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OFFICIAL LANGUAGES

Annual Report 2004-2005

Volume 2:

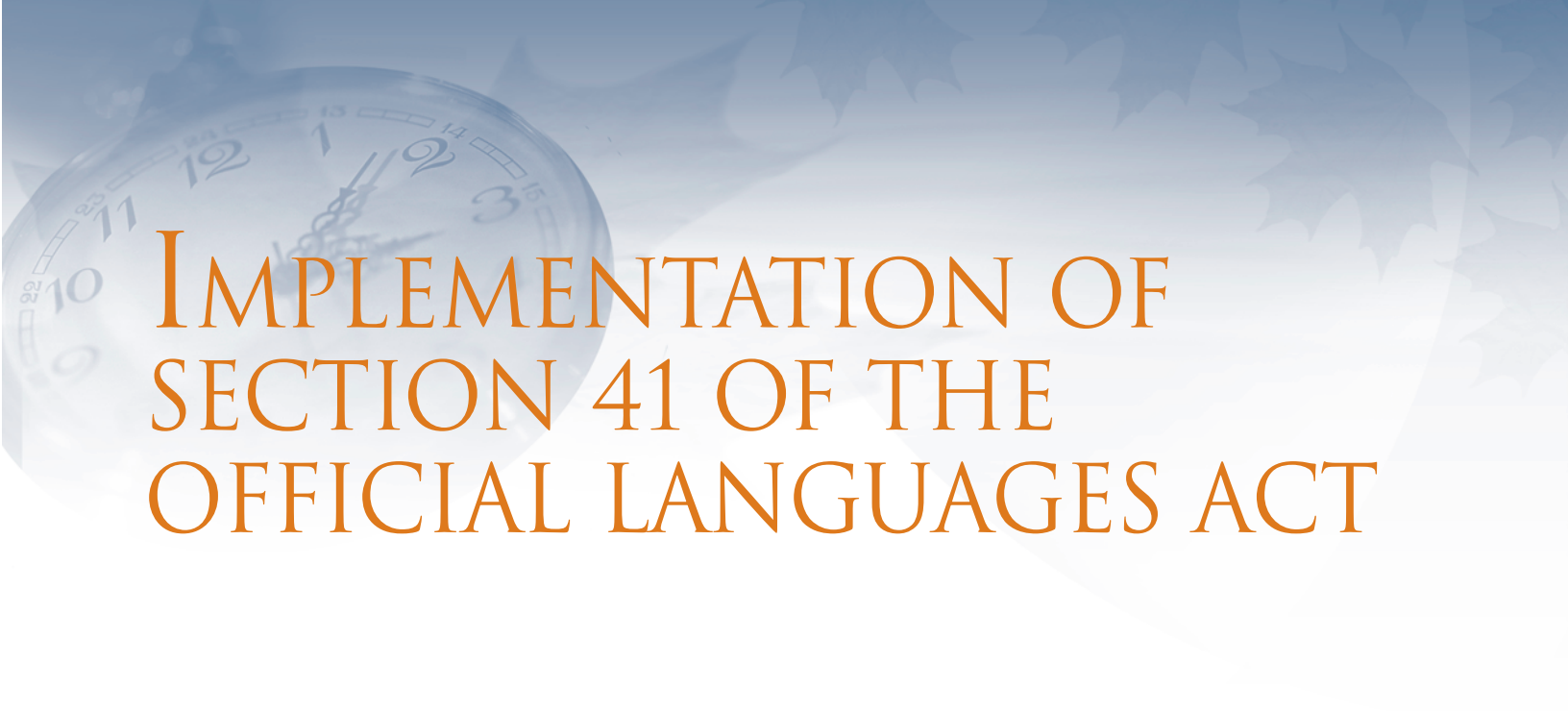
Results of the implementation of Section 41 of the *Official Languages Act*
in the designated federal departments and agencies

Canada 



Table of Contents

INTRODUCTION	3
PART I – INTERDEPARTMENTAL COORDINATION: CONTINUING PROGRESS	4
PART II – RESULTS OF THE IMPLEMENTATION OF SECTION 41 OF THE <i>OFFICIAL LANGUAGES ACT</i> IN THE DESIGNATED FEDERAL DEPARTMENTS AND AGENCIES	21
Cultural Sector	21
Canada Council for the Arts	21
Canadian Broadcasting Corporation	22
Canadian Heritage	23
Canadian Radio-television and Telecommunications Commission	26
National Arts Centre	27
National Capital Commission	28
National Film Board	29
Parks Canada	30
Telefilm Canada	31
Economic Sector	32
Agriculture and Agri-Food Canada	32
Atlantic Canada Opportunities Agency	33
Business Development Bank of Canada	34
Canada Economic Development (Quebec regions)	35
Canadian Tourism Commission	36
Industry Canada	37
Public Works and Government Services Canada	38
Western Economic Diversification Canada	39
Human Resources Development Sector	40
Canada Post Corporation	40
Canada School of Public Service	41
Health Canada and Public Health Agency of Canada	42
Human Resources and Skills Development Canada	43
Social Development Canada	44
Social Sciences and Humanities Research Council of Canada	45
Status of Women Canada	46
International and Central Agencies Sector	47
Canadian International Development Agency	47
Citizenship and Immigration Canada	48
Foreign Affairs Canada	49
International Development Research Centre	50
International Trade Canada	51
Justice Canada	52
Statistics Canada	53
Treasury Board Secretariat and Public Service Human Resources Management Agency of Canada	54
DETACHABLE APPENDIX	
Official Languages Accountability and Coordination Framework – Extract relative to Part VII of the <i>Official Languages Act</i>	55
List of national coordinators	56



IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT

The summary included in the first part of volume 2 of the *Annual Report on Official Languages* bears witness to the progress of interministerial coordination.

The second part of volume 2 presents a summary of the accomplishments for 2004-2005 by federal departments and agencies designated under the 1994 Accountability framework. These results are presented under six major categories of intervention in order to report more accurately on the Canadian government's concrete and coordinated commitment to linguistic duality:

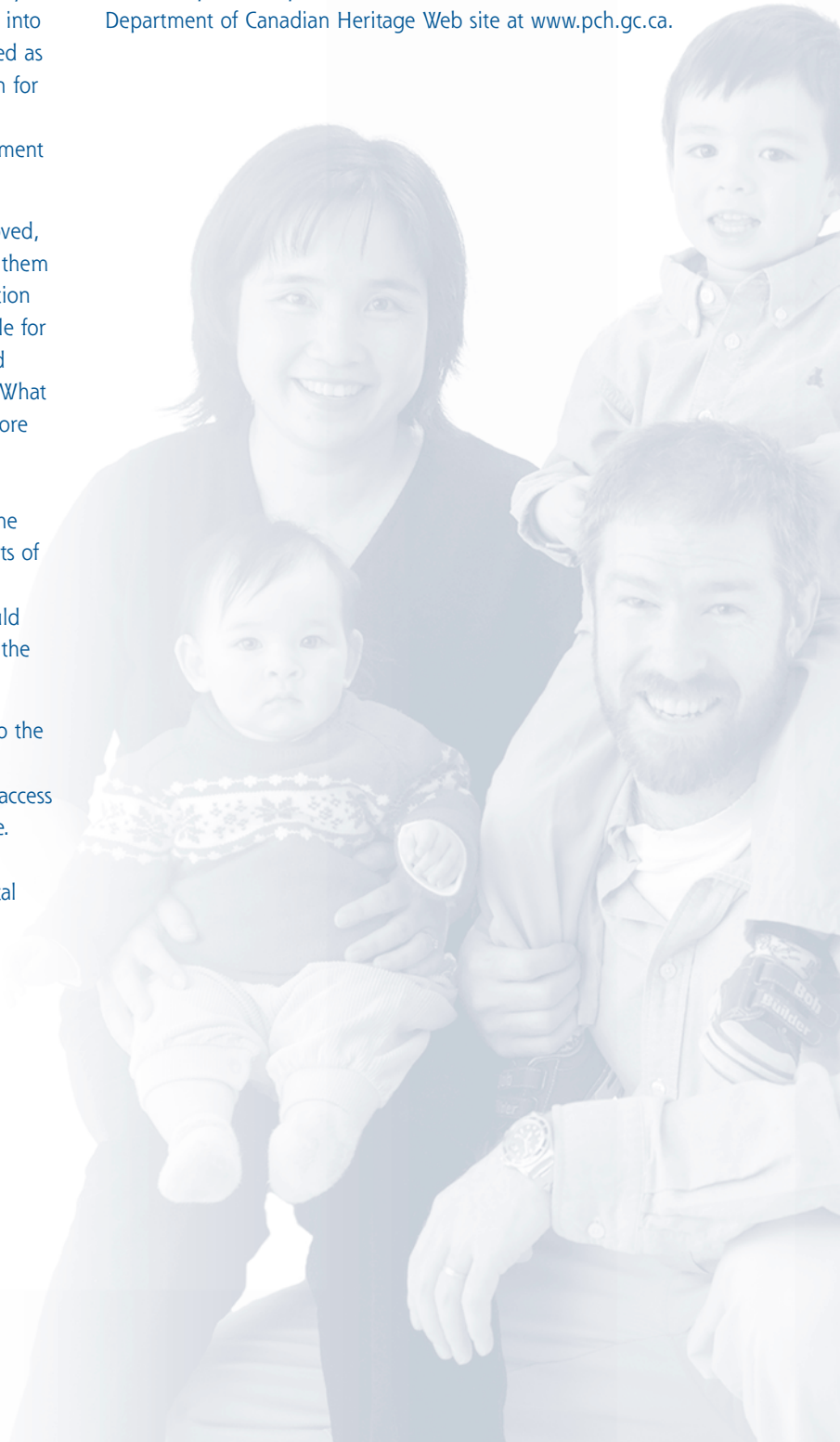
- **internal awareness –** employees and managers are aware of and understand their responsibilities with respect to section 41 of the OLA and the OLMCs, and the corporate culture has undergone a lasting change;
- **consultations –** the federal institutions and the communities understand their respective priorities and mandates, thereby encouraging the establishment of lasting ties;
- **communications –** the OLMCs have been receiving relevant and up-to-date information about the programs and services of federal institutions, and better understand their mandates;
- **coordination and liaison –** many different partners have been working together to enhance the development and vitality of the OLMCs and share best practices;
- **funding and program delivery –** the OLMCs are part of the regular clientele of federal institutions and have access to their programs and services; the distinctive features of the OLMCs (e.g. geographical dispersal, development opportunities) are taken into account;
- **accountability –** section 41 of the OLA and the point of view of the OLMCs have been incorporated into the policies, programs and services of federal institutions; the accountability structure, internal assessments, and policy reviews make it possible to determine how the perspective of the OLMCs can be better integrated.

An overall evaluation of the results provided by the federal departments and agencies show that many of them, including the Department of Canadian Heritage, still have major challenges ahead. For example, internal awareness, particularly at the senior management level, needs a constantly renewed effort because of staff turnover and a number of other factors. As for consultations with the OLMCs, several institutions have for some years now been organizing formal meetings that allow them to properly identify the real needs of the communities and take them into account. However, the communities are not always consulted as they should be in the process of developing the action plan for the implementation of section 41. Furthermore, the federal institutions could take better account of the overall development plans prepared by the OLMCs.

Communications with the communities could still be improved, and the federal institutions must continue to better inform them of their mandate and their programs. In terms of coordination and liaison, the network of national coordinators responsible for implementing section 41 of the OLA is well-established and contributes to strengthen relationships among institutions. What is needed now is to make the federal regional structures more aware of the implementation of section 41 of the OLA. For example, an active network of regional coordinators in decentralized federal institutions would help to maximize the benefits of the implementation of section 41 in various parts of the country. Furthermore, closer working relations between national coordinators and official language champions would promote the enhanced integration of the different parts of the OLA into the corporate culture of the federal government.

Most of the key institutions have given significant support to the OLMCs, either through services or financial contributions, depending on their mandates. Clearly, giving communities access to federal programs and services remains an important issue. Many federal institutions also continue to include the implementation of section 41 of the OLA in the departmental accountability mechanisms. This practice should be more systematic and better integrated into the corporate culture

The government restructuring in recent years has brought important changes and has increased to 34 the number of designated departments and organizations under the 1994 Accountability Framework. Readers wishing to obtain further information on action plans and status reports should contact the concerned department or agency directly. A list of resource persons at the designated institutions can be found on page 56 of the present report. This document is also available on Department of Canadian Heritage Web site at www.pch.gc.ca.





PART I

INTERDEPARTMENTAL COORDINATION: CONTINUING PROGRESS

In 1988, the new Official Languages Act committed the federal government to “enhancing the vitality of the English and French linguistic minority communities in Canada and fostering the full recognition and use of both English and French in Canadian society.” The next step was the creation of a structure within the government apparatus. Then came the integration of the communities. Since then, the benefits of the activities to implement section 41 have become more visible in the official-language minority communities.

OBJECTIVE: MAKING A DIFFERENCE

Today, the federal government has an accountability framework that helps the administrative machinery to assume its responsibilities towards official-language minority communities (OLMCs). This framework establishes a number of obligations for 34 key departments and agencies (see list on page 56): appointing a national coordinator, and regional coordinators as required, for activities relating to section 41; submitting each year to the Minister of Canadian Heritage a status report on progress with respect to section 41; and drawing up an annual or multi-year action plan. The Minister of Canadian Heritage reports annually to Parliament on the results of the implementation of the federal government’s commitment for each key department and agency.

The Department of Canadian Heritage organizes meetings at which these coordinators exchange best practices, implementation difficulties, necessary organizational changes, and the emergence of new centres of activities. One of these annual meetings is held in the regions, in an official-language minority community, so that federal officials can have the opportunity to learn about the challenges these minority communities have to face in their daily lives. The Department of Canadian Heritage also publishes *Bulletin 41-42*, dedicated to interdepartmental collaboration and activities that contribute to community development.

Collaboration takes place in all areas. Human Resources Development Canada can be proud to have created the first joint committee bringing together many federal economic departments and representatives of the Francophone minority

communities. Its National Committee for Canadian Francophonie Human Resources Development creates a real rapprochement between the Canadian government and Francophone communities. It gives rise to a development strategy, a series of sectorial fora, a national competition of excellence for Francophone minority businesses, the *Laurier de la PME* (awards for small and medium-sized businesses), and specific financial support. The Anglophone community of Quebec also acquires a similar committee. In fact, many committees have taken model on the first committee of Human Resources Development Canada to take action in other sectors.

In this regard, Health Canada is very active with its two consultative committees, one for the Francophone communities and the other for Quebec’s Anglophone community. One of its tools worth mentioning is the Francophone national cooperation network *Société Santé*, whose objectives are to create networks in each province and territory (other than Quebec), establish solid ties with provincial and territorial governments, improve primary health care in French, and ensure a permanent funding of health care in French. As for Agriculture Canada, it launched the Rural Dialogue to learn the views and concerns of rural and remote populations. Citizenship and Immigration Canada set up the Francophone Minority Communities Steering Committee. Canadian Heritage also created two Consultative Committees to ensure a better match between its policies and programs and the issues of the communities.

In the cultural sector, the Department of Canadian Heritage, the Canada Council for the Arts, the National Arts Centre, the

Fédération culturelle canadienne-française (FCCF), the *Société Radio-Canada* and the National Film Board are signatories of the Agreement for the Development of Francophone Arts and Culture in Canada, which is intended to facilitate the presentation and promotion of artistic products and events from Canada's French-speaking communities. A series of sectorial memoranda of understanding reinforces the cooperation of signatories, and ensures the complementarity of federal interventions. This is the case of the Memorandum of Understanding on Publishing signed between the Canada Council for the Arts, the Department of Canadian Heritage, and the Department of Foreign Affairs and International Trade; the Memorandum of Understanding on Professional Theatre signed by the Canada Council for the Arts, the National Arts Centre, and the Department of Canadian Heritage; and the Protocol for cooperation on development of the visual arts signed by the Canada Council for the Arts, the Department of Foreign Affairs Canada, and the Department of Canadian Heritage. In fact, many federal departments and agencies are cooperating to celebrate the Francophonie, whether it be through the *Rendez-vous de la francophonie* or the *Jeux de la francophonie canadienne*.

Some community projects also bear witness to their will to improve their cooperation with federal organizations. The 400th anniversary of Acadia is one such event. The *Fédération des communautés francophones et acadienne du Canada*, through its initiative *Dialogue en direct*, initiated a rapprochement between its members and other components of the Canadian society. One result was the forum *Vive la différence, l'exemption francophone*, which launched cross-Canada deliberations on redefining the concept of the community. The Canadian Institute for Research on Linguistic Minorities, a national expertise centre attached to the *Université de Moncton*, was created to study the challenges facing the official-language minority communities and to work on subjects related to public policies.

