



Canadian  
Heritage

Patrimoine  
canadien



Canadian Heritage

# OFFICIAL LANGUAGES

Interdepartmental Co-ordination 2002-2003

Canada 

## Implementation of section 41 of the *Official Languages Act*

The Government of Canada is committed to enhancing the vitality of the English-speaking and French-speaking minority communities in Canada and supporting their development (section 41). The Department of Canadian Heritage, in consultation with other departments and agencies, encourages and promotes a co-ordinated approach to the implementation by federal institutions of these commitments (section 42).

### Co-ordinators of key federal departments and agencies

<b>Agriculture and Agri-Food Canada</b>	Brian Murphy	(613) 759-6772
<b>Atlantic Canada Opportunities Agency</b>	Jacques Hachey	(506) 851-6096
<b>Business Development Bank of Canada</b>	Dora Raimondo-Garner	(514) 283-2865
<b>Canada Council for the Arts</b>	Katherine Berg	(613) 566-4367
<b>Canada Economic Development (Quebec regions)</b>	Louissette d'Amboise	(514) 496-0946
<b>Canada Post Corporation</b>	Robert Gauthier	(613) 734-8596
<b>Canadian Broadcasting Corporation</b>	Hélène Gendron	(613) 724-5569
<b>Canadian Centre for Management Development</b>	Nicole St-Onge	(613) 941-5871
<b>Canadian Heritage</b>	Marjolaine Guillemette	(819) 994-3509
<b>Canadian International Development Agency</b>	vacant	—
<b>Canadian Radio-Television and Telecommunications Commission*</b>	Diane Rhéaume	(819) 997-1027
<b>Canadian Tourism Commission</b>	Guy Desaulniers	(613) 954-3840
<b>Citizenship and Immigration Canada</b>	Lyne Deschênes	(613) 941-6392
<b>Foreign Affairs and International Trade</b>	Claude Boucher	(613) 994-7162
<b>Health Canada</b>	Aldean Andersen	(613) 952-3120
<b>Human Resources Development Canada</b>	Michelle Hamelin	(819) 997-5771
<b>Industry Canada</b>	Dominique Veilleux	(613) 954-4083
<b>International Development Research Centre</b>	vacant	—
<b>Justice Canada</b>	Lucie A. Charron	(613) 946-7017
<b>National Arts Centre</b>	Joanne H. Kitamura	(613) 947-7000, ext. 542
<b>National Capital Commission</b>	Stéphane Pellicano	(613) 239-5334
<b>National Film Board of Canada</b>	Isabelle Tessier	(613) 992-4166
<b>Parks Canada</b>	Gavin Liddy	(819) 953-9482
<b>Public Works and Government Services</b>	Denis Cuillerier	(819) 956-5059
<b>Social Sciences and Humanities Research Council of Canada</b>	Boris Stipernitz	(613) 996-1447
<b>Statistics Canada</b>	Réjean Lachapelle	(613) 951-3763
<b>Status of Women Canada</b>	Valérie Lavergne	(613) 947-0932
<b>Telefilm Canada</b>	Anne-Chantal Roy	(514) 283-6363, ext. 2112
<b>Treasury Board of Canada Secretariat</b>	Jocelyne Ouellet	(613) 996-9567
<b>Western Economic Diversification Canada</b>	Anastasia Lim	(780) 495-4977

\* designated in August 2003

For more information, please visit our website  
<http://www.canadianheritage.gc.ca/progs/lo-ol/ci-ic>

# Table of Contents

<b>Interdepartmental Co-ordination</b>	<b>1</b>
<b>Cultural Sector</b>	<b>1</b>
Canada Council for the Arts	1
Canadian Broadcasting Corporation	2
Canadian Heritage	2
National Arts Centre	3
National Capital Commission	4
National Film Board of Canada	4
Parks Canada	5
Telefilm Canada	5
<b>Economic Sector</b>	<b>6</b>
Agriculture and Agri-Food Canada	6
Atlantic Canada Opportunities Agency	6
Business Development Bank of Canada	7
Canada Economic Development (Quebec Regions)	7
Canadian Tourism Commission	8
Industry Canada	8
Public Works and Government Services Canada	9
Western Economic Diversification Canada	9
<b>Human Resources Development Sector</b>	<b>10</b>
Canada Post Corporation	10
Canadian Centre for Management Development	10
Health Canada	11
Human Resources Development Canada	11
Social Sciences and Humanities Research Council of Canada	12
Status of Women Canada	12
<b>International Sector and Central Agencies</b>	<b>13</b>
Canadian International Development Agency	13
Citizenship and Immigration Canada	13
Foreign Affairs and International Trade	13
International Development Research Centre	14
Justice Canada	14
Statistics Canada	15
Treasury Board of Canada Secretariat	15



# Interdepartmental Co-ordination



## Working Together for the Betterment of the Official-Language Minority Communities

This insert in the Minister of Canadian Heritage's *Annual Report on Official Languages* presents a summary of the main achievements resulting from the 2002-2003 action plans of the 29 key federal departments and agencies covered by the accountability framework that the federal government established in 1994 for the implementation of section 41 of the *Official Languages Act*. This section sets out the Canadian government's commitment to enhancing the vitality of Canada's French-speaking and English-speaking minorities, supporting their development and promoting the full recognition and use of French and English in Canadian society. Section 42 gives the Minister of Canadian Heritage a mandate to promote and encourage, among federal institutions, a co-ordinated approach to this commitment. During the current fiscal year, the number of memoranda of understanding under the Interdepartmental Partnership with the Official-Language Communities (IPOLC) totalled 15. This initiative of

the Department of Canadian Heritage aims at encouraging other federal departments and agencies to launch new activities supporting the long-term development of the official-language minority communities. IPOLC's main objective is to create sustainable links between these communities and the participating departments and agencies. The achievements described here are a testament to the Canadian government's tangible and concerted commitment to linguistic duality. These actions help enhance and tighten the Canadian social fabric as well as nourish the vitality of official-language minority communities. Readers who would like more information about specific action plans and related achievements can contact the department or agency of their choice directly. To that end, the inside cover of this insert contains a list of resource persons and telephone numbers. This document is also available on the Department of Canadian Heritage's Web site: <http://www.pch.gc.ca>.



