



Canadian Heritage
**Departmental
Performance Report**

For the Period Ending March 31, 2000

The Honourable Sheila Copps, P.C., M.P.
Minister of Canadian Heritage

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Executive Summary

The Department of Canadian Heritage and the 18 agencies and Crown corporations that report to Parliament through the Minister of Canadian Heritage are responsible for policies and programs related to culture and heritage, Canadian identity and values, multiculturalism, official languages and amateur sport.

The work of the Department is carried out in co-operation with a network of partners that includes other federal departments and institutions as well as provincial, territorial and municipal governments and cultural, heritage, sport, community and volunteer organizations across the country. The Department provides services from its national headquarters and five regions (Western, Prairies and Northern, Ontario, Quebec and Atlantic) with offices in 22 cities as well as via the Internet. This network of organizations allows the Department to provide special attention to the specific needs and aspirations of Canadians in each region.

Over the past year, the Department of Canadian Heritage has been working to redefine priorities to ensure that its policies, programs and services meet the needs of Canadians. This followed the release in June 1999 of the ninth report of the Standing Committee on Canadian Heritage, which was entitled *A Sense of Place--A Sense of Being: The Evolving Role of the Federal Government in Support of Culture in Canada*. This report concluded that "living culture must be shared, enjoyed, lived in, preserved and passed on. The Government of Canada cannot create a work of art but it can do much to encourage the creators and visionaries who will give Canada the gift of a living culture to enjoy, preserve and share with the world."

Responding to this report in the document *Connecting to the Canadian Experience: Diversity, Creativity and Choice*, the Department outlined a new vision for the future with the goal of encouraging greater diversity in Canadian cultural products as well as greater access to them. The Department supports Canadian artists, cultural organizations, industries and institutions in their efforts to broaden their audiences and, at the same time, meet the challenges posed by globalization and new technologies. The Department is also seeking new ways of connecting Canadians to each other and to the world. This means engaging young Canadians in all aspects of our society, and it means taking into account the uniqueness of Quebec culture and the needs of Francophone and Anglophone minority communities across the country.

This Departmental Performance Report outlines our progress in regard to these objectives. The Department's activities also reflect government-wide priorities that were set out in the October 1999 Speech from the Throne, which described Canadian cultural diversity as central to our quality of life. Those priorities, which focus on the theme of a strong and united Canada, are listed below, along with examples of Departmental programs and initiatives that contribute to them:

- < developing our children and youth (Urban Multipurpose Aboriginal Youth Centres Initiative, Young Canada Works Program, Official Languages in Education, Open House Canada Program, Katimavik Program, National Arts Training Contribution Program, Canada Place, financial support to young athletes through the Athlete Assistance Program and the first Jeux de la Francophonie canadienne);
- < continuing to build a dynamic economy (Canadian Television Fund, Book Publishing Industry Development Program, Multimedia Fund, Cultural Initiatives Program, Publications Assistance Program, Loan Program for Book Publishers and Sound Recording Development Program);
- < sustaining our environment (Sustainable Development Strategy);
- < building stronger communities (Celebrate Canada Initiative, Multiculturalism Program and Racism. Stop It! Campaign, Community Partnerships Program and National Volunteer Week, Museums Assistance Program, Arts Stabilization Agreements and Accountability Agreements for National Sport Federations, Support for Official-Language Communities, Promotion of Official Languages and the Year of La Francophonie in Canada);
- < strengthening the relationship with the country's Aboriginal peoples (Urban Aboriginal Friendship Centres Program, Urban Multipurpose Aboriginal Youth Centres Initiative and the Aboriginal Museum Development component of the Museums Assistance Program); and
- < promoting Canada's place in the world (pursuing a New International Instrument on Cultural Diversity, co-ordinating Canada's participation in the XIIIth Pan American Games, the Special Olympics, the Arctic Winter Games, participating in the World Anti-Doping Agency, promoting Canadian expertise in language instruction, contributing to TV5 and participating in Team Canada Inc).

Guided by a clear set of values, the Department has made significant progress over the last fiscal year in outlining specific objectives for its programs and initiatives and evaluating them according to their ability to deliver tangible results in a responsible way. The Department has set rigorous criteria for the management of funding programs and has established a review committee, made up of senior officials, to co-ordinate review, internal audit and evaluation activities. The Department is committed to monitoring, measuring, researching and reporting on social policy indicators and outcomes as well as to sharing best practices, using third parties to help assess progress and explaining the respective roles and contributions of government and partners.

In addition to the information contained in this Departmental Performance Report, more detail about the following subjects is also available as follows:

- < official languages: consult the latest *Annual Report on Official Languages, 1999-2000* (www.pch.gc.ca/offlangoff/english/index.htm);
- < multiculturalism: consult the *Annual Report on the Operation of the Canadian Multiculturalism Act 1998-1999* (www.pch.gc.ca/multi/ann98-99/multiculturee.pdf);
- < a summary of Departmental accomplishments: consult the brochure entitled *Department of Canadian Heritage Accomplishments 1999* (www.pch.gc.ca/mindep/accomp/accomp99); and
- < ongoing Departmental activities: see Canadian Heritage on the Internet on page 73 of this report or visit www.pch.gc.ca.



Section I

Minister's Message

Minister
of Canadian Heritage



Ministre
du Patrimoine canadien

Ottawa, Canada K1A 0M5



This Performance Report flows from the commitments made by the Department of Canadian Heritage in its 1999-2000 *Report on Plans and Priorities*. The results also reflect the Department's contribution to the shared priorities of the Canadian Heritage Portfolio.

Today we truly live in Marshall McLuhan's "global village" and Canada is a microcosm of that village. The world is more fast paced and interdependent than ever before. In this environment, we have a real need to feel connected to our own communities, to recognize and appreciate the common interests and shared values that bring us and keep us together.

These interests and values are fundamental to our culture and our very identity as Canadians.

Our culture reflects Canada's history, traditions and heritage, who we are, what we have done and what we aspire to do. Through culture, we learn from each other, bridging differences as well as distances in this vast country. Through culture, we enrich our society and we enrich ourselves. Through culture, we bring Canadian voices and values to the world. In partnership with a wide range of Canadians, the Department of Canadian Heritage works to foster greater diversity in artistic expression in this country, ensure better access to our cultural products and preserve our heritage for future generations.

The Canadian Heritage Portfolio contributes to a common national purpose. We help to advance Canadian culture in an era of globalization. We provide Canadians with opportunities to learn and understand more about our country and each other. We protect Canada's natural and cultural heritage for the benefit of current and future generations.

It is up to all of us, individually and collectively, to nurture the diversity that is such a hallmark of Canadian identity.

The contribution of the Canadian Heritage Portfolio reflects the diversity of our Canadian values and heritage.

Sheila Copps

Canada



Section II Departmental Performance

Societal Context

Our Department's Mission:

Valuing and Strengthening the Canadian Experience: Connections, Diversity and Choice

Over the past year, the Department of Canadian Heritage has been redefining priorities to ensure that our programs and services meet the needs of Canadians. The following strategic objectives support the Department's mission and the government's commitment to building a stronger Canada for the 21st century.

- < ***Diverse and Accessible Canadian Choices:*** Canada's cultural diversity, linguistic duality and shared values are reflected to Canadians through all forms of expression;
- < ***Excellence in People:*** Strength in diversity and excellence in creativity, innovation, performance and community leadership;
- < ***Building capacity:*** Community, institutional and industrial capacity and infrastructure to sustain and promote Canada's cultural diversity and social cohesion;
- < ***Canadians Connected to One Another:*** Canadians and their diverse communities bridge differences and distances to deepen understanding of each other and to build shared values;
- < ***Canadians Connected to the World:*** Canada promotes Canadian interests and projects Canadian values to the world and is open to the best that the world offers; and
- < ***Building Capacity at Canadian Heritage:*** Brand Canadian Heritage as a model department and the place to work.

These strategic objectives will guide the Department of Canadian Heritage as it addresses the needs of a changing society by helping to strengthen our sense of what it means to be Canadian.

Key Partners

Just as cultural diversity reflects the coming together of many different people for a common purpose, so does the work of the Department of Canadian Heritage. The Department's work could not be done in isolation. The Department depends on a close network of partners that extends beyond the institutions within the Canadian Heritage Portfolio to include other federal departments and agencies as follows:

- < Privy Council Office;
- < Treasury Board of Canada Secretariat;
- < Department of Finance Canada;
- < Industry Canada;
- < Department of Foreign Affairs and International Trade;
- < Human Resources Development Canada;
- < Indian and Northern Affairs Canada;
- < Department of Justice Canada; and
- < Public Works and Government Services Canada.

In addition, the Department of Canadian Heritage collaborates with provincial, territorial and municipal governments as well as with numerous non-government organizations such as the Canadian Museums Association, the Canadian Conference of the Arts, Volunteer Canada, the National Association of Friendship Centres, the Fédération des communautés francophones et acadiennes du Canada, the Quebec Community Groups Network, the Canadian Olympic Association, the Society for Educational Visits and Exchanges in Canada, the Canadian Film and Television Production Association, FACTOR MUSICACTION CANADA, the Association of Canadian Publishers, the YWCA of Canada and the Boys and Girls Clubs of Canada.

Social and Economic Factors

Keeping Culture Vibrant in a Knowledge-based Economy and Society

The world-wide transition to a knowledge-based economy and society is revolutionizing the way we live and work. As trade barriers fall and markets become more and more international, there is greater exposure to the world's diverse cultures and an increased exchange of cultural products. As a result, there has never been a better time to promote Canadian cultural products in both domestic and global markets.

Total Canadian cultural exports grew by an average of 10.2 percent per year from 1996 to 1999.

Globalization presents one of the biggest challenges for culture in this country and around the world. In order to ensure that our own culture remains vibrant, we must do everything we can to encourage greater diversity of artistic expression in Canada and ensure better access to Canadian voices and stories here and abroad. This is why Canada is pursuing a New International Instrument on Cultural Diversity on a multilateral basis to build a consensus that cultural diversity is fundamental to social and economic development world wide.

Total Canadian cultural exports in 1999 were estimated conservatively at \$6.9 billion (including cultural tourism).

Taking Advantage of New Technologies to Connect Canadians and Promote Culture

A further challenge to the promotion of Canadian cultural products is posed by the explosive growth of the Internet and electronic commerce. While these new ways of communicating and doing business are becoming more and more dominant, it is important to recognize that not everyone has access to them. Furthermore, the content of this new medium is primarily in English and much of it focuses on American issues and interests. From a Canadian perspective, there is a need to broaden domestic access to, and familiarity with, the Internet as well as to increase the amount of French-language material on it. There is now a real opportunity for the Department of Canadian Heritage to use the Internet as a means of connecting Canadians to one another as well as promoting Canadian culture and values internationally. We may all live in a global village, but we still need to feel connected to our own neighbourhood, our own community and our own country. A sense of belonging and identity are the essence of nationhood.

Less than two percent of Canada's public cultural holdings are digitized and available on the Internet.

To date, the federal government has been very successful in bringing on line many of the country's public institutions, schools, libraries and community and volunteer organizations. But that is only part of the solution. By fostering an increase in Canadian content on the Internet, the Department of Canadian Heritage can raise awareness at home and abroad of our rich history, linguistic duality and diverse culture.

According to a recent Angus Reid Group study, "there is a clear demand for Canadian [Web] sites that speak to Canadians from a Canadian point of view." (June 2000)

The Department is also taking advantage of this new technology to support the digitization of the collections and documentation of heritage institutions across the country. By encouraging the use of digitized images and information as well as the development of more virtual exhibits, the Department increases access to our diverse culture and heritage for a wide range of new audiences in this country and elsewhere.

Appreciating Cultural Diversity

It is not surprising that, as the world's countries and economies become more interdependent, there has been a corresponding rise in the desire of people to express pride in their own heritage and identity. By promoting cultural diversity in this country, the Department will help ensure that we can meet this need and, at the same time, celebrate what we all share as Canadians.

Canadians take pride in the fact that their country is one of the very best places in the world to live. (Goldfarb 1998)

Cultural diversity has been a dynamic force in Canada's development from the beginning. When the first European settlers arrived here, there were over 56 different Aboriginal nations speaking more than 30 different languages. Since Confederation, more than 14 million people have immigrated to Canada from all parts of the world, greatly enriching the ethnic, cultural, racial and religious diversity of our population. It is a primary role of the Department to encourage all Canadians to take part in our society while respecting our diversity. At the same time, the Department strives to promote second-language training and other programs in order to increase the benefits that come with the use and appreciation of our two official languages.

Canada is widely acknowledged as one of the most open and tolerant countries in the world. Our appreciation of cultural diversity is reflected not only in our demographics but also in all aspects of our artistic expression, in our museum collections as well as in Canadian content on the Internet.

Recognizing Changes in Demographics

Changes in demographics represent a new reality for this country. Recognizing the wealth of energy and new ideas that young Canadians have to contribute and the need for them, like any new generation, to learn more about their country, the Department offers a variety of youth programs. In addition to offering practical work opportunities in the cultural sector, these programs

Ninety-eight percent of Canadians feel that government has an obligation to preserve Canadian heritage for future generations. (Ekos 1998)

enable young people to broaden their understanding of the Canadian experience by bringing them together with their peers in other parts of the country.

Recognizing the Growing Importance of Sport as a Source of National Pride

In addition to culture, heritage and our natural environment, Canadians take real pride in the accomplishments of our athletes at major international competitions. Major sporting events attract considerable public and media attention, which provides global exposure for our people and our country. The Department actively supports Canadian teams at numerous events of this kind, including the XIIIth Pan American Games, which were held in Winnipeg in 1999.

Responding to the Demand for Greater Transparency in Government

In recent years, the Department has placed renewed emphasis on responding to the public demand for a larger role in policy making as well as for more transparency and accountability in government operations. The Department has intensified its focus on programs that have highly specific objectives and deliver tangible results in order to ensure real value for Canadian taxpayers.