Several interventions have contributed to reinforce the vitality of linguistic minority communities. The launch of Industry Canada's *Francommunautés virtuelles* initiative enables the country's Francophone and Acadian communities to take charge of their technological development. Its objectives are to stimulate connectivity, access to the information highway, content development, and creation of new electronic media in French. Following a decision of the board of the Canadian Television Fund, at least 20 per cent of funds in the French-language stream are reserved for French-language productions outside Quebec. Furthermore, the Interdepartmental Partnership with the Official-Language Communities (I POLC) is an initiative of the Department of Canadian Heritage designed to encourage federal

departments and agencies to work more closely with communities. This gives federal institutions access to supplemental funding allowing them to support formative community projects. The I POLC has already generated total benefits of \$65 million in communities, and nearly 20 federal departments and agencies have contributed to the delivery of an impressive list of projects in many fields such as culture, economic development, and so forth. The federal government has also adopted an Action Plan for Official Languages with a total investment of \$750 million over five years, as well as an accountability and coordination framework.

All these achievements bear witness to a reciprocal commitment of collaboration and cooperation: an action to carry on.

CULTURAL SECTOR

The Joint Theatre Forum: a practice to continue

This was the first working group to bring together federal and Francophone community representatives in order to target efforts toward providing better support for a sector of activity. This was in 1989.

The Joint Theatre Forum (*Forum mixte en théâtre*) was born of a desire to cooperate between the Department of the Secretary of State (now the Department of Canadian Heritage) and the Canada Council for the Arts. Both had long provided financial support for cultural expression in the official-language minority communities. In creating a forum for direct exchange with the theatre companies, the two institutions could better target their support and plan the year in collaboration with the companies. The National Arts Centre later joined the initiative.

The Joint Theatre Forum can boast some fine results. Numerous works have been produced and presented throughout Canada, and artists are touring the country more and more. The *Zones théâtrales* festival brings theatre companies from Francophone Canada, including regions of Quebec, to the national capital. Many theatre companies today have their own venue, allowing them to be more

visible and to avoid having to change stages with every new production. In short, the Joint Theatre Forum has been critical to the growth of the Francophone minority theatrical community.

There are now other working groups bringing together government partners and

community representatives for the major artistic disciplines of publishing, song and music, media arts and visual arts. The *Fédération culturelle canadienne-française* has also adopted this model for discussing cultural development with various stakeholders in the field.

Some lines of thought...

"The Francophone theatre companies are cultural catalysts. They highlight the French language and foster a sense of identity. They offer the communities cultural products of great quality and inform the artists about government programs. With the venues that most of them now have, they also contribute to community vitality. The challenge is now to make those venues work, to provide them with core funding. Cooperation must be further extended to the other levels of government."

René Cormier,
President,
Fédération culturelle canadienne-française

"It is fine to publish books, but if people are not in the habit of buying them because they have not grown up with books in French and



publishers do not have access to a pan-Canadian distribution network, those books will stay on the shelves. Combining the efforts of French-Canadian publishers and numerous community and governmental partners has made it possible to create Livres, Disques, Etc., for example: a print and on-line catalogue that allows the Francophone communities to buy books, albums, videos and games created in the Canadian Francophonie or elsewhere. We have also been able to organize two book fairs in Ontario. Federal involvement should now be able to cover both economic development and cultural or community development.”

denise truax,
Éditions Prise de parole, Sudbury

“Interdepartmental coordination has certainly had some positive benefits. It is no doubt thanks to the fact that Canadian Heritage makes other departments aware of their obligations under the Official Languages Act that more organizations can apply to more federal departments to get their projects carried out. However, we are also seeing one perverse effect: the organizations have to allocate major resources, large sums of money, to reporting and accountability.”

Francis Potié,
Association de la presse francophone

“The English-language community newspapers, whether weekly, bimonthly or monthly, are essential for preserving the Anglophone culture in Quebec. That may seem surprising at first, but it is really these newspapers that are the voice of the community. It is by reading them that Anglo-Quebeckers, especially those living in the regions, can be informed in their own language about what is going on locally, about public opinion on a given subject, about community activities. It is a fundamental identity link that must be supported and must be given resources.”

Greg Duncan,
Quebec Community Newspapers Association

An entertaining dramatic experience!

Francophone television producers wanted access to the production of drama shows for Société Radio-Canada (SRC). As this is a genre that calls for very specific methods of writing and direction, Daniel Gourd, then program director at the Crown corporation, suggested collaboration between the SRC, Francophone minority artisans and the *Institut national de l'image et du son (INIS)*. Thanks to the Interdepartmental Partnership with the Official-Language Communities (IPOLC), a leverage fund administered by Canadian Heritage, it was possible to offer these craftspersons training specifically tailored for them at the INIS. A second phase had been launched: a competition to produce a short drama to be broadcast on the SRC. Here is the telling testimonial of one participant in the first phase:

February 2003. It is freezing cold. Yet I have a spring in my step, even under ten layers of winter clothing. I am coming back to the INIS to complete the training in drama direction offered under an IPOLC project that began last November. Training also being taken by four other of my director colleagues from Ontario, while five continuity writers from as far afield as Manitoba are taking advantage of the same chance I have to refine their art with Jeannette Bertrand. This stay in Montreal, at this sort of school, makes me very happy.

Very happy? Yes. Because this is the realization of a dream. I am a documentary maker, and I've been looking for some time to jump the fence to explore the world of fiction, make invented stories come to life, work with actors. A difficult step for those who live in the big city... imagine what it's like for Francophone directors from other parts of Canada!

Training at the INIS, is a precious gift. I have wings and I'm 20 years old again...

Paule LaRoche
A grateful trainee



Participants at the INIS training session

Coordination: a culture

"The Department of Canadian Heritage plays its coordination role well. The meetings it organizes annually, in Ottawa and the regions, have created a network that allows the section 41 coordinators to get to know each other better, to consult each other, to work as a team and better understand the realities of the communities.

Mention should also be made of the extraordinary work of the Fédération culturelle canadienne-française. Its reports and strategic plans are very well presented, and that facilitates the task of the federal organizations."

Katherine Berg,
Coordinator of implementation of section 41 of the OLA
at the Canada Council for the Arts

Radio: engine of cultural development

Radio is an important medium for the cultural development of the Canadian Francophonie. The *Société Radio-Canada (SRC)* has been a pioneer in this field, and continues to play a role in the growth of the Francophone minority communities. Acting as a complement to SRC, the community radio network is in full expansion mode, and offers local programming that reflects the communities it serves. Twenty-five stations are on the air in eight provinces and two territories, and five are starting up. These stations help to publicize the artists who come from the communities. And there has in fact been an increase in the sales of these artists' albums, to the point that some of them are now making a living from their art.



CBC English radio broadcasts the program *À propos*, hosted by Jim Corcoran. This famous Francophile author/ composer/performer

presents French-Canadian artists to English Canada for one hour every Saturday evening. The program *C'est la vie!*, broadcast Friday mornings, has a mandate to inform the English Canadian population about what is happening in French Canada. There is discussion with personalities, talk about news and trends, and airing of documentaries.

Zof Montréal: ambassador for artists

Zof Montréal is a kind of office representing the performing artists and authors of the Canadian Francophone community in Montreal. This is an initiative of the *Fédération culturelle canadienne-française (FCCF)*, supported by Canadian Heritage and *MusicAction*. The mission of this office is to provide Canada's Francophone artists with access to Quebec's recording and book publishing industry. The staff of *Zof Montréal*, located on Rachel Street, serve in particular as intermediaries between French Canadian performing artists and authors, the industry and the major national media.

Visual arts: associating to create and to break isolation

L'Échangeur, an artists' residence activity sponsored by the *Association des groupes en arts visuels francophones (AGAVF)* in 2000, with further editions in 2001 and 2003, has helped break the isolation of French Canadian artists working in the visual arts. *L'Échangeur* has made it possible for 45 of them to come together in various parts of the country (Moncton, Sudbury, Winnipeg, Rouyn-Noranda and Gatineau) to create ephemeral works on a certain theme. At the end of each exchange, the *Association* teams up with a Francophone publishing house to produce a critical publication of the completed works.



The federal partners (Canadian Heritage and the Canada Council for the Arts) have shown flexibility toward *L'Échangeur*

in agreeing to let this sort of project evolve as an artistic approach. That is the key to the success of the final phase, *Parallaxe* (www.parallaxe.info), which took place in Manitoba upon the official opening of the recently renovated bridge linking Saint-Boniface to Winnipeg. Thirteen artists were on hand to create a work on this theme, and these works will be presented in a forthcoming critical publication.

Song and music: enchanting results

A few years ago, the French Canadian community was not represented on the board of directors of *MusicAction*. It was very difficult for artists to access financial support from this independent agency and from the Canada Music Fund, for one of the basic prerequisites for financial assistance was a distribution contract with a recognized distributor, and there were no Francophone minority distributors on the list. Performing artists who wanted to get into this industry had no choice but to go to Montreal to do canvassing and build their relations with the media.

Today, thanks in part to interdepartmental coordination and the openness it has brought about, the *Alliance nationale de l'industrie musicale (ANIM)* has a seat on the board of *MusicAction*, which has also created an advisory committee to discuss the specific concerns of the Francophone minority communities. New Brunswick and Ontario distributors are officially recognized, and the criteria for certain assistance programs have been made more flexible thanks to the introduction of equivalences. Better yet, the ANIM now has core funding that allows it the standing to actively monitor all the issues and projects in this key sector of the cultural industries.

Anglo-Quebec artists: organizing for improved development

The cultural sector of the Anglophone community of Quebec has begun to take on some structure. Until just recently, artists had little knowledge of each other, and even less knowledge of the federal programs and services open to them. Similarly, the community organizations were not familiar with the cultural sector.

In 2004, the Quebec Writers' Federation and the Quebec Community Groups Network (QCGN), in collaboration with Canadian Heritage and the Canada Council for the Arts, organized a three-day cultural forum in Montreal, called the Quebec Arts Summit. The member artists and agencies of the QCGN were very enthusiastic. This Forum, a product of an agreement signed in 2001 under the Interdepartmental Partnership with the Official-Language Communities (IPOLC), has resulted in the creation of a new organization that gives a voice to the Anglophone artists of Quebec, the English-Language Arts Network (ELAN).

Multipartite Co-operation Agreement: partners at work

On June 6, 1998, in Sudbury, Ontario, the Multipartite Co-operation Agreement in support of an action plan for the artistic and cultural development of Canadian Francophone and Acadian communities was signed. This agreement between the Department of Canadian Heritage, the National Arts Centre, the Canada Council for the Arts and the *Fédération culturelle canadienne-française (FCCF)* is designed to enhance the artistic and cultural development of the Francophone minority communities of Canada. The *Société Radio-Canada* became a signatory in 2000, and the National Film Board in 2002. The agreement falls under a series of measures implemented by the Department of Canadian Heritage. As we know, that department is mandated to facilitate joint action among the various federal stakeholders, and to ensure that they act in a coherent manner toward the official-language minority communities of Canada.

In March 2002, at the National Arts Centre in Ottawa, this agreement was renewed for a period of five years (2002-2007), and its name changed to the Agreement for the Development of Francophone Arts and Culture in Canada. This agreement shows that coordination between federal institutions gives concrete results for official-language communities.



Pierre Raphaël Pelletier, FCCF, and
Hubert Lussier, Canadian Heritage

"With the Canadian government, we have just acquired a powerful model of strategic intervention in the arts and culture for the third millennium!" added Pierre Raphaël Pelletier, then president of the *Fédération culturelle canadienne-française (FCCF)*.

ECONOMIC SECTOR

Coordination must be combined with boldness

“When you combine interdepartmental coordination with management of economic development by the communities themselves, the results are remarkable, no question.”

That is how Raymond Poirier, a well-known businessman from Saint-Boniface, Winnipeg, and one of the pioneers of French Canadian community economic development, describes the government and community efforts of the last ten years.

Prior to 1994, projects were analysed on a case-by-case basis, and federal funds went mainly to the Francophone rights advocacy, educational and cultural organizations. Those were the community’s priorities. Economic development was not on the agenda. For example, even the Manitoba municipalities with a high concentration of Francophones were not concerned about it. As Mr. Poirier says: “Basically, the Government of Canada would give us everything we asked for, since we were not organized and we asked for nothing from the economic development programs. We didn’t even know about them!”

An innovative initiative

Mr. Poirier recounts one of the first attempts by the Manitoba Association of Bilingual Municipalities to get financial support from the federal government. The money requested was to implement a project that would involve the municipal governments in development of their local Francophone communities. Its aim was to stock the municipal libraries of bilingual towns with

French books. “This was the first project when we were able to use a contribution from the Secretary of State (today Canadian Heritage) as leverage to convince the municipalities, *Francofonds* (a community foundation) and the Government of Manitoba to each invest an equal amount so that each library could receive \$12,000 of material in French. It inspired hundreds of small, medium-sized and large economic development projects set up by the Economic Development Council for Bilingual Manitoba Municipalities.”

Another recent example is that of the organization *Développement rural de la vallée du bas de l’Outaouais*. Inspired by the success of the *Destination Nord* initiative in Northern Ontario, the *Chambre économique de l’Ontario* assembled \$1 million from the provincial government, a number of federal departments (Canadian Tourism Commission, Agriculture and Agri-Food Canada and Human Resources and Skills Development Canada), and the private sector to strengthen and promote the tourism offerings of Eastern Ontario.

Self-confidence and visibility

Human Resources and Skills Development Canada has played an important role in economic development by leading the National Committee for Canadian Francophonie Human Resources Development, which is now the *Comité national de développement économique et d’employabilité (CNDÉE)*. Michelle Hamelin, who for many years served as secretary general on this committee for the federal side, explains: “This committee was the first

to bring together around the same table various departments working in the same sector, namely economic and human development, and the minority communities. It made possible a real coming together: it led the federal officials to better understand the needs of the communities and the minority context, and the communities to understand what governments could do.” Albert Bohémier, a businessman from Halifax who co-chaired the National Committee, adds:

“The effect of the Committee was to give confidence to the minority communities. I felt this and saw this in the course of the regional meetings. The people in the communities suddenly realized that they would really be supported by persons who were doing a lot in different departments, officials who were concerned about helping the Francophonie develop its skills and its economy.”

EFFORTS REWARDED

- Forty official-language minority communities have developed a rural development plan, called *Vision*. Financial support from Agriculture and Agri-Food Canada (through its Community Planning Initiative) and Canadian Heritage (through its Interdepartmental Partnership with the Official-Language Communities – IPOLC) has made it possible to set up unifying, job-creating projects in every province and territory.
- The main objective of the *Collectivité ingénieuse de la Péninsule acadienne (CIPA)* is to incorporate information and communication technologies in the various facets of community life. This non-profit organization has 16 community partners. It was created to develop and carry through a model of sustainable rural development that is in tune with the social and economic realities of this rural French-speaking region of New Brunswick. It is a broad societal project that has the financial support of numerous federal institutions: the Atlantic Canada Opportunities Agency, Agriculture and Agri-Food Canada, Human Resources and Skills Development Canada, Industry Canada, and Canadian Heritage.



- High school students from all over the country have been able to spend a summer as entrepreneurs. In Saskatchewan and Manitoba, for example, funding from Human Resources and Skills Development Canada, via *RDÉE Canada* (the economic development and employability network) has for a few years made it possible to cultivate the entrepreneurial spirit of young people by coaching them through the start-up, promotion, management and closure of their summer business.



- Thanks to an action plan developed jointly by Fisheries and Oceans Canada and the Anglophone fishers of Quebec’s Lower North Shore, numerous fishing fleets have stayed viable, and the communities have been able to mobilize to ensure their development. This project has contributed to improving the socio-economic climate of the region.

Western Economic Diversification (WD), which had a seat on the National Committee, was quick to become involved in the economic development of the Francophone communities of the West. It initially allocated \$250,000 annually for all the Western communities, and then \$500,000. This assistance led to the creation of the *Corridor touristique francophone de l'Ouest*. WD became interested in the project after coming in contact with the community representatives on the National Committee. The communities are now publicizing their attractions, both domestically and internationally, and offering new activities and destinations for French-speaking tourists.



A change of attitude

When government departments coordinate to optimize their support and when communities develop solid plans to strategically profit from that support, there are tangible results. Linda Savard, president and CEO of the *Chambre économique de l'Ontario*, describes the ground covered in ten years and the major projects delivered virtually everywhere. "Ten years ago, the departments approached about our *Développement rural de la vallée du Bas de l'Outaouais* project would have replied that there was no existing program that could provide specific assistance to Francophones. Today, even without the participation of Canadian Heritage, they understand that Francophones have special needs and that it is important to focus on this facet of Canadian culture."

While there have been great successes, there have also been mere one-time projects that disappeared along with the senior officials that championed them, notes Raymond Poirier.