## Cultural Sector

### CANADA COUNCIL FOR THE ARTS

In 2002-2003, the Canada Council for the Arts (CCA) continued its support for artists and the development of arts organizations in official-language minority communities. The Department of Canadian Heritage (PCH) and the CCA worked with the *Fédération culturelle canadienne-française* to complete an Interdepartmental Partnership with the Official-Language Communities (IPOLC) impact study which demonstrated the structural impact of CCA-PCH joint support on minority-Francophone artists and

organizations. The CCA also extended its co-operation with PCH on the IPOLC until 2004-05 in order to provide even greater encouragement to minority Anglophone and Francophone artists.

Over the past year, the CCA carried out a number of activities, including the production of back-grounders that were distributed to its peer-evaluation committees to make them aware of the particular realities facing official-language minority artists. The CCA organized targeted information sessions across Canada to inform artists and arts organizations about

CCA programs and the IPOLC initiative. Total CCA funding provided to official-language minority artists and arts organizations grew by \$570,569 in 2002-2003, an increase of 8 percent. The CCA continues to work closely with the *Fédération culturelle canadienne-française*. It also actively participates in the Network of National Co-ordinators for the Implementation of Section 41 of the *Official Languages Act*, joint working groups on various arts disciplines and activities related to the Agreement for the Development of Francophone Arts and Culture in Canada.

### CANADIAN BROADCASTING CORPORATION

In 2002-2003, the Canadian Broadcasting Corporation (CBC) was involved in work related to the Agreement for the Development of Francophone Arts and Culture in Canada, along with the other federal signatories and the *Fédération culturelle canadienne-française* (FCCF). CBC French Television commemorated the 25<sup>th</sup> anniversary of the FCCF by presenting three *Hommages* awards and producing vignettes highlighting the achievements of various creators working in television production, publishing, theatre, songwriting, music and visual arts. The Regions' Panel, set up by French Television as a result of commitments undertaken with the Canadian Radio-Television and Telecommunication Commission (CRTC) during the renewal of licences, led to spin-offs such as the opening of two news bureaus in the Atlantic Region: Grand Falls, in New Brunswick, and Sydney, in Nova Scotia.

French Television's commitment to the regions resulted in an investment in the regional independent production industry through variety series such as *Un air de famille* (West), *En spectacle au Festival acadien* (Atlantic), *Le Garage* (Ontario), and the drama series for young people, *Sciences point com*. In order to support its investments in the regional independent production industry, French Television was involved, for a second year, in a development program for French-language writers and directors working and living outside Quebec. Project partners include Telefilm Canada, Canadian Heritage—through the Interdepartmental Partnership with the Official-Language Communities

(IPOLC)—and the *Alliance des producteurs francophones du Canada*. As well, special regional programs were produced to celebrate the 50<sup>th</sup> anniversary of CBC/Radio-Canada Television, and as part of *Rendez-vous de la Francophonie 2003*, the program *La Fureur* was recorded for the first time outside Quebec, in Ottawa.

For French Radio, the CRTC decision to grant 18 new licences to install transmitters for the cultural network *Chaîne culturelle* was the highlight of 2002. These transmitters will connect the capitals of each province by the end of 2003. French Radio consolidated its regional presence in a number of ways by making greater use of its regional stations, repositioning Radio in Acadia, exploring live broadcasts in the Western provinces, etc. To this end, as part of the IPOLC, it was involved in the creation of the *Réseau national des galas de la chanson* and continued its work by giving the next generation access to professionals, its studios and advice.

Quebec's English television and radio services continued to sponsor a large number of community activities. For example, English Radio hired a student to promote Radio events in Montreal, and English Television in Quebec City hired a videographer to cover the Gaspé region.

On the international scene, CBC continued to work with Francophone countries in Europe and Africa by producing programs, organizing journalist exchanges and providing training to participating countries and regional TV networks.

### CANADIAN HERITAGE

In accordance with section 42 of the *Official Languages Act* (OLA), the Department of Canadian Heritage is responsible for co-ordinating, for the entire federal government, the carrying out of obligations under section 41, that is to support the development and enhance the vitality of the official-language minority communities (OLMCs) and to foster the promotion of both English and French in Canada. In this regard, the Department co-ordinates a network of national co-ordinators responsible for the implementation of section 41 of the OLA within key federal institutions designated by the accountability framework of 1994. It also provides an

analysis of action plans and annual status reports that these institutions are required to submit.

The Department provides financial leverage, through the Interdepartmental Partnership with the Official-Language Communities (IPOLC), to encourage federal institutions to establish sustainable relations with these communities. In 2002-2003, this initiative continued to produce good results: 2 new memoranda of understanding were signed and 13 others were extended with federal institutions. A total of \$23 million in funding was made available to the official-language minority communities. The new Canadian Heritage-Francophone and Acadian Communities of Canada Committee held its first meeting, and the Department continued its participation in interdepartmental committees led by Human Resources Development Canada, Health Canada and Citizenship and Immigration Canada.

As a designated department under the 1994 accountability framework adopted by Cabinet, the Department of Canadian Heritage fully contributes to the implementation of section 41 of the OLA. In 2002-2003, it provided support for the development of OLMCs as well as for minority-language and second-language education through its Official Languages Support Programs. It obtained additional funds, over a five-year period, through the federal government's Action Plan for Official Languages for minority community development and minority-language services: \$209 million to support minority-language education; \$137 million for second-language learning; \$11.5 million for the Official-Language Monitor Program; and \$24 million for the Summer Language Bursary Program. The Action Plan also allows for \$19 million in support for the minority communities, and \$14.5 million for the provision of services in the minority language, all over a five-year period.

The Department was also involved in a number of activities to promote linguistic duality. It worked closely with Canadian Parents for French and supported the *Rendez-vous de la Francophonie*, an annual event promoting the French language and culture. Canada's young people participated in exchanges to learn their second official language. In sport, a joint pilot project was launched with the Official Languages Support Programs to translate into

French technical manuals and other materials for training coaches. From a research perspective, the Department conducted a public opinion poll on attitudes and perceptions towards official languages.

In the cultural sector, important work was done on the Agreement for the Development of French Canadian Arts and Culture and in the areas of visual arts and publishing. The Canadian Culture Online Program promoted the creation and accessibility of Canadian cultural content on the Internet in both official languages. Programs such as Arts Presentation Canada and Cultural Spaces Canada made strides to serve the needs of the OLMCs. The Department's *culture.ca* gateway engaged Canadians in cultural life and *WordWizard*, the language toolkit, facilitated the creation of content in both official languages. On the international scene, *TV5 Québec Canada* played a significant role as a tool for intercultural dialogue among French-speaking countries in the world and to showcase Canadian talent internationally. Canadian Francophone communities were also represented at the Francophonie Summit in Beirut in October 2002.