Conclusion

The strength and spirit of a nation depends in large measure on what its citizens contribute to it. Therefore, it is extremely important to enable all Canadians to participate more fully in our society. By encouraging greater diversity and choice in Canadian culture, the Department can help make this happen. Telling our own stories and listening to our own voices can bring us closer together and help us appreciate more fully how each of us helps to define the Canadian experience.

...to ensure as a country ... we have the necessary tools to safeguard our own culture, and to tell our own stories.

The Honourable Sheila Copps,
Minister of Canadian Heritage

Summary of Expected Results and Performance

The following table lists the six strategic objectives of the Department of Canadian Heritage (in the first column), along with the results that are expected to be achieved as each is carried out. The numbers on the right refer to the pages in this report that provide information about corresponding programs and initiatives of the Department and their progress to date in meeting these objectives.

TO PROVIDE CANADIANS WITH	TO BE DEMONSTRATED BY	ACHIEVEMENTS REPORTED IN
<p>Diverse and Accessible Canadian Choices:</p> <p>Canada's cultural diversity, linguistic duality and shared values are reflected to Canadians through all forms of expression.</p>	<ul style="list-style-type: none"> < Canadian content is diverse and inclusive. < Canadians have access to the best, including diverse Canadian choices that showcase the past and present in all forms of expression. < More Canadian material of high quality is produced. < Effective preservation, conservation and presentation of Canada's natural and diverse cultural heritage. < Canadian institutions and cultural industries present and reflect linguistic duality, cultural diversity and offer them as choices to Canadians. 	<p>15, 16</p> <p>16-18</p> <p>18, 19</p> <p>19, 20</p> <p>20, 21</p>
<p>Excellence in People:</p> <p>Strength in diversity and excellence in creativity, innovation, performance and community leadership.</p>	<ul style="list-style-type: none"> < More Canadian creativity and talent from diverse backgrounds are developed and retained. < Active citizen participation and enhanced leadership skills, especially among youth. 	<p>22, 23</p> <p>22, 23</p>
<p>Building Capacity:</p> <p>Community, institutional and industrial capacity and infrastructure to sustain and promote Canada's cultural diversity and social cohesion.</p>	<ul style="list-style-type: none"> < Canadian institutions, organizations and cultural industries have the capacity to meet new challenges. < Community organizations and individuals have the capacity to engage in the social, cultural, political and economic life of Canada. < Enhanced institutional and organizational capacity of Aboriginal peoples. < Official language minority communities thrive and contribute fully to Canadian 	<p>24-28</p> <p>28</p> <p>28-29</p> <p>30</p>

TO PROVIDE CANADIANS WITH	TO BE DEMONSTRATED BY	ACHIEVEMENTS REPORTED IN
	society. < Public institutions can respond to Canada's diverse population.	30
Canadians Connected to One Another: Canadians and their diverse communities bridge differences and distances to deepen understanding of each other and to build shared values.	< Canadians know about each other, their history, identity and symbols. < Canadians understand the contributions of diverse communities. < Canadians work towards building an inclusive society.	31-33 33, 34 34
Canadians Connected to the World: Canada promotes Canadian interests and projects Canadian values to the world and is open to the best that the world offers.	< Canadians influence cultural diversity in the world. < Opportunities exist for Canadians abroad through trade, exhibition, performance and collaboration. < Canadian values are projected to the world. < Canada attracts and Canadians benefit from the best that the world offers. < Diverse Canadian talent, achievements and cultural products are recognized and celebrated internationally.	35, 36 36, 37 37, 38 38-40 38-40
Building Capacity at Canadian Heritage: Brand Canadian Heritage as a model department and <u>the</u> place to work.	< Integrated business planning and performance management support strategic objectives in the context of the values of the organization. < Professional support and advice is provided in a timely way to the Minister and Secretaries of State. < Canadian Heritage has strategic alliances within the Portfolio and across government to deliver on strategic objectives. < Canadian Heritage becomes a model learning organization with a diverse workforce in an environment where employees feel valued and motivated, and which encourages excellence, creativity and innovation. < Canadian Heritage communicates effectively its objectives, policies and programs, both internally and externally.	41, 42 42 42 43, 44 43, 44

Performance by Strategic Objective



Valuing and Strengthening the Canadian Experience: Connections, Diversity and Choice

Diverse and Accessible Canadian Choices

Canada's cultural diversity, linguistic duality and shared values are reflected to Canadians through all forms of expression

Excellence in People

Strength in diversity and excellence in creativity, innovation, performance and community leadership

Building Capacity

Community, institutional and industrial capacity and infrastructure to sustain and promote Canada's cultural diversity and social cohesion

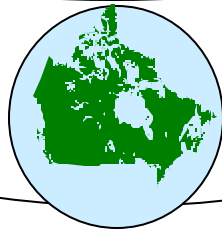
Canadians Connected to One Another

Canadians and their diverse communities bridge differences and distances to deepen understanding of each other and to build shared values

Canadians Connected to the World

Canada promotes Canadian interests and projects Canadian values to the world and is open to the best that the world offers

Building Capacity at Canadian Heritage





Diverse and Accessible Canadian Choices

Canada's cultural diversity, linguistic duality and shared values are reflected to Canadians through all forms of expression.

✻ *Canadian content is diverse and inclusive.*

September 1, 1999, marked the official launch of the Aboriginal Peoples Television Network (APTN), which receives \$2.1 million a year from the Department. This new service reaches over eight million homes across the country on cable television, direct-to-home and multipoint distribution systems. For the first time in broadcast history, a national Aboriginal network offers a general interest television service with a broad range of programming that reflects to all Canadians the diverse perspectives of Aboriginal peoples, their lives and cultures.

Responding to concerns about the availability and quality of French-language radio and television services in French linguistic minority communities in Canada, the Minister announced in April 2000 that the Canadian Radio-television and Telecommunications Commission (CRTC) had been asked to assess the health of French-language broadcasting services in those communities as well as the reflection of the communities across the country. The CRTC has been requested to identify the deficiencies and challenges facing French-language radio and television as well as specialty, pay and pay-per-view broadcasting services, whether public, private or community, and to propose ways of improving the access of Canadians to the widest range of French-language broadcasting possible. The CRTC will report back to the Minister by February 12, 2001.

In 1999-2000, the Department continued to support the Canadian Television Fund (CTF) (www.canadiantelevisionfund.ca) with \$100 million annually. The purpose of the CTF is to increase the amount of first-rate Canadian television programming in both official languages in all regions of the country. Together with contributions from Telefilm Canada and the private sector, contributions of \$195.1 million helped create projects with production budgets totaling \$617.7 million (365 television programs and 15 feature films). This created an estimated 20 000 full- and part-time jobs. The CTF support made possible some 2113 new hours of high-quality, prime-time, distinctively Canadian programming

In 1999, more than 90 percent of Canadian homes had at least one television and average viewing was 21.6 hours per person per week. (Statistics Canada)

in the last fiscal year alone. Without the CTF, many popular Canadian shows would not exist, such as *This Hour Has 22 Minutes*, *North of 60*, *Radio Enfer* and *Diva*.

In July 1999, the Department initiated a review of the CTF. A report entitled *A Review of the Canadian Television Fund and its Impact on the Industry and Economy* was finalized in March 2000. The report's 16 recommendations can be found at www.pch.gc.ca/culture/brdcstng/ctf-fct/pubs/report-rapport/english.html. In late 1999, the Auditor General of Canada expressed reservations about whether the governance structure of the CTF provided adequate accountability for federal contributions. In response to this and in recognition of the need to renew the CTF for 2001-2002, the Department has issued a call for comments on the future directions of the CTF.

✻ *Canadians have access to the best, including diverse Canadian choices that showcase the past and present in all forms of expression.*

The Department, in collaboration with the Canadian Heritage Portfolio organizations, other federal departments, other levels of government and the private sector, has established Canada Place, offering the public a one-stop source of information on Canada and Canadians, past and present. Canada Place locations can be found in Winnipeg, Toronto and Regina and in other urban locations across the country, at major events and on the Internet (www.canadaplace.gc.ca). Over the last year, the Canada Place project has been expanded. New locations have been added and the content of its Web site has been enhanced. Further expansion will take place over the next few years as part of the federal government's Canadian Digital Cultural Content Initiative.

The Canada Travelling Exhibitions Indemnification Program supports Canadian heritage institutions by reducing insurance costs for hosting and circulating travelling exhibitions. The program was launched in December 1999 and has begun to receive applications for indemnity.

The Department's Atlantic Region has participated in the implementation of the Cultural Industries Development Initiative in partnership with the Government of Newfoundland and Labrador. Under this program, \$1.75 million has been invested over five years to support more than 350 projects, including the production and marketing of films and television programs, performing arts events and festivals, visual art exhibits, books and other publications.

In 1999-2000, over 150 national and international arts festivals and events in all regions of the country were supported in part through \$10.4 million from the Department's Cultural Initiatives Program (www.pch.gc.ca/arts/arts_pol/pic_e.htm). While these events were sponsored primarily by the private sector, Departmental support helped bring leading performers from many different artistic genres, regions of the country, origins and cultural backgrounds to over 13 million festival attendees, Canadians and international visitors alike.

In 1999-2000, over 13 million festival attendees experienced over 150 national and international arts festivals and events across the country.

The Department's Quebec Region supported 42 festivals and major arts events, including the Festival International de Jazz de Montréal, the Festival international de Lanaudière, the Festival d'été de Québec and the Just for Laughs Festival.

A review of the Cultural Initiatives Program, now under way, will include a national consultation with stakeholders. Its purpose is to measure more fully the effectiveness of the program in bringing Canadians together and bridging differences and distances.

The Canadian Heritage Information Network (CHIN), a special operating agency of the Department, collaborated with Canadian and international heritage institutions to produce six new virtual exhibitions, which are available on the CHIN Web site (www.chin.gc.ca). In partnership with the Canadian Museums Association, CHIN also developed the Great Canadian Guide, an on-line gateway to over 2400 museum collections and cultural initiatives. This guide, along with the virtual exhibitions and other content on the CHIN Web site, drew a record 1.5 million visits (30 million "hits") this past year from Internet users around the world.

The Great Canadian Guide, an on-line gateway to museums and cultural initiatives, attracted a record 1.5 million visits (30 million "hits") from users around the world.

The accessibility of on-line information from Canada's museums was significantly increased this past fiscal year by CHIN's development of standards and tools for cataloguing on-line resources, which have been hailed as major breakthroughs by the international standards community. These were given practical form in Learning with Museums, a gateway on the CHIN Web site that allows users to search more effectively for resources on Canadian museum Web sites by indicating age levels, interests and other useful criteria.

The Virtual Museum of Canada is a collaboration between Canadian museums of all sizes and CHIN and will showcase museum content on the Internet. In 1999-2000, the number of Canadian museums actively collaborating on the development of Internet content grew to 558, a 13 percent increase over the previous year. By creating the Virtual Museum of Canada, the objective is to increase the number of Canadian museums actively collaborating on Internet resources to 1000 over the next three years.

The number of Canadian museums actively collaborating on the development of Internet content grew by 13 percent during the year to reach 558.

CHIN has also put together other tools for helping the country's museums to manage their collections and information effectively, including a new edition of the *Collections Management Software Review* (an internationally recognized evaluation of commercially available software), digitization guidelines and an on-line course about how to manage digitization projects. CHIN also added two new publications to its series on intellectual property.

The Department's Publications Assistance Program (PAP) (www.pch.gc.ca/culture/cult_ind/pap/english.htm) provides financial assistance to publishers of eligible Canadian periodicals to offset partially their distribution costs. The purpose is to provide Canadian readers with affordable access to printed Canadian cultural products, ensure the availability of weekly community newspapers in rural areas and support minority official language newspapers and ethnic weeklies. A review of PAP is currently under way in consultation with the industry. The review includes the development of a performance management framework and performance indicators that more clearly relate program objectives to expected results.

In 1999-2000, PAP provided \$43.4 million to approximately 1300 Canadian periodicals, scholarly journals, small community newspapers and ethnic weeklies.

✻ *More Canadian material of high quality is produced.*

The Department of Canadian Heritage supports the development of competitive Canadian digital content. The Department also works to increase access to that content. Through the Multimedia Fund, the Department contributes \$6 million a year in repayable loans to assist in the development, production and marketing of cultural

Almost all multimedia companies (97 percent) in Canada serve the domestic Canadian market. (Profile of the Multimedia Industry by ACNielsen/DJC Research, 1999)

digital products. In addition, the 2000 federal budget included \$75 million over three years to enrich Canadian content on the Internet.

In December 1999, *A Practical Guide on Copyright Clearance for Multimedia Producers* was published. Developed by the Department in collaboration with the Interactive Multimedia Producers Association of Canada (IMPAC), this guide is intended primarily for producers working in multimedia but is a useful reference for users of Canadian multimedia products as well. In response to a study entitled *The Government of Canada and French on the Internet* (August 1999) by the Commissioner of Official Languages, the Department is overseeing an interdepartmental working group responsible for addressing the issue of the availability of French content on the Internet.

The Department of Canadian Heritage undertakes various initiatives to ensure the economic viability of the cultural sector. In Alberta, the Department's Western Region has set up a Cultural Industries Guarantee Fund to assist those who work in the sector, including book and magazine publishers and producers of films, videos and sound recordings, to secure loans and other financing. This fund is a joint project of the Department and the Alberta Foundation for the Arts, which contribute to it \$1.4 million and \$500 000 a year respectively.

✻ *Effective preservation, conservation and presentation of Canada's natural and diverse cultural heritage.*

This past fiscal year, the Department continued to promote the use of federal tax incentives under the *Cultural Property Export and Import Act* to encourage donations of significant heritage objects to Canadian museums, galleries, archives and libraries. This resulted in public institutions across the country acquiring, through sales and donations, nationally significant cultural property worth \$105 million. This important material will not only be made accessible to all Canadians, but will also be preserved for future generations. Under the Act, 17 grants with a total value of \$1.16 million were also given to cultural heritage institutions across the country. These grants helped them acquire and safeguard Canadian cultural property.