"It is still people, and not the system, who carry projects, activities, initiatives. We have to prevent Francophone economic development from becoming dependent on the persons who promote it."

According to Ms. Savard, the Government of Canada's Action Plan for Official Languages is another step in the right direction. It is now a matter of ensuring that it contributes to the development of automatic reflexes. Like Mr. Poirier, she feels that we have to get to the point where no federal program or initiative is created without the systematic raising of the issue of its impacts in the official-language minority communities. Linguistic duality is a strength and an asset for our country. The businesses in the official-language communities, which are beginning to consolidate, contribute to the economic progress of the country. This strength must not be subject to the whims and fancies of a given day.

SOCIAL SECTOR

A booming social sector

Health

April 2000 – Health Canada creates the Consultative Committee for French-Speaking Minority Communities. This marks the beginning, in this department, of a wealth of activities to promote the enhancement of the official-language minority communities.

The Committee brings together representatives of the Francophone communities and senior officials of Health Canada. It is mandated to advise the Minister of Health on issues within his or her jurisdiction with the aim of supporting the development of the Francophone minority communities and enhancing their vitality.

One of the most telling of the Committee's innovations is without question the establishment of the *Société Santé en français (SSF)*, a kind of operational unit created in 2002 on the initiative of the community side of the Committee. The SSF acts as the hub of activity and funding in the health sector for the Francophone minority communities. It is the meeting point of 17 regional, provincial and territorial networks working to coordinate partners interested in improving access to health care services in French in every province and territory where French is not the majority language.



The structure of the *Société* and its networks is drawn from a model considered by the World Health Organization to be very effective for cohesive intervention. This model requires the active and sustained participation of five partners: the

governments (federal and provincial/territorial), health institutions, health professionals, educational institutions, and the community itself. Each network sets its own priorities and chooses the issues it will propose for funding. The SSF accepts only those projects that have received the approval of the provincial or territorial authorities, as the health sector lies within their jurisdiction.

It is essential for the success of this model that the communities have real decision-making power and are not consulted just to set people's minds at ease. More details on the Committee and the *Société* at www.forumsante.ca.

THE CONSULTATIVE COMMITTEE: RECIPE FOR SUCCESS

According to Paul-André Baril, networking assistant at the *Société Santé en français*, three key factors have been behind the success and rapid progress of the Consultative Committee:

- focussing of the community's efforts on a target department,
- firm and clearly expressed support from the minister, and
- the very high ranking in the hierarchy of the federal co-chair.

Intervening at the source

The "health of the population" approach aims to act upon the determinants of health, that is, the factors that have a strong influence on people's health. The first of these determinants is socio-economic status, and the second is access to a social support network. In this regard, the official-language minority communities, Anglophone and Francophone alike, are faced with a major problem. In many parts of the country, these

communities are isolated and have an unemployment rate well above that of the majority population.

For Élise Arsenault, of the Évangéline community health centre in Prince Edward Island, it is essential to ensure that the communities have services and the circulation of information. The networks of the *Société Santé en français*, which bring together all the levels of intervention, are a decisive step toward that goal. Next, an overall approach must be made to the economic, community and cultural facets of a particular project or issue. That is where interdepartmental coordination can play a leading role.

In Quebec, the Community Health and Social Services Network, created in 2000 at the invitation of the Department of Canadian Heritage and Health Canada, includes nearly 60 community organizations and institutions in the health sector. A few member organizations have tried out videoconferencing technology for reaching the isolated English-speaking populations of Quebec. Thanks to the Patient and Community Support Network, some Montreal professionals have put young people registered in a substance abuse treatment program in Quebec City in contact with former program participants who had moved to Montreal and stayed sober. The objective was to give the former the chance to talk with other youth who were successful graduates, and to allow the latter to keep in touch with the program. Similarly, Anglophones from the Magdalen Islands, Quebec City and Gaspé have been able to receive information sessions in English on adolescent suicide, diabetes and breast cancer.



Literacy training and learning difficulties: making way for innovation

The *Fédération canadienne pour l'alphabétisation en français (FCAF)* has been working for many years with the National Literacy Secretariat (NLS), Canadian Heritage and Canada Post.

The latter partner has permitted it in particular to engage in various promotional activities, including production of the magazine *À lire*, and distribution of a bookmark in all Francophone schools, on which Daniel Lavoie and Canada Post urge families to read every day.



The FCAF advocates family literacy training as a means of supporting parents in their role of primary educator of their children. According to Luce Lapierre, director general of the FCAF, "it is important to make the French language a daily tool of expression and recreation in the home. In the long term, this will support the continuity of our communities by increasing the population base that will use products and services offered in French." A variety of models have been adopted in the provinces and territories. In Saskatchewan, for example, a weekend family francization camp has been established. In Ontario, the program *Des livres dans mon baluchon* welcomes parents and children for a few hours a week over a number of weeks for family reading, writing and language development activities. In British Columbia, families gather for *Chansons, comptez, comptines*, an activity that has created a new bond among the participating Francophone families.

The National Literacy Secretariat received resources for supporting family literacy training activities extending over four consecutive years. "This is very important," notes Yvon Laberge, a literacy consultant in Alberta, "because there is very little funding available provincially for Francophone literacy training. We are very grateful to proactive officials such as Yvette Souque and her colleagues at the NLS for their remarkable efforts. Ideally, to tackle the root of the problem and act from a long-term perspective, literacy training should be included in the federal-provincial agreements on education."

In Quebec, the Anglophone community has created the Quebec Learner's Network so that remote populations can access various distance-training programs and services. Thanks to the contribution from Canadian Heritage and the Office of Learning Technologies (Human Resources and Skills

Development Canada), this organization has offered teachers, parents of children with learning difficulties and community resource persons four on-line workshops on learning problems. Use of a videoconferencing system has made it possible to offer the workshop in various locations and thus inform participants about the causes of learning disorders that are rarely diagnosed in small rural communities. Next, three on-line training modules were prepared, accessible any time from anywhere, even with a dial-up connection and a slow modem. The first module was designed as a general introduction to learning disorders and attention deficit; the second addressed the needs of children with difficulties; and the third proposed strategies whereby parents and teachers can respond to the needs of these children.

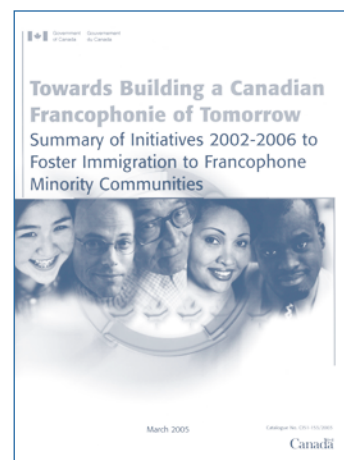
Immigration: a new development focus

The Citizenship and Immigration Canada – Francophone Minority Communities Steering Committee was created in March 2002. This committee was established in response to the recommendations of the *Dialogue* initiative of the *Fédération des communautés francophones et acadienne du Canada (FCFA)*. The Committee has the distinction of assembling, not only various federal departments and the communities, but also provincial and territorial government representatives for the Francophone affairs sector. Coordination is provided by the FCFA and Citizenship and Immigration Canada.



The Committee first of all developed a strategic framework for increasing the number of French-speaking immigrants to the communities, so as to maintain their demographic weight, improve their reception capacity, and strengthen their hosting and settlement infrastructures; ensure the economic, social and cultural integration of immigrants; and foster regionalization of Francophone immigration outside Toronto and Vancouver.

In March 2005, it published a summary of 2002-2006 initiatives to promote immigration to the Francophone minority communities, called *Towards Building a Canadian Francophonie of Tomorrow*.



“This committee has not been around long, and already it is working on a national action plan to support our policy framework, and the communities are working on their provincial action plan,” notes Luketa M’Pindou, a former community representative from Alberta on the Steering Committee. “There are also concrete achievements in the communities, such as services set up in Edmonton and Calgary for the reception, settlement and adjustment of Francophone immigrants. These offer newcomers orientation and assistance in finding housing, a school, a job.”

Another benefit of the Steering Committee’s work was a tour of Eastern European and South American countries conducted in March 2004 to promote the Francophone communities of Canada. These visits have been productive, for every day Mr. M’Pindou responds to e-mails from Romanians looking for information about the Franco-Albertan community. “The Canadian government should truly be congratulated for creating the Steering Committee,” concludes Mr. M’Pindou.

DYNAMIC REGIONS

The outcome of interdepartmental coordination is based in large part on the teamwork that exists between the national headquarters of the federal departments and agencies and their regional offices. The vitality shown by the regions in this regard deserves to be underscored. Numerous initiatives are being created all over Canada, in addition to those planned at national headquarters and find their culmination in the regions.

The Federal Councils and official languages: coordination at work

The Councils of Senior Federal Officials, present in the provinces and territories, have over the years become major partners in the implementation of Part VII of the *Official Languages Act (OLA)*. This has been achieved through the creation within these councils of committees or subcommittees whose action is concerned with the official languages. The establishment of these committees has made it possible to better coordinate the federal departments and agencies present in the regions in the area of official languages. Federal officials' awareness of this issue has increased, and closer relations have been created with the official-language minority communities. We now have productive cooperation.

Crucial issues in Newfoundland and Labrador

In Newfoundland and Labrador, for example, the federal government, through the Council

of Senior Federal Officials' Sub-Committee on Official Languages, has partnered with the Francophone community of that province on three policy areas:

- improving services to the public in French,
- increasing bilingualism in the federal administration, and
- involvement in community development.

The federal partners and the community are cooperating on establishing a single window for services to the regions of St. John's, Labrador City and the Port-au-Port peninsula. These communities, often small and isolated, are home to between 500 and 1,000 Francophones, or 0.4 per cent of Francophones nationally. It is a daily challenge for these communities to be and to stay French-speaking. Other projects have been implemented, and others are underway. A positive change in attitude is to be noted among federal officials in their support for the survival of the Francophone community of Newfoundland and Labrador.

The Western provinces unite

Inspired by the Symposium on Official Languages held in Prince Edward Island in October 2001, in November 2003 in Regina, the Official Languages Committee of the Saskatchewan Federal Council of Senior Managers organized *Forum 4-2-1: 4 provinces, 2 official languages, 1 plan*.

FORUM 4-2-1

The idea was born during the consultations concerning the Government of Canada's Action Plan for Official Languages. The Committee had just developed its first action plan for broadening the scope of its activities and raising its visibility with other committees of the Federal Council. The consultations on the federal Action Plan suddenly illuminated the importance of government activities in the field of official languages. That is when the Committee felt it was time to act. It decided to assemble the federal councils of the four Western provinces, provincial officials and representatives of the Francophone communities with a view to taking joint, strategic action.

Forum 4-2-1 proved conclusive. It had four major themes:

- service delivery (Part IV of the OLA),
- support for the development of the official-language communities (Part VII),
- language training and retention (Part V), and
- leadership.

At the conclusion of the Forum, the federal councils committed themselves to developing a multi-year action plan with the aim of effecting a change of culture in the federal departments and agencies of the four Western provinces. The objectives included:

- orienting the official languages action of federal officials in the West for a number of years;
- exploring the possibility of developing horizontal policies so as to harmonize federal, provincial and community actions and ensure their consistency;
- exploring possible partnerships in the context of Parts IV and V of the OLA and in the area of language training; and
- encouraging cooperation among the four official languages committees by creating a forum to facilitate discussion on models to be followed, best practices and initiatives arising from various departments and agencies.

The Western strategic plan on official languages was recently adopted by the four federal councils.

WORTHY OF MENTION: THE ATLANTIC SYMPOSIUM ON OFFICIAL LANGUAGES



Held in the fall of 2001, this Symposium lent new momentum to promotion of the official languages within the federal government in Atlantic Canada. It inspired other initiatives of the same kind (including *Forum 4-2-1*).

It was held in Charlottetown, PEI, the cradle of Canadian Confederation. This return to the historic roots of our country was an opportunity for the Atlantic federal councils to reaffirm their commitment to the official languages. They took a new look at their collective commitment to the development and enhancement of the Acadian and Francophone communities.

Three years later, Donald Arsenault, a Canadian Heritage director in Prince Edward Island and chair of the Symposium organizing committee, feels that the benefits of the activity have been lasting. The commitments made by the senior officials have been respected, a dynamic network is showing leadership in promoting linguistic duality in the Atlantic region, and the discussions have sown ideas that have now sprouted and come to fruition.

In short, the Symposium was a catalyst for change. It mobilized key players in the federal government. It made possible sustainable results on service delivery in both official languages, and on development of the Francophone and Acadian communities.

ONTARIO: A SYMPOSIUM AT THE SERVICE OF PARTNER COORDINATION

Ontario has been regularly organizing symposiums on the official languages since 2000. These meetings bring together leaders from the various sectors of the Francophone community, provincial coordinators of French services, and federal coordinators responsible for the implementation of section 41 of the *Official Languages Act* in Ontario. You will recall that, under this section, the federal government commits to enhancing the vitality of the English and French linguistic minority communities of Canada, supporting their development and promoting linguistic duality.

The organizers of this symposium make every effort to meet the participants' expectations. They also take account of the comments expressed at the previous symposium, and make sure that the main topics of the day are on the

agenda, says Rachel Gauvin, chair of the Official Languages Committee of the Ontario Federal Council.

The symposium is an opportunity for the Francophone community of Ontario and federal and provincial officials to meet, to discuss the major issues and priorities of both the community and the governments. The first contacts are made, ideas are born and relationships are built. The benefits are sometimes direct, as with the establishment of the Official Languages Committee of the Ontario Federal Council, and sometimes indirect, through the contacts established and the subsequent ease of communication. We note as well an increase in the number of projects approved under the Interdepartmental Partnership with the Official-Language Communities (IPLC) in different sectors of activity.

SAANB PROJECT: A PROJECT WITH A FUTURE

In 2003-2004, the Department of Canadian Heritage, through its multiculturalism program, supported the establishment by the *Société des Acadiens et Acadiennes du Nouveau-Brunswick (SAANB)* of a provincial immigration coordination group, the *Table de concertation provinciale sur l'immigration*. The project was created in partnership with the provincial government and a number of federal departments, including Citizenship and Immigration Canada, Status of Women Canada, and the Rural Secretariat through Rural Team New Brunswick, as well as non-governmental organizations such as the Multicultural Association of the Greater Moncton Area, the New Brunswick Multicultural Council, Atlantic-Metropolis, the *Conseil des minorités multiculturelles francophones du Nouveau-Brunswick*, and various socio-economic players.

The repercussions of the activities of this coordination group will be important for the entire population of New Brunswick. That province, and in particular its Francophone community, is currently facing three significant challenges: a demographic deficit, a high rate of Francophone assimilation and a poor ability to retain its population. The work of this group should enable government and Francophone institutions to better adapt to the ethnic, religious and cultural diversity of modern societies. Acadian society will be better

equipped to live and work in a multicultural environment, and to receive newcomers with understanding. It will be able to build bridges with the entire community and thus contribute to the strengthening of social cohesion. This initiative is also part of the development of a strategic framework to promote immigration to the Francophone minority communities of Canada.

Questions relating to the reception and integration of immigrants and newcomers are examined by the members of the coordination group. Actions are taken to achieve some of the objectives of Canadian Heritage's multiculturalism program and official languages program. Those objectives include: enabling Canadians to relate to each other and establish a broader consensus between the communities and the public; initiating an informed dialogue on sustained actions to combat racism; and finally, enhancing the long-term development of the official-language minority communities. The SAANB has facilitated greater participation by newcomers in the major gathering to mark the 400th anniversary of the founding of Acadia. The group's members also took part in *Rendez-vous Immigration 2004*, a conference on immigration organized by the Province of New Brunswick in collaboration with Canadian Heritage and Citizenship and Immigration Canada.

A new decade of coordination marked by maturity and autonomy

Over the last ten years, much ground has been covered. Despite its limitations, the accountability framework introduced by the government in 1994 has produced results. And the Government of Canada's Action Plan for Official Languages, released in March 2003, has provided new dynamism for Canada's linguistic duality. As we have seen in the preceding pages, the official-language minority communities have made important gains in every major sector of activity. This is particularly true in the cultural field, which has seen a true blossoming in a whole range of disciplines: theatre, music, song, visual arts, radio, television, films and print media, plus the creation of numerous tools for promoting the cultural industry. Other fields such as economy, health, literacy, training and immigration, to name just a few, have not been left behind. This accelerated development has yielded benefits both nationally and regionally.