The five regions of the Department were also very active in promoting the development of the minority communities. The Department supported events to celebrate the 400<sup>th</sup> anniversary of Acadia and established the Atlantic Canada Cultural and Economic Partnership with the Atlantic Canada Opportunities Agency (\$10 million). The Quebec regional office participated in the Health Canada Consultative Committee on recommendations for improving access to minority-language health services. The Department funded programs for involving the integration of racial and ethnocultural minorities into Franco-Ontarian communities. Funding was also provided for the *Fête francquoise*, the *Festival du Voyageur* in Manitoba and the 20<sup>th</sup> anniversary of the *Association des francophones du Nunavut*. Finally, the Western regional office worked with the Vancouver 2010 Bid Secretariat on the cultural aspect of the Olympic Winter Games.

## NATIONAL ARTS CENTRE

Over the 2002-2003 fiscal year, the National Arts Centre (NAC) continued to develop theatre within Francophone minority communities through its

program that promotes theatre in the regions. This program is in keeping with the NAC's national mandate, which is to assist in the development of the performing arts throughout the country. In 2002-2003, the NAC funded ten projects from eight companies working in five provinces under this program. The National Arts Centre is part of the Agreement for the Development of Francophone Arts and Culture in Canada, as well as the Joint Theatre Forum which is co-ordinated by the Interdepartmental Co-ordination Directorate of Canadian Heritage. It plays an active role in organizing the *Biennale du théâtre en région* (provisional title), the next edition of which is planned for spring 2005. This event, which replaces the *Festival du théâtre des régions*, will be hosted by the NAC's French Theatre, in keeping with the recommendations from a study financed by the Canada Council for the Arts, Canadian Heritage and the National Arts Centre. This new event will provide greater quality, relevance and benefits.

In 2002-2003, the NAC introduced community programming at the Fourth Stage. A series of six shows, called *Les vendredis de la chanson*, was produced in co-operation with the *Association des professionnels(les) de la chanson et de la musique de l'Ontario*. The Fourth Stage also hosted *Les contes nomades*, a series of five shows featuring stories and legends that were broadcast by Rogers (Cable 23). In addition, a number of CD launches for minority Francophone artists were held at the NAC. Among other things, the NAC established partnerships with *Contact Ontariois*, the *Coup de coeur francophone* network, Rogers (Cable 23) and Radio-Canada for broadcasting the program *Bande à part*, which features Francophone artists from the National Capital Region. The NAC also hosted the closing night of *Contact Ontariois*, presented by *Réseau Ontario*.

#### NATIONAL CAPITAL COMMISSION

During 2002-2003, the National Capital Commission (NCC) promoted official-language minority community (OLMC) talent through events such as *Canada Day*, *Winterlude 2003* and *Christmas Lights Across Canada*. A number of these events were broadcast across Canada: a notable example was *Bal de neige : 25 ans!* which was broadcast on Radio-

Canada during the *Winterlude* event. For the Christmas Lights Across Canada, the TFO master of ceremonies was a Franco-Ontarian, and provincial premiers expressed their salutations in both official languages. As for the *Sound and Light Show* on Parliament Hill, a special effort was made to highlight the OLMCs in the show by including regional accents in the narrative content and by presenting the regional and linguistic diversity of the characters. The NCC continues to attend symposia and conferences across Canada, including those in the OLMCs, to find new talent which can be showcased at events such as these.

Among the youth programs that were offered by the NCC, *Adventures in Citizenship* gave young people the opportunity to have an unforgettable "Capital" experience, including exposing them to the diversity of French-Canadian culture. The NCC's range of educational products was systematically distributed to schools across Canada, including those in the OLMCs. Information was also sent to French-as-a-second-language teaching associations.

#### NATIONAL FILM BOARD OF CANADA

In 2002-2003, the National Film Board of Canada (NFB) presented a large number of French-language productions on Canadian national TV networks, thereby giving official-language minority communities (OLMCs) greater access to NFB films. The NFB also organized a number of screenings in various regions of the country. For example, the film *Le ring intérieur* (The Ring Within), by director Dan Bigras, was presented at the Pacific Cinematheque in Vancouver, in co-operation with CBC's French radio networks *Première chaîne* and *Chaîne culturelle*. A number of NFB films have been featured at festivals in cities with sizeable OLMCs, such as the popular *Festival international du cinéma francophone en Acadie* (FICFA). The NFB also provides access to its productions through its *Cinéclub* and its extensive network of partner libraries across Canada.

The NFB offered workshops and specialized courses to film industry professionals, which were given in Winnipeg, Vancouver, Toronto and Moncton. The NFB participated in the Interdepartmental



Working Group on Media Arts and, during the year, held a number of meetings with the *Alliance des producteurs francophones du Canada*. The NFB also developed its action plan on the Agreement for the Development of Francophone Arts and Culture in Canada. As well, pursuant to the agreement-in-principle it reached with Canadian Heritage as part of the Interdepartmental Partnership with the Official-Language Communities (IPOLC), the NFB helped set up a KINO-type cell in Moncton and Edmunston, New Brunswick.

Information may be easily obtained from the NFB's bilingual Web site ([www.nfb.ca](http://www.nfb.ca)), the French online shop, the online catalogue, or by calling a toll-free number (1 800 267-7710). In September 2002, the NFB launched *Focus*, a monthly bilingual magazine allowing subscribers to keep abreast of films and observe the NFB's presence in Canada and on the international stage.

## PARKS CANADA

In 2002-2003, Parks Canada established organization-wide practices to support the ongoing success of the Official Languages Program and continued to implement initiatives to advance its goals. The Agency has established strong relationships with the official-language minority communities across the country and continues to strengthen these partnerships. The communities are involved in the Agency's business in a variety of ways, such as heritage presentation programming, management plan consultations and tourism infrastructure development. Parks Canada also continues to be active in promoting national parks, national marine conservation areas and national historic sites to official-language minority communities.

In the Atlantic provinces, the Acadian community plays an active role in Parks Canada's promotion of tourism, in joint marketing and in promotional initiatives. The Agency is involved in activities that will surround the 400<sup>th</sup> anniversary of the founding of Port Royal, and others at Grand Pré and Castel Hill national historic sites commemorating British and French interests. In the Western region, announcements of public consultations on the management plans for the mountain parks were published in *L'Express du Pacifique*, *Le Franco* and

*Le Chinook*, facilitating community participation. Local French cultural groups use Parks Canada's facilities for outings, and information sessions are provided by Parks staff.