The mandate of the Canadian Conservation Institute (CCI), a special operating agency of the Department, is to promote the care and preservation of Canada's movable cultural heritage and to advance the practice, science and technology of conservation. Most of CCI's \$6.1 million budget in 1999-2000 was earmarked for various projects aimed at strengthening the ability of heritage institutions to care for and improve the physical condition of their collections. For example, conservators devoted significant effort to the treatment of artefacts, including a rare Newfoundland Mi'kmaq prayer book belonging to the Conne River Band, and CCI staff worked with the National Archives of Canada to help define appropriate exhibition times for

light-sensitive documents, such as the Proclamation for the National Flag of Canada and the Proclamation of the Constitution of Canada. In addition, the CCI is currently awaiting approval from the Canadian General Standards Board for its recently completed research on the Canadian standard for permanent paper. Once approved, this will allow many records and books to be printed on stable paper to preserve our heritage better for future generations.

CCI staff played a major role in the writing of a new standard to help engineers and architects understand the building and collections issues associated with relative humidity and temperature control in museums, libraries and archives. Its publication in the 1999 edition of the engineering reference book *Heating, Ventilating and Air-Conditioning Applications* will encourage the incorporation of conservation requirements into the planning and construction of new facilities in North America.

✻ *Canadian institutions and cultural industries present and reflect linguistic duality, cultural diversity and offer them as choices to Canadians.*

Linguistic duality is a means of preserving diversity in Canada. In 1999-2000, the Department contributed \$138 million to the provinces and territories to support their efforts to improve access to quality education in the minority language at all academic levels. There are 260 000 young people in minority communities studying in their language in 1060 primary and secondary schools in Canada. In February 2000, the Department renewed the Protocol for Agreements with the Council of Ministers of Education, Canada, which will permit it, among other things, to continue supporting minority-language education until 2002-2003.

One hundred and sixty thousand young Francophone Canadians study in 700 French schools outside Quebec.

One hundred thousand young Anglophone Canadians study in 360 English-language institutions in Quebec.

The Department began implementing measures designed to consolidate Francophone school governance structures and post-secondary institutions. For example, it provided assistance for the implementation of two major projects at the Université de Moncton: a program for teaching sciences in French in a minority situation; and a doctoral degree in education in a minority situation. Also in the area of education, a virtual post-secondary distance education network is being created so that Francophone students will have access to 65 multimedia classrooms in nearly 60 Canadian communities across the country.

Through intergovernmental agreements, the Department has supplied \$12.2 million to the provinces and territories so that they can extend the range of services they offer in the

The first federal-territorial agreement with Nunavut was signed on November 16, 1999.

minority language, notably in the health sector. These agreements were renegotiated with most of the provinces and territories in 1999-2000.

Recognizing the role that cultural diversity plays in enriching our lives, the Department actively encourages those who have been historically disadvantaged or affected by discrimination to participate more fully in our society. With this objective in mind, the Department's Multiculturalism Program offers small to medium-sized grants to community organizations and public institutions to help achieve this full participation. For example, a grant was provided to the Canadian Mental Health Association (CMHA) to help them increase the representation of ethnic and cultural minorities in their management, staff and activities. In addition to making these organizational changes, the CMHA took steps to increase the access of minorities to its services by developing multilingual resource materials and establishing a cross-cultural mental health advisory council.



Excellence in People

Strength in diversity and excellence in creativity, innovation, performance and community leadership.

- ✻ *More Canadian creativity and talent from diverse backgrounds are developed and retained as well as active citizen participation and enhanced leadership skills, especially among youth.*

In 1999-2000, the Department's National Arts Training Contribution Program invested \$9.8 million in 15 independent, non-profit institutions that prepare young Canadians from diverse backgrounds and all parts of the country for careers in theatre, music and dance. This program provides stable funding on an annual or multi-year basis for professional training programs (www.pch.gc.ca/arts/arts_pol/natcp_e.htm). The Department worked with a broad network of private and public sponsors in supporting the work of these institutions. Planning is currently under way for a review of the program in conjunction with the Department's National Film and Video Training Program.

In 1999-2000, Sport Canada provided \$9 million in living and training allowances to approximately 1200 athletes, including 140 with disabilities. Experience has shown that this kind of direct financial support has a beneficial impact on their athletic performance by enabling them to focus more fully on training and competition. A total of 465 athletes received additional funding to help cover the cost of post-secondary education during their athletic careers or thereafter.

For excellence to be possible in Canada, a good proportion of the population must be able to express themselves in both official languages. In 1999-2000, the Department provided \$55.6 million to the provinces and territories to support development of quality second-language educational programs. Currently 2.7 million, or 52 percent, of young Canadians attending the country's elementary and secondary schools are learning English or French as a second language. Twenty percent of English school students, some 300 000 in total, are enrolled in French immersion programs.

Nine million Canadians are bilingual. The bilingualism rate among those aged 15 to 19 has risen by 38 percent in 15 years. (Statistics Canada, 1996)

In 1999-2000, the Young Canada Works Program (YCW) offered summer placements and internships to more than 2300 young Canadians. These students, college and university graduates gained access to meaningful work experience and valuable contacts. This past fiscal year, YCW devoted its \$8.92 million budget to employment opportunities in sectors linked to the Department's programs such as heritage, official languages, Aboriginal urban youth, science and technology and international activities.

The program calls on employers and sponsors in arts, heritage and language industries, both domestic and international, to offer practical work experience to young Canadians who are either students or who are unemployed or underemployed graduates. One component of the program places a particular emphasis on providing work opportunities to Aboriginal youth in urban areas. YCW helps young people make a more effective transition from school to the labour market. By involving domestic and internationally based organizations in partnerships, it also raises the profile of the country's cultural assets abroad. In addition, a number of the experiences target scientific and technical work in cultural and heritage organizations.

Young Canada Works in Heritage Institutions, administered through five national heritage associations, created 834 summer jobs, providing practical experience in cultural and heritage occupations.

I'm extremely grateful... It's a really useful experience just in terms of practical, tangible skills that I can use to market myself.

—Robyn Jeffrey
(YCW participant)

I really discovered that I had a talent for communications. ... I landed a job ...

—Yannick Saint-Germain
(YCW participant)



Building Capacity

Community, institutional and industrial capacity and infrastructure to sustain and promote Canada's cultural diversity and social cohesion.

- ✻ *Canadian institutions, organizations and cultural industries have the capacity to meet new challenges.*

The Department of Canadian Heritage remains committed to building capacity in the arts sector, using a new model of intervention and support for Canadian arts organizations. This new model provides stable support for the arts by going beyond funding assistance to include the financial and organizational changes that arts organizations need to make. In partnership with the private sector, the stabilization projects ensure the artistic development and long-term viability of arts organizations in their local arts communities. Five years ago, the Department contributed \$1 million each to the Vancouver Arts Stabilization Team and the Alberta Performing Arts Stabilization Fund, two non-profit organizations that allocate funds to local groups on the basis of a peer review. Since that time, the major performing arts groups that have received assistance, including the Vancouver Symphony and Alberta Ballet, have achieved greater economic stability by implementing improved financial and administrative practices. Building on these ongoing successes, the Department has announced multi-year financial support for the following stabilization projects:

- < the Foundation for Heritage and the Arts in Nova Scotia;
- < the Bay Area Arts and Heritage Stabilization Program in Ontario;
- < Arts Stabilization Manitoba; and
- < the Saskatchewan Arts Stabilization Program.

Studies are currently being conducted in Prince Edward Island and the greater Toronto area to examine the feasibility of establishing similar projects to support their arts communities.

The Western Region as well as the Prairies and Northern Region of the Department continue to manage the Western Cultural Fund in collaboration with Western Economic Diversification Canada. This fund is designed to build a better economic future for cultural organizations by helping to strengthen their administrative, communications and marketing skills. To date, more than 50 projects have received support in Manitoba and Saskatchewan, including initiatives in strategic planning, audience development, export marketing and electronic commerce.

The Ontario Region has collaborated with organizers of the Harbourfront Reading Series in Toronto, who also put together the annual International Festival of Authors, to develop a guide on cultural tourism. Its content is based on extensive input from directors of some 160 cultural festivals across Canada. This guide will be distributed nationally in both hard and electronic copies to organizers of such events.

In 1999-2000, the Canadian Conservation Institute (CCI) introduced a new conservation information database and an expanded list of learning opportunities, from internships to on-site seminars and workshops. In addition, the CCI also developed a curriculum in conservation techniques, provided 29 internship opportunities to Canadian and international students and trained 357 mid-career professionals. One British participant in the workshop Adhesives for Textile and Leather Conservation: Research and Application wrote in a United Kingdom newsletter that it “was probably one of the most stimulating conservation events that I have attended.” As a result, the CCI has been invited to deliver the workshop in collaboration with the Victoria and Albert Museum in London, England in the spring of 2002.

The Canadian Conservation Institute (CCI) launched its redesigned Web site, featuring an on-line bookstore with sales of \$97 000 in 1999-2000.

The Department administers programs of financial support for Canadian cultural industries. It also collaborates with federal cultural institutions such as Telefilm Canada, the Canada Council for the Arts as well as with other partners, including FACTOR MUSICACTION CANADA, the Royal Bank of Canada and the Business Development Bank of Canada, to strengthen Canada’s cultural industries and to ensure access to Canadian films, videos, books, periodicals, sound recordings and multimedia productions.

In response to recommendations of an evaluation of the Sound Recording Development Program (SRDP), completed in February 2000, a policy framework is being developed and a study is being carried out on various industrial development direct funding programs that would reinforce the stability and strength of Canadian record companies. The evaluation noted that the SRDP has contributed to the emergence of a core of Canadian record companies, whose revenues and financial strength significantly improved over the period of the program, and to an increased number of very small sound recording firms that facilitate the emergence of new Canadian artistic talent.

Eighty-one percent of records by Canadian artists are released by independent Canadian record companies. (Culture and Heritage Report by the Department of Canadian Heritage, 1999)

A broad consultation was held with members of the domestic film industry and the public who responded to a discussion paper entitled *A Review of Canadian Feature Film Policy*. Following this consultation, an industry advisory committee released its report, *The Road to Success*. The Department subsequently has begun work on a new feature film policy.

A Review of Management Practices of Federal Government Mechanisms in Support of Film and Television Production was released in December 1999. The review examined the way in which federal support for the Canadian film and television production industry is managed. The Canadian Audio-Visual Certification Office (CAVCO), the Canada Customs and Revenue Agency (CCRA), the Canadian Television Fund (CTF) and Telefilm Canada were reviewed. In general, management practices were found to be sound, and the report noted that some improvements that were needed had already been made. In response to its eight recommendations as well as three additional commitments made by the Minister in February 2000, follow-up work began in the spring of 2000. An audit program has been developed for CAVCO, for example. System-wide business and financial risks and opportunities are being analyzed, and the need and capacity to enhance management controls are being determined.

Another important step in building cultural infrastructure was taken in July 1999 when the *Foreign Publishers Advertising Services Act* came into effect. This Act ensures that the needs of the Canadian magazine industry are balanced with the ongoing tradition of making foreign periodicals available to Canadian readers. Following the passage of the Act, the Canada Magazine Fund was established in December 1999, which will provide \$50 million a year to support production of Canadian content and strengthen the long-term competitiveness of this industry.

In October 1999, the remaining provisions of *An Act to Amend the Copyright Act* came into force. These provisions deal with remedies for copyright infringement as well as certain exceptions that allow radio and television broadcasters to make temporary copies (ephemeral recordings) of performances of copyrighted material to facilitate their programming and broadcasting operations.

In 1999-2000, the Book Publishing Industry Development Program (BPIDP) (www.pch.gc.ca/culture/cult_ind/bpidp-padie/english.htm) provided \$31 million to more than 200 Canadian publishers to help them publish books by Canadian authors and promote them in Canada and abroad. The program's funding initiatives, which include marketing support, have helped make Canadian books more visible

The Canadian-owned and controlled book publishing industry employs 5000 people and generates \$1.22 billion in revenues. (Culture and Heritage Report by the Department of Canadian Heritage, 1999)

and popular at home and around the world. The financial performance of publishers taking part in the program is tracked according to 15 indicators, and in order for firms to continue to receive support, they must continually meet certain criteria related to profitability.

An Evaluation of the Book Publishing Industry Development Program was completed in August 1998. It recommended that the Government of Canada should continue to support the program, and that the Department should increase its allocation for program management, use the findings of the evaluation to explore additional policy instruments that could serve the Department's industrial and cultural objectives and continue to make incremental changes to increase the program's effectiveness. Three of the four recommendations were implemented during 1999-2000 and the program is working to find better ways of measuring its effectiveness. A framework for the next evaluation of the program, which will take place in 2003, is being developed.

In 1999-2000, a new loan program that is a joint initiative of the Department and the Royal Bank of Canada was established. The program provides the Canadian book publishing industry with access to up to \$20 million in new working capital through lines of credit.

Authority for the review and approval of foreign investments affecting cultural industries was transferred from the Industry Minister to the Minister of Canadian Heritage in June 1999. As a result, the Department is now responsible under the *Investment Canada Act* for reviewing proposed new investments that could result in foreign ownership and control of Canadian cultural businesses.

The Department initiated or completed research on various aspects of building cultural capacity in 1999-2000, including:

- < the Canadian music publishing industry's ability to compete in the Canadian market;
- < the Canadian-controlled book publishing sector's ability to compete in the Canadian market;
- < the domestic magazine industry with respect to newsstand distribution, small magazine gap analysis, electronic commerce and the impact of the Canada-US agreement governing access of foreign periodicals to the Canadian advertising services market; and
- < the ownership patterns in Canadian as well as foreign media and cultural industries.