Of course, not everything is perfect. Time has been needed, more or less depending on the different players, for the federal departments and agencies to be true participants in the development and enhancement of the official-language minority communities. But the class is boasting more and more good pupils. Many departments and agencies are taking the lead in offering community partners solutions to the challenges they face. Committees have been set up, agreements signed, and partnerships concluded. We cannot fail to mention here the leverage afforded by the IPOLC (Interdepartmental Partnership with the Official-Language Communities). This Canadian Heritage initiative, launched in June 2000, has served to strengthen and increase the ties

of cooperation between the communities and the federal government. Numerous projects have been delivered thanks to the helping hand of IPOLC funding. And the share of funding on offer from the federal partners is constantly increasing, allowing the IPOLC to welcome new players.



Thanks to their determination, the official-language minority communities have gained in confidence over the last ten years. They now want to steer and control their own development. They are giving themselves the tools to do so. The quest for greater autonomy is another sign of maturity. For the communities, full participation in the vitality of Canadian society is to be achieved by taking control of the main levers that affect their growth. Canadian society, which considers itself inclusive and is seeking greater cohesion, can only benefit from the progress made by the French-speaking and English-speaking minority communities of Canada. In the years ahead, interdepartmental coordination must thoroughly play its role of promoter of the development and enhancement of these communities, and coordinator of the federal commitment under section 41 of the OLA.

PART II | RESULTS OF THE IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT IN THE DESIGNATED FEDERAL DEPARTMENTS AND AGENCIES

Canada Council for the Arts

Main results achieved by activity category

Consultation

The Council regularly attended consultation meetings with representatives of minority Anglophone and Francophone communities. There were Interdepartmental Partnership with the Official-Language Communities (IPOLC) meetings and this initiative was evaluated in cooperation with the communities and Canadian Heritage. The Council was thus able to propose the renewal of the IPOLC agreement for the years 2005-2008 to the Department. The Council also was involved with working groups in Francophone visual arts, publishing, song-music and theatre, and also attended the Canada Council for the Arts/*Fédération culturelle canadienne-française* (FCCF) meeting and the Quebec Arts Summit, an event that led to the creation of the English-Language Arts Network (ELAN).

Communications

The Council met many Anglophone and Francophone artists and arts organizations by holding eight information sessions in five provinces and 10 targeted training workshops. The program officers gave interviews to the community media (newspapers, community radio, the CBC) to inform them about Council programs, which increased the Council's visibility as well as the visibility of regional artists. Artists can also contact the designated officers at each of the Council's offices, which makes the Council programs more accessible.

Coordination and liaison

The Council was involved in committee meetings of the signatories to the *Agreement for the Development of Francophone Arts and Culture in Canada*, and the implementation of other cooperative tools, such as working groups in the Francophone arts sectors coordinated by Canadian Heritage. These activities led to enhanced cooperation among the co-signers, and provided better structures for their actions.

mandate

The Canada Council for the Arts is a national arms length agency which fosters the development of the arts in Canada through grants and services to professional Canadian artists and arts organizations, and administers scholarly awards.



Funding and program delivery

The Council granted more than \$2 million in individual grants to minority Anglophone and Francophone artists. The IPOLC increased the number of projects from these artists that received funding. The funds made it possible to start projects, whether they involved research, exploration, creation or experimentation. They also allowed artists and artistic directors at theatre companies and artists' centres to travel for professional development. The Council grants include assistance for operations and projects submitted by arts organizations. The Council supported festivals, exchange and presentation projects, multidisciplinary events, collective projects, readings and promotional tours, tours by classical and other musicians, tours by theatre and dance companies in Canada, and co-productions. The Council also administered awards and research grants to Canadian artists and researchers. It is worth noting that official-language minority community artists were awarded the Governor General's Literary Awards in 2004, not to mention the Governor General's Award in Visual and Media Arts, as well as the *Prix de Rome* in Architecture.



Canadian Broadcasting Corporation

Main results achieved by activity category

Consultation

As soon as he took up his duties in the spring of 2004, the French Television Director General for the regions toured the various regions of Canada. Discussions were held with representatives of Francophone minorities. In February 2005, CBC/Radio-Canada announced its local and regional programming strategy. If it receives appropriate levels of financial support, the strategy should provide Canadians with better access to public broadcasting services at the local and regional levels. The Regions' Panel activities support this approach.

Coordination and liaison

The Corporation has upheld its commitment and its actions under the Agreement for the Development of Francophone Arts and Culture in Canada with the *Fédération culturelle canadienne-française (FCCF)*, which is designed to enhance the promotion and visibility of Francophone and Acadian artists in all disciplines. The CBC has also worked with various interdepartmental working groups coordinated by Canadian Heritage. It also sometimes works in partnership with the National Film Board and Telefilm Canada on a variety of projects.

Funding and program delivery

To underscore the 20th anniversary of the *Association des théâtres francophones du Canada (ATFC)*, French Television, over a seven-month period, produced and broadcast vignettes about each of the professional Francophone theatre companies working outside Quebec on regional stations and on RDI, the French-language news station. For the second year in a row, the CBC supported *Coup de cœur francophone*. French Television also committed to a second three-year period (2004-2007) of the Interdepartmental Partnership with the Official-Language Communities (IPOLC) with Canadian Heritage. Five projects received development assistance, and two others led to production contracts for drama programs that will be broadcast on the national CBC network. Several special broadcasts were aired on the network and on RDI to mark the 400th anniversary of Acadia and the World Acadian Congress

mandate

As Canada's public broadcaster, the Canadian Broadcasting Corporation (CBC) provides services in English and in French; its mandate is set out in the Broadcasting Act, which stipulates that the CBC must offer radio and television programming that provides a wide range of information, enlightenment and entertainment.



held in Nova Scotia in the summer of 2004. *L'Accent*, the news magazine about Francophone life, also returned, along with *Ça vaut le détour!* which shows some of the best CBC regional programming on the network. French Television also started broadcasting on four new transmitters in the *Espace musique* network, two of which are outside Quebec. It launched a new talent program, *Sacré talent!*, which promotes 12 rising Francophone singers. The Quebec English-language radio station broadcast a series of six special programs called *Routes Montreal*, to promote talent and reflect cultural richness and diversity not only in the regions but nationally as well. English Television maintained and enhanced its close links with the Anglophone community in Quebec by including it in programming for the show *Canada Now*. It also continued to work with English radio to sponsor many cultural agencies and festivals, and worked closely with charitable organizations.

Main results achieved by activity category

Awareness

The Department conducted information sessions for senior management and for other departmental staff in order to raise their awareness about their responsibilities relating to the development of the official-language minority communities and the promotion of linguistic duality in Canada. It also organized telephone conferences and meetings with employees in regional offices to ensure that they were aware of these responsibilities. Orientation sessions for new employees as well as the Orientation Guide for Communications Branch employees includes a component relating to responsibilities concerning section 41 of the *Official Languages Act (OLA)*. Employees from head office as well as regional offices held meetings with local networks where official languages and community participation were discussed.

Information tools, such as the *Bulletin 41-42*, were also produced and distributed within the Department to increase awareness about the implementation of section 41 of the OLA. Information sessions were given to representatives of each sector and region on the Performance Measurement Tool, developed to facilitate the implementation of section 41 of the OLA and the preparation of results-based action plans and status reports by designated federal institutions, including Canadian Heritage.

Consultation

Consultations took place with official-language minority communities within the context of the renewal of the Canada-community agreements in each of the provinces and territories in order to determine community needs and priorities, resulting in the development of a new cooperation agreement model. The Department's cultural programs officials met with community representatives (e.g. with the *Fédération culturelle canadienne-française*, Francophone producers, media arts representatives, etc.) to learn about community priorities in this area. In sports, consultations took place with athletes to determine the levels of service that would be necessary in both official languages to meet their requirements. The groundwork was also laid for ongoing participation in the Government of Canada's

mandate

Canadian Heritage is responsible for national policies and programs that promote Canadian content, foster cultural participation, active citizenship and participation in Canada's civic life, and strengthen connections among Canadians.



consultations through the GoC Consultation Portal, thereby allowing official-language communities to exchange information in a virtual environment.

For the 2010 Winter Olympic and Paralympic Games, to be held in Vancouver-Whistler, regular consultations began with official-language communities to develop an action plan involving these communities in the organization of this major international event, as well as to take advantage of the opportunities and spinoffs that it will provide. Through these exchanges, the communities also gained a better understanding of the federal government's objectives in the organization of this event.

The Department also organized meetings with certain communities to introduce to them the Canada Volunteerism Initiative and explain how it could respond to their needs. An official languages strategy was developed, including a questionnaire evaluating the level of bilingualism and an action plan model, to encourage host organizations and local networks responsible for the Initiative to collaborate more closely with the official-language communities.

In the Western Region, discussions took place with Francophone associations to create a coordination mechanism dealing with the promotion of immigration to Francophone minority communities.



Communications

The Official Languages Support Programs produced and distributed a number of publications and other documents to Francophone and Anglophone communities, providing a range of information that would be helpful to them: *Bulletin 41-42*, a guide on best practices in inter-departmental coordination, an inventory of programs and other initiatives of interest, etc. In addition, the Performance Measurement Tool was developed and presented to national coordinators to assist their institutions with the implementation of section 41 of the OLA and the preparation of their action plans and status reports, as well as to better follow their own progress by identifying their strengths and weaknesses. A CD-ROM was produced and distributed containing regional profiles of official-language communities compiled from a large demographic and demolinguistic database.

In the sports area, the Department added a heading for the Games of La Francophonie to its Web site. It also distributed a bilingual lexicon of sports terminology to partners of Sport Canada, sent letters to all associations participating in the Athens Olympic and Paralympic Games encouraging them to provide services in both official languages, and forwarded to official-language communities all external communications relating to the 2010 Olympic and Paralympic Winter Games Federal Secretariat. As well, bilingual Contracts Canada information kits on how to do business with the federal government were distributed to minority-community organizations.

The Canadian Conservation Institute Web site was redesigned to include a wider range of information in both official languages; more conservation training seminars were offered in the French language. Efforts were made to promote the Canada Volunteerism Initiative on Web sites of national centres and local networks in both official languages.

Promotion campaigns for youth programs, such as Young Canada Works and Exchanges Canada, sought to reach Francophone youth.

Coordination and liaison

The Department coordinated several meetings with community representatives. The Canadian Heritage-Francophone and Acadian communities coordination committee dealt with issues relating to culture, education, community resources and leadership. A similar committee involving the Anglophone community of Quebec focussed on youth, culture, poverty and the rural regions of the province.

In the cultural area, the Department coordinated inter-departmental work related to the Agreement for the Development of Francophone Arts and Culture in Canada, and led working groups in areas such as theatre, media arts, publishing, visual arts and song-music. In addition, the network of national coordinators responsible for the implementation of section 41 of the OLA, coordinated by the Department, met four times during the year; one of the meetings was focussed on official languages research. The Department also brought together for the first time representatives from several federal institutions to discuss what federal resources might be available to support early childhood development within the communities.

The Department was also involved in meetings of the Ministerial Conference on Francophone Affairs as well as committees coordinated by Human Resources and Skills Development Canada, Health Canada, Citizenship and Immigration Canada, and Justice Canada which deal with minority community development. It also facilitated work towards obtaining bilingual services for the City of Ottawa, and provided centralized access to government culture, heritage and recreation programs and services through one-stop Web access. It took steps to ensure that the CRTC require that the CPAC public affairs channel be broadcast on two distinct channels (one for each official language), and that the two Canadian satellite broadcasting systems distribute their signal equally among English- and French-language stations which are part of the public broadcaster's network.

Regional offices supported a number of initiatives, such as the *French Language Services Act* adopted by the Nova Scotia government, the work of *Forum 4-2-1* held to establish coordination structures in the Western provinces, and a major linguistic duality forum organized in Montreal. The Atlantic Provinces, working with the Atlantic Canada Opportunities Agency, organized numerous events to celebrate the 400th anniversary of the arrival of the first French settlers in Acadia. At the national level, the Department spearheaded the organization of a film festival on the international Francophonie, developed an action plan with partners for the implementation of recommendations by the Commissioner of Official Languages concerning access to French-language services by athletes, and implemented a framework for federal coordination in order to meet official languages obligations at the 2010 Winter Olympic and Paralympic Games. From a research perspective, the Department played a major role in the publication of *Languages in Canada: 2001 Census* with Statistics Canada, and launched a joint initiative – the Official



Languages Research and Dissemination Program – with the Social Sciences and Humanities Research Council of Canada.

Funding and program delivery

The Department of Canadian Heritage continued to provide support for the development of official-language minority communities, for minority-language education as well as for second-language learning, the latter involving associations such as Canadian Parents for French. Financial leverage continued to be provided through the Interdepartmental Partnership with the Official-Language Communities (IPOLC), where eighteen memoranda of understanding were signed, including three new ones (these programs are discussed in more detail in Volume 1 of this report).

Minority communities received support for the development and distribution of their cultural products through such programs as the Canada Magazine Fund, Arts Presentation Canada, the Publications Assistance and Book Publishing Industry Development programs, etc. The Quebec Arts Summit was the first major gathering of Anglophone artists in Quebec. Artistic creativity and innovation were supported through programs such as Cultural Spaces Canada, and the Canadian Culture Online Program provided visibility for French-language digital content.

The Department, in cooperation with the Council for Canadian Unity, offered leadership camps on linguistic duality for youth, and assistance and expertise were provided to support local networks of the Canada Volunteerism Initiative in order to improve services in both official languages. Thousands of young people took part in two-way exchanges focussing on official languages. The Museums Assistance Program as well as Young Canada Works (Heritage component) also received funding with special attention paid to projects benefiting official-language communities.

Support was also provided for initiatives that increase participation and strengthen interconnections with official-language communities belonging to ethnocultural and racial communities. There was more visibility for French and Aboriginal languages in the three territories. Funding was made available for TV5 *Québec-Canada* projects for Canadian programs coming from outside Quebec, for example, supporting a strategy for the international promotion of Acadian artists. In the area of sport, the Department funded federal/provincial/territorial agreements to enable the addition of language clauses to sport promotion activities, and earmarked

significant funding to assist partners in applying national standards and developing tools as a response to the recommendations of the Commissioner of Official Languages.

At the regional level, the Department partnered with the Atlantic Canada Opportunities Agency to support activities relating to the 400th anniversary of the arrival of the first French settlers in Acadia. Funding was also provided for preparations for centennial celebrations in Alberta and Saskatchewan. Manitoba launched a pilot project on early childhood development and also hosted the *Jeux de la francophonie canadienne*. The Department provided support for a global development plan presented by Newfoundland and Labrador's Francophone community to stimulate partnerships as well as for that of the Quebec Community Groups Network to define its orientation (other projects funded in the regions are described in Volume 1 of this report).

Accountability

An evaluation was conducted of the Department's responsibilities in relation to section 42 of the *Official Languages Act* – its pertinence, its successes, its accomplishments. An organizational action plan on official languages was developed to implement Sport Canada's strategic plan involving the promotion of linguistic duality within the sports community. The 2010 Olympic and Paralympic Winter Games Federal Secretariat integrated section 41 of the OLA into the development of various strategic documents.



Canadian Radio-television and Telecommunications Commission

Main results achieved by activity category

Awareness

The CRTC has circulated its 2004-2005 Action Plan – Implementation of section 41 of the *Official Languages Act* (OLA) to all Commission members and within all the branches affected. The record of achievements was approved by Commission members.

Consultation

In March 2005, the Commission met with the executive of the *Fédération des communautés francophones et acadienne du Canada (FCFA)*, which represents Canada's Francophone and Acadian communities. At the meeting, the FCFA expressed its concerns about national French-language television services and access to them for minority Francophone communities, and about the development of community radio stations. These concerns are consistent with the goals set in the CRTC's 2004-2005 action plan for the implementation of section 41 of the OLA.

Communications

The CRTC distributed its 2004-2005 Action Plan – Implementation of section 41 of the *Official Languages Act* to the agencies consulted during the drafting of the plan. The plan can be consulted on the CRTC Web site.

Coordination and liaison

In February 2005, the CRTC took part in the annual meeting of the Joint Working Group on Media Arts sponsored by Canadian Heritage, at which Francophone producers outside Quebec were represented by the *Alliance des producteurs francophones du Canada (APFC)*. Commission representatives also attended meetings of national coordinators responsible for implementation of section 41 of the OLA.

Funding and program delivery

The CRTC is an administrative tribunal, and as such it does not manage programs or services, or fund activities. In discharging its mandate, however, it does promote access to television services in English and French in official-language minority communities. Accordingly, since September 1, 2004, SRD, ExpressVu and Star Choice have been required under the terms of their licences to broadcast signals from traditional television stations operated by CBC/SRC that at least match in volume the signals from French-language traditional television stations carried by another broadcast group.

mandate

The Canadian Radio-television and Telecommunications Commission (CRTC) is charged with regulating and supervising all aspects of the Canadian broadcasting and telecommunications system, in accordance with the goals stated in sections 3 and 5 of the Broadcasting Act, under the Telecommunications Act and the Bell Canada Act.



