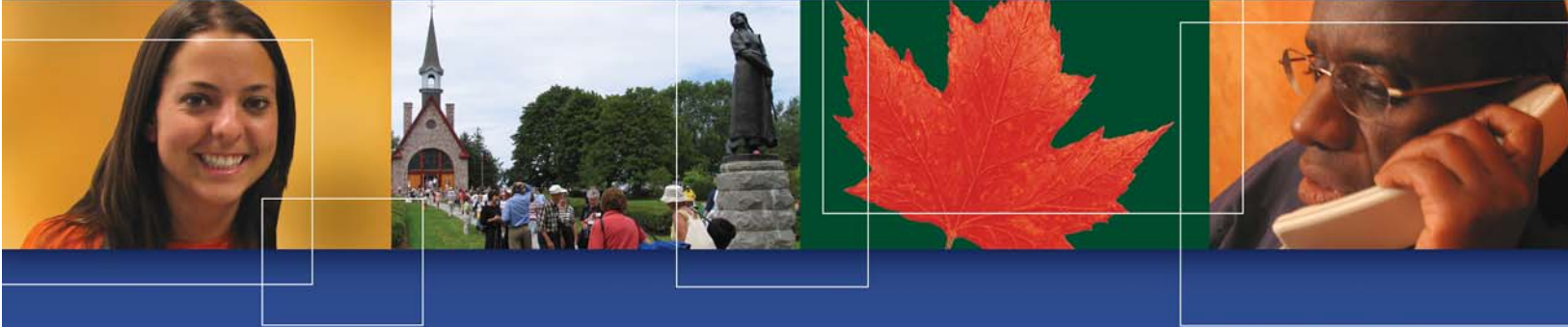




Canadian
Heritage

Patrimoine
canadien



OFFICIAL LANGUAGES

Annual Report 2005-2006

Volume 2

Achievements of designated federal institutions
Implementation of section 41 of the
Official Languages Act

Canada 

TABLE OF CONTENTS

INTRODUCTION	3
Cultural Sector	6
Canada Council for the Arts	6
Canadian Broadcasting Corporation	7
Canadian Heritage	8
Canadian Radio-television and Telecommunications Commission	11
National Arts Centre	12
National Capital Commission	13
National Film Board of Canada	14
Parks Canada	15
Telefilm Canada	16
Economic Sector	17
Agriculture and Agri-Food Canada	17
Atlantic Canada Opportunities Agency	18
Business Development Bank of Canada	19
Canada Economic Development for Quebec Regions	20
Canadian Tourism Commission	21
Industry Canada	22
Public Works and Government Services Canada	23
Western Economic Diversification Canada	24
Human Resources Development Sector	25
Canada Post Corporation	25
Canada School of Public Service	26
Health Canada	27
Human Resources and Social Development Canada (including Service Canada)	28
Public Health Agency of Canada	29
Social Sciences and Humanities Research Council of Canada	30
Status of Women Canada	31
International and Central Agencies Sector	32
Canadian International Development Agency	32
Citizenship and Immigration Canada	33
Foreign Affairs and International Trade Canada	34
International Development Research Centre	35
Justice Canada	36
Public Service Human Resources Management Agency of Canada	37
Statistics Canada	38
DETACHABLE APPENDIX	39
Official Languages Accountability and Coordination Framework (extract relative to Part VII of the <i>Official Languages Act</i>)	39
List of national coordinators responsible for the implementation of section 41 of the OLA	40

INTRODUCTION

2005–2006 Highlight: Strengthening of the *Official Languages Act*

Volume 2 of the *Annual Report on Official Languages* presents a summary of the main results achieved by the federal departments and agencies designated in the Accountability Framework on the implementation of sections 41 and 42 of the *Official Languages Act* (Part VII of the OLA).

This section of the Act is applicable to all federal institutions, and it addresses the federal government's commitment to promote the development of official-language minority communities (OLMCs) and to encourage the use of English and French in Canadian society. Section 41 was reinforced in November 2005; all federal institutions are now required to take positive measures to carry out this commitment. The amendments offer the possibility of remedy through the courts in cases of alleged breaches of federal responsibilities.

Under section 42 of the Act, the Minister of Canadian Heritage is responsible for promoting a coordinated approach to the federal commitment within the federal administration. Consequently, the institutions have turned to this department to better understand their obligations and to ensure that their actions are targeted accordingly. Canadian Heritage has stepped up its efforts to build awareness and provide support to the institutions with which it had an ongoing working relationship and to other federal agencies.

For greater involvement

The Government of Canada already has an important tool to ensure the achievement of the federal commitment and to reinforce the foundation of the linguistic duality in Canada: the Accountability and Coordination Framework. This framework describes the steps that each federal institution must

complete in its strategic planning and in its mandate with regard to official languages. It has been widely circulated within the federal government. A working group comprising representatives from Canadian Heritage, Justice Canada, and the Public Service Human Resources Management Agency of Canada have developed a guide for federal institutions on implementing Part VII of the OLA. With the assistance of Justice Canada, numerous presentations were given to various groups of federal employees, both nationally and regionally, to specifically apprise them of their new obligations. Canadian Heritage has also updated its Web site to provide access to concrete tools and to help federal institutions make a greater contribution to the development of OLMCs and promote our linguistic duality.

Guidance for the designated departments and agencies

Throughout the year, Canadian Heritage has stepped up its efforts to guide federal departments and agencies subject to the Accountability Framework on the implementation of sections 41 and 42 of the OLA (see attached list). Since the adoption of this framework, more than 30 federal institutions, whose activities have been deemed to be of crucial importance to the development of OLMCs, have been required to make special efforts to implement the federal government's commitment, as set out in Part VII of the Act. Specifically, they must

appoint a national coordinator and regional coordinators as needed for section-41 activities, submit an annual status report on section 41 achievements to the Minister of Canadian Heritage, and prepare and develop an action plan that covers one or more years. These action plans involve consideration of and consultation with the communities in order to identify their priorities and the programs and initiatives that can fulfil these priorities.

Interdepartmental coordination in the field

One of four meetings of the network of national coordinators responsible for the implementation of section 41 was held in Nova Scotia. This meeting strengthened dialogue between the Francophone community in that province and the federal partners, and they worked together to define future actions. The Interdepartmental Coordination Directorate (ICD) at Canadian Heritage also worked with the Public Service Human Resources Management Agency of Canada to organize the first Forum on Good Practices, which generated improved synergy between the various official languages stakeholders (champions, persons responsible for official languages, and coordinators responsible for the implementation of section 41 of the OLA).

The ICD has created the Canadian Heritage Interdepartmental Coordination Network in response to recommendations made further to a Canadian Heritage evaluation of the implementation of section 42. This network brings together members of the ICD and an officer responsible for interdepartmental coordination in each province or territory. As a result of this initiative, relationships among federal employees in the regions have grown stronger; they have a better understanding of the importance of their role, and the

coordination and support role at Canadian Heritage has gained visibility. The Canadian Heritage officers responsible for interdepartmental coordination in the provincial and territorial offices have organized or supported various initiatives or forums to bring together the federal employees working in the regions and local community groups, particularly in Ontario, Manitoba, Alberta and the Northwest Territories. They have also helped foster or strengthen relations with the communities

and promoted the exchange of ideas and good practices among the federal departments and agencies present.

The ICD has conducted a thorough analysis of the action plans and status reports submitted by the designated federal departments and agencies and has met with the national coordinators to discuss findings and requirements for support (tools and other). These meetings have enabled a better definition of the institutions' needs and discussion on potential improvements.