By working with partners at other levels of government, institutions and the private sector, Parks Canada has been promoting the use of both English and French. Throughout Canada, new bilingual signage has been installed at the entrance to all existing national parks and Agency-administered national historic sites.

## TELEFILM CANADA

In 2002-2003, Telefilm Canada once again took a lead role in organizing the immersion program for minority Francophone producers, an initiative linked to the Interdepartmental Partnership with the Official-Language Communities (IPOLC) in co-operation with Canadian Heritage and the *Alliance des producteurs francophones du Canada*. The immersion program's primary objective is to promote closer ties among Francophone producers working outside Quebec, who are far from the decision-making centres in French Canada. The IPOLC also serves to address training needs expressed by Francophone producers by offering workshops organized by the *Institut national de l'image et du son* (INIS) for screenwriters and filmmakers. This training is intended to improve professional practice in writing and producing works of fiction.

To help producers develop the skills required to market programs abroad, Telefilm offered customized training to nine producers. This training took place in conjunction with the Banff Television Festival in June 2003. Under another partnership component, Telefilm Canada manages funding to help develop French-language projects outside Quebec. During fiscal year 2002-2003, \$300,000 was divided among 9 production companies to carry out 19 projects.

In March 2003, the Quebec Community Groups Network conducted a study to identify the training and immersion needs of producers from Quebec's Anglophone community. Telefilm will use the study results to set up programs to address those needs.

In addition to holding its own consultations, Telefilm Canada was involved with the

6 Interdepartmental Working Group on the Media Arts, and allocated resources to a variety of recognized festivals such as the *Festival international du cinéma francophone en Acadie*, *Cinefest* in Sudbury, which includes a specifically Francophone component, and *Cinéfranco* in Toronto, a festival entirely dedicated to French-language feature films.

During the year, Telefilm funded 41 French-language projects outside Quebec, for a total of

\$4.6 million. Telefilm's investment in English-language productions in Quebec totalled \$20.8 million for 71 projects. In 2002-2003, Telefilm Canada's contribution to the production budgets of projects from both the English and French minority communities was about 20 percent. In addition, Telefilm Canada allocated close to \$1.6 million for the dubbing and sub-titling of Canadian works.



## Economic Sector

### AGRICULTURE AND AGRI-FOOD CANADA

In 2002-2003, Agriculture and Agri-Food Canada (AAFC) focussed on implementing the Community Development Initiative for Rural Official-Language Minority Communities. This initiative was made possible by support from the Department of Canadian Heritage through the Interdepartmental Partnership with the Official-Language Communities (IPOLC). It served as an anchor point for the implementation of 43 pan-Canadian projects that will help the communities draw up a strategic socioeconomic development plan that reflects their specific characteristics. As well as supporting many projects through this initiative, the AAFC carried out other special economic development projects in rural communities, in co-operative sectors, and in the agri-food industry and agricultural environment.

During this same period, the AAFC continued its active involvement in the National Committee for Canadian Francophonie Human Resources Development and joined the National Human Resources Development Committee for the English Linguistic Minority, two Human Resources Development Canada committees. The AAFC's involvement in these committees provided a new perspective while developing projects aimed at youth, community capacity-building, job creation and economic diversification. By sitting on these committees and on the joint committee of the *Réseau de développement économique et d'employabilité de l'Ontario*, the AAFC can

choose projects or measures that respond to the development priorities of the official-language minority communities.

### ATLANTIC CANADA OPPORTUNITIES AGENCY

In 2002-2003, the achievements of the Atlantic Canada Opportunities Agency (ACOA) reflect organizational changes and consultations with various stakeholders, as well as activities undertaken to better serve the Atlantic Francophone and Acadian communities. The Agency's representation on the official-language committees of the federal councils of Nova Scotia and Prince Edward Island illustrates this change within the organization. ACOA worked closely with the various economic development agencies and the Francophone and Acadian community associations to support their economic development projects. ACOA strove to make use of the minority media by working in concert with FedNor (regional office of Industry Canada in Ontario) and the *Association des radios communautaires*. It also contributed to the development of an awareness-raising campaign for the business world by presenting radio capsules and newspaper articles on young Francophone entrepreneurs.

In 2002-2003, ACOA's headquarters in Moncton and its regional offices in each of the Atlantic Provinces carried out numerous projects in various sectors, including information technologies, international economic development,

tourism and business-skills training for young entrepreneurs. The ACOA regional office in New Brunswick alone reported 75 projects with the official-language communities. The Agency also contributed to the funding of strategic cultural activities in connection with the 400<sup>th</sup> anniversary of the arrival of the French in North America, the 350<sup>th</sup> anniversary of the founding of Pubnico—the oldest Acadian village in Canada still in existence—and the 250<sup>th</sup> anniversary of the deportation of the Acadians. Through Canadian Heritage's Interdepartmental Partnership with the Official-Language Communities (IPOLC), some dozen projects, with a value of over a million dollars, are under way or have been completed to benefit the communities in the four Atlantic Provinces. For example, the Agency contributed to the development of a distance-learning course on managing small and medium-sized businesses in the Atlantic Region; this course is offered by the *Collège de l'Acadie* in Nova Scotia and the *Collège communautaire du Nouveau-Brunswick* in Dieppe in order to better serve the Francophone minority communities. ACOA presented training and information sessions on entrepreneurship to aspiring young entrepreneurs and businesses; it also assisted in the creation of a new incubator for knowledge-based businesses in Nova Scotia. In New Brunswick, ACOA, in co-operation with the various campuses of the *Université de Moncton*, worked on the development of international trade and entrepreneurship, and contributed to the establishment of the first Francophone biomedical research centre outside Quebec.

## **BUSINESS DEVELOPMENT BANK OF CANADA**

The Business Development Bank of Canada (BDC) maintained its presence among the official-language minority communities (OLMCs) all over Canada through various means: the offer of bilingual consultations and financial services, active involvement with the OLMCs' economic associations and groups, and the establishment of partnerships with organizations representing the OLMCs.