In addition, the Department has established a working group to share findings of research into electronic commerce in various cultural industries, including sound recording, magazines and books. These research activities will help the Department better understand the Canadian cultural sector, and it is through informed policy-making that effective capacity building can best be achieved.

✻ *Community organizations and individuals have the capacity to engage in the social, cultural, political and economic life of Canada.*

In 1999-2000, the Department's Community Partnerships Program continued to support National Volunteer Week (April 18-24, 1999) in recognition of the important contribution made by millions of Canadians who donate their time and skills to help individuals, organizations, causes and communities. The Department helped fund production of a series of resource kits developed by Volunteer Canada, a national non-government organization. These kits, made available to volunteer and other community groups across the country, were very well received. According to a survey sent by Volunteer Canada to everyone who ordered the kits, 80 percent of respondents indicated that their community was aware of National Volunteer Week and 86 percent felt the resources responded to their needs.

In 1999-2000, Sport Canada provided \$35.5 million to fund the operations of 51 national sport federations, 11 multi-sport organizations and 6 national sport centres (www.pch.gc.ca/sportcanada). This funding contributed to improved planning, management and programming for Canadian athletes to help them reach the highest levels of international competition. It also assisted the country's sport associations, organizations and centres to set high standards with respect to fairness, accountability and the use of both official languages.

In 1999-2000, Sport Canada signed accountability agreements with 38 national sport federations that receive core funding from the federal government. Under these agreements, these federations must achieve certain specific objectives in order to ensure that public funding contributes to the achievement of federal priorities and policy objectives for sport. Work is now under way on similar agreements with national multi-sport organizations and national sport centres, although efforts in this area have not progressed as quickly as planned. This work should be completed in 2000-2001.

✻ *Enhanced institutional and organizational capacity of Aboriginal peoples.*

The Urban Multipurpose Aboriginal Youth Centres (UMAYC) Initiative, which was launched in 1998, will receive \$100 million in funding over five years (1998-2003). Its objective is to

improve the economic, social and personal prospects of urban Aboriginal youth by providing accessible, practical, culturally relevant programs and services in a supportive environment. These programs and services cover a wide range of issues, including education, employment, life skills and Aboriginal culture. This initiative is being planned, carried out and evaluated in partnership with 14 Aboriginal organizations and with the involvement of Aboriginal youth advisory committees, whose members were elected by their local communities in Vancouver, Edmonton, Calgary, Prince Albert, Regina, Saskatoon and Winnipeg. Activities of the initiative reflect priorities that were identified by Aboriginal young people.

In 1999-2000, the second year of the initiative, the Department concluded contribution agreements with the 14 administering Aboriginal organizations. Joint Departmental-Aboriginal processes and structures were developed by the UMAC partners to address issues related to communications and promotion of the initiative. A total of 228 projects and activities were supported, mostly in urban centres with high concentrations of off-reserve Aboriginal youth. Some 10 000 Aboriginal youth took part. Activity reports and recommendations for improvements are being prepared. An evaluation framework for the initiative has been developed in co-operation with UMAC Aboriginal partners and in consultation with central government agencies. A full evaluation will be completed by 2002.

The purpose of the Aboriginal Friendship Centre Program (AFCP) is to provide community-based programs and services to a growing urban population of Aboriginal people through a network of Aboriginal Friendship Centres (www.nafc-aboriginal.com).

Under a transfer agreement signed in 1996, the National Association of Friendship Centres administers funding to these centres under separate agreements. As the first of a two-phase evaluation of this transfer, an independent evaluation was done and its results were presented in a report entitled *Transfer Agreement Respecting the Aboriginal Friendship Centre Program: An Evaluation*. It concluded that:

- < the agreement has met the principal goals of the organizations that make up the Friendship Centre movement;
- < both the Department and the NAFC have respected their major obligations under the agreement; and
- < the Friendship Centre movement expressed a high level of satisfaction with the way in which the NAFC has managed and administered the initiative.

A report covering the second phase of this evaluation, now under way, is expected to be finished in September 2000. The two reports will be used by the Department and the NAFC in renegotiating the agreement in the fiscal year 2000-2001.

☀ *Official-language minority communities thrive and contribute fully to Canadian society.*

The growth and development of official-language minority communities is essential for maintaining the linguistic duality and diversity of Canada. One of the key events of 1999-2000 was the renewal of the five-year agreements between the Department and official-language minority communities. In 1999-2000, the Department contributed \$35 million to more than 350 community institutions to support their cultural, social and economic activities. Because of these agreements, official-language minority communities have command over their own development as well as access to a network of strong and dynamic community institutions working in every sector of society.

A Canadian network of Francophone community radio stations, created in March 2000, is giving a new voice to the country's Francophone and Acadian communities.

The Franco-Ontarian theatre community has been enriched by La Nouvelle Scène, thanks to a contribution of \$1.5 million.

For example, the Department supported the founding of the Société de développement économique de la Colombie-Britannique, which includes the Fédération des francophones de la Colombie-Britannique, EducaCentre, Chez Vous Society, the Chambre de commerce franco-colombienne and several new groupings of Francophone business people. The Department also assisted with the establishment of a permanent secretariat for the Anglophone Quebec Community Groups Network. This secretariat will facilitate a co-ordinated approach to development of the Anglophone community of Quebec.

In 1999-2000, the Department was involved in the design and development of a new Interdepartmental Partnership with Official Languages Communities program. This program will offer matching funding to encourage federal departments and agencies to further support these communities.

☀ *Public institutions can respond to Canada's diverse population.*

In response to recommendations made by the Auditor General of Canada, the Department's Multiculturalism Program has been strengthening its results-based management capacity. A subsequent internal audit of a sample of files concluded that a majority of the program's funded projects identified expected outcomes. The program has made further progress in developing a performance management framework which clarifies Multiculturalism objectives and results for Canadians. Training has also been provided to a number of ethno-cultural and multicultural organizations to help them plan for short and long term outcomes.



Canadians Connected to One Another

Canadians and their diverse communities bridge differences and distances to deepen understanding of each other and to build shared values.

✻ *Canadians know about each other, their history, identity and symbols.*

The Office of the Governor General, Canada's oldest continuing institution, is a thread that ties Canadians together. The Department of Canadian Heritage co-ordinated the arrangements for the installation of the new Governor General, Her Excellency the Right Honourable Adrienne Clarkson, on October 7, 1999.

The role of the Governor General dates back nearly 400 years, from Samuel de Champlain in 1608 to Adrienne Clarkson today.

From June 21 (National Aboriginal Day) through June 24 (St-Jean-Baptiste Day) to July 1 (Canada Day), Canadians celebrate their history, values and heritage. With a total budget of \$5.5 million in 1999-2000, the Department's Celebrate Canada initiative sponsored community-based celebrations across the country during this 11-day period, all with the theme of Canadian heroes. Some also highlighted historic events such as the creation in 1999 of Nunavut, Canada's newest territory, and the 50th anniversary of Newfoundland and Labrador's entry into Confederation (March 31, 1999). Last year's Canada Day Poster Challenge, a contest for young Canadians, also focused on the theme of Canadian heroes. From over 18 000 submissions, 13 finalists were selected, one from each province and territory.

Three-quarters of Canadians agreed that celebrating Canada enhances their sense of belonging to their country. (Angus Reid Group, 1999)

In partnership with the Canada Council for the Arts, the National Archives of Canada, the Canadian Museum of Civilization, the National Arts Centre, the National Library of Canada and the CBC, the Department continued to promote recognition of World Theatre Day (March 27), International Dance Day (April 29) and International Music Day (October 1). This has helped to raise the profile and appreciation of the performing arts in Canada by celebrating the achievements of our artists and artistic communities and encouraging all Canadians to experience the performing arts. The Department will continue to work with other federal departments and institutions as well as Canadian and international arts organizations and the private sector in commemorating these three special days.

Last year, the Department of Canadian Heritage launched the Path of Heroes initiative in co-operation with 35 partners, including museums, federal government departments and national agencies in the National Capital Region for the purpose of acquainting Canadians and foreign visitors alike with stories of Canadian heroism and sacrifice. In addition, a Web site (www.heroes.ca) was launched to enable Canadians to find out more about their heroes and take a virtual tour of the eight routes in Ottawa-Hull that can be followed in order to see major sites of interest related to Canadian heroes. In 2000-2001, a formal evaluation of this initiative will be completed.

The Department continued to provide financial assistance to Canadian museums and related institutions for activities that support the objectives of Canada's museum policy. Through the Museums Assistance Program (MAP), over \$6 million was given to Canadian museums and galleries for 149 projects, including a wide variety of exhibitions, Internet-based projects and public events and activities (www.pch.gc.ca/arts/heritage/pam_e.htm). Also under MAP, \$1.2 million was provided to Aboriginal organizations to carry out 25 projects involving the planning and development of cultural centres and museums for the purpose of safeguarding Aboriginal heritage collections and cultural traditions. In 2000-2001, the Department plans to develop an accountability framework for MAP.

The Quebec Region of the Department helped arrange tours to other places in Canada for 19 museum exhibitions produced in Quebec and supported the new technological direction of Quebec museums by funding 12 virtual museology projects. A total of \$3.1 million was granted to 65 museum assistance projects.

In 1999-2000, the Canadian Conservation Institute (CCI) assisted museums, galleries and archives in sharing exhibitions by moving them to other locations across Canada. Demand for the Exhibit Transportation Services (ETS), a cost-recovery transportation and storage service for fine arts and artefacts, remained high. Some 138 institutions received exhibitions over the last fiscal year. This gave Canadians access in their own communities to arts and heritage collections from different regions of the country. ETS also provided \$70 000 in funding for the ongoing operation of the Centre for Exhibition Exchange (CEE), which is a service provided through a partnership involving CCI, the Canadian Heritage Information Network and the Canadian Museums Association to help museums find partners and co-ordinate their travelling exhibits.

More than 50 000 people visited the Canada Place Pavilion at the XIIIth Pan American Games in Winnipeg in the summer of 1999. Its interactive exhibit highlighted Canadian achievements in sport, culture, heritage, industrial innovation and international affairs. A corresponding Web site was accessed by more than 400 000 people. Public response to both the physical and virtual exhibits was overwhelmingly positive.

Canada Place Pavilion made me feel proud to be Canadian.
—Visitor, Canada Place Pavilion, XIIIth Pan American Games, Winnipeg, Manitoba

✻ *Canadians understand the contributions of diverse communities.*

The Department's youth participation programs support exchanges and national fora that connect young Canadians with one another and expose them to the diversity of their country's communities, languages and cultures. Through the Open House Canada Program and the Katimavik Program, over 10 000 young Canadians were able to participate in an exchange in 1999-2000. In 2000-2001, an evaluation framework and an audit plan will be developed to ensure these programs are achieving their expected results.

In 1999-2000, the Department renewed two major linguistic exchange agreements, the Summer Language Bursary Program (\$12.3 million) and the Official-Language Monitor Program (\$7.4 million), and continued delivery of the Young Canada Works in Both Official Languages Program (\$3.7 million). These three programs enabled almost 10 000 young Anglophones and Francophones to experience linguistic duality in a linguistic and cultural context different from their own.

The Department's Quebec Region produced an information kit called Explorons l'univers de la francophonie canadienne avec des grands noms qui ont contribué à sa richesse. This kit was distributed to over 907 000 Canadian students.

The Department also allocated \$10.6 million to support activities promoting linguistic duality. This gave Canadians from both official language groups the opportunity to meet each other and participate in activities and conferences that encourage dialogue.

The Department also provided \$6.2 million for the Year of La Francophonie in Canada, which recognized the unique historic contribution of Canadian Francophones and Francophiles to the development of Canadian society. The Year of La Francophonie in Canada was the platform for a number of activities, including the Grand Train de la Francophonie, which travelled across Canada and brought recognition to many Francophone artists. In the Atlantic region, the Village de la Francophonie offered a whole new cultural experience to Canadian and foreign visitors. In addition, the first Jeux de la Francophonie canadienne brought 1000 young

Francophones and Francophiles from every province and territory together in Memramcook, New Brunswick.

✻ *Canadians work towards building an inclusive society.*

Racism continues to be an issue of deep concern in this country, and the Department of Canadian Heritage is a leader in the anti-racism struggle, both domestically and internationally. In 1999-2000, the Multiculturalism Program mounted Racism. Stop It! Action 2000, a project to eliminate racial discrimination among young Canadians. This \$1.4 million initiative was built on the success of the annual March 21 public education campaign, which has the same theme. From more than 450 Canadian teams who participated in the Stop Racism Tour Canada Youth Challenge, 10 were selected to tour the country with international team members to hold community discussions on how to fight racism.

The project has not only increased awareness of this problem in Canada but also encouraged some Canadian youth to take an active role in international efforts to combat racial discrimination. Members of the 10 Canadian teams have also become involved in an international anti-racism network, which took part in the International Youth Forum Against Racism at Expo 2000 in Hanover, Germany. Recommendations to combat racism from the Hanover conference will feed preparations for the UN World Conference against Racism to be held in Johannesburg, South Africa in 2001.

From 1998 to 1999, youth recognition of the March 21 Stop Racism Campaign increased from 31 to 37 percent. By the end of the campaign, 1.1 million Canadians aged 12 to 18 recognized the federal government's commitment to eliminate racism.



Canadians Connected to the World

Canada promotes Canadian interests and projects
Canadian values to the world and is open to the best
that the world offers.

