Anglophone clientele and communities in order to more clearly identify targets for Agency intervention.
- Continue section 41-related cooperative efforts with Government of Canada partners.

Action Plan for 2004-2005 to 2007-2008

I. Objective

Continue and expand initiatives involving the Anglophone clientele and communities through service delivery planned in cooperation with the business offices.

I.1 Activity

Incorporation of Agency objectives for section 41 in the *Report on Plans and Priorities*, into business office planning and the *Performance Report*.

Results:

- priority incorporated into Agency strategic planning
- priority incorporated into call letters and business plans.

Accountability:

- *Headquarters:*
Policy and Planning Branch (PPB)
Quality, Information and Technology Branch (QITB)
Local Economic Development Directorate (LED)
- *Business Offices*

I.2 Activity

Continuation of information, awareness and discussion sessions on measures contained in the action plan for section 41 and their implementation in the Agency with, among others:

- agency management committees
- resource persons responsible for section 41 in the business offices
- business office staff.

Result:

- maintain of a business practices, networking and discussion community.

Accountability:

- *Headquarters (LED)*
- *Resource persons responsible for section 41 in the business offices*

1.3 Activity

Ongoing collection, forwarding and dissemination in business offices, and, as applicable, Community Futures Development Corporations (CFDCs) and Business Development Centres (BDCs) subject to section 41 implementation, of section 41-related information (including section 41 annual report, *Bulletin 41-42*).

Result:

- business offices and partners made aware of and informed about section 41-related developments and achievements within the Agency and the government.

Accountability:

- *Headquarters (LED)*

1.4 Activity

Presenting of Agency and regional intermediary group programs and services to Anglophone community members and organizations (meetings, advertisements, promotional tools).

Results:

- dissemination of information to the Anglophone clientele
- development and strengthening of ties with the Anglophone community.

Accountability:

- *Headquarters (LED), Communications Branch*
- *Business offices*

1.5 Activity

Support to Anglophone community members for development of projects associated with economic development and initiative approval, through such means as:

- implementation of the economic component of the government's Action Plan for Official Languages
- development of projects under the Interdepartmental Partnership with Official Language Communities (IPOLC)
- regular programming.

Results:

- initiatives developed with or by Anglophone clients in terms of a representative proportion of the population
- approval of distance learning and training projects
- approval of on-job training related to the knowledge-based economy
- completion of IPOLC projects and achievement of related Agency budgetary commitments
- high level of client satisfaction.

Accountability:

- *Headquarters (LED)*
- *Business offices*

1.6 Activity

Follow-up to implementation of the official languages clause in the agreement entered into by the Agency and affected CFDCs and BDCs.

Result:

- greater use of the translation budget allocated to targeted organizations.

Accountability:

- *Headquarters (LED)*
- *Business offices*

2. Objective

Improve our knowledge of the Anglophone clientele and communities in order to more clearly identify targets for Agency intervention.

2.1 Activities

- Production of a socio-economic profile of the Anglophone community based on the most recent census data and highlighting its main economic development issues.

Result:

- definition of the Anglophone communities' distinctive features and economic development issues.

Accountability:

- *Headquarters (PPB and LED)*

- Dissemination of information within the Agency and among the partners concerned.

Result:

- access to valued-added information on the Anglophone communities' economic development issues.

Accountability:

- *Headquarters (LED)*

- Identification of targets and means of taking action to assist Anglophone communities.

Result:

- better targeted action based on recent and objective information.

Accountability:

- *Stakeholders at headquarters, in business offices and among partners*

2.2 Activity

Participation in discussion and consultation meetings organized by the Privy Council Office and Industry Canada with Anglophone communities.

Results:

- access to specific information on government policy directions and the expectations of Anglophone communities
- sharing of best practices.

Accountability:

- *Senior management or delegate*

2.3 Activity

Consultation of Anglophone community organizations when specific initiatives are developed, particularly in connection with the government's Action Plan for Official Languages.

Result:

- development of projects and initiatives in line with stated expectations.

Accountability:

- *Directorate or business office concerned*

2.4 Activity

Establishment or strengthening of lines of communication between Agency offices (Headquarters and business offices) and Anglophone community organizations.

Result:

- maintain or development of mechanisms for dialogue with community partners.

Accountability:

- *Headquarters*
- *Business offices*

3. Objective

Continue section 41-related cooperative efforts with federal partners.

3.1 Activity

Participation on Human Resources and Skills Development Canada (HRSDC) committees bringing together agencies, Government of Canada departments and Anglophone communities.

Results:

- maintain and development of horizontal initiatives
- access to information on Anglophone communities' economic development issues.

Accountability:

- *Headquarters (LED)*

3.2 Activity

Participation in interdepartmental meetings of national section 41 coordinators organized by Canadian Heritage central and regional offices.

Results:

- access to specific information on the policy directions of other federal partners
- sharing of information on Agency initiatives with federal partners
- sharing of best practices
- renewal of the Interdepartmental Partnership with the Official Language Communities.

Accountability:

- *Headquarters (LED)*

3.3 Activity

Cooperation with Industry Canada and other economic development agencies to develop consistent approaches and implement the government's Action Plan for Official Languages.

Result:

- consistent implementation of the economic component of the Action Plan for Official Languages that fosters synergy and complementarity with the Agency's partners.

Accountability:

- *Headquarters (LED)*