The CRTC also encourages licence holders to continue their efforts to increase production and broadcast of regionally produced programs. As a result, the CRTC has authorized *TV5 Canada-Québec* to carry advertising, subject to conditions respecting spending on programming outside Quebec. It has also reminded TVA of its commitments to reflect official-language minority communities, a condition of its national network licence. Moreover, in renewing the licences of 22 specialized services, the CRTC indicated that it expected the licensees to ensure that programming in general reflected every region of Canada. With respect to community radio, the CRTC has approved a licence for *Radio Beauséjour* in Moncton and *Radio Brise de la Baie* in Saint John, NB. It also agreed to extend the start-up date for French-language community radio in Toronto.

Accountability

The CRTC appeared before the House of Commons Standing Committee on Official Languages in April 2004. In addition, the 2005 Broadcasting Policy Monitoring Report details activities related to the implementation of section 41 of the OLA.



National Arts Centre

Main results achieved by activity category

Consultation

The NAC's French Theatre continued its work of developing theatre in Francophone minority communities through meetings within the context of the *Zones théâtrales* festival and the Regional Theatre Development Program. Meetings were also held with the Ontario *Association des professionnels de la chanson et de la musique (APCM)* and the *Alliance nationale de l'industrie musicale (ANIM)*. Representatives of Quebec's English-speaking artistic community were consulted on matters relating to music and theatre. The *Matinées scolaires francophones* (music) and the *Musiciens dans les écoles francophones* programs provided an opportunity to consult people in the education sector. There were a number of meetings with Franco-Albertan artists for the purpose of preparing the *Alberta Scene* event.

Communications

French Theatre launched its *ArtsAlive* Web site, which provides Francophones with high-quality tools for learning about, teaching and performing theatre. The NAC proposed a partnership with the French-language print and electronic press in Ontario in order to establish closer ties with the theatrical community in that province. With respect to Alberta, press conferences were held in Edmonton and Calgary to announce the arrival of *Alberta Scene* in Ottawa and encourage artists to take part in the selection process. In British Columbia, the NAC sent the *Vivaldi and the Four Seasons* resource kit to students in French as well as French immersion classes in preparation for a provincial tour by the NAC Orchestra.

Coordination and liaison

The NAC participated in meetings connected with the Agreement for the Development of Francophone Arts and Culture and the Joint Theatre Forum. It was in this context that *Zones théâtrales*, a biennial festival showcasing French-language regional theatre, was created with the cooperation of the Canada Council for the Arts and Canadian Heritage. The NAC's English Theatre commissioned a work by Anglo-Quebec author Linda Gaboriau,

mandate

The mandate of the National Arts Centre (NAC) is to play a leadership role in fostering artistic excellence in all the performing arts disciplines by showcasing artists from all regions of Canada and encouraging new talent.

and the work was presented to two prestigious national juries and U.K. theatrical producers. On September 26, 2004, the Centre participated in a study day in Limoges, France, on potential collaborative theatre ventures by France and Canada. The event was organized by the Canadian Cultural Centre in Paris and the Canada Council for the Arts.

Funding and program delivery

Following the signing of the first Interdepartmental Partnership with the Official-Language Communities (IPOLC) memorandum of understanding with Canadian Heritage, the NAC was able to give musicians an opportunity to visit Francophone community centres and schools in Ontario, Alberta and Saskatchewan, and Anglophone schools in Quebec. The NAC worked closely with the APCM and ANIM on a series of shows starring French-Canadian artists. It also cooperated with the Ottawa Folk Festival to give English-speaking Quebec artists an opportunity to perform during that festival. Lastly, the NAC worked with French-language radio stations belonging to the *Réseau francophone d'Amérique (RFA)* to produce five one-hour shows that were broadcast across the network.



National Capital Commission

Main results achieved by activity category

Awareness

The NCC's official languages champion has raised the Executive Management Committee's awareness about the Commission's obligations flowing from Part VII of the *Official Languages Act*. In addition, it has made sure that the official languages component is considered during the planning exercises. The NCC has also introduced a new official-languages policy in order to better support the development of official-language minority communities.

Communications

The NCC has worked closely with minority media and included them in its news-release distribution list, ensuring that communities were kept abreast of NCC activities. The Commission's Web site also provides the communities with up-to-date information on its programs and services.

Funding and program delivery

Through various activities, the NCC has helped promote Canada's linguistic duality at home and abroad. In cooperation with TV5 *Québec-Canada*, Canadian Heritage and Ontario's Office of Francophone Affairs, the NCC invited well-known host Bernard Pivot to produce his program, *Les trophées de la langue française*, in Canada's capital. This program was broadcast in 43 countries on the TV5 *Monde* network as part of the most recent *Sommet de la francophonie*.

As part of *Canada Day 2004*, the NCC made it possible to produce *J'Avions 400 ans*, a major show in honour of Acadia's 400th anniversary, showcasing about 20 minority Francophone performers. The TVA network broadcast the program on National Acadian Day, August 15. *Snowbowl*, a venue created for the *Winterlude* winter festival, provided a stage for ten or so official-language minority community artists to perform before a large audience. The NCC is always looking to find new talent from these communities by taking part in five recruiting events such as *Contact ontariois*, *Contact Ouest* and *Strictly Mundial*. The NCC also coordinated *Sussex Cinéma.fr*, an open-air French film festival highlighting the 400th anniversary of French presence in North America. Over 4,000 people attended 10 showings of major French films in the heart of Ottawa.

mandate

The National Capital Commission's (NCC) mandate is to prepare plans for and assist in the development, conservation and improvement of Canada's Capital Region. It is also responsible for organizing, sponsoring, promoting and communicating public activities and events in the CCR that will enrich the cultural and social fabric of Canada, taking into account the federal character of Canada, the equality of status of the official languages of Canada and the heritage of the people of Canada.



Under the City of Ottawa's *Business Assistance* pilot project, funded by Canadian Heritage and coordinated with Public Works and Government Services Canada, the NCC was able to provide all its commercial tenants with a toolkit to help them comply with the official languages provisions of their leases. The official in charge of the file for the City of Ottawa has noted a net improvement in terms of signage and services provided in French.



National Film Board of Canada

Main results achieved by activity category

Awareness

The official languages champion has proved to have been active in promoting linguistic duality and best practices, and in the National Film Board's (NFB) participation in events such as *Rendez-vous de la Francophonie* and film festivals taking place in the official-language minority communities.

Consultation

The consultations carried out by *Studio Acadie* and *Studio Ontario et Ouest* resulted in film makers and producers taking part in the International Documentary Market *Sunny Side of the Doc*, in Marseilles, in June 2004. The NFB also took part in the activities of the Interdepartmental Working Group on Media Arts, securing the admission of a new community partner, the *Front des réalisateurs indépendants du Canada (FRIC)*.

Communications

The NFB employed its Web site, its publications (*Focus and Encore*), its networks (the NFB Film Club, 49 libraries, etc.) and film festivals (Moncton, Winnipeg, Vancouver) to communicate with the minority communities, along with *Bulletin 41-42*, published by Canadian Heritage, to disseminate news about its achievements and plans. In February 2005, the Executive Producer of *Studio Ontario et Ouest* presented the activities of *Studio Acadie* and *Studio Ontario et Ouest* to the members of the Interdepartmental Working Group on Media Arts.

Coordination and liaison

The NFB was involved in activities associated with the Agreement for the Development of Francophone Arts and Culture in Canada. The Board works hand-in-hand with various federal government partners, including Canadian Heritage and Telefilm Canada, and participates in the meetings of the national coordinators responsible for implementing section 41 of the *Official Languages Act*.

Funding and program delivery

A cooperative effort by the French Program's two studios led to the development of six short drama projects as part of Telefilm Canada's *IPOLC Fiction Competition*. *Studio Ontario et Ouest* made its first presentation of a film from the studios as part of the 3rd series of *Ciné-jeudi* international Francophone films, a program to screen films in French

mandate

The National Film Board's mandate is to produce and distribute distinctive, challenging and relevant audiovisual works reflecting cultural diversity and presenting Canada and the world with an authentically Canadian viewpoint.



organized and presented by the NFB Mediatheque in Toronto, with local partners collaborating. *Studio Acadie's* involvement opened the way for the presentation of an Acadia event at the 23rd edition of the *Rendez-vous du cinéma québécois* in Montreal in February 2005.

The Interdepartmental Partnership with the Official-Language Communities (IPOLC) memorandum of understanding concluded with Canadian Heritage enabled *Studio Ontario et Ouest* to work on 21 film projects raising social issues and to be involved in nine special projects, many of them related to training (*MOMENTUM*). It also helped *Studio Acadie* to jointly produce three two-minute digital animation projects as part of *ANIMACADIE 1*. In conjunction with emerging film makers, the Studio also jointly produced four documentary shorts. A number of activities also took place in schools and at events such as the World Acadian Congress and 400 Years of Acadia. *Doc Shop 2* gave 78 Anglophone students in the Montreal region exposure to the production of a four-minute video.

Accountability

The NFB presents an annual report of its activities and outcomes and has used its own tools to determine the impact of its programs and services on official-language communities.

Main results achieved by activity category

Awareness

Parks Canada continued to raise its employees' awareness of the importance of linguistic duality in Canada. For example, the Manitoba Field Unit highlighted Canada's Francophone heritage through activities organized for the *Rendez-vous de la Francophonie*.

Consultation

A large number of Field Units—namely the Northwest Territories, Ontario, the Atlantic region, Quebec and Manitoba—have enlisted the help of representatives from official-language minority communities to prepare interpretation and promotion activities. In Manitoba, the Field Unit consulted with the Economic Development Council for Manitoba Bilingual Municipalities (EDCM) on tourism promotion projects, such as the *Corridor touristique francophone de l'Ouest*, which aims to encourage Francophones everywhere to visit various sites of interest in the four Western provinces.

Communications

Parks Canada has increased awareness among its communications advisors regarding the promotion of linguistic duality. The Communication Unit of the Coastal British Columbia Field Unit has placed advertisements in *Société de développement économique de la Colombie-Britannique* publications and has distributed these publications at parks, national historic sites and outreach events. The Western Newfoundland and Labrador Field Unit has purchased advertising space in *L'Indispensable*, a guide to visitors' services in French, published yearly by the provincial Francophone association. Parks Canada also recruits through local newspapers.

Coordination and liaison

The Parks Canada Atlantic Service Centre has provided its support for an initiative by the Federal Council of Nova Scotia, which has organized French courses for employees in the Halifax-Dartmouth area. The Saskatchewan South Field Unit coordinates an official languages program with the Federal Council of Saskatchewan and is an active member of its official languages sub-committee, as is Manitoba. In addition, the Manitoba Field Unit liaised

mandate

On behalf of the people of Canada, Parks Canada protects and presents nationally significant examples of Canada's natural and cultural heritage, and fosters public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations.



with the Faculty of Education at the *Collège universitaire Saint-Boniface (CUSB)* for presentations on Parks Canada's French-language educational resources.

Funding and program delivery

The West Quebec Field Unit has provided technical assistance to the Townshippers' Association to update its Web site. It has also created and published a heritage guide to the historic sites of Montreal—*Montréal, une ville d'histoire*—in collaboration with local partners. The New Brunswick South Field Unit gave presentations to 1,556 Francophone students in the schools; 393 students attended school presentations on site at Fundy National Park of Canada. Parks Canada has been offering presentation programs specific to Francophone heritage in the Yukon since the summer of 2004. As part of the *Acadie 400* celebrations, Parks Canada, in cooperation with the *Société Promotion Grand-Pré*, has offered visitors to the Grand-Pré National Historic Site a range of activities that emphasize the historic significance of the site and the contribution of Acadians to Canadian society.

Main results achieved by activity category

Awareness

At the instigation of the official languages champion, human resources introduced policies that made official languages part of the organization's values. The five Telefilm offices each have an official languages coordinator.

Consultation

Telefilm regularly meets with and consults members of the *Alliance des producteurs francophones du Canada (APFC)* and attends meetings of the Joint Working Group on Media Arts, led by Canadian Heritage. Telefilm also encouraged the establishment of the *Front des réalisateurs indépendants du Canada (FRIC)*, a new organization representing Francophone directors outside Quebec. Telefilm also helped to organize the "audiovisual" component of the first Quebec Arts Summit. The summit led to the establishment of the Quebec English-Language Film and Television Council.

Communications

Telefilm regularly posts all information of interest to official-language minority communities on its Web site. Those who work in film and television are invited to subscribe to the Telefilm Web site in order to receive the Corporation's publications; they are also encouraged to use the Extranet in order to complete applications for financial assistance and consult their files online. Telefilm also has a distribution list that it updated regularly. It also keeps journalists who regularly cover official-language minority community activities informed of events that relate to film, television and new media.

Coordination and liaison

Telefilm attends the meetings of the network of national coordinators responsible for the implementation of section 41 of the *Official Languages Act*. The Corporation also works with other federal institutions, such as the CBC, the National Film Board of Canada and Canadian Heritage through its Interdepartmental Partnership with the Official-Language Communities (IPOLC) program. Telefilm also established ties with some provincial agencies such as Manitoba Film and Sound and New Brunswick Film in order to harmonize its own initiatives

mandate

Telefilm Canada is a federal cultural agency dedicated primarily to the development and promotion of the Canadian film, television and new media industries.



with the priorities of these provinces, and to make them aware of the realities of Francophone production outside Quebec.

Funding and program delivery

For the past five years, Telefilm has contributed an average of 9.1 percent of its resources to projects emerging from the minority communities. A performance indicator introduced by the Corporation helps it monitor its investments in these communities. The promotion and distribution of Canadian works produced by filmmakers from these communities can also apply under the *Canada Showcase* program, which among other things supports festivals that include French-language programming in mainly English-speaking provinces. Telefilm Canada has also signed a second IPOLC agreement with Canadian Heritage, which will end in 2007.



Agriculture and Agri-Food Canada

Main results achieved by activity category

Awareness

The official languages governance team and the operational team, chaired by the official languages champion, and the co-champion's departmental working group, discussed the needs of minority Anglophone and Francophone communities. An initial report was submitted to the Department's Board of Directors. AAC also took advantage of the opportunities made available by the *Rendez-vous de la Francophonie* and National Public Service Week to make its employees aware of the issues involved in Canada's linguistic duality.

Consultation

As a member of the federal forums for the National Committee of Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority, AAC consulted minority Anglophone and Francophone communities at meetings held in Nova Scotia, British Columbia, Quebec and in Ottawa. Through the efforts of the Rural Secretariat's representatives, who work at the regional level, the Department was able to continue its work with the Anglophone minority, with a focus on youth and developing the potential of communities.

Coordination and liaison

AAC was involved in the work of the economic development and employability committees run by Human Resources and Skills Development Canada, which promotes the coordination of federal efforts and makes it possible to establish working relations with other levels of government. The Department also attended the meetings of the national coordinators responsible for the implementation of section 41 of the *Official Languages Act*.

Funding and program delivery

AAC carried out the initial work that led to the creation of a model Rural Family Home, which involved establishing a research protocol for best practices in the management and development of rural communities, and evaluating the potential of transferring this experience. Research was carried out in two Francophone communities outside Quebec with financial assistance from the

mandate

Agriculture and Agri-Food Canada (AAC) provides information, research and technology, and policies and programs to achieve security of the food system, health of the environment and innovation for growth.



Rural Secretariat. The Secretariat also enabled the participation of the chair of the Community Forum of the National Human Resources Development Committee for the English Linguistic Minority and two directors of the Quebec Employability and Socioeconomic Development Committees at the third National Rural Conference held in Red Deer, Alberta, in October 2004. AAC also provided additional support to official-language minority communities under the memorandum of understanding signed with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC).



Atlantic Canada Opportunities Agency

Main results achieved by activity category

Awareness

ACOA continues to demonstrate its commitment by taking official-language minority community priorities into account when implementing its policies, programs and services.

Consultation

The Agency took part in the work done in connection with departmental consultations with official-language communities, and was therefore able to shed some light on certain issues of particular concern to these communities. In addition to being involved in the activities of the *Conseil économique du Nouveau-Brunswick*, the *Conseil de développement économique de la Nouvelle-Écosse*, the *Société de développement de la Baie acadienne* in Prince Edward Island and the *Fédération des francophones de Terre-Neuve et du Labrador*, ACOA also participates in the activities of various economic development organizations, such as community organizations and municipalities.

Communications

The Agency maintains bilingual employees at all levels to serve Francophones in New Brunswick, Prince Edward Island and Nova Scotia. To address certain deficiencies, ACOA focussed specifically on appointing bilingual officers in Nova Scotia and Prince Edward Island.