Six major categories of intervention

The following contains the results achieved by the federal departments and agencies designated under the 1994 Accountability Framework. The results are presented in accordance with the six major categories of intervention and report on the progress made and the concrete and coordinated commitment of the Government of Canada with regard to official languages:

- **Awareness (internal)** - Employees and managers are aware of and understand their responsibilities with regard to section 41 of the OLA and the OLMCs, and the organizational culture has undergone sustainable changes;
- **Consultation** - The federal institutions and the communities understand their respective priorities and mandates, which promotes the creation of sustainable relations;
- **Communications** - The OLMCs receive relevant and updated information about programs and services offered by the federal institutions and have a better understanding of their mandates;
- **Coordination and liaison** - Multiple partners collaborate to promote the development and enhancement of the OLMCs and share best practices;
- **Funding and program delivery** - The OLMCs are part of the federal institutions' regular clientele and have access to their programs and services; characteristics specific to the OLMCs (e.g., geographic dispersal, development opportunities) are taken into account;
- **Accountability** - Section 41 of the OLA has been integrated into the OLMCs' perspective with regard to federal institution policies, programs and services; the accountability structure, internal evaluations and policy reviews help determine how the OLMCs' perspective can be better integrated.

Official Languages Act

Excerpt from Part VII - Advancement of English and French

Government policy

41. (1) The Government of Canada is committed to
 (a) enhancing the vitality of the English and French linguistic minority communities in Canada and supporting and assisting their development; and
 (b) fostering the full recognition and use of both English and French in Canadian society.

Duty of federal institutions

41. (2) Every federal institution has the duty to ensure that positive measures are taken for the implementation of the commitments under subsection (1). For greater certainty, this implementation shall be carried out while respecting the jurisdiction and powers of the provinces.

Regulations

41. (3) The Governor in Council may make regulations in respect of federal institutions, other than the Senate, House of Commons, Library of Parliament, office of the Senate Ethics Officer or office of the Ethics Commissioner, prescribing the manner in which any duties of those institutions under this Part are to be carried out.

Coordination

42. The Minister of Canadian Heritage, in consultation with other ministers of the Crown, shall encourage and promote a coordinated approach to the implementation by federal institutions of the commitments set out in section 41.

Excerpt from Part X - Court Remedy

Application for remedy

77. (1) Any person who has made a complaint to the Commissioner in respect of a right or duty under sections 4 to 7, sections 10 to 13 or Part IV, V or VII, or in respect of section 91, may apply to the Court for a remedy under this Part.

Seeking to improve

An overall evaluation of the results obtained by the federal institutions shows that employee awareness remains a key point in the implementation of section 41 within the government. The amendments made to the OLA have given the institutions an opportunity to renew their awareness-building efforts and their consultation initiatives, both nationally and regionally. However, improved coordination of federal consultations would help the communities in their work. It would seem that the communities are not always consulted to the extent they should be in the course of developing action plans for the implementation of section 41.

With regard to coordination and liaison, the network of national coordinators responsible for the implementation of section 41 of the OLA is well-established and enables the exchange of information and best practices. The creation of the Canadian Heritage Interdepartmental Coordination Network has facilitated networking in the regions and should help maximize the effects of the implementation of section 41 across the country. The decentralized institutions would gain from creating an active network of regional coordinators to ensure that their actions are reflected provincially, territorially and locally. The working relationship between the national coordinators and the official languages champions could stand to be strengthened to ensure better integration of the various parts of the OLA within the institutions.

The communities' access to federal programs and services remains a major challenge, even though most of the institutions at issue provide considerable support to the OLMCs through their services or financial contributions. Additional efforts are needed to ensure that compliance with the federal commitment to the development of communities and the promotion of our linguistic duality is better integrated into the

organizational culture and accountability mechanisms of the federal institutions.

For more information about the action plans and status reports, please contact the specific department or agency directly. A list of resource persons in the designated institutions has been attached to this report. This document is also available on the Canadian Heritage Web site at: www.pch.gc.ca.

CANADA COUNCIL FOR THE ARTS

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage: Beverley J. Oda

Director: Robert Sirman

Official Languages Champion: Manon Dugal



MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The Board of Directors, senior management and staff have an increased awareness of the needs of official-language minority communities. The Director of the Arts Division and the national coordinator for the implementation of section 41 of the *Official Languages Act* (OLA) gave a presentation on the Interdepartmental Partnership with the Official-Language Communities (IPLC) to the CCA's Board of Directors. Council officials held meetings on the same topic.

■ CONSULTATION

The Council regularly attended consultation meetings with representatives from Anglophone and Francophone minority communities, making it easier for these communities to access the agency's programs and services. Groups such as the *Fédération culturelle canadienne-française* (FCCF) and Quebec's English Language Arts Network (ELAN) were ideal contacts for identifying the needs of artists and artist groups.

■ COMMUNICATIONS

The Council organized six information sessions in four provinces, including training workshops for Francophone artists in Prince Edward Island and British Columbia. Four other information sessions were held, three for Anglophone artists in Quebec and one for Francophone artists in New Brunswick. In addition, the Council revised its program information on its Web site to make it clearer and more accessible.

■ COORDINATION AND LIAISON

The Council was involved in the meetings of the signatories to the Agreement for the Development of Francophone Arts and Culture in Canada, the meetings coordinated by Canadian Heritage for working groups in the arts sectors and the discussions around various memoranda of understanding. The national coordinator participated in the meetings of the Network of National Coordinators, enabling everyone to focus their activities more effectively and facilitate the promotion of artists.

■ FUNDING AND PROGRAM DELIVERY

Once again this year the Council awarded over \$2 million in individual grants to minority Anglophone and Francophone artists and art directors. These funds supported projects involving research, exploration, creation, experimentation, professional development and resourcing. The Council continued providing operating support to artistic organizations, awarding them an additional amount surpassing \$2 million in operating grants and enabling them to participate in networking activities and to create new works. The Council awarded over \$2.5 million to 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. This support made it possible for many artists and art companies to go on

Mandate

The Canada Council for the Arts (CCA) is a national arm's length agency that fosters the development of the arts in Canada through grants and services to professional Canadian artists and arts organizations as well as the administration of scholarly awards.

and win awards for their excellent performances, such as the Governor General's Literary Awards, the Governor General's Awards in Visual and Media Arts, and the "Theatre for Young Audiences" prize.

CANADIAN BROADCASTING CORPORATION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage: Beverley J. Oda

President and CEO: Robert Rabinovitch

Official Languages Champion: George C. B. Smith

Official Languages Champion: Patricia Vincent



MAIN RESULTS ACHIEVED BY ACTIVITY

■ CONSULTATION

Senior managers and representatives from regional stations participated in the vast majority of annual general meetings and other large gatherings of national and regional Francophone associations, such as the annual general meeting of the *Fédération culturelle canadienne-française* (FCCF) in Saskatoon and the *Fédération des communautés francophones et acadienne* (FCFA) in Vancouver. In addition, a large radio and television delegation and Renaud Gilbert, the ombudsman for French Services, attended celebrations in Ottawa marking the 30th anniversary of the FCFA's founding. The CBC also took part in the annual meeting to update the Agreement for the Development of Francophone Arts and Culture in Canada, held in Ottawa in September 2005.

■ COMMUNICATIONS

French Services has set up more than 700 partnerships throughout the country (half of which are with regional entities). Official-language minority communities appreciate the CBC's unique role as one of the driving forces behind their cultural and democratic life. The continued participation of these communities in activities organized by the CBC testifies to the close proximity relationship that has developed between the Corporation and the communities it serves. For example, the CBC supported the second Haitian Masquerade Ball to assist the Reine Soleil Foundation in February 2006. The ball, held in Great Roy Thomson Hall in Toronto, attracted about a hundred people. The CBC is

increasingly making use of new media to reach the largest number of people possible.

■ COORDINATION AND LIAISON

In order to produce a greater impact, the CBC is pooling its resources and expertise with other federal agencies whose mandate is to support the cultural development of both Anglophone and Francophone minority communities. Thanks to the Interdepartmental Partnership with the Official-Language Communities (IPOLC), the CBC, Telefilm Canada and the National Film Board (NFB), working with the Francophone private sector outside of Quebec, co-produced two drama shorts. The CBC also collaborated with the NFB's Moncton studio on the third annual *AnimAcadie* (competition for young people producing short animated films), and it worked with Telefilm Canada and Atlantic Alliance Vivafilm to have the films *Le Survenant*, *Aurore* and *Maurice Richard* screened commercially in Francophone communities outside of Quebec.