✻ *Canadians influence cultural diversity in the world.*

The Department of Canadian Heritage has been actively raising the international profile of cultural diversity issues. It is working with its stakeholders as well as the Department of Foreign Affairs and International Trade to pursue a New International Instrument on Cultural Diversity. As part of this effort, the Department is promoting the international recognition of cultural diversity as fundamental to social and economic development in a number of fora such as the International Network on Cultural Policy, UNESCO (United Nations Educational, Scientific and Cultural Organization), la Francophonie and the Council of Europe to enable Canada and other countries to maintain policies that promote their culture, while respecting the rules governing the international trading system and ensuring markets for cultural exports. In addition, the Department is engaged with other federal departments in the World Trade Organization (WTO) negotiations on the General Agreement on Trade in Services (GATS).

Canada is the founding chair of the International Network on Cultural Policy, a group of 44 countries from around the world with the shared goal of building awareness of, and support for, cultural diversity in an era of globalization and technological change. At its second meeting in September 1999, it was agreed that Canada would establish a permanent liaison bureau to support the network and disseminate information among member countries. Canada will also sponsor and chair the Working Group on Cultural Diversity and Globalization to advise on the development of national and international policies to advance cultural diversity.

UNESCO's role in promoting cultural diversity was reinforced at its symposium in June 1999 on culture and the liberalization of trade, to which France and Canada contributed. In addition, Canada's efforts at the UNESCO General Assembly in November 1999 led to the adoption by more than 50 countries of a resolution on cultural diversity and the creation of a group of government experts on the subject. A UNESCO round table of ministers of culture, chaired jointly by France and Canada, encouraged discussion on the principles underlying cultural diversity as promoted by Canada.

Canadian priorities on issues relating to culture, heritage (especially subaquatic), information and communications were also approved at the General Assembly.

The VIIIth Summit of La Francophonie, held in September 1999, gathered 51 participating countries in Moncton, New Brunswick. Every two years, the Summit brings together the heads of state and heads of government of countries having the French language in common. During the Summit, major international issues are addressed, and Francophone priorities and strategic objectives are established.

At the VIIIth Summit, Canada played a role in having included, in the Moncton Declaration, a section pertaining to the importance of cultural diversity and, in the Summit Action Plan, a ministerial conference on culture. The Department provided \$1.3 million in funding for broadcasting and publication of Summit documents and contributed to Canadian programming for projects approved during the discussions.

The publication Je parle français: A Portrait of La Francophonie in Canada, which was prepared by the Department of Canadian Heritage, celebrates the achievements of La Francophonie in Canada. Designed specifically for delegates and visitors to the VIIIth Summit of La Francophonie in Moncton, it is now available in French and English at bookstores across the country.

✻ *Opportunities exist for Canadians abroad through trade, exhibition, performance and collaboration.*

The Department is a member of Team Canada Inc, a partnership of federal, provincial and territorial governments helping Canadian companies compete in world markets. In 1999-2000, within a federal-provincial partnership and as a member of Team Canada Inc, the Department tabled an International Business Development Strategy for the cultural sector which addresses both exporter preparedness and international market development strategies and initiatives. The Department has supported this strategy by:

Since becoming a full member of Team Canada Inc in 1998, the Department has worked hard to ensure that cultural exporters have access to the federal government's support network.

- < offering orientation sessions for exporters across Canada;
- < preparing market profiles on trade regimes and export opportunities and making them available through a new Web site (communications/culture/invest/english.htm) that is currently being expanded and is linked to a full array of federal export support programs and services;
- < participating in departmental and federal trade-related events to promote Canadian

- < cultural products to international buyers and investors; and
- < implementing new indicators to measure performance that can be used universally across all sectors.

In 1999-2000, the Department supported measures to promote Canadian expertise internationally in linguistic policy development and language instruction. Thanks to these activities, over 400 Canadian language schools can reap the economic benefits of our linguistic duality.

The regions of the Department of Canadian Heritage have helped put Canadians in touch with the world and contributed to the promotion of Canadian values, expertise and products. For example, the Department's Quebec Region manages the Canada-France Agreement on Museum Co-operation and Exchanges. In 1999-2000, \$200 000 was invested in museum exchanges between Canada and France.

✻ *Canadian values are projected to the world.*

Canada is also a leader in advancing international anti-doping policies and programs. It plays a key role in the World Anti-Doping Agency (WADA), an organization established by the International Olympic Committee in early 1999. In response to a Canadian proposal, an International Intergovernmental Consultative Group on Anti-Doping in Sport was initiated at the International Summit on Drugs in Sport in Sydney, Australia in November 1999 for the purpose of co-ordinating world-wide government involvement in WADA. Co-chaired by Canada and Australia, this group held its first meeting in Montreal in February 2000. Canada is also a lead country in advancing the development of anti-doping policies and programs in the Americas, and is in the process of developing a proposal to have Montreal selected as the site of WADA's permanent headquarters.

The Department's domestic implementation of the 1954 Hague Convention for the Protection of Cultural Property in the Event of Armed Conflict did not proceed as far as had been anticipated in 1999-2000. Planning for a federal-provincial working group has begun, which should result in more substantial progress in 2000-2001, including the development of a means of designating and marking important Canadian heritage properties for protection under the Convention.

Further to a Canadian proposal and intense negotiations, the Conférence internationale des ministres de la jeunesse et des sports et des états et gouvernements ayant en partage l'usage du français (CONFÉJES) created a working group on women and an action plan to promote the equal participation of women in its programs and activities.

Radio Canada International (RCI) is funded by the Department through a contribution agreement with the CBC, which is mandated by the *Broadcasting Act* to provide an international service. In addition to short-wave broadcasting, RCI programming is on the Internet

In 1999-2000, RCI finalized plans to broadcast a daily 30 minute French and English program destined for listeners in Africa by mid-November.

(www.rcinet.ca), broadcast via satellite and distributed by a network of foreign AM and FM partner stations around the world. In 1999-2000, RCI received more than \$20 million in operational and capital funding from the federal government. This commitment to RCI has enabled it to fulfill its valuable role in projecting Canada's voice abroad, conveying Canadian values to foreign audiences and supporting Canada's diplomatic efforts. In 1999-2000, RCI continued to expand its production of original programming to almost 70 hours per week in seven languages.

✻ *Canada attracts and Canadians benefit from the best that the world offers and diverse Canadian talent, achievements and cultural products are recognized and celebrated internationally.*

TV5 is one of the world's foremost satellite television channels, reaching almost 80 million homes worldwide. Broadcast in Canada, the United States, Latin America, the Caribbean, Europe, Asia, Africa, and the Near- and Middle-East, TV5 is used by Canadian producers and artists to showcase their products abroad.

A management contract clarifying TV5's missions and operations was concluded at the XIVth international conference of ministers responsible for TV5. In the highly competitive world of television, TV5 faces the ongoing challenge of expanding its audience while also enhancing the quality programs it offers and reflecting Francophone cultural diversity. Canada's financial contribution enables TV5 to acquire broadcast rights for programs reflecting the talent of the best creators, producers and artists from Canada and elsewhere in the international Francophone community, thereby contributing to the government's efforts to promote cultural diversity.

The XIIIth Pan American Games was the largest multi-sport event ever held in Canada and the third largest in North America. The Games involved more than 6500 athletes and coaches from 42 countries, participating in 41 different sports. Canada entered the largest team it has ever sent to the Pan American Games, with more than 880 athletes, coaches, and officials. The Canadian team won a total of 196 medals, including a record 64 gold as well as 52 silver and 80 bronze.

Over 18 500 volunteers were involved in hosting the 1999 Pan American Games in Winnipeg.

With support from the Department, officials at the Pan American Games implemented a very successful official languages program, actively involving the Franco-Manitoban community. A publication entitled *Sport Glossaries of the 1999 Pan Am Games*, which was prepared for the event, will also be used at national and international sporting events held in Canada in the future.

The Government of Canada provided approximately \$56 million of the event's total budget of \$140.6 million. The organizing committee received \$49 million of the federal contribution, while \$7 million was allotted for customs, immigration, national security and other federal services. The Games were tremendously successful, generating a surplus of at least \$8.5 million. Federal involvement was jointly coordinated within the Department by the Prairie and Northern Region and Sport Canada.

Eighty-three percent of Canadians said it was a good idea for government to spend money on international events like the Olympics or Pan American Games because they promote sports tourism and economic development.
(Angus Reid Group, 1997)

The event also generated a great deal of national pride and drew international attention to the achievements of the Canadian athletes as well as to the city of Winnipeg, the acclaimed cultural programming associated with the Games and the Canada Place Pavilion.

In co-operation with Sport Canada, the Department's Western Region played a vital role in the Arctic Winter Games, which were held in Whitehorse, Yukon in March 2000. This is the most prestigious multi-sport and cultural event in the northern circumpolar region, which includes Northern Canada, Russia, Greenland and the U.S. state of Alaska. Its combination of cultural and athletic events reflects the federal government's commitment to the development of both sport and cultural diversity.

In the Atlantic Region, the VIIIth Summit of La Francophonie occurred during the Year of La Francophonie in Canada and proved a great success, confirming the vitality of the Acadian community. One of the activities of the year, the Symposium d'art actuel, was the product of partnerships among various federal departments and the provinces of New Brunswick, Quebec and Manitoba. The Symposium d'art actuel brought together well-known artists, and the official Summit radio station was set up by 65 young Canadians and foreign participants. The cultural strategy promoted in partnership with New Brunswick and the Agence culturelle de France in connection with the Year of La Francophonie in Canada successfully highlighted the excellence of the Francophone cultural products of Acadia, French Canada and the international Francophone community. In all, some 100 initiatives created an enviable platform for Francophone cultural products for buyers and distributors from Canada, Europe and Africa.

In July 2001, Canada will host the IVth Games of La Francophonie. For Canadian athletes and artists, the Games represent an opportunity for both national and international recognition. The Department signed a contribution agreement with the 2001 Games of La Francophonie Organizing Committee. The federal contribution of \$12.1 million will be used primarily to cover the organization of the competitions and official ceremonies, development of facilities and accommodation for participants as well as promotion of the games in Canada and abroad.



Building Capacity at Canadian Heritage

Brand Canadian Heritage as a model department and the place to work.

- ✳ *Integrated business planning and performance management support strategic objectives in the context of the values of the organization.*

In 1999-2000, the Department redefined its management framework and strategic objectives to ensure that its policies, programs and services meet the needs of Canadians. This followed the release in June 1999 of the ninth report of the Standing Committee on Canadian Heritage, which was entitled *A Sense of Place - A Sense of Being: The Evolving Role of the Federal Government in Support of Culture in Canada*.

Since 1996, the Department has produced an integrated annual review (audit and evaluation) plan which is developed with input from senior managers. It is reviewed by the Auditor General of Canada and Treasury Board of Canada Secretariat. This year, a review committee was established to oversee all audit, review and evaluation activities. A Department-wide system was put in place to review the management practices of grant and contribution programs, focusing on control and compliance measures that identify potential risks. In addition, workshops on due diligence were held for all Departmental employees to ensure that funding decisions are based on sound criteria and reliable information. In response to direction from Treasury Board on program approval and renewal, a major initiative was launched to ensure that all Departmental programs include an effective means of measuring performance. These steps recognize the importance of due diligence and its relationship to effective performance management.

Some 25 frameworks for evaluation will be developed in 2000-2001 for various programs, beginning with those that are up for renewal and those that have only received conditional approval.

Also in 1999-2000, the Department completed implementation of the Financial and Materiel Management System and introduced the government-wide Financial Information Strategy (FIS), converting its accounting methodology to a full accrual basis. The Department's system is now compatible with the FIS interfaces used by Public Works and Government Services Canada. The Department of Canadian Heritage has assumed a lead role in the working group on the Financial Information Strategy, collaborating with other members to reduce costs and improve consistency. The Department also continues to work with central agencies, including

Treasury Board of Canada Secretariat, towards full accrual accounting and the identification of the management and accounting policies necessary to ensure successful implementation of the strategy across the federal government. The Department continues to follow up on recommendations made in the *Report of the Independent Review Panel on Modernization of Comptrollership in the Government of Canada*.

✻ *Professional support and advice is provided in a timely way to the Minister and Secretaries of State.*

The Department of Canadian Heritage's human and financial resources were used in managing numerous government issues (memos to Cabinet, legislative measures and policy research). Corporate services were provided to the Minister, to the Secretaries of State and to the Parliamentary Secretary.

✻ *Canadian Heritage has strategic alliances within the Portfolio and across government to deliver on strategic objectives.*

The Department worked with other federal departments and agencies, non-government agencies and the private sector to make progress on government-wide interests such as the Youth Employment Strategy, the voluntary sector, sustainable development, tourism and rural development.

The Department has established the first ever partnership with Parks Canada Agency, the Canadian Tourism Commission and the Aboriginal Tourism Team Canada in order to implement several marketing projects for cultural tourism.

The Department worked to integrate more closely the elements of its organization and to facilitate the co-ordination of Canadian Heritage Portfolio activities. In 1999-2000, the Department established a Portfolio Affairs Office to co-ordinate and integrate issues related to policy, planning, reporting, resources and communications of the 18 institutions that make up the Portfolio. This past fiscal year, the office brought together the heads of these organizations to ensure overall policy coherence and joint management of issues. Portfolio working groups were also created to collaborate on a range of subjects, including communications, Internet presence, digital content strategy and youth initiatives.

☀ *Canadian Heritage becomes a model learning organization with a diverse workforce in an environment where employees feel valued and motivated and which encourages excellence, creativity and innovation.*

In 1999-2000, the Department undertook various initiatives to ensure that its organization and environment attracts, and provides ongoing learning opportunities to, a workforce that reflects Canada's ethnic and cultural diversity. For example, based on wide consultations across the Department, a scorecard was created to identify commitments and monitor action in three areas:

As of March 31, 2000, the Department had 1494 employees. In a Public Service Employee Survey, 95 percent of the Department's employees indicated that they believe the work they do is important. (Statistics Canada 1999)

- < a pilot program for employee orientation;
- < a series of workshops that began with a Manager's Forum in January 2000; and
- < a Department-wide strategy to provide ongoing learning activities for staff that includes a personalized plan for each employee.