In 2002-2003, its network of over 80 branches continued, with the contribution of the OLMCs, to

carry out initiatives on a local and provincial level. The activities mentioned below reflect its commitment to the OLMCs. Thus, during the fiscal year 2002-2003, the Bank continued its consultations with the *Association franco-yukonnaise* on the economic development of youth; it established a partnership with FedNor, designed to help businesses in Northern Ontario; in co-operation with Canadian Economic Development (CED) for Quebec regions, it offered a series of one-day lectures to the Anglophone community, an activity which 70 companies attended. The BDC also participated actively in *Affaires 2002 (Ottawa)*, the *Mondial des Amériques* and the *Gala de la Chambre économique de l'Ontario*. It contributed to the *Portail entrepreneurship jeunesse* project in New Brunswick with a \$5,000 sponsorship. The BDC also sat on the Official-Languages Committee of the Pacific Council of Senior Federal Officials, and continued its support for the National Committee for Canadian Francophonie Human Resources Development. It sat on the boards of the *Fondation franco-manitobaine*, the *Chambre économique de l'Ontario*, the *Chambre de commerce franco-colombienne* and the *Chambre de commerce française*.

The BDC used its Web site to provide access to its Action Plan and Status Report on the implementation of section 41 of the *Official Languages Act*. The results of a poll conducted during the fiscal year allowed it to ensure that the OLMCs had access to its programs and services. During its national advertising campaign, the BDC published ads in many official-language minority community periodicals and offered sponsorships on the *Réseau de l'information (RDI)*.

## **CANADA ECONOMIC DEVELOPMENT (QUEBEC REGIONS)**

In 2002-2003, Canada Economic Development (CED) for Quebec regions and its 14 business offices continued their efforts to support the economic development and vitality of Quebec's Anglophone communities.

Among the CED's most significant achievements were to ensure its programs and services were promoted by meeting with the Anglophone communities in the various regions of Quebec, in particular the Outaouais, Abitibi-Témiscamingue and

Laval. The CED created a demographic profile of Quebec's Anglophone community by municipality so as to have a more accurate portrait of its clientele. In 2002-2003, the agency supported the development of 59 initiatives affecting Quebec's Anglophone minority. It awarded a \$603,000 contribution over three years to the Youth Employment Services (YES) to carry out its entrepreneurship activities for young Anglophones. In addition, through the Department of Canadian Heritage's Interdepartmental Partnership with the Official-Language Communities (IPOLC), it concluded an agreement worth \$180,000 over three years with the Townshippers' Association of Lennoxville to create a bilingual Web site. The project promoter sees it as an excellent tool for promoting cultural and heritage tourism in the Eastern Townships.

The Agency raised employee awareness by publishing information capsules on the *Official Languages Act* in its in-house electronic newsletter, *Au courant*, and by putting its annual status report on its Web site. Finally, working in close co-operation with other federal departments and agencies such as Human Resources Development Canada (National Human Resources Development Committee for the English Linguistic Minority, Working Group on Economic Diversification and Job Creation), the CED supported the full participation of the Anglophone communities in economic growth in the regions of Quebec.

### CANADIAN TOURISM COMMISSION

During fiscal 2002-2003, the Canadian Tourism Commission (CTC) faced problems and organizational challenges. Despite this, it successfully conducted some tourism promotion activities in the official-language minority communities (OLMCs). It used the recent pan-Canadian presentations tour as a springboard to discuss the tourism situation in the regions with various OLMC representatives, such as the *Association franco-yukonnaise*, the *Chambre économique de l'Alberta*, Memramcook Valley Learning and Vacation Resort, in New Brunswick, and Tourism Exchange Company, in Montreal. It also took this opportunity to raise the subject of marketing and sales. There were also media tours organized in partnership with the provinces, an activity that provided an opportunity to

showcase the OLMCs' tourism products. The CTC worked closely with the *Commission du tourisme acadien* in Atlantic Canada, which has been part of the CTC's Product Club Program since 2000. The clubs include all the communication, education and research activities leading to the launch of a new market-ready tour package. The partners in this initiative, that is, the *Société nationale de l'Acadie*, the four governments of the Atlantic Provinces, the Atlantic Canada Opportunities Agency, Parks Canada and various tour operators and tourism stakeholders, continued their co-operative efforts to create new products and new tour packages to make the Acadian Region a world-class cultural destination.

As part of its communication and promotional activities, the CTC, working with the *Chambre économique de l'Alberta*, undertook a campaign to promote Franco-Albertan tourism in the Quebec market. This initiative was designed to increase Francophone tourism demand, particularly from Quebec, during the summer and fall seasons. The CTC Web site and its monthly magazine *Tourism* are also excellent information and networking tools. They can be used to promote outstanding OLMC projects that develop the tourism sector, such as the *Corridor touristique francophone* in the West or *Destination Nord* in Ontario. During the *Rendez-vous de la Francophonie* and the *Journée internationale de la Francophonie*, the CTC sponsored the *Prix Montfort* in the "Event of the year" category. The prize was awarded to the *Festival Juste pour rire* in recognition of its sustained efforts to recruit, encourage and promote the next generation of Francophones in every corner of the country. This festival, which is a major international Francophone humour festival, offers a program that spotlights Francophones from across the country.

### INDUSTRY CANADA

In 2002-2003, Industry Canada (IC) continued to implement its action strategy to support the official-language minority communities (OLMCs). This strategy is designed to improve communications and increase research and analysis in order to better understand the needs of these communities. Built up in co-operation with the regional development agencies (FedNor, Atlantic Canada Opportunities

Agency, Canada Economic Development for Quebec regions, Western Economic Development Canada), the strategy will promote greater participation by these communities in the five partners' programs and services.

During this fiscal year, the Department created the *CommunAction.ca* site for the OLMCs. It also continued its internal activities to raise awareness of the commitments under section 41 of the *Official Languages Act*. Information sessions and the *ProAction41* Intranet site informed managers and employees of the reality of the OLMCs and of ways to respond to their needs. The *Coin linguistique*, an internal tool to improve people's French, helped staff to better communicate with the Canadian public.

During the same period, the Department conducted analyses, in co-operation with other federal departments and agencies in order to determine the socioeconomic status of the communities and to promote their economic development. These analyses, conducted in connection with the Government of Canada's Action Plan for Official Languages, led to the development of two five-year initiatives beginning in 2003-2004: a \$33-million investment to increase the communities' participation in the knowledge-based economy, and a second, \$20-million investment in the expansion of the language industries. The OLMCs benefited from Industry Canada support to complete 17 new projects under Canadian Heritage's Interdepartmental Partnership with the Official-Language Communities (IPOLC). Industry Canada also funded over 350 projects to allow communities to connect to community networks through such programs as the Community Access Program, *Francommunautés virtuelles*, Broadband for Rural and Northern Development, the GrassRoots Program and certain FedNor initiatives.