Mandate

As the national public broadcaster, the Canadian Broadcasting Corporation (CBC) has a mandate to provide high-quality radio and television programming that is distinctively Canadian, reflect Canada and its regions and serve the special needs of those regions.

■ FUNDING AND PROGRAM DELIVERY

Regional stations and the English and French networks devoted considerable resources to producing promotional campaigns and public service announcements broadcast on the CBC's airwaves as part of partnerships forged with community groups, cultural events, fundraisers and other causes of interest to minority Anglophone and Francophone communities. For example, CBC in Quebec supported Harvest Montreal, Sun Youth and Literacy Partners of Quebec. An agreement with *La Cité collégiale* (Ottawa) led to the introduction of a program to train specialists in live-broadcast closed-captioning.

CANADIAN HERITAGE

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Ministers: Josée Verner and Beverley J. Oda

Official Languages Champion: Jean-Pierre Blais

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

With the reinforcement of the *Official Languages Act* (OLA) in 2005, information sessions were given to all sectors and regions of the Department to create awareness among its management and employees as to their obligations relating to section 41 of the OLA. In addition to these sessions, the Department created the Working Group on Official Languages with department-wide representation. Projects and initiatives identified by the Working Group included an awareness campaign to better inform departmental employees about the OLA and provide the necessary tools to assist with implementation of parts IV, V, VI and VII of the Act. The Department also carried out research projects on official languages polling data and produced a series of thematic analyses of regional profiles in order to better understand official-language minority community (OLMC) tendencies, demographics and institutions.

■ CONSULTATION

The Department held regular consultations with OLMCs across Canada to gain a better understanding of their needs and priorities.



The Canadian Heritage-Quebec Anglophone Community Coordination Committee focussed on issues concerning Anglophone youth in Quebec and brought up the possibility of creating a youth network in the province. The Canadian Heritage Francophone and Acadian Communities Coordination Committee focussed on identifying the priority issues it wishes to address. In the cultural sector, these were done through the interdepartmental working groups (publishing, theatre, media arts and music-song) coordinated by Canadian Heritage under the Agreement for the Development of Francophone Arts and Culture in Canada. The 2010 Olympic and Paralympic Winter Games Federal Secretariat held consultations to engage OLMCs in all planning and organization phases of the 2010 Winter Games. Moreover, meetings were held between Sport Canada and the various sport associations to follow up on recommendations made in the independent study on linguistic barriers to access to high-performance sport.

A large number of consultations were carried out with communities through the Department's regional offices, mostly relating to priority areas such as immigration, early childhood development, youth, culture and the economy. Discussions also focused on each region's global development plan for the minority community. There was also collaboration on a study involving investment parameters for the Department to support the development

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.

of Francophone communities in the Western provinces and the North. The Symposium on Official Language in Ontario provided a suitable venue to consult community leaders and providers of French-language services in the province.

Participation in the Citizenship and Immigration Canada Steering Committee as well as the Conference on Cultural Diversity and the Future of Francophone Culture in Canada, the latter held in Vancouver, provided much-needed information on Canada's growing diversity and its many challenges.

■ COMMUNICATIONS

The Department provided OLMCs with a variety of information on its programs and services through its Web site which is updated on a regular basis. The Virtual Museum of Canada, the Canadian Heritage Information Network and the Canadian Conservation Institute are working towards increased use of bilingual resources as well as learning opportunities in French on their Web sites. *Culture.ca* and *Culturescope.ca*

based all partnerships on implementing bilingual content and produced newsletters in both official languages. Canadian Culture Online's objectives with respect to the implementation of section 41 of the OLA are to support the creation of French cultural content and make it accessible on the Web. Publications, such as *Bulletin 41-42* and a CD-ROM on regional profiles of OLMCs, were distributed widely or made available on request to community groups. Canada's linguistic duality was front and centre in various events across the country; for example, the *Rendez-vous de la francophonie* was celebrated by departmental employees together with minority community representatives. Canadian Heritage uses the medias of the OLMCs to promote its activities and programs in these communities.

■ COORDINATION AND LIAISON

The Department pursued its coordination activities as stipulated in the OLA; one of the ways it has done this is by coordinating meetings of national coordinators (section 41) of designated federal institutions in order to exchange information and share best practices. In the cultural sector, the Department provided coordination through the Agreement for the Development of Francophone Arts and Culture in Canada as well as through several working groups in this area (e.g. song-music, media arts, theatre), and in Quebec, a five-year plan was developed for the English-Language Arts Network. Through the Interdepartmental Coordination Network, the Department provided support to federal departments to maximize the effects of the implementation of section 41 of the OLA nationally and regionally. Departmental employees participated in the official languages sub-committees of the federal regional councils and dealt with, among others, how the

amendment of the OLA would impact on them in their support for the OLMCs.

Canadian Heritage was also represented on interdepartmental committees in key sectors such as health, human resources and employability. Collaboration took place with other federal institutions to undertake the human rights youth survey and the Department participated in the Interdepartmental Working group on Official Languages Research. In Alberta, an official languages network was set up, providing an excellent forum for collaboration; a structure for intervention on official languages was developed with the Saskatchewan Federal Council following the *Forum 4-2-1*; the Newfoundland and Labrador regional committee used a visioning exercise to emphasize the importance of section 41.

Canadian Heritage's Champion for Official Languages attended meetings of the Council of the Network of Departmental Official Languages Champions and special gatherings, such as the Forum of Official Languages Best Practices as well as the Joint Conference of Official Languages Champions. Implementation of the federal coordination framework with respect to official languages for the 2010 Winter Games involved the conclusion of a collaboration agreement between the Canadian Foundation for Cross-Cultural Dialogue (acting on behalf of all Francophones in Canada) as well as with the Vancouver Organizing Committee and the *Fédération des francophones de la Colombie-Britannique*.

■ FUNDING AND PROGRAM DELIVERY

Significant funding and programs were made available by the Department to promote the development of the official-language minority communities and linguistic duality in Canada. For example, 9 collaboration

agreements were signed with representatives of Anglophone and Francophone community groups in various provinces and territories, and 12 intergovernmental agreements on minority-language services. With regard to funding for education, a new protocol was ratified with the Council of Ministers of Education (Canada) (CMEC) on minority-language education and second-language instruction; support was provided for the CMEC's language-learning programs targeting youth as well as for organizations that support second-language learning; four-year bilateral agreements were concluded with 13 provinces/territories for high-quality minority-language education as well as second-language programs.

In the cultural sector, the Department increased its level of support to arts groups living in OLMCs. The Trade Routes Program worked with federal partners to consolidate funding for projects submitted within the context of the program. Sports organizations also received funding to better enable them to carry out their linguistic responsibilities. The Department supported youth initiatives through the Young Canada Works program, Katimavik, two-way exchanges and youth forums focusing on official languages, as well as a mobility pilot project for young people at the post-secondary - the Summer Work Student Exchange Program - which allowed students to improve their second official language. The Canadian Heritage Information Network's Investment Program received funding for bilingual learning objects for educational use in a new virtual learning environment.

The regions were active in providing front-line support to their respective minority communities. For example, in the Quebec region, there was investment in joint

initiatives with federal partners in OLMC sectors previously underrepresented (e.g. funding through the National Arts Centre for events celebrating OLMC arts and culture). Moreover, funding was provided to an array of OLMC initiatives, such as: to support ethnocultural organizations in Ontario; to carry out a pilot project to establish a sub-committee of parents from both language groups from both urban and rural areas under the initiative *Agrandir l'espace francophone du Manitoba*, for the provision of services in both official languages at the Canada Games 2005 in Regina; and to encourage participation of Francophones from the Atlantic Region in the East Coast Music Awards.

■ ACCOUNTABILITY

Numerous information sessions were provided to all sectors and regions on the preparation of results-based action plans and status reports. In addition to all sectors and

regions providing input to the action plan and annual status report, an aide-mémoire was developed on official languages obligations to be used as a guide at the time of preparation of all departmental memoranda to Cabinet and development of new programs. Progress on section 41 in the regions is identified in the strategic plans of the regions, and the OLA is taken into account in the accountability mechanisms of the International and Intergovernmental and Sport Sector.