Furthermore, as a follow-up to the issues identified for the Department in the Public Service Employee Survey, such as workload, learning and career development, Departmental managers and employees have developed action plans. Progress on such issues is measured through monitoring and ongoing dialogue.

A Diversity Tool Kit is being developed by the Ontario Region to help Departmental staff and their partners to understand the impact of proposed initiatives on groups that have been historically disadvantaged or excluded from decision making.

☀ *Canadian Heritage communicates effectively its objectives, policies and programs, both internally and externally.*

In order for Canadians to be able to participate more actively in government initiatives and better appreciate the cultural diversity of Canada, the Department is committed to involving the public in, and informing the public of, its policies, programs and events in an effective manner. In support of the Department's commitment to connecting with Canadians on line, over 10 000 Web pages were maintained. These were accessed by 1.5 million visitors. The Department also undertook various public consultations. For example, the Ontario Region hosted a number of round table discussions on diversity

with representatives of ethnic and cultural communities to elicit feedback on the impact of Departmental programs and policies and to help policy makers plan for the future.

These activities enabled the Department to reach both the general public and specific stakeholders. Over the course of 1999-2000, the Department adopted a uniform look and feel for all of its publications and communications to assist the public in finding and identifying material of interest to them.

In co-operation with Veterans Affairs Canada, the Department of National Defence, and the Canada Information Office, the Department of Canadian Heritage produced Lest We Forget, a public service announcement honouring Canada's 20th century peacemakers and peacekeepers, which ran in Cineplex Odeon theatres across the country.



Section III

Consolidating Reporting

Materiel Management

As part of its effort to introduce accounting on a full accrual basis, the Department of Canadian Heritage is conducting a Department-wide inventory of its movable assets. This process will provide information about the cost of acquiring and maintaining the Department's "mission" critical assets.

In 1999-2000, the Department continued to concentrate on enhancing its inventory of information management and information technology assets. An in-house computer program has been designed to track various applications such as WordPerfect, Word and Lotus as well as corporate applications, including SAP and PeopleSoft.

Year 2000 Initiatives

In 1999-2000, the Department undertook various initiatives to ensure that critical elements of its operations, including financial and human resource management systems, were fully Y2K compliant. In addition, the Department prepared strategic contingency plans that would have been put in place in the event of any disruption related to Y2K. The Department was able to ensure readiness for Y2K in a tight time frame by focusing on its key program delivery functions.

During the period of December 29, 1999 to January 7, 2000, a team of Departmental staff carefully monitored developments in order to ensure a quick response in the event of any Y2K-related emergency.

The Department's Year 2000 Project not only resulted in the upgrading of Departmental systems but also provided staff with valuable experience in crisis management and prevention. This awareness will be maintained through information sessions and the establishment of a plan for the ongoing management of the business resumption process in the Department.

Sustainable Development

In keeping with its Sustainable Development Strategy, the Department of Canadian Heritage took various steps in 1999-2000 to minimize the impact of its activities on the environment and increase awareness of the social and cultural aspects of sustainable development (www.pch.gc.ca/sds/progress). The following are some of the most significant initiatives undertaken by the Department in this area.

Goal: Fostering Sustainable Values Among Canadians

Performance indicators: Improved environmental management and monitoring by major event organizers; and increased awareness and understanding within the federal government of the social and cultural aspects of sustainable development.

Target: To sensitize all Departmental employees to the concept, values and concrete applications of the strategy by December 2000 and encourage all clients who receive funding or assistance from the Department to undertake projects that are consistent with sustainable development.

Progress to date:

- < Early in 2000, the Department conducted an E-mail survey of its employees on their awareness of sustainable development. Just over one-fifth of employees responded. The results will be used to establish a base line for monitoring progress in applying sustainable development principles within the Department.

- < A publication entitled *Environmental Management and Monitoring for Sport Events and Facilities: A Practical Toolkit*, commissioned by Sport Canada, has been distributed to Departmental employees involved with implementation of the Sustainable Development Strategy and to the national sport community. The toolkit was used by the organizers of the 1999 Canada Winter Games in Corner Brook, Newfoundland.

- < The social and cultural dimensions of sustainable development were further explored with other interested departments, including Human Resources Development Canada and Citizenship and Immigration Canada. An overview of this issue was prepared by the Department of Canadian Heritage and included in a discussion paper distributed at the Leaders' Forum on Sustainable Development in April 2000. Senior representatives

of Canadian government, business, academia and non-government organizations participated in this national consultation, which provided the federal government with valuable input to help plan future sustainable development activities.

- < The Department contributed \$40 000 through the Year of La Francophonie in Canada initiative to the International Conference on Sustainable Development held in Halifax, Nova Scotia in September 1999. The themes of the conference were sustainable communities, model forests and eco-tourism.

Goal: Minimizing the Impact of the Department's Day-to-Day Operations on the Environment

Performance indicators: Reduced waste; and reduced use of energy and water.

Target: To reduce by December 2000 overall consumption of resources in day-to-day operations by five percent compared to levels in 1997.

Progress to date: The introduction of the No-Waste Program in national headquarters has been approved and equipment has been purchased. The Department is working with Public Works and Government Services Canada to have the program in place on all floors in headquarters by December 2000.

Transfer Payment Programs with Transfers over \$5 Million

Further information on each of the programs listed here can be found in this report on the pages listed at right.

Aboriginal Friendship Centre Program	29
Athlete Assistance Program	22
Book Publishing Industry Development Program	26
Canadian Television Fund	15
Contribution to TV5	38
Cultural Initiatives Program	17
Hosting Program for International Sport Events	38
Multiculturalism Program	21, 34
Museums Assistance Program	32
National Arts Training Contribution Program	22
National Sport Organizations	28
Official Languages in Education	20, 22, 33
Promotion of Official Languages	21, 30, 33
Publications Assistance Program	18
Radio Canada International	38
Urban Multipurpose Aboriginal Youth Centres	28
Youth Participation	33



Section IV Departmental Overview

Portfolio Description

The Canadian Heritage Portfolio, created in June 1993, includes:

- < ***the Department of Canadian Heritage*** as well as the Canadian Conservation Institute, the Canadian Heritage Information Network, the Canadian Cultural Property Export Review Board and the Historic Sites and Monuments Board of Canada;

- < ***seven departmental agencies***: the Canadian Radio-television and Telecommunications Commission (an independent regulatory agency), the National Archives of Canada, the National Battlefields Commission, the National Film Board of Canada, the National Library of Canada, Status of Women Canada and Parks Canada; and

- < ***ten Crown corporations***: the Canada Council for the Arts, the Canada Science and Technology Museum (including the Canada Aviation Museum and the Canada Agriculture Museum), the Canadian Broadcasting Corporation, the Canadian Film Development Corporation (publicly known as Telefilm Canada), the Canadian Museum of Civilization (including the Canadian War Museum and the Virtual Museum of New France), the Canadian Museum of Nature, the Canadian Race Relations Foundation, the National Arts Centre, the National Capital Commission and the National Gallery of Canada (including the Canadian Museum of Contemporary Photography).

In addition, the Public Service Commission reports to Parliament through the Minister of Canadian Heritage. The Department and its agencies all produce their own performance reports. The Crown corporations prepare annual reports. Refer to page 73 for the Web sites of all Portfolio institutions.

Mandate, Roles and Responsibilities

The *Department of Canadian Heritage Act* sets out the role that the Minister plays in Canadian society with regard to Canadian identity and values, cultural development, heritage and areas of natural or historic significance.

The Minister of Canadian Heritage, with the support of two Secretaries of State and the Department, is responsible for policies and programs related to arts and heritage, cultural development, Canadian identity, multiculturalism, official languages and sport. In addition, the Minister provides leadership to all agencies, Crown corporations and other institutions within the Canadian Heritage Portfolio in accordance with overall government objectives and is responsible to Parliament for the resources allocated to them.

The Department works with Canadians to strengthen their shared sense of identity while respecting their diversity. It seeks to eliminate barriers and encourage the participation of all citizens, individually and collectively, in the social, political and cultural life of the country. It pursues initiatives that balance individual and collective rights and responsibilities in a way that promotes community self-reliance and individual fulfillment. In addition, it fosters a co-ordinated approach among federal institutions to enhance the vitality of official-language minority communities as well as to ensure that all government activities are carried out in a manner that reflects and enriches Canada's cultural diversity.

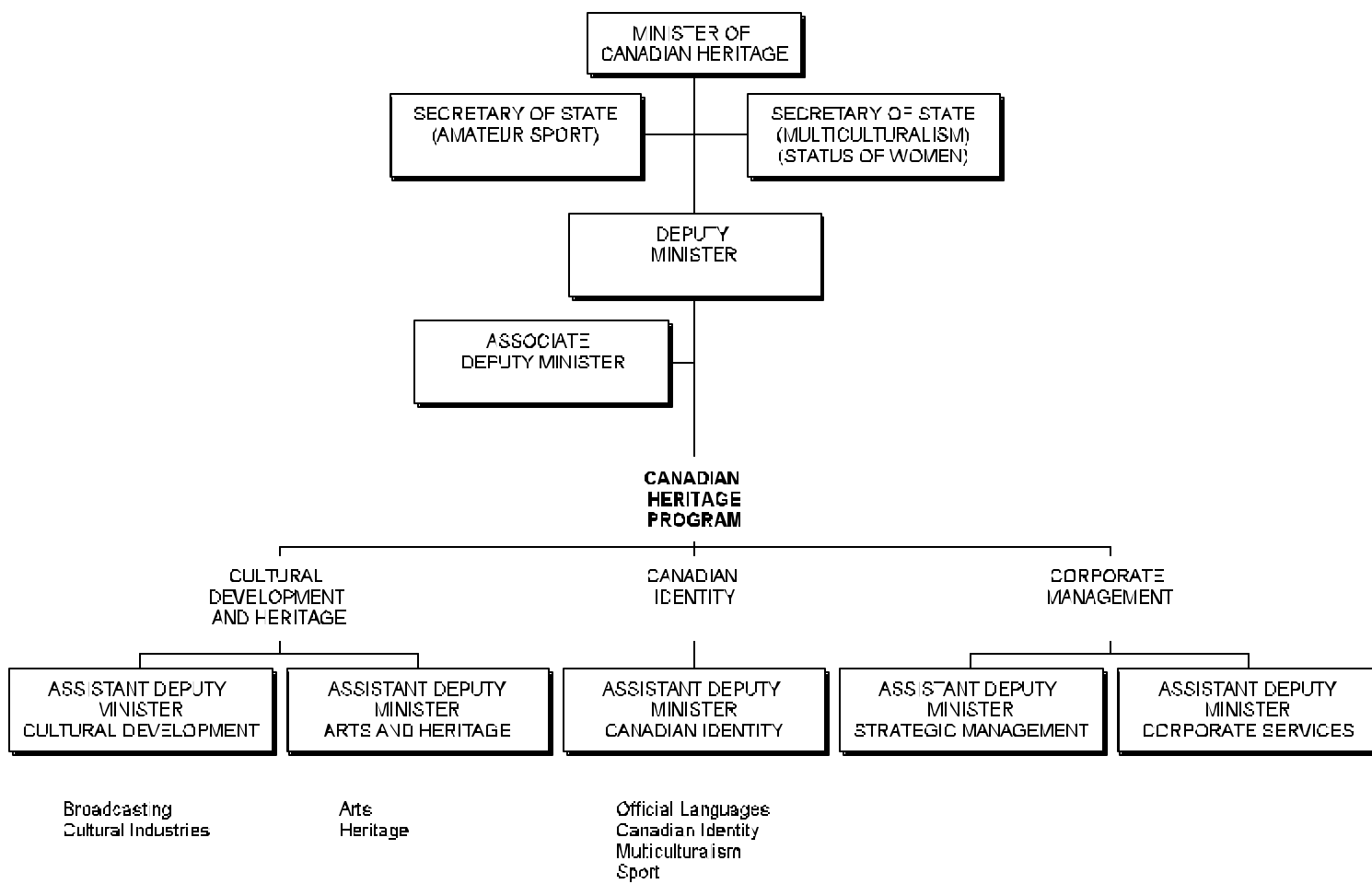
Departmental Structure

The planning, reporting and accountability structure of the Department focuses on three business lines that are structured in terms of the products and services provided as indicated below.

DEPARTMENT OF CANADIAN HERITAGE	
CANADIAN HERITAGE PROGRAM	
BUSINESS LINE ¹	PRODUCT/SERVICE LINE
Cultural Development and Heritage	Broadcasting Cultural Industries Arts Heritage
Canadian Identity	Official Languages Canadian Identity Multiculturalism Sport
Corporate Management	

¹Products and services are delivered through offices in the Department's five regions as well as through national headquarters.

Organization¹



¹On April 1, 1999, Parks Canada became an agency of the Department.
 On August 3, 1999, the position of Secretary of State (Parks) was terminated.
 The Secretary of State (Amateur Sport) was appointed on August 3, 1999.
 The Associate Deputy Minister was appointed on April 21, 2000.