### **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

During fiscal 2002-2003, Public Works and Government Services Canada (PWGSC) continued its efforts to promote the development of the official-language minority communities (OLMCs) by carrying out various projects. The Department thus continued its participation in the translation

practicums program, which benefited 71 students. In the same spirit, it also continued to distribute the terminology CD-ROM *Terminium Plus*. It gave its support to the *Festival franco-ontarien*, to the *Games of La Francophonie*, to the work of the National Committee for Canadian Francophonie Human Resources Development and to the launch of the *Rendez-vous de la Francophonie*. In addition, through Contracts Canada, the Department offered 225 information sessions entitled *How to Do Business with the Federal Government* and *Writing an Effective Proposal*, 184 in English and 41 in French. PWGSC also increased its donation of computer equipment by providing 75 computers, 49 screens, a laptop and two printers to OLMC organizations that had submitted requests for equipment. The Department also renewed for another three years its federal reduced accommodation rates program for OLMC advocacy organizations, which has 350 participating hotels.

### **WESTERN ECONOMIC DIVERSIFICATION CANADA**

During fiscal 2002-2003, Western Economic Diversification (WD) Canada continued its work with Francophone economic development organizations (FEDOs): the *Société de développement économique de la Colombie-Britannique*, the *Chambre économique de l'Alberta*, the *Conseil de la coopération de la Saskatchewan* and the *Conseil de développement économique des municipalités bilingues du Manitoba*. In association with the FEDOs, WD used its Francophone Strategy to support regional projects that could benefit from Special Economic Development Initiatives funding. The funds from this strategy were thus used to highlight Francophone cultural heritage's contributions to the development of the Canadian West and to establish businesses in the services and innovation sectors.

During this same period, WD restructured its activities around three strategic axes: innovation, entrepreneurship and sustainable communities. This approach should encourage the official-language minority communities in the Canadian West to play a greater role in community economic development. WD also made use of Canadian Heritage's Interdepartmental Partnership with the Official-Language

Communities (IPOLC) to support the development of the *Corridor touristique francophone* in Alberta and help publicize the network of Franco-Manitoban entrepreneurs. WD's active participation in the work of the National Committee for Canadian Francophonie Human Resources Development, a Human

Resources Development Canada committee, and other federal and community committees, is an excellent consultation mechanism. This participation is evidence of how committed its network of regional co-ordinators is to the implementation of section 41 of the *Official Languages Act*.



## Human Resources Development Sector

### CANADA POST CORPORATION

During the past year, Canada Post Corporation (CPC) presented the *Canada Post Literacy Awards* to individuals, educators and businesses who have promoted literacy. These awards are promoted in schools, literacy organizations, in the official-language minority communities and in the *Bulletin 41-42*. In 2002, six of these awards were presented to individuals or businesses from minority communities in their respective provinces. Canada Post also sponsored the public taping, in Ottawa, of *La Fureur*, a popular French-language show which was aired on *Radio-Canada*, within the context of the *Rendez-vous de la Francophonie* celebrations. It was also involved in the *French for the Future* conference, a youth initiative promoting bilingualism and biculturalism in Canada. The Canadian Postal Museum now has a permanent display of Canada's complete collection of postage stamps, some honouring prominent members of the official-language minority communities. This exhibition was produced in collaboration with Canada Post and the National Archives of Canada. A special stamp was unveiled commemorating Bishop's University, in Quebec, receiving its royal charter as a university 150 years ago.

Canada Post sponsored the *Prix Montfort* for Literature, which was awarded to the Acadian writer Antonine Maillet. It also sponsored the Canada Post Corporation Scholarships in Engineering at Concordia University in Montreal, which benefits members of the Quebec English Community. In addition, Canadians now have access to the Service Canada Access Centres, providing information about government programs in

both English and French, through 156 postal outlets across Canada. Canada Post also advertised its products and services in majority and minority official-language media, including the *Alliance des radios communautaires* network.

### CANADIAN CENTER FOR MANAGEMENT DEVELOPMENT

Over the past fiscal year, the Canadian Centre for Management Development (CCMD) continued to expand its outreach to public service managers to further their contribution to section 41 of the *Official Languages Act* (OLA) and to foster a better understanding of official-language minority communities in Canada.

Through its development activities, the CCMD thus incorporates the different sections of the OLA in the Orientation Program of the Learning Component of the Management Trainee Program. In 2002-2003, a new approach was introduced by which participants are required to research the subject and teach it to others. The objective is to reinforce their learning and ensure better understanding of the OLA and its different aspects. Also, participants in the Orientation Program were offered the option to participate in a training course entitled *Orientation to the Machinery of Government*, which included content on their role in the promotion of the two official languages and the obligations of managers under the OLA.

CCMD initiated the organization and planning for a two-day conference entitled *Access to Justice in Both Official Languages: English and French Before the*

*Federal Courts*, in partnership with the Department of Justice and the Office of the Commissioner of Official Languages. It delivered, through the *Direxion* and *Living Leadership* programs, 16 learning trips to regions like the Northwest Territories, Cape Breton, Yukon, Labrador, Quebec, British Columbia and Nova Scotia. These field trips allowed participants to meet representatives of minority-language groups and to get a sense of the challenges they face.

## HEALTH CANADA

In 2002-2003, Health Canada (HC) continued to demonstrate its commitment to the development of official-language minority communities (OLMCs), both at the national and regional levels. The Department continued to raise awareness among managers and employees of the needs of OLMCs; it has made every effort to improve community access to special departmental programs and funds, to increase the number of lasting partnerships established between the communities and various components or regional offices of the Department, to establish health determinants in the communities and to consider their specific needs.

HC worked with the Ministerial Reference Group for Official Languages and the Committee of Deputy Ministers Responsible for Official Languages on the development of the Government of Canada's Action Plan for Official Languages. Accordingly, both Minority Community Advisory Committees (Francophone and Anglophone) have proposed the implementation of three major recommendations under the Action Plan for Official Languages: the networking initiative (community co-operation networking development, around health-related issues); training health professionals in the minority language; and establishment of a model services organization in OLMCs. The Government's action plan includes a five-year commitment in this regard.

Under the Interdepartmental Partnership with the Official-Language Communities (IPOLC) reached with Canadian Heritage, HC supported 33 projects intended for OLMCs across the country. The IPOLC memorandum of understanding expired in March 2003, but was extended by two years to allow for the completion of multi-year projects that had already been approved.