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage: Beverley J. Oda

Acting Chairperson: Michel Arpin

Official Languages Champion: Diane Rhéaume

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

In order to raise awareness of linguistic duality and the reality of official-language minority communities (OLMCs) among CRTC employees and senior managers, the national coordinator for section 41 of the *Official Languages Act* (OLA) made a presentation to directors in the organization regarding the Commission's mandate with respect to its designation pursuant to section 41 of the OLA. Staff in the Edmonton office received the same information in February 2006, which was the first stage of an awareness-raising campaign among regional office employees.

■ CONSULTATION

Official-language minority communities had the opportunity to make their concerns and expectations known to the CRTC. In the winter of 2005-2006, the CRTC met with representatives of many organizations, including the *Alliance des producteurs francophones du Canada*, the *Alliance nationale de l'industrie musicale*, the *Fédération des communautés francophones et acadienne du Canada*, the *Fédération culturelle canadienne-française*, the *Alliance des radios communautaires du Canada* and the Quebec Community Groups Network (QCGN).

■ COMMUNICATIONS

Meetings with CRTC commissioners gave OLMC representatives an opportunity to receive up-to-date information on CRTC activities. Members of the QCGN and participants from the *Camp Jeunesse de Gravelbourg* in Saskatchewan took part in these discussions. The CRTC is developing a Web page dealing with CRTC activities pertaining to the implementation of section 41 of the OLA.

■ COORDINATION AND LIAISON

Coordination and liaison activities with other government institutions helped to improve internal coordination, to exchange information on such topics as the new provisions of Part VII of the OLA and best practices, and to better respond to the needs of OLMCs. The CRTC also took part in the annual meeting of the Working Group on Media Arts and of the Working Group on Song and Music. CRTC representatives also took part in meetings of the Network of National Coordinators organized by Canadian Heritage.

■ FUNDING AND PROGRAM DELIVERY

As an administrative tribunal, the CRTC does not manage programs or services, nor does it fund activities. Several of the CRTC's activities, however, such as issuing, renewing or amending broadcasting licences, developing policy guidelines and regulating and overseeing all aspects of the Canadian broadcasting system, contribute to the

Mandate

The Canadian Radio-television and Telecommunications Commission (CRTC) is vested with the authority to regulate and supervise all aspects of the Canadian broadcasting and telecommunications system in accordance with sections 3 and 5 of the *Broadcasting Act*, section 7 of the *Telecommunications Act* and the *Bell Canada Act*.

achievement of the objectives set out in section 41 of the OLA. In 2005-2006, the CRTC promoted access to official-language broadcasting services in minority communities, encouraged the efforts of broadcasting licensees to increase the production and broadcasting of regionally produced programs and, finally, promoted full recognition and use of French and English in Canadian society.



NATIONAL ARTS CENTRE

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage: Beverley J. Oda

President and Chief Executive Officer: Peter A. Herrndorf

Official Languages Champion: Anne Tanguay

MAIN RESULTS ACHIEVED BY ACTIVITY

■ CONSULTATION

Numerous meetings between heads of various NAC programs and stakeholders from the arts community in official-language minority communities (OLMCs) served to enhance the artistic quality of productions by professional companies and to identify their needs more clearly. The NAC's French Theatre met with 14 professional Francophone companies in Canada, each in their own city. The National Arts Centre English Theatre sought input from the Quebec Anglophone community and collaborated in several productions. Dance, song and music also received much attention.

■ COMMUNICATIONS

The Saskatchewan and Alberta centennials gave the NAC an opportunity to increase its visibility among the Francophone population in both provinces. Press releases in both official languages on the NAC Orchestra tour of Alberta and Saskatchewan, and *Alberta Scene*, presented in Ottawa, were sent specifically to Anglophone and Francophone media in these two provinces. The NAC also established a partnership with written and electronic media in Francophone Ontario in order to get close to the community.



■ COORDINATION AND LIAISON

The NAC works in collaboration with numerous government partners in order to meet the artistic priorities of OLMCs. To this end, regular meetings were held with the signatories of the Agreement for the Development of Francophone Arts and Culture in Canada. The NAC also worked with Canadian Heritage and the Canada Council for the Arts (CCA) to organize the first *Festival Zones Théâtrales*. The NAC also formed a partnership with the CCA to offer French Theatre Labs, and with Canadian Heritage through the Interdepartmental Partnership with the Official-Language Communities (IPOLC), to implement the Musicians in the Schools and Communities Program.

■ FUNDING AND PROGRAM DELIVERY

The NAC takes into account the geographic dispersion of the OLMCs in delivering its programs. It helped to develop different shows and activities involving several artistic disciplines and featuring artists from these communities. Musicians visited Francophone classrooms and community centres in Ontario, Alberta and Saskatchewan. Other musicians did the same in Anglophone communities in Quebec. Four shows presented as part of the Ottawa Folk Festival featured English-speaking artists from Quebec. Through IPOLC funding, the NAC presented five shows by Franco-Ontarians as part of the *Vendredis de la chanson*

Mandate

The National Arts Centre (NAC) develops and promotes performing arts by creating partnerships with artists and communities in the National Capital Region, the regions and elsewhere in Canada by seeking out excellence in performing arts, fostering new talent and making the NAC a world-class centre of artistic excellence.

francophone series. One artist from Alberta and one from New Brunswick also took part in the *Vendredis*. The NAC's *Alberta Scene* showcased talent from this province and helped to forge strong links with the *Regroupement artistique francophone de l'Alberta*. The NAC also allocated funds to theatre companies to help increase the quality of professional theatre in official-language minority communities. IPOLC funding also allowed English Theatre to sign more contracts with English-language theatre companies in Quebec.

NATIONAL CAPITAL COMMISSION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage: Beverley J. Oda

Chairperson (acting): Heather Chiasson

Official Languages Champion: Suzanne Gustafsson

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The NCC's official languages champion ensured that the senior management committee took official languages into account in planning new projects, programs and services. She also gave the committee regular status updates on various files containing an official languages component. The Commission posts on its Intranet site its annual reports on official languages submitted to the central agencies. The NCC posted an announcement on its Web site concerning the changes made to Part VII of the *Official Languages Act* (OLA) and invited employees to take part in the activities of the *Rendez-vous de la Francophonie*.

■ COMMUNICATIONS

The official languages champion submitted to the official-language minority representatives a record of achievements in the

implementation of Part VII of the OLA for 2004–2005. She took the opportunity to solicit their ideas on new opportunities for cooperation and to learn about their needs and priorities. The NCC published its news releases in the official-language minority media in the National Capital Region. These media and others in the country were also used to promote projects and events. The NCC worked with the TVA network to provide Canada-wide broadcasting of Winterlude-related activities and events organized by its partner, the Canadian Tulip Festival. The NCC also worked with TFO [French-language component of TV Ontario] to promote Winterlude with Francophone minorities in Ontario and Acadia.

■ COORDINATION AND LIAISON

Representatives from Canadian Heritage, Public Works and Government Services Canada, the City of Ottawa and the NCC met on a number of occasions to discuss the promotion of an offer of bilingual service by Ottawa merchants. A special event in this respect, the 2006 launch of the Business Assistance Project, took place in the fall. The Office of the Commissioner of Official Languages noted that the availability of bilingual services from NCC tenants has improved. Progress has been made with respect to inside signage and promotional material.

Mandate

The National Capital Commission (NCC) prepares plans for and assists in the development, conservation and improvement of the National Capital Region in order that the nature and character of the seat of the Government of Canada may be in accordance with its national significance; it organizes, sponsors or promotes such public activities and events in the National Capital Region as will enrich the cultural and social fabric of Canada.