Coordination and liaison

ACOA continues to take part in the work of the Committee of Deputy Ministers responsible for Official Languages, led by the Privy Council Office, and of Citizenship and Immigration Canada's Francophone Minority Communities Steering Committee. The Agency sits on the National Committee for Economic Development and Employability, chaired by Human Resources and Skills Development Canada. It was involved in the work of the official languages sub-committees of each federal council in the four Atlantic provinces. The Agency also participates actively in meetings of the network of national coordinators responsible for the implementation of section 41 of the *Official Languages Act* (OLA).

mandate

The Atlantic Canada Opportunities Agency (ACOA) has a broad mandate for economic development in Atlantic Canada to increase the number of jobs and the earned income of Atlantic Canadians.

Funding and program delivery

ACOA provides financial contributions in various fields: information technologies, community economic development, international trade, tourism and business-skills training for young entrepreneurs. Signing the Atlantic Canada Cultural and Economic Partnership with Canadian Heritage is an example of ACOA's commitment to communities; each party invested \$5 million to create a \$10-million fund to support economic and cultural development in Atlantic Canada. This partnership has made it possible to contribute to about 70 projects to celebrate the 400th anniversary of the first permanent French settlement in North America in 1604. ACOA has also provided close to \$7 million to complement a \$2.5-million contribution from Canadian Heritage, under the Interdepartmental Partnership with the Official-Language Communities (IPOLC). In addition to forming these partnerships with Canadian Heritage, the Agency has also signed a memorandum of understanding with Industry Canada to fund the development of teaching materials for distance education, as well as internships in the economic development field.

Accountability

ACOA's full report on its activities related to the implementation of section 41 of the OLA is included in the Agency's 2004-2005 Performance Report.



Business Development Bank of Canada

Main results achieved by activity category

Awareness

The national coordinator developed and tested a brief for leaders on the subject of BDC obligations under the *Official Languages Act* (OLA); the leaders are responsible for communicating this information to staff. The official languages champion also promoted official languages within the organization.

Consultation

BDC continued its targeted consultation with the Francophone Community of Ontario and attended meetings organized by Industry Canada with representatives of these communities; it also took part in the Official Languages Committee of the Pacific Council of Senior Federal Officials. There were various other national and provincial activities over the course of the year.

Communications

As part of its national advertising campaign, BDC published advertisements in no less than 22 newspapers and periodicals in official-language minority communities in 12 provinces and territories. BDC also continued to strengthen its presence in these communities by means of television advertisements on *RDI*, *Radio-Canada*, *CBC* and *NewsWorld*. The national coordinator also ensured that *Bulletin 41-42*, published by Canadian Heritage, was distributed at BDC branches and it was made available for consultation at the reception desk at headquarters. Furthermore, its accomplishments so far, as well as the BDC action plan for the implementation of section 41 of the OLA, are available on the BDC Web site.

Coordination and liaison

BDC designated an employee to represent it on the National Committee for Canadian Francophonie Human Resource Development, and it is represented on three subcommittees dealing with youth, tourism and the knowledge-based economy. The official languages champion attended the annual meeting of this group's members. BDC continues to sponsor *Les Lauriers de la PME* and works with partners at various levels of government.

mandate

The Business Development Bank of Canada (BDC) offers financial services, investment and creative consultation services to small Canadian businesses, with a specific focus on small and medium-sized businesses involved in export and the technology sector.

Funding and program delivery

BDC was involved in many projects and activities across Canada. The Halifax branch contributed \$5,000 to the World Acadian Congress and the national conference on *French for the Future/Le français pour l'avenir*. In New Brunswick, the Bank sponsored the Economic Summit, the *Voix des affaires francophones* newspaper and a portal for young people. In Quebec, BDC sponsored lecture workshops for Anglophone business groups in Montreal, Quebec City and Sherbrooke. In Ontario, BDC strengthened its ties with the Francophone community, working mainly with the *Chambre économique de l'Ontario* and the National Capital Region's *Regroupement des gens d'affaires*, in partnership with FedNor and Industry Canada. In the West and North, BDC worked closely with major Francophone organizations to promote business in activities such as the *Semaine de la PME*.



Canada Economic Development for Quebec Regions

Main results achieved by activity category

Awareness

Efforts to raise staff awareness (information, communication, orientation) continued this year, and as a result the government's commitment to implement Part VII of the *Official Languages Act* (OLA) is now better understood, and closer ties are being forged with minority-community organizations, business offices and a variety of economic development stakeholders.

Consultation

CED became involved in formal and informal consultative processes to gain a better grasp of the issues and needs of Quebec's English-speaking communities and strengthen ties with them. It participated in meetings coordinated by its main federal partners. It also conducted consultations on specific subjects, maintained regular contacts with the communities, and engaged in constructive discussions through three advisory committees established in the context of distance-learning pilot projects.

Communications

With the help of its network of a dozen resource persons working with the English-speaking communities, CED can provide communication services as needs dictate. A variety of tools provide the communities with better access to information. In addition, CED staff communicate and strengthen ties with the communities through information sessions on the programs and services of the Agency and its partners. For example, CED and the Community Futures Development Corporations organized three "Business Contact" economic promotion events in three different regions with Anglophone communities, making a special effort to include them and encourage them to participate.

Coordination and liaison

CED participated regularly in meetings organized by its federal partners and in initiatives and projects coordinated by them, including the Action Plan for Official Languages (Privy Council Office) and initiatives under its economic component (Industry Canada), the Interdepartmental Partnership with the Official-

mandate

The mandate of Canada Economic Development (CED) for Quebec Regions is to promote the economic development of the regions of Quebec, paying special attention to those experiencing slow economic growth and inadequate employment, with a view to the enhancement of prosperity and employment in the long term.

Language Communities (Canadian Heritage) and the Support Fund for the Official-Language Communities (Human Resources and Skills Development Canada). The Agency participated actively in meetings of the network of national coordinators responsible for implementing section 41 of the OLA, and maintains a network of resource persons with responsibility for implementing section 41 in the regions.

Funding and program delivery

In 2004-2005, CED provided some \$18.3 million in financial support for 107 projects targeting Anglo-Quebec businesses and organizations. The purpose of the projects is to foster business development in the regions and enhance the regional economic environment in the areas of innovation, export market development, productivity, e-business, development of natural resources and entrepreneurship. Particular attention was paid to the fisheries sector in the Gaspé-Magdalen Islands and the Lower North Shore, with more than 40 contribution agreements being approved to promote economic diversification and job creation.

Accountability

Objectives relating to section 41 of the OLA are incorporated in the Agency's strategic planning process.



Canadian Tourism Commission

Main results achieved by activity category

Awareness

During the staff retreat in 2005, Canadian Heritage officials gave a presentation about the *Official Languages Act*, focussing specifically on section 41. Employees at Headquarters and in offices abroad have a good understanding of the Act and the responsibilities flowing from it regarding the development of official-language minority communities.

Consultation

During the year, CTC took part in many forums and events, such as *Rendez-vous Canada*, an event sponsored by the CTC, and nationwide presentation tours that provide the CTC with an opportunity to open a dialogue with the official-language communities, to inform them about its programs and services, and to gain a better understanding of their needs.

Communications

The CTC promotes the bilingual nature of Canada in its publications distributed in markets both at home and abroad. The Commission also revises the content of its consumer Web site, and ensures that all its Web sites comply with the official-language guidelines of the Government On-Line initiative. In this regard, Commission officials have also met with the Public Service Human Resources Management Agency of Canada.

Funding and program delivery

The CTC continued to work in cooperation with community economic development organizations in British Columbia, Alberta, Ontario and New Brunswick to promote tourism in Francophone communities outside Quebec. The Commission also took part in a promotional campaign by the *Chambre économique de*

mandate

The mandate of the Canadian Tourism Commission (CTC) is to sustain a vibrant and profitable Canadian tourism industry, market Canada as a desirable tourist destination, and support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories.



l'Ontario designed to showcase Francophone tourist attractions in the Lower Ottawa Valley. As part of the *Corridor touristique francophone de l'Ouest*, the Commission promoted the tourist attractions of Francophone communities in Manitoba, Saskatchewan, Alberta and British Columbia to Francophones in Western Canada and in Quebec. The CTC remains committed to providing products and services of equal quality in both official languages.

Main results achieved
by activity category

Consultation

In March 2005, Industry Canada, in partnership with federal regional development agencies, shared a series of studies with official-language minority communities designed to more effectively integrate these communities in the programs, plans, strategies and policies of the Department and its regional partners. The specific goal of the studies was to identify the amounts invested and networks established in the communities and to clearly define their geographic location. During the year, Industry Canada increased to seven the number of regional advisors working full-time with the communities.

Communications

Thanks to the CommunAction.ca Web site, the communities are able to obtain information on programs and services of the Department as well as federal institutions involved in regional development.

Coordination and liaison

Industry Canada continues to work with key federal stakeholders working in regional economic development: Atlantic Canada Opportunities Agency, Canada Economic Development for Quebec regions, and Western Economic Diversification. This partnership is beneficial to the development of the official-language communities. Similarly, the Department makes its contribution to the Committee of Deputy Ministers on Official Languages (Privy Council Office), the National Committee of Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority (Human Resources and Skills Development Canada). Industry Canada participates actively at meetings of the network of national coordinators responsible for the implementation of section 41 of the *Official Languages Act*.

Funding and program delivery

The Industry Canada component of the Government of Canada's Action Plan for Official Languages made it possible to launch 23 projects originating from the communities under the *Francommunautés virtuelles* program. The Department also collaborated with regional development agencies to create work placements for young people, as well as pilot projects in distance learning and distance education with the universities, colleges and special agencies working in these

mandate


Industry Canada's mandate is to help make Canadians more productive and competitive in the knowledge-based economy, thus improving the standard of living and quality of life in Canada. Through its policies, programs, and services, the Department promotes the growth of a dynamic and innovative economy.



fields. Initiatives in the language sector – including marketing and research projects – were also developed. Industry Canada renewed, for a three-year period, the memorandum of understanding with Canadian Heritage regarding the Interdepartmental Partnership with the Official-Language Communities (IPOLC); four projects totalling \$738,000 were implemented.

Accountability

In the context of implementing the Government of Canada's Action Plan for Official Languages, Industry Canada conducted studies that showed that the Department and regional development agencies had reached official-language minorities through investments of nearly \$41 million in 2002-2003 and more than \$69 million in 2003-2004. The investments are generally based on the demographic weight of these communities. The objective of another study was to identify the partnership networks in the communities. All of these initiatives will help the Department improve its ability to evaluate its presence in these communities.



Public Works and Government Services Canada

Main results achieved by activity category

Awareness

PWGSC organized activities in a number of regions as part of the *Rendez-vous de la Francophonie*. The Department now also provides training to employees involved in government advertising on the federal government's linguistic obligations with respect to media advertising in official-language minority communities. The Translation Bureau also offers workshops on the use of TERMIUM® to official-language coordinators and federal government employees in Manitoba.

Consultation

PWGSC participated in various meetings in which community representatives explained their priorities. The Department also consulted regularly with representatives from the media in these communities in order to respond to their concerns.

Communications

The Department presented information sessions entitled *How to do Business with the Federal Government* and *Writing an Effective Proposal* to community businesses. It also implemented the recommendations of the Commissioner of Official Languages in its study on the use of minority press by federal institutions, and measures to achieve the objectives set by the Standing Committee on Official Languages of the House of Commons regarding the same issue.

Coordination and liaison

PWGSC participated in meetings of the national coordinators responsible for implementing section 41 of the *Official Languages Act*. It also sits on the National Committee for Canadian Francophonie Human Resources Development. In Manitoba, it participated in meetings of various networks. It also attended national meetings of the Champions' Network of the Western Regional Federal Councils and the Council of the Network of Departmental Official Languages Champions.

mandate

The mandate of Public Works and Government Services Canada (PWGSC) is to provide the infrastructure and common services that the government needs to carry out its program, thus enabling it to meet the needs and expectations of Canadians.

Funding and program delivery

The Department provided financial support, primarily in the form of translation services, to the 2005 Francophonie Games in Winnipeg, the *Consortium national de formation en santé*, the *Congrès mondial acadien 2004* and the *Réseau de développement économique et d'employabilité (RDÉE; Economic development and employability network)*. It distributed some 50 cards giving official-language community associations reduced rates in certain hotels. Through an agreement with Industry Canada, PWGSC provides non-profit community organizations with access to computer equipment. It also gave the communities a number of on-line subscriptions to TERMIUM®, a terminological research tool. The Translation Bureau offered a number of internship opportunities to translation students, and has also continued to provide free terminology information services (SVP Service).

Accountability

In addition to a number of existing internal audit mechanisms, PWGSC has implemented an information management monitoring system to identify advertising expenditures specifically for minority-community media.



Western Economic Diversification Canada

Main results achieved by activity category

Awareness

Awareness-raising activities at WD, such as setting up a departmental Intranet site for official languages, and staff participation in events held during the *Semaine de la Francophonie*, help create a climate of respect for linguistic duality.

Consultation

WD held regional consultations with, among others, the *Organismes francophones à vocation économique (OFVE)*, or Francophone economic agencies, of each province; it also took part in national consultations with its government partners. Lasting ties are being established between WD and the French-speaking communities of Western Canada.

Communications

The provincial coordinators responsible for implementation of section 41 of the *Official Languages Act (OLA)* maintain close relations with the main players in French-speaking economic development. Community partners receive relevant and current information on WD programs and services in a variety of ways.

Coordination and liaison

WD works closely with other partners on the implementation of the Government of Canada's Action Plan for Official Languages. The Department it has also signed agreements with the governments of Saskatchewan and British Columbia to facilitate economic development for Francophones in those provinces. WD makes a contribution to the work of the official languages committees of the Western federal councils and the national committees on employability and immigration. The Department also provided substantial financial support to a Statistics Canada survey on the development of official-language communities.

mandate

The mandate of Western Economic Diversification Canada (WD) is to promote the development and diversification of the economy of Western Canada and advance the interests of the West in national economic policy.

Funding and program delivery

In order to more effectively address community needs, WD has renewed the Interdepartmental Partnership with the Official-Language Communities (IPOLC) agreement with Canadian Heritage until March 2007. The Department has also expanded and extended to March 2010 the core funding agreements for the OFVE. Distance-learning activities have been funded in the Western provinces through the Government of Canada's Action Plan for Official Languages. A number of young people have benefited from workplace internships. Through planning and business start-up activities, orientation and training sessions, and mentoring and networking initiatives, WD has been able to support the economic development of communities spread over a vast territory.

Accountability

WD called in outside experts to evaluate its 2000-2004 Action Plan to implement section 41 of the OLA. The evaluation covered the suitability of content, the effectiveness of the measures proposed and the results achieved. The conclusions of the evaluation enabled the Department to draw up a new action plan, more focussed on the needs of Western Francophone communities and consistent with the policy statement set out in the Government of Canada's Action Plan for Official Languages.

Main results achieved by activity category

Awareness

As part of the *Rendez-vous de la Francophonie*, Canada Post Corporation (CPC) launched a national French spelling contest. Once again, it published the bulletin *Accordons nos violons*, a tool for promoting the use of French in the workplace.

Consultation

CPC participated actively in meetings organized by Canadian Heritage and other federal organizations. It was also involved in official languages activities organized by the federal councils of Nova Scotia and Prince Edward Island.

Communications

The Canada Post Literacy Awards Program gives the Corporation an opportunity to communicate with the communities. The Commissioner of Official Languages noted its efforts to reach the two official-language groups through the media of each community. In April 2005, CPC sent the communities a list of bilingual postal outlets, the toll-free customer service telephone number, and the names of its official languages coordinators.

Coordination and liaison

The official languages champion participates in meetings organized by the network of official languages champions. Similarly, the national coordinator takes part in meetings of the network of national coordinators responsible for implementing section 41 of the *Official Languages Act*.

mandate

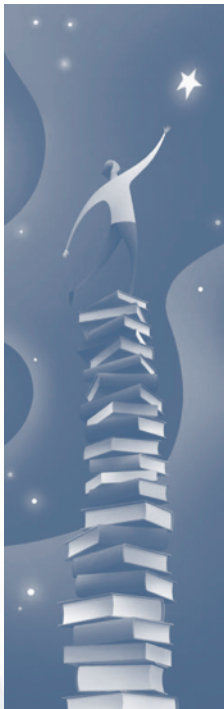
Canada Post is a Crown corporation with a mission to serve all Canadians, all businesses and all organizations by providing secure delivery of messages, information, and parcels throughout Canada, and providing quality and value that will earn customers' loyalty.

Funding and program delivery

CPC supported the *Rendez-vous de la Francophonie* by organizing a national spelling contest, *Écris-moi sans faute!* In 2004, two English-speaking Quebecers and three Francophones from outside Quebec were among the winners of the *Canada Post Literacy Awards*. In addition, the Corporation supported the *Fédération canadienne pour l'alphabétisation en français* by helping to distribute 500,000 bookmarks to schools. It also contributed to the *Dictée P.G.L.* by distributing educational material.