## HUMAN RESOURCES DEVELOPMENT CANADA

Human Resources Development Canada (HRDC) remained committed to official-language minority communities (OLMCs) in 2002-2003. The Department continued to address challenges related to capacity building in OLMCs, as well as to encouraging managers and employees not only to consider the concerns of these communities in their daily activities but also to provide them with better information about the programs available to them at HRDC.

HRDC has continued to work on the strategic directions of OLMCs through the National Committee for Canadian Francophonie Human Resources Development and the National Human Resources Development Committee for the English Linguistic Minority. In addition, with community involvement, HRDC has maintained its agreements with various departments and reached new contribution agreements with economic development and employability networks outside Quebec (*Réseaux de développement économique et d'employabilité* – RDÉE) and community economic development and employability committees (CEDEC) in Quebec.

The Secretariat, Official-Language Minority Communities (SOLMC) also represented HRDC on the Citizenship and Immigration Canada Steering Committee and on the Official Languages Support Committee, which is chaired by the Privy Council Office. As well, in each province, the National Literacy Secretariat has contributed to projects relating to the literacy of OLMCs and to raising awareness about the importance of literacy. Some of these projects have been carried out as part of the Interdepartmental Partnership with the Official-Language Communities (IPOLC) under the terms of a Memorandum of Understanding signed in 2001 by Canadian Heritage and HRDC. The Office of Learning Technologies has also funded a number of projects that raise awareness of the benefits, challenges and technology-based learning opportunities, and has been a catalyst in the field of technology-based learning and skills development.

## SOCIAL SCIENCES AND HUMANITIES RESEARCH COUNCIL OF CANADA

Through its grants and fellowships programs, the Social Sciences and Humanities Research Council of Canada (SSHRC) continued to support research on the bilingual character of Canada and on the official-language minority communities. Support was provided to a number of research projects, including to the University of Ottawa, to study the vitality of six Francophone minority communities in Canada as well as the relationship between majority and minority groups, and to the *Université de Moncton*, to examine how Francophone children learn to read and write. Doctoral fellowships supported such projects as the analysis of the socio-economic and ideological evolution of the Acadian community between 1955 and 1980, and the history of youth movements in Franco-Ontarian communities since the Second World War.

In 2002-2003, the federal Minister of Intergovernmental Affairs made a presentation to the SSHRC Board where he underlined the need to rebuild Canada's expertise in research on minority official languages, bilingualism and second languages, and suggested collaboration between the SSHRC and the Privy Council Office. The Council has since decided to make official languages research part of its strategic priority. The SSHRC is also exploring the possibility of a joint initiative on research related to official languages issues and the minority communities with Canadian Heritage.

The Community-University Research Alliances program (CURA), which establishes partnerships between community organizations and Canadian universities, became a mainstream strategic Council program in 2002. Also, the SSHRC distributes program and other information in the field of official languages research to individual researchers, universities and related associations in official-language minority regions. As well, a compendium of all SSHRC-funded research projects on Canada's bilingual character and on the minority communities, covering the years from 1999 to 2004 and listing 150 research projects, has just been completed.

## STATUS OF WOMEN CANADA

In 2002-2003, Status of Women Canada (SWC) provided financial assistance for 18 initiatives that specifically address the concerns of women and women's groups in Canada's official-language minorities. These initiatives focussed on issues relating to violence against women and girls, poverty, education, pay equity, obstacles to economic development, the needs of immigrant women and members of visible minorities, the impact of war on women, the participation of women in the political process, etc. SWC encouraged Anglophone organizations outside Quebec and Francophone organizations in Quebec to focus on integrating the specific needs of official-language minority women into their initiatives. In order to be able to make appropriate recommendations, numerous organizations have adapted strategies to find out the needs of women and minority communities with respect to the issues that were looked at.

Moreover, as part of the initiative to promote gender-based analysis in 2001-2002, SWC published a bilingual information package and brochure on gender-based analysis. SWC also offered a training session to a women's group from an official-language minority and to members of the Official Languages Support Programs Branch of Canadian Heritage. This kind of training increases participants' understanding of how SWC helps incorporate women's issues in the development of official-language minority communities.





## International Sector and Central Agencies

### CANADIAN INTERNATIONAL DEVELOPMENT AGENCY

In 2002-2003, the Canadian International Development Agency (CIDA) worked with a large number of voluntary- and private-sector partners. It provided support to a number of educational institutions serving official-language minority communities (OLMCs) that offer international development programs. CIDA continues to support the efforts of official-language minority communities through its regional offices in the Atlantic, the Pacific and the Prairies. These offices, which back Canada's international co-operation efforts by promoting greater regional participation in CIDA activities, have established contacts with OLMCs in the regions where they are located.

### CITIZENSHIP AND IMMIGRATION CANADA

Over the fiscal year 2002-2003, Citizenship and Immigration Canada (CIC) has worked toward the inclusion of official languages clauses in various co-operation agreements, clearly signalling the Department's desire to effectively implement its obligations under section 41 of the *Official Languages Act*, and has set the stage toward a greater understanding of official-language objectives and adoption of new ones.

As a result of recommendations from the Office of the Commissioner of Official Languages and the Standing Senate Committee on Official Languages, the renewed *Immigration and Refugee Protection Act* (IRPA) and its accompanying Regulations came into effect in June 2002. CIC used this opportunity to establish new objectives for official languages and to create a new consultation mechanism: the Citizenship and Immigration-Francophone Minority Communities Steering Committee. This Committee is working on a strategic framework with objectives aimed at enhancing the ability of Francophone minority communities to welcome and integrate new immigrants. Departmental employees received

IRPA training informing them of the new rules, procedures and systems to incorporate official-language considerations in daily applications.

In 2002-2003, CIC has taken on some new initiatives. For example, new clauses on official languages have been added to the draft Agreement for Canada-British Columbia Co-operation on Immigration, and official languages clauses were amended in the resettlement contribution program. A performance measurement database will produce national level reports that show the official-language knowledge of the clients. CIC staff now promote the availability of citizenship ceremonies in both official languages and encourage official-language communities to participate either as hosts, guest speakers or in the organization of special receptions.

### FOREIGN AFFAIRS AND INTERNATIONAL TRADE

In 2002-2003, the Department of Foreign Affairs and International Trade (DFAIT) continued promoting *La Francophonie* and linguistic minorities through its Public Diplomacy Program. DFAIT headquarters supported projects that originated in the official-language minority communities (OLMCs) and that have an international dimension that could serve as tools for the economic, cultural and social development of those communities. DFAIT also made efforts through its Arts and Cultural Industries Promotion Division and its Communications Division to contribute to the cultural and economic development of the communities. The Francophone Affairs Division financed a variety of projects that promote Canada's Francophone community and its richness, diversity and vitality, both abroad and in Canada.