■ FUNDING AND PROGRAM DELIVERY

The Canadian Tulip Festival and Winterlude generated six hours of material broadcasted Canada-wide through *Salut Bonjour Weekend* on TVA. Winterlude's Snowbowl venue gave Anglophone and Francophone minority artists an opportunity to perform. Canada Day celebrations gave the NCC an opportunity to support the production of *Jour de Plaines et de Montagnes*, a tribute to Francophones in Western Canada. The performance was broadcast on August 7, 2005, during prime time on the TVA network. The various performances provided visibility for approximately 20 artists from official languages minorities. The NCC also discovered new talent from official-language minority communities by taking part in recruiting events such as *Contact ontarois* and *La Bourse RIDEAU*.



NATIONAL FILM BOARD OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage: Beverley J. Oda

Interim Government Film Commissioner and Chairperson:

Claude Joli-Coeur

Official Languages Champion: Deborah Drisdell



MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The official languages champion has been hard at work promoting linguistic duality and best practices, and the National Film Board's (NFB) participation in events such as the *Rendez-vous de la Francophonie*. Representatives for the Acadia Studio and the Ontario and West Studio championed the cause of film and video producers to the NFB's senior management.

■ CONSULTATION

Numerous meetings at various events with filmmakers and producers from across the country provided a better understanding of the issues faced by official-language minority film and video producers. For example, Francophone filmmakers from Vancouver met with the NFB's senior management, while Acadian filmmakers and producers held discussions in Moncton with representatives from the French Program and the Acadia Studio. In addition, the NFB continues to take part in the Interdepartmental Working Group on Media Arts, which is coordinated by Canadian Heritage. Also, the Ontario and West Studio's executive producer attended a meeting with the Franco-Albertan community organized by Canadian Heritage.

■ COMMUNICATIONS

A number of tools were used to communicate with official-language minorities in order to provide them with a wide range of services. These include the NFB's Web site, *Focus* (a magazine for the 32,000 members of the NFB

Film Club), a network of 50 partner libraries, master classes and the use of minority newspapers.

■ COORDINATION AND LIAISON

The NFB's regional offices worked together with several governmental partners on a number of initiatives such as the Mentorship Program with the Ontario Arts Council and the Interdepartmental Partnership with the Official-Language Communities (IPOLC) with Telefilm Canada, CBC and Canadian Heritage. In addition, the national coordinator attended the meetings of the Network of National Coordinators responsible for the implementation of section 41 of the *Official Languages Act*.

■ FUNDING AND PROGRAM DELIVERY

The NFB and Canadian Heritage signed a second IPOLC memorandum of understanding. The communities took advantage of the partnership by focusing on structuring activities. Artisans created a large number of audio-visual works addressing social issues, contributing to the growth of Canadian cultural diversity. Emerging filmmakers received special attention. For example, the Acadia Studio completed the first stages of producing five animated shorts under the ANIMACADIE competition. The Studio also launched a new competition, TREMPILIN, for "Kinoists" and aspiring filmmakers. In addition, the Studio finalized a feature film, *Les Chemins de Marie* (On the Road with Mary). The Ontario and West Studio worked on 18 film projects and completed and

Mandate

The National Film Board produces and distributes distinctive, challenging and relevant audiovisual works reflecting cultural diversity and presenting Canada and the world with an authentically Canadian viewpoint.

released six films, one of which, *Le méchant trip* (Exiles in Lotus Land), won the Phillip Borsos Award for "best Canadian feature film". Another 17 training and professional development projects were carried out with the help of IPOLC funding. The NFB *Mediatheque* in Toronto organized a number of custom workshops on animation and documentaries for Francophone and French-immersion school groups. The third edition of *Doc Shop* showed 70 Anglophone students from the Montreal region how a four-minute video is produced. Furthermore, the NFB's English and French programs have centres across Canada that produce audio-visual works promoting Canadian values, especially those of official-language minorities, both nationwide and internationally.

PARKS CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of the Environment: John Baird

Chief Executive Officer: Alan Latourelle

Official Languages Champion: Michel Latreille

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

In March 2006, the official languages champion encouraged all employees across the country to participate in *Rendez-vous de la Francophonie* festivities. He also informed all senior managers of the strengthening of the *Official Languages Act* (adoption of Bill S-3) and the existence of the document *Francophone and Acadian Community Profiles of Canada*. The Manitoba Field Unit promoted staff awareness of the Ronald Duhamel Award, which recognizes a federal or provincial public servant or team of public servants for service to Manitoba's Francophone community.

■ CONSULTATION

In preparing their management plans, many field units consulted with official-language minority communities, including the Francophones of Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland and Labrador and the Anglophones of the Gaspé Peninsula. The official languages coordinator for the Western Newfoundland and Labrador Field Unit developed ties with the Francophone community on the Port-au-Port Peninsula to support the community in the areas of tourism and human resource development.

■ COMMUNICATIONS

Many field units use official-language minority newspapers for their press releases, notices for public consultation, tourist information, advertising and contracts for development of new programming. The field units also place job postings in these newspapers and contact Anglophone and Francophone minority associations to inform them about recruitment campaigns.

■ COORDINATION AND LIAISON

Many field units are active on the federal councils and their official languages subcommittees. This is the case in Alberta, Manitoba, Saskatchewan, New Brunswick, Prince Edward Island and Newfoundland and Labrador. They support the councils by providing input on official languages matters and exchanging best practices regarding communications with the public and the advancement of English and French.

■ FUNDING AND PROGRAM DELIVERY

Many field units worked with local associations and groups to help them with project implementation, event organization and product development. For instance, they provided a venue for special events such as *À la cabane à sucre* (Mount Revelstoke National Park of Canada, B.C.), contributed to the Franco-Ontario Quilt Festival (Southwest Ontario Field Unit), collaborated on the distribution and promotion of books written by members of the Anglophone Irish community in Quebec (Quebec Field Unit), and relocated the Acadian Deportation Cross

Mandate

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.

to Horton Landing in consultation with the Acadian community (Mainland Nova Scotia Field Unit). A number of other projects were carried out across Canada.



TELEFILM CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage: Beverley J. Oda

Executive Director: Wayne Clarkson

Official Languages Champion: Stella Riggi

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Under the action plan prepared by Human Resources, Telefilm Canada's administration continued to promote linguistic duality within the Corporation. It also reiterated its commitment to make all its services available in both official languages.

■ CONSULTATION

Public consultations enabled Telefilm to gear its programs and services to its clients' ongoing and emerging needs. The director of French operations and his staff continued to meet regularly with representatives of the *Alliance des producteurs francophones du Canada* (APFC) to discuss programs of concern to it. Telefilm Canada also participated in the activities of the *Front des réalisateurs indépendants du Canada* (FRIC). The Corporation was represented on the Interdepartmental Working Group on Media Arts, which is coordinated by Canadian Heritage and provides a forum for the APFC and FRIC to convey their needs to federal officials.

■ COMMUNICATIONS

To ensure that the official-language minority communities continue to be well informed about its programs and services, Telefilm Canada once again updated its e-mail distribution list. About 20 per cent of the 6500 addresses are for the Anglophone minority in Quebec and the Francophone community outside Quebec (about the same proportion for each). The Corporation also provides information through bilingual

publications such as *Info Flash*, *Connected*, catalogues and brochures.

■ COORDINATION AND LIAISON

Telefilm Canada continued to work with its government partners on developing and launching programs for supporting the audio-visual industry in Canada's English and French minority communities. The Corporation worked with its partners in the Interdepartmental Partnership with the Official-Language Communities (IPOLC), the CBC and the National Film Board to support the development of Francophone productions outside Quebec. It also participated in meetings of the Network of National Coordinators (s. 41 of the *Official Languages Act*) organized by Canadian Heritage.