Accountability

CPC produces a report on official languages for the Executive Committee and the Board of Directors. It also prepares an annual status report for the Department of Canadian Heritage. Submissions to Treasury Board are reviewed to ensure that linguistic duality is taken into consideration. The Commissioner of Official Languages noted that the Corporation takes the development of the official-language minority communities into account in preparing its strategic plan, policies and program.



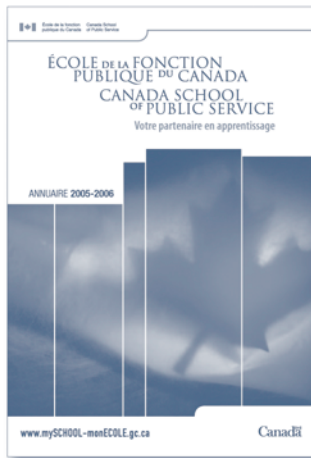


Canada School of Public Service

Main results achieved by activity category

Awareness

The CSPS was created on April 1, 2004, by amalgamating three learning institutions: the Canadian Centre for Management Development, Training and Development Canada, and Language Training Canada. It ensured that employees in the federal Public Service, and especially senior managers, were fully aware of the bilingual character of Canada and of their responsibility for supporting the development and vitality of Canada's official-language minority communities. In this context, the School offered, both in the National Capital Region and in the other regions of the country, a number of courses in English and French with a focus on the *Official Languages Act* (OLA).



Coordination and liaison

The School joined forces with other federal organizations to promote Canada's linguistic duality. Its main partners for this purpose were the federal councils, which are active in all regions of the country. In Quebec, for example, the School helped the Federal Council organize the Forum on Linguistic Duality. In the Pacific Region, the Language Training Centre contributed to the activities of the Federal

Council's subcommittee on official languages and to the implementation of the official languages action plan for Western Canada. At the Language Training Centre in Whitehorse, in the Yukon, the School organized a "volunteer fair" at which a number of Francophone associations gave presentations to students. The event also gave federal officials in the region an excellent opportunity to establish contacts with the Francophone community. As they did the previous year, the language training centres in Manitoba and Saskatchewan took part in the activities of the network of national coordinators responsible for implementing the OLA. The activities included a community component.

mandate

The mandate of the Canada School of Public Service (CSPS) is to encourage pride and excellence in the Public Service; to foster in managers and other Public Service employees a sense of the purposes, values and traditions of the Public Service; to meet common learning and training needs; to assist deputy ministers and their counterparts in meeting the learning needs of their organization; and to strive for excellence in management of the public sector and public administration.

Funding and program delivery

Living Leadership – The Executive Excellence Program is fully bilingual. A number of resource persons are invited into the classroom, including a speaker from the official-language minority communities. They are encouraged to speak in the language of their choice. The *Leading Policy* course includes visits to official-language minority communities. The learning component of the Management Training Program includes a module on the *Official Languages Act*. The School ensured that these courses were offered in French in the regions, even when the low participation rate might result in lost revenues or increased production costs. Through the conferences and special events component, in which most activities are bilingual, some 8,800 public servants, including 2,000 in the regions, were given exposure to bilingualism. The School offered a number of learning trips in several provinces and territories, giving participants an opportunity to meet members of the English and French minority communities. It also worked with institutions such as the *Collège Boréal* (Sturgeon Falls), the *Collège universitaire Saint-Boniface* (Winnipeg), the *Institut français* (Regina) and Simon Fraser University (Vancouver) in delivering its services.



Health Canada Public Health Agency of Canada

Main results achieved by activity category

Awareness

Health Canada's policy is designed to more effectively make senior management and employees aware of official-language minority community needs. Its various activities include a sustained effort by the national coordinator to give people a better understanding of the *Official Languages Act* (OLA) within the Department. The six regional offices receive funds to enable them to acquire a better understanding of linguistic duality and to enhance access to programs. Health Canada was also involved in the *Rendez-vous de la Francophonie* celebrations.

Consultation

Health Canada and the Public Health Agency of Canada consulted official-language minority communities across Canada about their new priorities, initiatives and policies, and about their new public health programs. The purpose of these consultations was to consolidate partnerships between these institutions and the communities. The Health Canada Francophone and Anglophone advisory committees played an important role in this respect. The Department also worked with community agencies like the *Société santé en français*, the Quebec Community Groups Network, the *Consortium national de formation en santé*, McGill University and the Quebec Community Health and Social Services Network for program delivery.

Communications

Health Canada used a variety of methods, including the media and direct contacts with regional coordinators, to issue calls for funding proposals. It also provided information about its programs and services by attending conferences, exhibitions, trade fairs and the annual general meetings of a variety of associations. Many schools were sent documentation that could help them develop healthy living habits for young people.

Coordination and liaison

The official-language coordinators worked with several federal and provincial government partners, an effort that enabled them to better target their actions. The Federal Councils enabled Health Canada to learn more about community health needs and to take more effective action. The Department's involvement in implementing the government's Action Plan for Official Languages in cooperation with the central agencies contributed to the development of Anglophone and Francophone minorities in Canada by improving their access to health services in their language.

mandate

Health Canada is responsible for helping the people of Canada maintain and improve their health; it plays an important role with respect to policy development, and program and service delivery. The Department works in partnership with provincial and territorial governments, First Nations and Inuit communities, as well as other parties involved in the health of Canadians. In addition to the Department of Health Act, Health Canada is responsible for 18 other Acts, including the Canada Health Act.

The Public Health Agency of Canada, which was established in September 2004, coordinates the efforts of the Government of Canada in identifying and reducing public health risks, and in supporting national preparedness efforts to deal with public health threats.

Funding and program delivery

Through its special programs and funds, Health Canada and the Public Health Agency of Canada have spent a considerable amount of money on promoting health in official-language minority communities. The main thrusts are smoking, the use of drugs and controlled substances, diabetes, women's health, early childhood care, prenatal nutrition, foetal alcohol syndrome, HIV/AIDS and hepatitis C. The Department continued its networking, training and retention of health and primary health care professionals. It maintained its partnerships with a large number of post-secondary educational institutions. In November 2004, the first national research forum on the health of French-speaking minority communities was held, funded by Health Canada. All these efforts make it possible for the communities to become more familiar with the determinants of health and to take ownership of their collective welfare.



Human Resources and Skills Development Canada

Main results achieved by activity category

Awareness

HRSDC's Secretariat, Official-Language Minority Communities (SOLMC), used various approaches to educate managers and employees about the importance of implementing section 41 of the *Official Languages Act* (OLA).

Consultation

HRSDC actively took part in consultations organized by the Privy Council Office in connection with the Government of Canada's Action Plan for Official Languages and in the Horizontal Results-based Management and Accountability Framework. The Department also organized workshops with the Anglophone and Francophone communities, regional development agencies and other federal departments concerning the partnership initiative.

Coordination and liaison

HRSDC attended meetings of the Committee of Deputy Ministers responsible for Official Languages, the Network of Official Languages Champions, the network of national coordinators responsible for implementing section 41 of the OLA and the Citizenship and Immigration Canada (CIC) Steering Committee. Until December 2004, HRSDC continued to direct the work of the National Committee for Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority. The Privy Council Office – Official Languages now co-chairs (federal component) these two committees. HRSDC will nevertheless continue to provide services to the federal component of these committees.

Funding and program delivery

Under the Government of Canada's Action Plan for Official Languages, HRSDC continued to focus on initiatives involving literacy, internships for young people and bilingual service improvements at the Job Bank. The Department received Treasury Board approval to finance the new Enabling Fund and approval of the program terms and conditions: total program funding of

mandate

Human Resources and Skills Development Canada (HRSDC) is responsible for providing all Canadians with the tools they need to thrive and prosper in the workplace and community, through human capital development and labour market development.

\$36 million will be allocated over a three-year period (\$12 million per year) to build capacity in the communities and promote economic development in official-language minority communities.

Accountability

HRSDC has incorporated the activities involved in implementing section 41 of the OLA, and, more specifically, the SOLMC into the Department's main accountability documents, such as the 2004-2005 Business Plan and the 2004-2005 Report on Plans and Priorities.



Social Development Canada

Main results achieved by activity category

Awareness

The Department's senior management is kept informed about issues relating to the *Official Languages Act* (OLA) and section 41 in particular. The orientation program for new employees includes an official languages component. A mechanism for monitoring submissions to Treasury Board was implemented in order to ensure that the content of these documents reflected the obligations under the OLA. The March 2005 *Rendez-vous de la Francophonie* also provided an opportunity to hold activities to raise awareness about Canada's linguistic duality.

Consultation

SDC regularly consults official-language minority communities to find out what challenges they face, their needs and priorities. The Department takes part in consultations regarding the implementation of the Government of Canada's Action Plan for Official Languages. To this end, it worked with community representatives in order to prepare a strategy designed to support the work of people who care for seniors or people with disabilities at home.

Communications

Social Development Canada uses various means to inform the official-language minorities about its programs and services. SDC takes part in conferences and workshops and has stands at events organized by these communities. Communications tools also include mailouts to seniors as well as sending e-mail messages, brochures and funding application kits. Additional communications work has been done for the reintroduction of the *New Horizons* program. As a result, many vulnerable people have access to up-to-date information that can help them improve their situation.

Coordination and liaison

The Department is involved in implementing the Government of Canada's Action Plan for Official Languages. The official languages champion and the national coordinator have contributed to the networks that support their respective work. The regional offices play an active role in interdepartmental fora on official languages set up throughout Canada, thereby improving cooperation.

mandate

Social Development Canada (SDC) is mandated with helping to secure and strengthen Canada's social foundation by helping families with children, supporting people with disabilities and ensuring that seniors can fully participate in their communities.



Funding and program delivery

SDC has focused on assistance for agencies involved in early childhood development and has worked with the provinces and territories to develop appropriate services. With respect to the implementation of the Action Plan for Official Languages, SDC has initiated a three-year pilot project designed to expand early childhood services offered in French. The project design phase was completed in 2004-2005.

Accountability

The implementation of section 41 of the OLA is included in the Department's Report on Plans and Priorities. Completed progress reports are also sent to the Privy Council Office.



Social Sciences and Humanities Research Council of Canada

Main results achieved by activity category

Awareness

In 2004, the national coordinator responsible for implementation of section 41 of the *Official Languages Act* (OLA) at SSHRC provided information and advice to senior management and the SSHRC Board on research subjects related to bilingualism and official-language minority communities themselves.

Consultation

In 2004, the Council held numerous consultations concerning the transformation of the Council from a funding agency into a knowledge council. The consultations also covered questions related to research into bilingualism and official-language minorities. In particular, the Council sought advice and recommendations from every quarter, including official-language communities.

Communications

In accordance with longstanding practice, the Council has continued to keep the research community informed of its programs both electronically and by mail. With respect to questions of bilingualism and the official-language minority communities, the Council has distributed information about its programs to researchers, the universities, the communities and associations such as the *Association des universités de la francophonie canadienne (A UFC)*. Those interested in research in these areas have also had access to information on-line through the "Apply for Funding" link on its Web site.

Coordination and liaison

The Council has continued its participation in the work of the Interdepartmental Official Languages Research Coordinating Committee chaired by the Official Languages Branch of the Privy Council Office. It is also represented at meetings of the network of national coordinators responsible for implementation of the OLA, organized by the Department of Canadian Heritage. In December 2004, the SSHRC national coordinator informed the network of the establishment of the Official Languages Research and Dissemination Program, a joint initiative of the SSHRC and Canadian Heritage.

mandate

The Social Sciences and Humanities Research Council of Canada (SSHRC) is an arms length federal agency that promotes and supports university-based research and training in the social sciences and humanities.

We build
under-
standing

Funding and program delivery

In 2004-2005, the Council awarded, in all, some \$5.6 million for research and activities related to bilingualism and the official-language communities. Of that amount, \$2.81 million went to Standard Research Grants, \$1.76 million to Official Languages Research and Dissemination Grants, \$315,000 to the Doctoral Awards component of the Canada Graduate Scholarships Program, \$260,000 to the SSHRC Doctoral Awards Program, \$210,000 to the Master's Scholarships component of the Canada Graduate Scholarships Program, \$140,112 to the SSHRC Postdoctoral Awards Program, and \$52,000 to the Aid to Research Workshops and Conferences in Canada Program. Also, since 2004-2005, 11 research chairs have been established under the Canada Research Chairs Program for research into bilingualism and official-language minority communities.



Status of Women Canada

Main results achieved by activity category

Awareness

SWC noted an increase in the staff's interest and participation in official languages activities. SWC employees and management now know more about official-language minority communities and the *Official Languages Act*, particularly the implications of the commitment set out in section 41.

Consultations

During the regional strategic planning process, the realities and priorities of minority Francophone women living in British Columbia and the Yukon were addressed and emphasized explicitly. In Atlantic Canada, SWC continued to monitor the level of representation of Francophone women in women's groups. In Quebec and Nunavut, SWC brought together Anglophone and Francophone women's groups so they could work in partnership.

Communications

Various bilingual communication products created for special activities, such as International Women's Day, Women's History Month, National Day of Remembrance and Action on Violence against Women, and the Governor General's Award in Commemoration of the Persons Case, were sent to individuals and organizations in communities on SWC's mailing lists. SWC employees participate regularly in activities organized by communities to ensure that these communities receive up-to-date information.

Coordination and liaison

SWC's coordinator acted as official languages champion and participated in the annual meeting of departmental official languages champions. SWC was also represented at the 2005 Joint Official Languages Conference for Champions and at the project review committee for the Official Languages Innovation Program. SWC also participates actively in meetings of national coordinators responsible for implementing section 41 of the OLA, where information and best practices are exchanged.

Funding and program delivery

A special effort was made to foster networking among Francophone women in the Prairies. In Atlantic Canada, the work performed in 2003 with Francophone and Acadian women contributed to the success of the

mandate

Status of Women Canada (SWC) is the federal government agency that promotes gender equality and the full participation of women in the economic, social, cultural and political life of the country. SWC focuses its work in three areas: improving women's economic autonomy and well-being, eliminating systemic violence against women and children, and advancing women's human rights.



Sommet des femmes 2004, held in August as part of the 3rd Congrès mondial acadien.

SWC allocated \$731,063 to 13 organizations, including five new client groups. Nine other groups also received funding. In Ontario, Francophone immigrant women from Orleans received a subsidy to claim access to services. Financial support was allocated to the *Réseau-Femmes Colombie-Britannique* for the creation of a strategic development plan. In order to strengthen women's organizational skills, SWC signed a memorandum of understanding with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC). Three organizations received funding: the *Coalition des femmes de l'Alberta*, the *Coalition nationale des organismes de femmes de minorités raciales et ethnoculturelles francophones*, and *Femmes Équité Atlantique*.



Canadian International Development Agency

Main results achieved by activity category

Consultation

The Pacific Regional Office took part in a meeting on the value of bilingualism in Canada organized by an association of schools offering French immersion programs.

Communications

CIDA contributes to the work of the Francophonie to promote the use of French as a language of public life in Canada and abroad.

Funding and program delivery

A number of post-secondary institutions serving official-language minority communities have received CIDA funding to support research in international development. As a result, these colleges and universities have had the opportunity to develop their capabilities and contribute knowledge to the field. As part of the Speakers Program, presentations were made in various official-language minority communities, either in the minority language or in a bilingual format, to raise student awareness of international development activities. Under the Development Information Program, CIDA funded several mass media projects and the development of a number of teaching tools in the minority official language, with a view to raising Canadian awareness of international development and cooperation.

mandate

The mandate of the Canadian International Development Agency (CIDA) is to support sustainable development in developing countries in order to reduce poverty and contribute to a more secure, equitable and prosperous world. The Agency's work is concentrated in the poorest countries in Africa, Asia and Latin America. CIDA also supports democratic development and economic liberalization in Eastern Europe and the former Soviet Union, and supports international efforts to reduce threats to international and Canadian security.





Citizenship and Immigration Canada

Main results achieved by activity category

Awareness

CIC educates its officers throughout their training about the objective to increase the number of French-speaking immigrants in French-speaking regions outside Quebec. A number of departmental activities were held for the *Rendez-vous de la Francophonie* and *International Francophonie Day*, including the distribution and posting of promotional material and holding questionnaire games and dictations.

Consultation

The Citizenship and Immigration Canada–Francophone Minority Communities Steering Committee, which includes representatives from several federal, provincial and territorial departments and Francophone communities, has continued working to develop a strategic plan to foster immigration to these communities. In New Brunswick, three round tables have been used to consult the public about the recruitment, reception and integration of Francophone immigrants. In British Columbia, a 2004-2009 regional action plan to promote Francophone immigration was released in January 2004.