Section V Financial Performance

A. Financial Performance Overview

In 1999-2000, the planned spending amount for the Department of Canadian Heritage was \$834,612,800. Throughout the year, additional funding was received bringing the Total Authorities to \$897,468,688. These additional resources were allocated to the following major initiatives:

	(in millions \$)
< Incremental funding for exchange activities	10.2
< Hanover Exposition	8.7
< Adjustments to the Accounts of Canada pursuant to Section 64(2) of the <i>Financial Administration Act</i>	8.5
< Operating budget carry forward from the previous year	4.9
< Year 2000 compliance requirements and contingency planning	4.8
< Canadian magazine industry	3.7
< Contribution to TV5	3.4

Authorities not used in 1999-2000 will be reprofiled to subsequent years as follows:

< Operating budget will be carry forwarded according to Treasury Board policy	5.4
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B. Financial Summary Tables

1. Summary of Voted Appropriations
2. Comparison of Total Planned Spending to Actual Spending
3. Historical Comparison of Total Planned Spending to Actual Spending
4. Resource Requirements by Organization and Business Line
5. Respendable Revenues
6. Non-Respendable Revenues
7. Statutory Payments
8. A. Transfer Payments Summary
B. Transfer Payments Details
9. Loans, Investments and Advances
10. Contingent Liabilities

Table 1. Summary of Voted Appropriations

Financial Requirements by Authority (\$ thousands)

Vote	1999-2000		
	Planned Spending	Total Authorities	Actual
1 Operating Expenditures	131,262	170,967	165,347
5 Grants and Contributions	642,046	701,972	701,829
10 Payments to the Canada Post Corporation	47,300	--	--
(S) Salaries of the Lieutenant-Governors	930	974	974
(S) Payments under the <i>Lieutenant-Governors Superannuation Act</i>	458	522	522
(S) Supplementary Retirement Benefits - Former Lieutenant-Governors	182	148	148
(S) Contributions to Employee Benefit Plans	12,376	14,272	14,272
(S) Minister of Canadian Heritage - Salary and Motor Car Allowance	49	51	51
(S) Spending of proceeds from the disposal of surplus Crown assets	--	45	13
(S) Adjustment to the Accounts of Canada pursuant to section 64(2) of the <i>Financial Administration Act</i>	--	8,500	2,825
(S) Refunds of amounts credited to revenues in previous years	--	7	7
Total Budgetary	834,603	897,458	885,988
L15 Loans to Institutions and Public Authorities under the <i>Cultural Property Export and Import Act</i>	10	10	--
Total Department	834,613	897,468	885,988

Table 2. Comparison of Total Planned Spending to Actual Spending

Departmental Planned versus Actual Spending by Business Line (\$ thousands)

Business Lines	FTEs	Operating	Capital	Voted Grants and Contri- butions	Subtotal: Gross Voted Expendi- tures	Statu- tory Grants and Contri- butions	Total Gross Expendit- tures	Less: Respen- dable Revenues	Total Net Expen- ditures
Cultural Development and									
Heritage	335	76,874	--	200,094	276,968	--	276,968	2,945	274,023
<i>(Total authorities)</i>	335	47,626	--	260,538	308,164	--	308,164	3,998	304,166
(Actuals)	356	39,409	--	260,538	299,947	--	299,947	3,392	296,555
Canadian Identity	340	42,959	--	442,592	485,551	930	486,481	--	486,481
<i>(Total authorities)</i>	340	53,518	--	442,103	495,621	974	496,595	--	496,595
(Actuals)	362	50,992	--	441,961	492,953	974	493,927	--	493,927
Corporate Management	603	74,100	--	--	74,100	--	74,100	--	74,100
<i>(Total authorities)</i>	603	96,697	--	--	96,697	--	96,697	--	96,697
(Actuals)	642	95,506	--	--	95,506	--	95,506	--	95,506
Total Department - Budgetary	1,278	193,932	--	642,686	836,618	930	837,548	2,945	834,603
<i>(Total authorities)</i>	1,278	197,841	--	702,641	900,482	974	901,456	3,998	897,458
(Actuals)	1,360	185,907	--	702,499	888,406	974	889,380	3,392	885,988
Non-Budgetary									10
<i>(Total authorities)</i>									10
(Actuals)									--
Total Department									834,613
<i>(Total authorities-Department)</i>									897,468
(Actuals)									885,988
OTHER REVENUES AND EXPENDITURES									
Non-Respendable Revenues									51,500
<i>(Total authorities)</i>									59,550
(Actuals)									59,550
Cost of Services Provided by Other Departments									17,727
<i>(Total authorities)</i>									18,509
(Actuals)									18,902
Net Cost of the Program									800,840
<i>(Total authorities)</i>									856,427
(Actuals)									845,340

Note Numbers in normal text denote Planned Spending (1999-2000 Report on Plans and Priorities). Numbers in italics denote Total Authorities for 1999-2000 (main and supplementary estimates and other authorities). **Bolded numbers** denote actual expenditures/revenues in 1999-2000 (shown in the Public Accounts). Due to rounding, figures may not add to totals shown.

Table 3. Historical Comparison of Total Planned Spending to Actual Spending

Historical Comparison of Departmental Planned versus Actual Spending by Business Line
 (\$ thousands)

Business Lines	Actual 1997-98	Actual 1998-99	1999-2000		Actual
			Planned Spending	Total Authorities	
Cultural Development and Heritage	282,051	284,213	276,968	308,164	299,947
Canadian Identity	412,368	402,697	486,480	496,595	493,927
Corporate Management	91,381	78,384	74,100	96,697	95,506
Total - Gross Expenditures	785,800	765,294	837,548	901,456	889,380
Less: Respendable Revenues	2,310	3,167	2,945	3,998	3,392
Total - Net Expenditures	783,490	762,127	834,603	897,458	885,988
Non Budgetary	4,150	--	10	10	--
Total Department	787,640	762,127	834,613	897,468	885,988

Table 4. Resource Requirements by Organization and Business Line

Comparison of 1999-2000 (RPP) Planned Spending, and Total Authorities to Actual Expenditures by Organization and Business Lines (\$ thousands)

Organization	Cultural Development and Heritage	Canadian Identity	Corporate Management	TOTALS
Cultural Development	225,086			225,086
<i>(total authorities)</i>	<i>241,974</i>			<i>241,974</i>
(Actuals)	234,930			234,930
Arts and Heritage*	48,946			48,946
<i>(total authorities)</i>	<i>62,202</i>			<i>62,202</i>
(Actuals)	61,625			61,625
Canadian Identity		486,480		486,480
<i>(total authorities)</i>		<i>496,595</i>		<i>496,595</i>
(Actuals)		493,927		493,927
Strategic Management			25,592	25,592
<i>(total authorities)</i>			<i>44,369</i>	<i>44,369</i>
(Actuals)			44,737	44,737
Corporate Services			48,508	48,508
<i>(total authorities)</i>			<i>52,328</i>	<i>52,328</i>
(Actuals)			50,769	50,769
TOTALS	274,033	486,480	74,100	834,613
<i>(total authorities)</i>	<i>304,176</i>	<i>496,595</i>	<i>96,697</i>	<i>897,468</i>
(Actuals)	296,555	493,927	95,506	885,988
% of TOTAL	33.5%	55.7%	10.8%	100.0%

Note Numbers in normal text denote Planned Spending (1999-2000 *Report on Plans and Priorities*). Numbers in italics denote Total Authorities for 1999-2000 (main and supplementary estimates and other authorities). **Bolded numbers** denote actual expenditures /revenues in 1999-2000 (shown in the Public Accounts). Due to rounding figures may not add to totals shown.

* Includes Non Budgetary items.

Table 5. Respendable Revenues

Respendable Revenues by Business Line (\$ thousands)

Business Lines	Actual 1997-98	Actual 1998-99	1999-2000		Actual
			Planned Revenues	<i>Total Authorities</i>	
Cultural Development and Heritage					
Museum and Heritage Services	1,896	1,905	2,450	2,550	1,843
Canadian Audio-visual Certification Office	414	1,262	495	1,448	1,549
Total - Department	2,310	3,167	2,945	3,998	3,392

Table 6. Non-Respendable Revenues

Non-Respendable Revenues by Business Line (\$ thousands)

Business Lines	Actual 1997-98	Actual 1998-99	1999-2000		Actual
			Planned Revenues	<i>Total Authorities</i>	
Canadian Identity					
Federal-Provincial Lottery Agreement	52,233	52,759	51,500	53,689	53,689
Corporate Management					
Other Revenue	925	5,801	--	5,861	5,861
Total - Department	53,158	58,560	51,500	59,550	59,550

Table 7. Statutory Payments

Statutory Payments by Business Line (\$ thousands)

Business Lines	Actual 1997-98	Actual 1998-99	1999-2000		Actual
			Planned Spending	<i>Total Authorities</i>	
Cultural Development and Heritage	2,687	3,387	3,289	12,344	6,598
Canadian Identity	4,919	5,084	5,065	5,388	5,285
Corporate Management	8,757	6,411	5,641	6,787	6,929
Total Department	16,363	14,882	13,995	24,519	18,812

Table 8A. Transfer Payments Summary

Transfer Payments by Business Line (\$ thousands)

Business Line	Actual 1997-98	Actual 1998-99	1999-2000		Actual
			Planned Spending	Total Authorities	
GRANTS					
Cultural Development and Heritage	5,628	6,434	6,826	50,465	50,465
Canadian Identity	55,218	53,654	77,721	65,325	65,273
Total Grants	60,846	60,088	84,547	115,790	115,738
CONTRIBUTIONS					
Cultural Development and Heritage	187,920	199,383	193,268	210,073	210,073
Canadian Identity	315,982	307,734	364,871	376,778	376,688
Total Contributions	503,902	507,117	558,139	586,851	586,761
Total Transfer Payments - Department	564,748	567,205	642,686	702,641	702,499

Table 8B. Transfer Payments Details

Transfer Payments by Business Line (in dollars)	Actual 1997-98	Actual 1998-99	Actual 1999-2000
GRANTS			
Cultural Development and Heritage			
Grants to non-profit museums, national and international museum associations and heritage institutions for the purpose of enhancing access to Canadian Heritage			
Import/Export of Cultural Property	563,680	1,163,680	1,163,600
Museums Assistance Program	3,938,880	5,271,146	5,901,214
Grants to non-profit organizations and institutions to enhance cultural infrastructures and support cultural development -			
Fathers of Confederation Building Trust	1,125,000	--	--
Grants to eligible Canadian periodical publishers to defray a portion of mailing cost	--	--	43,400,000
Total - Cultural Development and Heritage	5,627,560	6,434,826	50,464,814
Canadian Identity			
Grants to organizations representing official language minority communities, non-federal public administrations and other organizations for the purpose of furthering the use, acquisition and promotion of the official languages	28,997,137	26,977,970	41,133,664
Grants to Aboriginal Friendship Centres, associations specifically representing Aboriginal Friendship Centres, Aboriginal associations, Aboriginal women's groups, Aboriginal community groups, Aboriginal communication societies			
Aboriginal Representative Organizations Program	1,709,387	2,260,630	2,455,176
Aboriginal Women's Program	1,040,353	1,167,143	1,332,762
Urban Multipurpose Aboriginal Youth Centres	--	2,680,000	--
National Aboriginal Day	57,000	41,000	36,000
Grants to the Lieutenant-Governors of the provinces of Canada towards defraying the cost of travel and hospitality incurred in the exercise of their duties in their provincial capital	192,280	192,280	252,280
Grants to non-profit organizations, Canadian institutions, individuals, the private and public sectors and other levels of government for the purpose of furthering participation in Canadian society and to celebrate Canada Day	4,187,511	5,487,755	7,117,331
(S) Payments under <i>Lieutenant-Governors Superannuation Act</i>	537,503	532,185	521,777
(S) Supplementary Retirement Benefits - Former Lieutenant-Governors	150,836	138,261	147,683
Multiculturalism	15,857,185	12,580,858	10,592,354
Canadian Studies Program	932,111	847,995	1,044,750
Community Partnerships	165,582	242,400	180,000
Human Rights	1,391,866	505,250	458,900
Total - Canadian Identity	55,218,751	53,653,727	65,272,677
Total Grants - Department			115,737,49
	60,846,311	60,088,553	1

Table 8B. Transfer Payments Details**Transfer Payments by Business Line (in dollars)**

	Actual 1997-98	Actual 1998-99	Actual 1999-2000
CONTRIBUTIONS			
Cultural Development and Heritage			
Contributions to non-profit organizations and institutions to enhance cultural infrastructures and support cultural development			
Cultural Initiatives Program	7,762,654	8,692,596	11,366,012
Cultural infrastructure projects in Quebec and Alberta	2,278,400	--	--
Fathers of Confederation Building Trust	--	1,125,000	1,125,000
Contributions to non-profit museums, national and international museums associations and heritage institutions for the purpose of enhancing access to Canadian heritage			
Museum Public Access	3,043,060	2,124,750	2,569,562
Canadian Museums Association	282,825	314,250	314,250
Youth employment Initiatives	3,636,313	3,544,500	3,239,875
Contributions in support of publishing, sound recording and multimedia organizations to enhance their development and distribution			
Book Publishing Industry Development Program	24,756,696	30,835,224	30,695,150
Sound Recording Development Program	8,899,500	8,900,000	8,900,000
Canadian Magazine Publishing Industry	--	--	451,019
Contributions for the establishment of loan loss reserve funds in support of cultural industries			
	--	1,000,000	--
Contributions in support of broadcasting distribution			
Northern Distribution Program	3,100,000	2,100,000	2,100,000
TV5	2,500,000	3,500,000	6,629,673
Canadian Television Fund	118,000,000	99,550,000	99,550,000
Multimedia Investment Fund	--	5,750,000	5,750,000
Radio-Canada International	--	20,520,000	20,520,000
Contributions in support of cultural industries training initiatives	1,300,000	1,300,000	2,400,000
Contributions under the terms and conditions of federal/provincial agreements to support regional cultural development			
in Newfoundland	100,000	--	--
in Nova Scotia	33,784	--	--
Winnipeg Development Agreement	329,882	365,175	204,703
Canada-Alberta Strategic Alliance	1,051,417	632,883	782,150
Contributions to national service organizations in the areas of arts, culture, film and video and sound recording in support of services and special projects			
	390,000	390,000	390,000
Canadian Native Arts Foundation	475,000	--	--
National Arts Training Program	7,769,315	7,488,751	11,381,094
Contributions created under the Special Authorities	2,211,615	1,249,464	1,704,240
Total - Cultural Development and Heritage	187,920,461	199,382,593	210,072,728

Table 8B. Transfer Payments Details**Transfer Payments by Business Line (in dollars)**