■ FUNDING AND PROGRAM DELIVERY

In 2005-2006, Telefilm Canada allocated 12.7 per cent and 12.2 per cent of its financial resources respectively to English and French minority-community projects. The Corporation provided support for a total of 78 French-language projects, compared with 69 the previous year, and for 126 English-language projects, compared with 96 in 2004-2005. It continued to encourage the following festivals: *Cinémental* (Winnipeg), *Rendez-vous du cinéma québécois et francophone* (Vancouver), *Festival du cinéma francophone en Acadie* (Moncton), *Cinéfest* (Sudbury) and *Cinéfranco* (Toronto). Other festivals supported by Telefilm Canada

TELEFILM

CANADA

Mandate

Telefilm Canada is a federal cultural agency dedicated to the development and promotion of the Canadian audio-visual industry. Its role is to stimulate the creation of cultural works and products that are a reflection of Canadian society, its linguistic duality and cultural diversity, and to foster their development and popularity in Canada and abroad.

devote a part of their program to French-language films; they include the Calgary International Film Festival and the Toronto ReelWorld Film Festival.

AGRICULTURE AND AGRI-FOOD CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Chuck Strahl

Official Languages Champion: Rita Moritz

Official Languages Co-champion: Donna Mitchell

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The changes to Part VII of the *Official Languages Act* (OLA) and the discussions they generated in the Department increased awareness at every level about AAFC's responsibilities to the minority Anglophone and Francophone communities. The official languages governance team and the operational team, chaired by the official languages champion, played a key role in this regard.

■ CONSULTATION

The Department consulted with the minority communities through different organizations, including the National Committee for Economic Development and Employability and the National Human Resources Development Committee for the English Linguistic Minority at meetings held in Halifax, Whitehorse, Quebec City, Gatineau and Ottawa. These meetings helped define projects eligible for financial assistance under the Department's programs and the Rural Secretariat.

■ COORDINATION AND LIAISON

As part of a coordinated government exercise, the Department shared its views on issues concerning minority Anglophone and Francophone communities at meetings with federal departments and agencies, in particular Canadian Heritage and Human Resources and Social Development Canada. Moreover, AAFC hosted a meeting of the national coordinators responsible for the implementation of section 41 of the OLA, a network coordinated by Canadian Heritage.

This gave it the opportunity to highlight its contribution to the communities' development.

■ FUNDING AND PROGRAM DELIVERY

Thanks to a joint effort with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC), the Rural Secretariat was able to approve funding for projects in some twenty rural communities throughout the ten provinces and the Yukon. As a result, more than \$900,000 was invested in community social development, early childhood, population growth and cultural diversity, alternative high school programs, community economic development, youth development, community capacity-building

Mandate

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

and the delivery of community services. This funding was allocated to the first year of three-year projects and used to set up steering committees, develop strategies, tools and information products, and organize planning activities, conferences and workshops.



ATLANTIC CANADA OPPORTUNITIES AGENCY

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Peter MacKay

President: Monique Collette

Official Languages Champion: Janet Gagnon

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

During a tour of the Atlantic provinces, ACOA held 16 information sessions on the obligations associated with the *Official Languages Act* (OLA). Altogether, slightly more than one half of the staff—350 employees—were contacted. This awareness exercise helped ensure that the OLA would be one of the factors taken into consideration when funding applications were reviewed.

■ CONSULTATION

The Agency stepped up meetings with representatives of the Francophone communities in the four Atlantic provinces, which enabled it to build partnerships and promote collaboration in order to improve the economic situation in these communities. ACOA took part in a number of projects, including the work of the four *Réseaux de développement économique et d'employabilité* (RDÉE) in the Atlantic region. The Agency also attended several annual meetings of Acadian economic and cultural organizations.

■ COMMUNICATIONS

ACOA posts its Action Plan for Official Languages on its Web site to show its activities related to the implementation of section 41 of the OLA. This site also provides a host of other information about ACOA's programs and services. In addition, the Agency prepared an article for the Department of Canadian Heritage's *Bulletin 41-42* on its tour to raise awareness about

official languages and on its Atlantic Innovation Fund.

■ COORDINATION AND LIAISON

ACOA continued to participate in the Network of National Coordinators (section 41 of the OLA), the *RDÉE Canada* and the Citizenship and Immigration Canada-Francophone Minority Communities Steering Committee. The Agency's official languages champion, as well as the regional coordinators (sec. 41) have met regularly. The regional coordinators also attended the meetings of their respective provinces' federal council sub-committee for official languages.

■ FUNDING AND PROGRAM DELIVERY

Thanks to its Business Development Program, ACOA is in a position to help several Francophone and Acadian community projects come to fruition in the four Atlantic provinces. In 2005-2006, ACOA provided funding for a total of 69 projects, totalling \$10,392,107. As well, under a memorandum of understanding signed with Industry Canada, ACOA continues to administer seven pilot projects worth \$2,010,156. These projects, which involve the creation of content for e-learning, are run by Francophone post-secondary institutions. This same memorandum of understanding includes an "internship" component for 2006-2007 and 2007-2008; some economy-based Francophone organizations will receive financial assistance to hire a young intern. In

Mandate

The Atlantic Canada Opportunities Agency (ACOA) fosters economic development opportunities in Atlantic Canada, in particular, to increase earned income and the number of jobs in this region.

this way, the Agency contributes to the implementation of the Action Plan for Official Languages.



BUSINESS DEVELOPMENT BANK OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Maxime Bernier

President: Jean-René Halde

Official Languages Champion: Mary Karamanos

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The national coordinator gave a presentation to the new employees and recently installed leaders on the Bank's obligations under the *Official Languages Act* (OLA). The Bank published articles on this topic in its internal bulletin. The BDC's current status report is posted on the Bank's Web site. Canadian Heritage's *Bulletin 41-42* is disseminated throughout the organization.

■ CONSULTATION

The BDC held several meetings with Francophone entrepreneurs from Ottawa-Vanier and Prescott-Russell, in Ontario, in order to better understand the challenges they face. The *Chambre économique de l'Ontario* is a key partner in this initiative: several employees in the Ottawa branch are actively involved in this organization. Presentations have been given to different organizations, including Ontario's *Femmes d'affaires en développement économique rural*. The Bank also participated in regional and national consultations with federal partners, among others.



■ COMMUNICATIONS

With more than 90 branches across the country, a 1-888 INFO BDC line, and a virtual branch accessible through its Web site, the BDC is present in one form or another in

every official-language minority community. As well, the BDC has posted ads in several newspapers and periodicals in these communities. In addition, the Bank gave presentations on its products and services to representatives of these communities across Canada, including members of a French-language African-Canadian association of entrepreneurs in the Toronto area and an organization in the same area that helps women to become integrated into the workplace.

■ COORDINATION AND LIAISON

The BDC works with several federal partners on official-language minority economic development matters. These partners include Industry Canada, FedNor, Western Economic Diversification Canada and the Atlantic Canada Opportunities Agency. It is also involved with organizations such as the National Bank, the Royal Bank and *Investissement Québec*. BDC employees are members of organizations such as the *Comité de fonds de bourses Clément-Cormier* at the *Université de Moncton*, the *Chambre de commerce française de Vancouver* and the *Fondation franco-albertaine*.

■ FUNDING AND PROGRAM DELIVERY

A BDC survey of its branch managers revealed that the Bank's operations, programs and services are helping official-language minorities. This is evident from the Bank's participation in several projects and

Mandate

The Business Development Bank of Canada (BDC) provides innovative financial and consulting services to small Canadian businesses; it is particularly interested in SMEs in the export and technology areas.

activities across the country. Through its advice and funding, the Bank has supported many organizations, including the *Conseil économique du Nouveau-Brunswick*, Montreal's Youth Employment Services, the *Centre d'Entrepreneurship Dobson-Lagacé*, which is connected to Bishop's University in Sherbrooke, the *Chambre économique de l'Ontario*, Manitoba's *Chambre de commerce de Saint-Boniface*, the *Fédération de la jeunesse canadienne-française* and the *Festival d'été francophone de Vancouver*. The BDC has also supported activities such as the *Lauriers de la PME* and National Awards for Tourism Excellence.

CANADA ECONOMIC DEVELOPMENT FOR QUEBEC REGIONS

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Jean-Pierre Blackburn

Official Languages Champion: Rita Tremblay

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The Agency adopted a new accountability framework on official languages that enhances the organization's commitment to the Anglophone minority in Quebec. The Agency's directors were consulted prior to adopting this framework. A number of additional awareness activities were held within CED and with its main partners.