Communications

CIC has posted information about Francophone minority communities on its Web site. A team responsible for communications and promotion, including the promotion of Francophone minority communities, was created at the Visa Office in Paris. Community partners joined CIC during exploratory missions in Central Europe, South America and Africa. CIC held information sessions in Francophone communities in order to raise awareness about recruiting qualified French-speaking workers and business people. CIC carried out a campaign to raise awareness about immigration issues in the newspapers and on Francophone community radio stations. In addition, the Steering Committee launched the report *Towards Building a Canadian Francophonie of Tomorrow: Summary of Initiatives 2002-2006 to Foster Immigration to Francophone Minority Communities*, on March 30, 2005.

Coordination and liaison

In addition to coordinating the work of the Steering Committee and its regional sub-committees, which develop national and regional action plans, CIC contributed to the work of groups created by Canadian Heritage and the

mandate

Citizenship and Immigration Canada's (CIC) mandate is to build a stronger Canada by deriving maximum benefit from the global movement of people; protecting refugees at home and abroad; supporting the settlement, adaptation and integration of newcomers; and managing access to Canada.



Privy Council Office. The Department assigned a representative from Metropolis to act as a liaison between the Atlantic Centre and the national agency. The Department amended the contribution agreements with the provinces in order to facilitate the implementation of language clauses in settlement programs. CIC provided financial assistance to some provinces so that they could create promotional material and a Web site.

Funding and program delivery

Under the Interdepartmental Partnership with the Official-Language Communities (IPLC), CIC supported a number of settlement projects for new arrivals, such as the reception centre set up in 2004 in Calgary. In October 2004, CIC signed a contribution agreement with the *Assemblée communautaire fransaskoise* to develop an action plan on Francophone immigration, in consultation with the Francophone community and key partners. In addition, a practical guide entitled *Se trouver un emploi en Ontario* [Finding a job in Ontario] was developed by the *Conseil économique d'Ottawa-Carleton* to foster the economic integration of French-speaking new arrivals.

Main results achieved by activity category

Consultation

As part of the process of developing the Public Diplomacy Program, which focuses on community action and the establishment of networks, the Department consulted a number of representative organizations and groups, including about twenty agencies representing the English and French minority communities.

Communications

As part of its Speakers Program, which gives heads of missions and departmental representatives an opportunity to inform Canadians about Canada's international role, the Department makes a special effort to include official-language minority communities in the speakers' itineraries so that they too have an opportunity to gain an understanding of its field of action and Canada's influence abroad.

Funding and program delivery

The Media Awareness Program enables a group of journalism students from all regions of the country to visit Ottawa and attend press conferences in both official languages. One of the goals of this initiative is to foster recognition of Canada's linguistic duality. The Francophone Affairs Division supported a number of projects promoting the Canadian Francophonie, including one entitled *Chez nous, chez vous : 400 ans de liens*, which enabled Francophones from the Yukon to participate in celebrations marking the 400th anniversary of the first French settlement in America. The International Cultural Relations Bureau provided funding to a number of artists and groups from the English and French minority communities as a means of ensuring that

mandate

Foreign Affairs Canada supports Canadians abroad, works towards a more peaceful and secure world, and promotes our values and culture internationally.



efforts to promote Canada's linguistic duality were more accurately reflected. Not only did the artists give audiences abroad an opportunity to appreciate their talents, but some of them also gave interviews to foreign journalists and spoke at French-language schools about the Canadian Francophonie in all its diversity. In addition, the Department continues to support simulations in Canada such as those of the United Nations and the European Parliament. Put on in both official languages and involving participants from the official-language minority communities, these events are designed to inform Canadians about the role of the organizations concerned and to promote participatory government.



International Development Research Centre

Main results achieved by activity category

Awareness

The officials responsible for the Training and Awards Centre are aware of the issues affecting official-language minority communities, and membership in one of those communities is one of the selection criteria they apply in awarding financial assistance. The annual status report on implementation of section 41 of the *Official Languages Act* (OLA) is distributed to staff, bringing to their attention IDRC success stories and areas for improvement.



Consultation

The national coordinator undertook to establish contacts within Canada's English and French minority communities, in particular by attending meetings of the network of national coordinators responsible for implementing section 41 of the Act when they are held outside Ottawa.

Communications

This year the Centre took action to catch the attention of members of the English and French minority communities. As part of a targeting initiative involving the provision of information, speaking engagements and participation in fairs and general meetings, the IDRC focused especially on universities serving these communities and offering master's and PhD programs in fields of interest to it. The IDRC continues to distribute its annual status report to many groups and universities to ensure they are aware of, and fully informed about the Board of Governors' interest in the official-language minority communities.

mandate

The mandate of the International Development Research Centre (IDRC) is to initiate, encourage, support and conduct research into the problems of the developing regions of the world and into the means of applying and adapting scientific, technical, and other knowledge to the economic and social advancement of those regions.

Coordination and liaison

The national coordinator and the official languages champion attended a number of official languages coordination meetings. In addition, the IDRC worked with CIDA, Foreign Affairs Canada, International Trade Canada, Health Canada, Environment Canada and Natural Resources Canada in managing research projects.

Funding and program delivery

The IDRC provided support to the *Société éducative de l'Alberta* for the project *Caravane 2004*, through which 20 young Africans and Canadians travelled across the country, from Alberta to Nova Scotia, to attend conferences and participate in activities in connection with the Acadian World Congress. In addition, the IDRC awarded a grant to the Quebec Public Interest Research Group of McGill University to support two young English-speaking journalists who were travelling to South America to prepare documents on the themes of democracy, human rights and the environment.

Accountability

IDRC continues to produce a status report on implementation of section 41 of the OLA. The report is submitted to the human resources management committee of the Board of Governors, and the highlights are incorporated in the Centre's annual report.



International Trade Canada

INTERNATIONAL AND CENTRAL AGENCIES SECTOR

Main results achieved by activity category

Awareness

The official languages champion has attended meetings concerning support for initiatives originating with official-language minority communities, which has enabled her to become aware of the reality of these communities.

Consultation

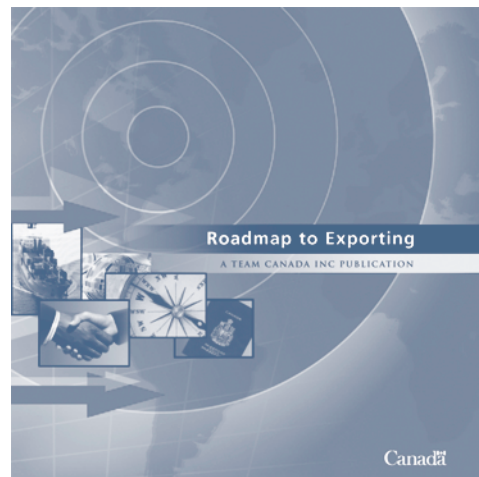
The Department's regional offices regularly consult their clients and partners, including those in official-language minority communities, with a view to improving their access to world markets. These consultations generate a dialogue that gives the Department an awareness of the issues and challenges facing businesses located in such communities, and enables it to identify possible solutions.

Coordination and liaison

Within the Team Canada Inc. partnership, ITCan works with various federal, provincial and territorial departments and agencies to help Canadian businesses succeed in world markets.

mandate

International Trade Canada (ITCan) supports trade expansion by offering services to exporters, developing policy and attracting investment to Canada.



Main results achieved
by activity category

Awareness

Justice Canada has focused on raising employee awareness of the Accountability and Coordination Framework for official languages and the Department's Strategic Plan for the Implementation of section 41 of the *Official Languages Act* (OLA). The persons overseeing the programs addressed in the Strategic Plan participated in information workshops. The plan was presented to the Department's Executive Council, which approved it on April 7, 2004. Justice Canada's involvement in the *Rendez-vous de la Francophonie* included organizing a coffee meeting and participating in the national launch of the event.



Consultation

The Advisory Sub-Committee on Access to Justice in Both Official Languages met for the first time in December 2004. Participants were treated to two presentations: one on official-language minority communities and community revitalization, and one on managing the Access to Justice in Both Official Languages Support Fund. The Advisory Sub-Committee, community component, also met with the French-speaking community for the first time in February 2005 and with Quebec's English-speaking community in March 2005.

Communications

The Department has drawn up a communication plan for implementing section 41 of the OLA. It has developed a number of promotional tools (posters, pocket folders, bookmarks) and created a new visual identity, including the new slogan, "*Thriving with Justice*". The Department has also created a Web site and a CD-ROM on the implementation of section 41 at Justice Canada. Also, the official-language minority communities are kept informed of the Department's initiatives and programs through quarterly mail-outs.

mandate

The mission of the Department of Justice is to ensure that Canada is a just and law-abiding society with an accessible, efficient and fair system of justice; provide high-quality legal services and counsel to the government and to client departments and agencies; promote respect for rights and freedoms, the law and the Constitution.

Coordination and liaison

Justice Canada presented case law and trend analysis, as well as the impact on governmental operations management, to the Committee of Deputy Ministers on Official Languages. It has also been a driving force in creating the federal-provincial-territorial Working Group on Access to Justice in Both Official Languages. The Department organized the fourth meeting of the Working Group on March 4, 2005, to further the implementation of the group's plan and consider the development of a network of bilingual Crown attorneys.

Funding and program delivery

The following five components have supported the official-language minority communities: the Access to Justice in Both Official Languages Support Fund, the Youth Justice Renewal Initiative, the Child-centred Family Justice Fund, the Family Violence Initiative (Justice Component), and the Public Legal Education and Information Component for each program addressed. The core annual funding (\$600,000) granted to the provincial associations of French-speaking common law jurists and their national federations gave these organizations the opportunity to develop a stable structure and strengthen their capacity to be active. The Department can now rely on a network of partners with whom it can work in close cooperation.

Main results achieved
by activity category

Awareness

The participation of Statistics Canada survey managers in the Coordinating Committee on Official Languages Research, led by the Privy Council Office, gave these managers and their staff the opportunity to keep abreast of the needs of the official-language minority communities. Statistics Canada also struck an internal committee of representatives from key divisions that develop surveys of special interest to the communities. Its objective is to encourage and facilitate the sharing of information between divisions that play a key role in implementing section 41 of the *Official Languages Act* (OLA) at Statistics Canada.



Consultation

Statistics Canada will continue consolidating and improving its current program of consultation and liaison with community representatives. Consultation with associations on Census planning and products is integrated into the responsibilities of staff

at Statistics Canada's Advisory Services and headquarters who are involved in Census planning. There have been three meetings with representatives of the French-speaking minority communities and two with Quebec's English-speaking community.

Communications

A leaflet providing the official-language communities with general information on the availability and use of data about them has been distributed through the Advisory Services offices. In addition, Statistics Canada will continue to publish short articles on subjects of interest to minority communities in Canadian Heritage's *Bulletin 41-42*. The CD-ROM containing 2001 Census data of interest to the communities has been available since December 2003. To facilitate use of the CD-ROM, expand its user base and demonstrate its analytical potential, Statistics Canada developed a one-day training workshop tailored to users in associations, government departments and universities. The workshops are offered across Canada through Statistics Canada's Advisory Services.

mandate

Statistics Canada's mandate is to collect, compile, analyze and publish statistical information on the economic, social and general conditions of the country and its population; Statistics Canada is also mandated to coordinate plans for the integration of these statistics.

Coordination and Liaison

In the last year, Statistics Canada's head office has continued to provide support to the regional coordinators and encourage the regional offices to get more involved in implementing section 41 objectives under the OLA. Statistics Canada presented different aspects of the post-censal *Survey on the Vitality of Official-Language Minorities* at meetings of the Coordinating Committee on Official Languages Research. Also, numerous meetings took place with representatives of the various departments and agencies as the survey was being developed. The monograph *Languages in Canada — 2001 Census* was published in December 2004 through a partnership with Canadian Heritage. This is an example of analytical work that has been of use to the minority communities.



Treasury Board Secretariat

Public Service Human Resources Management Agency of Canada

Main results achieved
by activity category

Awareness

The TBS ensures that Treasury Board submissions follow the official languages guidelines, particularly with respect to service to the public, language of work and the development of official-language minority communities. Thus, the initiatives described in such submissions better reflect the circumstances of minority communities and more effectively address their development priorities.

Consultations

Following the publication of data from Statistics Canada's 2001 Census, institutions subject to the *Official Languages Act* were required to review their obligations with respect to the delivery of services in both official languages. Given that minority communities feared a possible reduction in services in their language, the Agency set up a focus group to study the impact on communities of the revised application of the Regulations. Treasury Board approved an application principle providing for a transition period during which federal institutions affected by a service reduction are to maintain the status quo and consult the minority communities before making changes in service delivery. The Agency has also held a number of meetings of its regional advisory networks, which have enabled community representatives to make their needs known to gatherings of representatives of federal institutions.

Coordination and liaison

The Agency has continued the work of the national coordinating group on economic development and employability (*RDÉE*) and its provincial and territorial groups, as well as those of the National Human Resources Development Committee for the English Linguistic Minority, coordinated by Human Resources and Skills Development Canada. As a result, the members of both committees are better informed about the role and responsibilities of the Agency. It also coordinates the meetings of the official languages champions of both networks and the two advisory committees (departments and Crown corporations) on official languages.

mandate

The Treasury Board Secretariat (TBS) provides advice and support to Treasury Board Ministers in their role of ensuring value for money. It also provides oversight of the financial management function in departments and agencies.

The Public Service Human Resources Management Agency of Canada was created in December 2003 to ensure the implementation of the government program to modernize human resources management in the Public Service of Canada.

Funding and program delivery

The Government of Canada's Action Plan for Official Languages has earmarked \$400,000 a year for five years to fund pilot projects designed to attract and retain bilingual public servants, which could be of special interest to official-language minority communities. The Agency has concluded a five-year agreement with the Public Service Commission in this regard. Under the Official Languages Innovation Program, managed by the Agency, \$1.8 million has been distributed to regional federal councils and institutions. A number of program activities are geared to the minority communities or involve them as partners. For example, the Quebec Federal Council has received the financial support needed to implement an action strategy designed to improve the recruitment of young Anglophones and to establish a Forum on Linguistic Duality to promote the exchange of ideas and the search for new and innovative practices.



THE GOVERNMENT OF CANADA'S ACTION PLAN FOR OFFICIAL LANGUAGES

Official Languages Accountability and Coordination Framework

EXTRACT RELATIVE TO PART VII OF THE OFFICIAL LANGUAGES ACT

All federal departments and institutions are subject to the accountability and coordination framework adopted in the Government of Canada's Action Plan for Official Languages, unveiled by the Prime Minister on March 12, 2003. This framework reminds federal institutions of their existing obligations and adds new ones. It provides for, among others, horizontal coordination centered on the minister responsible for official languages and the Committee of Deputy Ministers on Official Languages.

OBLIGATIONS OF ALL FEDERAL INSTITUTIONS UNDER PART VII OF THE OFFICIAL LANGUAGES ACT (OLA)

The accountability framework describes the steps each federal institution must undertake in its strategic planning and in the implementation of its mandate towards official languages:

- make employees aware of the needs of minority communities and of government commitments, as outlined in Part VII of the *Official Languages Act*;
- determine whether its policies and programs have impacts on the promotion of linguistic duality and minority-community development, from the initial stages of their inception through to the implementation process, including the devolution of services;
- consult affected publics, if necessary, in particular the representatives of the official-language minority communities, in developing and implementing programs and policies;
- be able to describe its approach and show that it has considered the needs of these communities;
- once impacts have been identified, plan the activities according to the coming year and in the long term, present the expected results, taking into account budget considerations, and provide for results assessment mechanisms.

Each federal institution must analyze the impact of proposals contained in memoranda to Cabinet on the linguistic rights of the general public and of federal employees, as well as on the promotion of French and English. They must also, for all presentations to Treasury Board, analyze all impacts relating to the development of the communities. They are required to consider the impact of the various modes of service delivery on official languages and consult the communities when changes in service delivery might affect the development of these communities. Finally, the purchase of media space or time must include organs that serve the Anglophone or Francophone minority in a community.

OBLIGATIONS OF THE INSTITUTIONS DESIGNATED BY THE 1994 ACCOUNTABILITY FRAMEWORK – IMPLEMENTATION OF SECTIONS 41 AND 42 OF THE OFFICIAL LANGUAGES ACT

Thirty-four federal institutions designated by the 1994 Accountability Framework are obligated to develop an action plan for the implementation of section 41 (part VII) of the OLA. These plans are prepared in consultation with the communities in order to enable the federal institutions to take into account the priorities of these communities in the planning of activities while respecting the limitations of their mandate. Each year, the designated institutions are required to submit to the Minister of Canadian Heritage their action plans as well as a report on the results of their activities. The Minister of Canadian Heritage then reports to Parliament each year on the implementation of this federal government commitment (section 41).



National Coordinators Responsible for the Implementation of Section 41 of the OLA

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