	Actual 1997-98	Actual 1998-99	Actual 1999-2000
Canadian Identity			
Contributions in respect of programs relating to the use of official languages in areas of provincial/territorial competence; including programs of summer language bursaries and assistance to independent schools and to associations of independent schools	192,711,505	177,646,494	215,933,173
Contributions to organizations representing official language minority communities, non-federal public administrations and other organizations for the purpose of furthering the use, acquisition and promotion of the official languages	13,599,380	15,536,216	25,354,375
Multiculturalism	2,143,131	2,393,841	2,321,433
Contributions to non-profit organizations, Canadian institutions, individuals, the private and public sectors and other levels of government for the purpose of furthering participation in Canadian society			
Court Challenges Program	2,512,229	1,695,253	3,449,866
Exchanges Canada	--	--	6,367,308
Community Partnerships	--	--	48,000
Canadian Studies Program	544,085	3,081,735	4,691,000
Youth Participation	8,801,457	13,466,313	12,146,072
Human Rights	--	7,582	--
Contributions to Aboriginal associations, Aboriginal women's groups, Aboriginal community groups, Aboriginal communication societies, Aboriginal Friendship Centres and associations specifically representing Aboriginal Friendship Centres			
Northern Native Broadcast Access Program	7,949,800	7,948,800	7,940,156
Aboriginal Friendship Centres Program	16,432,136	16,112,048	16,112,048
Aboriginal Representative Organizations Program	2,775,870	4,211,930	3,957,383
Aboriginal Women's Program	815,156	887,769	888,521
Aboriginal Languages in Yukon	830,040	1,100,000	1,240,000
Aboriginal Languages in the Northwest Territories	2,200,000	2,400,000	1,300,000
Aboriginal Languages in Nunavut	--	--	284,559
Aboriginal Languages Initiatives	--	2,940,000	5,538,883
Urban Multipurpose Aboriginal Youth Centres	--	--	14,484,042
National Sport Organizations Program	29,866,579	34,889,356	35,468,113
Canadian Sport and Fitness Administration Centre	750,000	--	--
Athletes Assistance Program	6,649,991	8,038,879	9,010,000
Contributions to the sponsoring organizations of multi-sport national and international games regional,	27,400,263	14,819,263	9,885,043
Contributions created under the Special Authorities	--	558,500	268,132

Table 8B. Transfer Payments Details

Transfer Payments by Business Line (in dollars)			
	Actual 1997-98	Actual 1998-99	Actual 1999-2000
Total Contributions - Canadian Identity	315,981,622	307,733,979	376,688,107
Total Contributions - Department	503,902,083	507,116,572	586,760,835
Transfer Payments - Department	564,748,394	567,205,125	702,498,326

Table 9: Loans, Investments and Advances

Loans Planned versus Actuals by Business Lines (\$ thousands)

Business Lines	Actual 1997-98	Actual 1998-99	1999-00		Actual
			Planned Spending	Total Authorities	
Cultural Development and Heritage	4,150	--	10	10	--
Canadian Identity	--	--	--	--	--
Corporate Management	--	--	--	--	--
Total Department	4,150	--	10	10	--

Table 10: Contingent Liabilities

The Department of Canadian Heritage has contingent liabilities which amount to \$1.6 million. This information represents action suits which have been commenced against the Government but they are not yet actual liabilities.



Section VI Other Information

Statutory Reports Tabled by the Department of Canadian Heritage Between April 1, 1999 and March 31, 2000

Report by the Minister of Canadian Heritage on official languages activities for the fiscal year ended March 31, 1999, pursuant to the <i>Official Languages Act</i>	November 26, 1999
Report on the Operation of the <i>Canadian Multiculturalism Act</i> for the fiscal year ended March 31, 1999, pursuant to the <i>Canadian Multiculturalism Act</i>	February 11, 2000

Statutes Administered in Whole or in Part by the Canadian Heritage Portfolio

<i>Department of Canadian Heritage Act</i>	S.C. 1995, c. 11
<i>An Act to Incorporate the Jules and Paul-Émile Léger Foundation</i>	S.C. 1980-81-82-83, c. 85
<i>Bell Canada Act</i>	S.C. 1987, c. 19
<i>Broadcasting Act</i>	S.C. 1991, c. 11
<i>Canada Council Act</i>	R.S.C. 1985, c. C-2
<i>Canada Travelling Exhibitions Indemnification Act</i>	S.C. 1999, c. 29
<i>Canadian Film Development Corporation Act</i>	R.S.C. 1985, c. C-16
<i>Canadian Heritage Languages Institute Act</i>	S.C. 1991, c. 7

<i>Canadian Multiculturalism Act</i>	R.S.C. 1985, c. 24 (4th Supp.)
<i>Canadian Race Relations Foundation Act</i>	S.C. 1991, c. 8
<i>Canadian Radio-television and Telecommunications Commission Act</i>	R.S.C. 1985, c. C-22
<i>Corrupt Practices Inquiries Act</i>	S.C. 1985, c. C-45
<i>Cultural Property Export and Import Act</i>	R.S.C. 1985, c. C-51
<i>Department of Transport Act</i>	R.S.C. 1985, c. T-18
<i>Disfranchising Act</i>	S.C. 1985, c. D-3
<i>Dominion Water Power Act</i>	R.S.C. 1985, c. W-4
<i>Dominion Controverted Elections Act</i>	S.C. 1985 c. C-39
<i>Federal Real Property Act</i>	S.C. 1991, c. 50
<i>Fitness and Amateur Sport Act</i>	R.S.C. 1985, c. F-25
<i>Foreign Publishers Advertising Services Act</i>	S.C. 1999, c. 23
<i>Heritage Railway Station Protection Act</i>	R.S.C. 1985, c. 52 (4th Supp.)
<i>Historic Sites and Monuments Act</i>	R.S.C. 1985, c. H-4
<i>Holidays Act</i>	R.S.C. 1985, c. H-5
<i>Income Tax Act</i>	R.S.C. 1985 (5th Supp.), as amended
<i>Investment Canada Act</i>	R.S.C. 1985, c. 28 (1st Supp.)
<i>Laurier House Act</i>	R.S.C. 1952, c. 163
<i>Lieutenant Governors Superannuation Act</i>	R.S.C. 1985, c. L-8
<i>Mingan Archipelago National Park Act</i>	S.C. 1984, c. 34
<i>Museums Act</i>	S.C. 1990, c. 3
<i>National Anthem Act</i>	R.S.C. 1985, c. N-2
<i>National Archives of Canada Act</i>	R.S.C. 1985, .1 (3rd Supp.)
<i>National Arts Centre Act</i>	R.S.C. 1985, c. N-3
<i>National Capital Act</i>	R.S.C. 1985, c. N-4

<i>National Battlefields at Quebec Act</i>	S.C. 1907-08, cc. 57-58
<i>National Film Act</i>	R.S.C. 1985, c. N-8
<i>National Flag of Canada Manufacturing Standards Act</i>	R.S.C. 1985, c. N-9
<i>National Library Act</i>	R.S.C. 1985, c. N-12
<i>National Parks Act</i>	R.S.C. 1985, c. N-14
<i>National Symbol of Canada Act</i>	R.S.C. 1985, c. N-17
<i>Official Languages Act</i>	R.S.C. 1985, c. 31 (4th Supp.)
<i>Parks Canada Agency Act</i>	S.C. 1998, c. 31
<i>Public Service Employment Act</i>	R.S.C. 1985, c. P-33
<i>Salaries Act</i>	R.S.C. 1985, c. S-3
<i>Saguenay-St. Lawrence Marine Park Act</i>	S.C. 1997, c. 37
<i>Status of the Artist Act</i>	S.C. 1992, c. 33
<i>Trade-marks Act</i>	R.S.C. 1985, c. T-13
<i>Waterton Glacier International Peace Park Act</i>	S.C. 1932, c. 55

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E1C 1H1
Tel. (506) 851-7066

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H2Z 1X4
Tel. (514) 283-2332

Western Region

Department of Canadian Heritage
300 West Georgia Street, 4th Floor
Vancouver, British Columbia
V6B 6C6
Tel. (604) 666-0176

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Canadian Heritage on the Internet

Canadian Heritage

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

Portfolio Agencies and Corporations

<http://www.pch.gc.ca/ac-os/english.htm>

Canada Council for the Arts

<http://www.canadacouncil.ca/>

Canada Science and Technology
Museum

<http://www.science-tech.nmstc.ca/english/index.cfm>

Canada Agriculture Museum

<http://www.science-tech.nmstc.ca/indexag.cfm>

Canada Aviation Museum

http://www.aviation.nmstc.ca/Eng/english_home.html

Canadian Broadcasting Corporation

<http://www.cbc.ca/>

Canadian Museum of Civilization

<http://www.civilization.ca/cmc/cmce/welcmeng.html>

< Canadian War Museum

<http://www.civilization.ca/cwm/cwmeng/cwmeng.html>

< Virtual Museum of New France

<http://www.civilization.ca/mnf/mnfeng.html>

Canadian Museum of Nature

http://www.nature.ca/nature_e.cfm

Canadian Race Relations Foundation

<http://www.crr.ca/EN/default.htm>

Canadian Radio-television and

http://www.crtc.gc.ca/welcome_e.htm

Telecommunications Commission

National Archives of Canada

http://www.archives.ca/00/00_e.html#top

National Arts Centre

http://www.nac-cna.ca/ottawa_eng/index.html

National Battlefields Commission

<http://www.ccbn-nbc.gc.ca/welcome.html>

National Capital Commission

http://www.capcan.ca/index_e.html

National Film Board of Canada

<http://www.nfb.ca/E/>

National Gallery of Canada

<http://national.gallery.ca/english/menu.html>

< Canadian Museum of Contemporary

<http://cmcp.gallery.ca/home/index.html>

Photography

National Library of Canada

<http://www.nlc-bnc.ca/ehome.htm>

Parks Canada

http://parkscanada.pch.gc.ca/parks/main_e.htm

< Historic Sites and Monuments Board
of Canada

http://parkscanada.pch.gc.ca/hsmbc/hsmbc_e.htm

Status of Women Canada

<http://www.swc-cfc.gc.ca/direct.html>

Telefilm Canada

<http://www.telefilm.gc.ca/en/intro.htm>

Cultural Development

<http://www.pch.gc.ca/culture/english.htm>

Broadcasting Policy and Innovation

<http://www.pch.gc.ca/culture/brdcstng/english.htm>

< Canadian Television Fund

<http://www.pch.gc.ca/culture/brdcstng/ctf-fct/english.htm>

< Northern Distribution Program

<http://www.pch.gc.ca/culture/brdcstng/ndp-padn/english.htm>

< TV5 Program

<http://www.pch.gc.ca/culture/brdcstng/tv5/english.htm>

Cultural Industries

http://www.pch.gc.ca/culture/cult_ind/english.htm

< Book Publishing Industry

http://www.pch.gc.ca/culture/cult_ind/bpidp-padie/english.htm

Development Program

< Cultural Industries Development Fund

http://www.pch.gc.ca/culture/cult_ind/cidf-fdic/english.htm

< Cultural Sector Investment Review

<http://www.pch.gc.ca/culture/invest/rev/english.htm>

< Loan Program for Book Publishers	http://www.pch.gc.ca/culture/cult_ind/bpidp-padie/wn-qdn/new-loan.htm
< Publications Assistance Program	http://www.pch.gc.ca/culture/cult_ind/pap/english.htm
< Sound Recording Development Program	http://www.pch.gc.ca/culture/cult_ind/srdp-pades/english.htm
< Canadian Audio-Visual Certification Office	http://www.pch.gc.ca/culture/cult_ind/cavco-bcpac/english.htm
< Canadian Film or Video Production Tax Credit	http://www.pch.gc.ca/culture/cult_ind/cavco-bcpac/fv-produc-e.htm
< Canada Wordmark Screen Credit	http://www.pch.gc.ca/culture/cult_ind/cavco-bcpac/credits/cavcre_e.htm
< Film or Video Production Services Tax Credit	http://www.pch.gc.ca/culture/cult_ind/cavco-bcpac/fv-serv-e.htm
Trade and Investment	http://www.pch.gc.ca/culture/invest/english.htm
Arts and Heritage	http://www.pch.gc.ca/arts/main_e.htm
Arts Policy	http://www.pch.gc.ca/arts/arts_pol/index_e.htm
Canadian Conservation Institute	http://www.cci-icc.gc.ca
Canadian Heritage Information Network Heritage Branch	http://www.chin.gc.ca/e_main_menu.html
Canadian Cultural Property Export Review Board	http://www.pch.gc.ca/arts/heritage/index_e.htm http://www.pch.gc.ca/arts/heritage/board_e.htm
Canadian Identity	
Canadian Secretariat for the IV th Games of La Francophonie	http://www.jeux2001.ca/eng/home.asp
Citizen Participation and Promotion	
< Canadian Studies	http://www.pch.gc.ca/csp-pec/english.htm
< Ceremonial and Canadian Symbols Promotion	http://www.pch.gc.ca/ceremonial-symb/english/index.html
< Community Partnership	http://www.pch.gc.ca/cp-pc/partners.htm
< Youth Participation	http://www.pch.gc.ca/yp-pj/english.htm
< Exchanges Canada	http://www.exchanges.gc.ca/
Multiculturalism and Aboriginal Programs	
< Multiculturalism	http://www.pch.gc.ca/multi/html/english.html
< Native Citizens' Programs	http://www.pch.gc.ca/progs/native.htm
< Human Rights	http://www.pch.gc.ca/ddp-hrd/english/introeng.htm
Official Languages	http://www.pch.gc.ca/offlangoff/english/index.html
Sport Canada and the Canadian Sport Policy Task Force	http://www.pch.gc.ca/Sportcanada/SC_e/E_Cont.htm

Canada Place

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

**Government of Canada Primary
Internet Site (Canada Site)**

http://www.canada.gc.ca/main_e.html



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