■ CONSULTATION

Various resources from the English-speaking Quebec community worked closely at developing specific initiatives relating to the two major priorities set out by the community: developing entrepreneurship and retaining young people in their region. This cooperation guided the development of structuring issues, namely, pilot projects (vitality index and social investment network) and the Fishing Community Economic Diversification Initiative (FCEDI). This approach fosters lasting relationships.

■ COMMUNICATIONS

The external communication activities intended for the English-speaking community in Quebec, such as presentations and the distribution of publications, plans, and reports, and initiative announcements provided this community with improved access to Agency information and activities, programs and services. The Anglophone community is kept abreast of new initiatives (FCEDI for fishing and Coulombe Report for softwood lumber) and developments in pilot projects that are underway or have been completed.

■ COORDINATION AND LIAISON

The Agency has strengthened its cooperation with other federal players through its participation in various horizontal initiatives, such as the Official Language Minority Communities Support Fund (Human Resources and Social Development Canada) and the Action Plan for Official Languages. The Agency also profited from its regular participation in meetings of national coordinators and the Network of Departmental Official Languages Champions by making contacts, taking advantage of the exchange of best practices and information, and sharing its initiatives, such as the official languages accountability framework.

Mandate

Canada Economic Development (CED) for Quebec Regions promotes the long-term economic development of the regions of Quebec by giving special attention to those in which slow economic growth is prevalent or where opportunities for productive employment are inadequate; it also promotes cooperation with Quebec and local communities.

■ FUNDING AND PROGRAM DELIVERY

The Agency encourages, guides and supports a number of development projects involving Anglophone clients. As of March 31, 2006, the Agency had over 400 projects underway involving its Anglophone clients, accounting for a total of approximately \$65 million in funding and an investment value of over \$232 million. In 2005-2006, the Agency approved 92 new projects, accounting for \$11.5 million in funding and an investment value of over \$50 million. These new projects will help maintain over 1,500 jobs and create more than 340 new jobs. Through the Action Plan for Official Languages and the memorandum of understanding with Industry Canada, 24 young people have been given an opportunity to take part in internships in various sectors of the knowledge economy. Of these 24 trainees, 18 were subsequently offered jobs.

CANADIAN TOURISM COMMISSION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Maxime Bernier

President and Chief Executive Officer: Michèle McKenzie

Official Languages Champion: Chantal Péan

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The CTC moved its headquarters from Ottawa to Vancouver. Several dozen new employees were hired. Despite the changes, the Senior Vice-President and Corporate Secretary remains the official languages champion. A new national coordinator was hired, who also acts as co-champion. A three-year action plan (2006-2009) and the 2005-2006 status report made it possible to raise awareness among CTC senior management and staff of the Commission's obligations under Part VII of the *Official Languages Act* (OLA).

■ CONSULTATION

The Commission held discussions with the *Société de développement économique de la Colombie-Britannique* about ways to enable the province's Francophones to seize the business opportunities arising from the 2010 Winter Games. The Commission talked to the

Economic Development Council for Manitoba Bilingual Municipalities about local tourism development needs and the Council's promotional campaign. The CTC also attended the *Festival du bois de Coquitlam*, (B.C.) to talk to Francophone tourism industry stakeholders.

■ COMMUNICATIONS

The CTC produces three publications in both official languages: *TOURISM Daily News* (e-mail publication), *TOURISM on-line* (monthly publication) and *TOURISM magazine* (a bi-monthly print publication sent out by mail). The CTC uses the media to promote tourist destinations in official-language minority communities (OLMCs). The media that serve OLMCs are invited to the GoMedia trade show, giving them the chance to meet tourism companies from the communities and write articles on the tourist destinations they have to offer.

Mandate

The Canadian Tourism Commission (CTC): sustains a vibrant and profitable Canadian tourism industry; markets Canada as a desirable tourist destination; supports a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories regarding tourism in Canada; and provides information on Canadian tourism to governments and the private sector.

■ COORDINATION AND LIAISON

In cooperation with the Government of Quebec's *Antenne de Vancouver*, the CTC examined respective roles and responsibilities regarding funding for projects proposed by official-language minority communities. The Commission also worked with Canadian Heritage to prepare certain documents.

■ FUNDING AND PROGRAM DELIVERY

The Commission worked with the Economic Development Council for Manitoba Bilingual Municipalities to ensure that Franco-Manitoban tourism industry professionals could meet French tour organizers at the Top Resa travel trade show in Normandy. In February 2006, the Commission also facilitated visits by French tour organizers to Francophone tourist destinations in Manitoba. One CTC program of particular benefit to official-language minority communities is "Get Going Canada." Developed in partnership with Toyota Canada, it was launched to encourage Canadians to discover their country. Also deserving mention are the Product Innovation and Enhancement Program's Product Clubs. These clubs helped create outlets for OLMC products in their local markets, in Quebec and outside Quebec.



INDUSTRY CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Maxime Bernier

Official Languages Champion: Guy Bujold

Official Languages Co-Champion: Rachel Larabie-Lesieur

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The new official languages champion and co-champion have devoted a considerable portion of their time to issues relating to section 41 of the *Official Languages Act*. The Department has created new tools, specifically a CD-ROM, to raise awareness among managers responsible for delivering programs and departmental services. This tool helps them understand how official-language minority communities (OLMCs) are distributed geographically and contains 490 maps pinpointing their locations throughout the country.

■ CONSULTATION

The Department conducted its third annual consultation with Francophone and Anglophone minority communities from across the country. These were held in conjunction with federal regional development agencies. For the very first time, community leaders from both linguistic groups were called on to present their needs to about 20 program managers, thereby enhancing the level of co-operation all around.



■ COMMUNICATIONS

Industry Canada and its partners have increased the frequency and calibre of dialogue with OLMCs. To this end, those in charge of coordinating section 41 nationally have implemented an external communication plan and updated the *CommunAction.ca* Web site, designed to inform these communities. A comprehensive set of information was made available to regional counsellors to help them create communication tools suited to the specific context of the communities with which they work.

■ COORDINATION AND LIAISON

Industry Canada continued its involvement in the activities of various national committees. Regional offices have continued to play a frontline role in working groups and official languages committees of federal councils. The Department continued to create tools to help better understand OLMCs. Among other things, it obtained data from Statistics Canada pertaining to the economic situation of these communities. The end product will help those responsible for programs and services to provide better support for economic development in these communities.

■ FUNDING AND PROGRAM DELIVERY

In 2005-2006, 11 projects designed by OLMCs were completed as part of the *Francommunautés virtuelles* program. Total spending for these projects reached approximately \$640,000. For every dollar Industry Canada invested in these projects,

Mandate

Industry Canada helps make Canadians more productive and competitive in the knowledge-based economy, thus improving the standard of living and quality of life in Canada. The Department helps to grow a dynamic and innovative economy.

the community spent an average of two additional dollars. The result was an increase in French-language online content, Web applications, online services, competencies in terms of information technology and communication, partnerships and networking. Regarding the economic development component of the Action Plan for Official Languages, an estimated \$3 million has been allocated to tele-training and tele-learning projects, youth internships and communication activities. Under the Language Industries Program, the Department invested close to \$80,000 in marketing and branding activities developed by the communities.

PUBLIC WORKS AND GOVERNMENT SERVICES CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Michael Fortier

Official Languages Champion: Francine Kennedy

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

A greater number of the Department's employees know their official-language obligations, including the Department's commitment to official-language minorities. In 2005-2006, a total of 276 new employees and 82 new managers took part in information sessions dealing with this subject. PWGSC launched a series of meetings to explain the impact of the *Act to Amend the Official Languages Act*. The Department developed its own official languages accountability framework in order to increase the visibility of the Official Languages Program and to reaffirm senior management's leadership with respect to linguistic duality.