DFAIT signed a Memorandum of Understanding with the Department of Canadian Heritage under its Interdepartmental Partnership with the Official-Language Communities (IPOLC) initiative. This agreement aims at stimulating the creation of regional, community and institutional partnerships to promote the affirmation, expansion and development

of official-language minority groups by establishing links of co-operation and exchange with international partners. It has allowed the Department to grant subsidies to more projects benefiting the OLMCs. Examples are the Manitoba-France-Belgium economic mission specifically aimed at the Francophone population of Manitoba, and the tour of the New Brunswick theatre presentation *La Petite Ombre* to France and Belgium.

DFAIT has maintained its participation in two interdepartmental working groups co-ordinated by Canadian Heritage in the cultural sector: the Interdepartmental Working Group on Publishing and the Interdepartmental Working Group on Visual Arts. The Department has joined as partner with the Department of Canadian Heritage and the Canada Council for the Arts in an agreement for collaboration on visual arts, which is expected to be signed in 2003-2004.

### INTERNATIONAL DEVELOPMENT RESEARCH CENTRE

In 2002-2003, the International Development Research Centre (IDRC) made a \$400,000 grant to the Association of Universities and Colleges of Canada (AUCC) for the Canada Latin America and Caribbean Research Exchange grants program. This program, managed by the AUCC, offers travel grants and seeks to facilitate the development of personal connections between Canadian, Latin American and Caribbean researchers.

Language training (English or French) was included as a standard practice for the first time for Centre interns and holders of Professional Development Awards as a contribution the Centre makes to promoting bilingualism for the next generation of researchers and policy makers. Moreover, the IDRC continued to invest substantial resources to have its documents on the Internet accessible in both English and French, even when the design and development of the site are done outside Canada.

### JUSTICE CANADA

In 2002-2003, the Department of Justice developed two distinct components for the implementation of section 41 of the *Official Languages Act* (OLA): the Community component, which deals with the

needs of the official-language minority communities (OLMCs) concerning access to Departmental programs and participation in policy development, and the Access to Justice and Linguistic Duality component, which targets access to justice and the needs of persons using the judicial system. The Department has undertaken a strategic planning exercise aiming at identifying the needs of the communities under these components, and developing a strategic plan and accountability framework for the implementation of section 41 of the OLA.

Justice Canada created a federal/provincial/territorial task force on access to justice in both official languages and obtained funding under the Government's Action Plan for Official Languages. The Department also contributed to the development of the *Official Languages Accountability and Coordination Framework* of this Action Plan. Raising awareness continued through participation in conferences, seminars and educational activities relating to language rights and official-language obligations of federal institutions. The Department also appeared as expert before the Standing Committees of the House of Commons and the Senate examining various issues related to justice and official languages. A presentation of the guidelines on the rights of accused persons in criminal proceedings was given at the Conference of Crown Counsel in Halifax in June 2002. The document has been distributed through the Program for the Integration of Both Official Languages in the Administration of Justice (POLAJ) and the official-language minority associations of lawyers.

To support and co-ordinate the advance of language rights in the administration of justice, Justice Canada initiated meetings with the Treasury Board Secretariat, the Privy Council Office, Inter-governmental Affairs and the Office of the Commissioner of Official Languages. A working group was assembled and a conference on the administration of justice was organized.

Justice Canada revitalized its network of regional co-ordinators and established lasting links with the OLMCs in order to raise awareness of the Department's programs. Consultations with the communities were held to identify their priority needs, and the results will be incorporated in the five-year action plan for the implementation of

section 41 covering the period 2004 to 2009. Meetings were held with the Department's media and communications sector to encourage the use of the OLMC media.

### STATISTICS CANADA

During 2002-2003, Statistics Canada published several documents containing statistical data on official languages: *Population Estimates by First Official Language Spoken*, containing tables that provide a breakdown by several factors including mother tongue; the *Canadian Community Health Survey Profile of Linguistic Minorities*, providing information about health status by mother tongue and first official language spoken; and short articles of interest to the official-language minority communities (OLMCs) published in Canadian Heritage's *Bulletin 41-42*. It also produced a leaflet entitled *Information on Official Languages at Statistics Canada*, available at community consultation meetings and in the Department's regional offices, as well as various documents in the "Analysis" series (e.g. *Profile of languages in Canada: English, French and many others*, and *Use of English and French at work*), available on the Statistics Canada Web site. It also gathered information on a new version of its CD-ROM profiling official-language communities that is based on the 2001 Census data, to be available in December 2003.

Briefings were provided to the House of Commons Standing Committee on Official Languages, representatives of federal departments and the academic community, national co-ordinators for the implementation of section 41 of the *Official Languages Act* and several minority-community organizations on the new language statistics from the 2001 Census. Regular consultations were also held with OLMCs to gain a better awareness of their priority data needs.

Statistics Canada continued to work in partnership with Canadian Heritage on the Interdepartmental Working Group on Official Languages Research. Data collection also began for the *International Adult Literacy and Skills Survey*, and assistance was provided to the *Fédération canadienne pour l'alphabétisation en français* for a research report on literacy and literacy training of Francophones

in Canada. Finally, an in-house committee was established of representatives from key divisions that develop surveys of significant interest to the OLMCs.

### TREASURY BOARD OF CANADA SECRETARIAT

In 2002-2003, the Treasury Board of Canada Secretariat (TBS) continued to analyse submissions to the Treasury Board to optimize their impacts on official languages. TBS held meetings of its regional advisory networks in Sudbury and Halifax to encourage exchanges between official-language minority community members and the federal institutions. TBS also led a pilot project in British Columbia to enhance the quality of service offered to the Francophone population. A study jointly managed by TBS and Canadian Heritage on attitudes and perceptions concerning the use of the two official languages in the federal public service showed excellent support but some gaps in awareness of official-language issues. In November 2002, TBS set up a discussion group with both official-language communities and the Office of the Commissioner of Official Languages to discuss the possible repercussions on service delivery of the data from the Statistics Canada 2001 census.

Under the Action Plan for Official Languages, launched on March 12, 2003, TBS will invest in an innovation program to improve service to the public both regionally and in headquarters. Another \$400,000 per year for five years will be used to attract bilingual candidates to the public service. A study was begun, in partnership with the Public Service Commission and the Quebec Community Groups Network on Quebec Anglophones working in the federal public service in Quebec to identify means to improve their situation.