■ CONSULTATION

PWGSC organized meetings with representatives of four official-language minority communities. These consultations enabled the Department to review its achievements and take note of the communities' expectations and challenges. Members of the Winnipeg office also helped organize *ConverGence*, the Manitoba official languages forum. These meetings also provided the Department with an opportunity to present its main products and services.

■ COMMUNICATIONS

The quality of the French used in invitations to tender posted on MERX has markedly improved. To achieve this goal, the Department revised all notices of proposed

procurement posted on the electronic tendering system. PWGSC also provides an advisory service to ensure that federal departments and agencies follow the regulations respecting the placement of advertising in official-language minority media. Workshops entitled *How to Do Business With the Federal Government* were also organized in a number of communities. The Department's media buys encompass the purchase of airtime and advertising space in minority Anglophone and Francophone media outlets.

■ COORDINATION AND LIAISON

The Translation Bureau's Terminology Standardization Directorate coordinates the activities of the Federal Terminology Council, whose mandate is to manage and standardize the common terminology of federal departments and agencies in both official languages. One PWGSC representative in Winnipeg, besides co-chairing the Manitoba Interdepartmental Network of Official Language Co-ordinators, is a member of the steering committee of the Manitoba Federal Council and a member of the Council of the Network of Departmental Official Language Champions. All of these activities contribute to the promotion of Canada's linguistic duality.

Mandate

Public Works and Government Services Canada (PWGSC) provides the infrastructure and common services the government needs to carry out its program, thus enabling the individual departments to meet the needs and expectations of Canadians.

■ FUNDING AND PROGRAM DELIVERY

PWGSC distributed more than 800 hotel discount cards allowing members of official-language minority community organizations to take advantage of reduced rates in more than 385 participating hotels. The Department also provided financial support to the *Jeux de la Francophonie 2005* in Winnipeg as well as to the *Réseau de développement économique et d'employabilité* (RDÉE). Through the Translation Bureau, PWGSC hosted more than 20 translation interns from the *Université de Moncton*, the University of Ottawa and Concordia University. Under a recently renewed agreement with Industry Canada, PWGSC provides non-profit minority-language organizations with access to computer equipment.

WESTERN ECONOMIC DIVERSIFICATION CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Rona Ambrose

Official Languages Champion: Judy Ferguson

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The WD *Official Languages Act* (OLA) implementation team raised awareness among senior management and staff in general about the role the Department needs to play in the development and enhancement of the Francophone minorities in the four Western provinces. Information sessions, workshops and activities organized in cooperation with Francophone groups, namely, *Rendez-vous de la Francophonie*, have made these communities and their vitality better known.

■ CONSULTATION

WD staff members consulted regularly with the Francophone communities in the West, mainly business people, and cooperated constantly with Francophone Economic Development Organizations (FEDOs) in each of the provinces. The national coordinator and the provincial coordinators sounded out the communities by taking part in various governmental committees. The Department is well aware of the economic development priorities in the local communities.

■ COMMUNICATIONS

In the interest of making the programs and services it offers to its Francophone clients and its contribution to the economic development of Francophones in the West better known, WD uses its bimonthly *Access West* magazine and its annual promotional summary *Working with the West* to gain wider recognition. These bilingual publications acknowledge Francophone communities. The WD Web site is an invaluable communication and information tool for business people in these communities.

■ COORDINATION AND LIAISON

WD has continued to fulfil its commitments toward Francophone communities through its numerous partnerships and its participation in various regional and national committees. The Department collaborates with a number of federal, provincial, municipal and community organizations to advance its work. WD has signed memoranda of understanding with Industry Canada, Canadian Heritage and Statistics Canada, and is very active on the official languages committees of the Western provinces' federal councils.

Mandate

Western Economic Diversification Canada (WD) promotes the development and diversification of the economy of Western Canada and advances the interests of the West in the development and implementation of directions, programs and operations in national economic policy.

■ FUNDING AND PROGRAM DELIVERY

The WD team responsible for implementing the OLA has provided continuous support to Western Francophone communities and to the business people in these communities. WD relied on the FEDOs (which receive funding of \$545,000 annually each) for special economic development initiatives and projects implemented in the West overall, by aligning its activities with three strategic components: innovation, entrepreneurship, and economic development. Overall, a larger number of projects was funded this year than last year. The Action Plan for Official Languages also enabled WD and its partners to move forward with projects that have improved the quality of life in Francophone communities. As a result, 13 young people received workplace internships. Partnerships have been established to facilitate distance education and distance learning projects. WD supported the Francophone community in British Columbia to help it benefit from the 2010 Winter Olympic Games.

Human Resources Development Sector

CANADA POST CORPORATION

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Transport, Infrastructure and Communities: Lawrence Cannon

President and Chief Executive Officer: Moya Greene

Official Languages Champion: Susan Margles

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

In March 2006, Canada Post Corporation (CPC) set up a booth at the main entrance of its Head Office as part of the *Rendez-vous de la Francophonie*. The Corporation also sent an email to its staff across the country to promote the event. The action plan on the implementation of section 41 of the *Official Languages Act* (OLA) and its resulting record of achievement were forwarded to all the Corporation's vice-presidents. A reminder of their obligations under the Act was sent to members of CPC's Board of Directors and to members of its Management Board.

■ CONSULTATION

In addition to taking part in the various consultations organized by Canadian Heritage and other federal organizations, the Corporation organized regional meetings attended by representatives from official-language minority communities. CPC and leaders of the *Fédération acadienne de la Nouvelle-Écosse* held a very productive meeting that resulted in the improvement of services provided to the province's Francophone community. CPC also met with a representative from the *Fédération des francophones de la Colombie-Britannique* to discuss the community's development plan.

■ COMMUNICATIONS



Every year, the *Canada Post Literacy Awards* provide an opportunity to communicate with all official-language minority communities. CPC also communicates with the communities to discuss issues such as the delivery of bilingual services at postal outlets. The Corporation continues to advertise in minority English- and French-language media. In addition, Canada Post published an article on its literacy awards in the Canadian Heritage publication *Bulletin 41-42*.

■ COORDINATION AND LIAISON

The national and regional coordinators responsible for implementing section 41 of the OLA attended the meetings organized by Canadian Heritage. The coordinators also took part in the meetings of official languages committees of regional federal councils. The official languages champion, who is a member of the Corporation's Board of Directors, attended the champions' annual meeting in March 2006.

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 added value that will earn customers' loyalty.

■ FUNDING AND PROGRAM DELIVERY

Winners of the *Canada Post Literacy Awards* included a Quebec Anglophone and six Francophones from outside Quebec, representing an increase of two winners over the previous year. The Corporation continued to support the *Fédération canadienne pour l'alphabétisation en français* by helping to distribute 300,000 bookmarks in schools for Family Literacy Day. Canada Post also participated in the 15th edition of *Dictée P.G.L.* by helping to distribute educational materials. Many other organizations such as *French for the Future / Le Français pour l'avenir*, the *Association de la presse francophone*, the *Association des francophones de Nanaimo* and the Yamaska Literacy Council also received CPC sponsorships and donations. In addition, Canada Post's Stamp Program issued a commemorative stamp marking the Acadian deportation as well as a stamp marking the 400th anniversary of Acadie.

CANADA SCHOOL OF PUBLIC SERVICE

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

President of the Treasury Board: Vic Toews

President and Chief Executive Officer: Ruth Dantzer

Official Languages Champion: Christine Donoghue

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

As a provider of learning and development services to federal public servants, the School focuses its attention primarily on external awareness, i.e. public servants working in other federal institutions. However, the "Introduction to Official Languages" course was offered to the School's employees on five occasions in Gatineau, Montreal, Moncton and Edmonton, in order to familiarize employees with the *Official Languages Act*.

■ CONSULTATION

The School held a meeting with representatives of Quebec's Anglophone community to explore possible areas of cooperation. At the Language Training Centre in Whitehorse, Yukon, the School has established the position of official languages coordinator in order to offer training in French to 11 federal departments and also provide a link with the region's Francophone communities. Similar activities took place in the Prairies, British Columbia and Ontario.

■ COORDINATION AND LIAISON

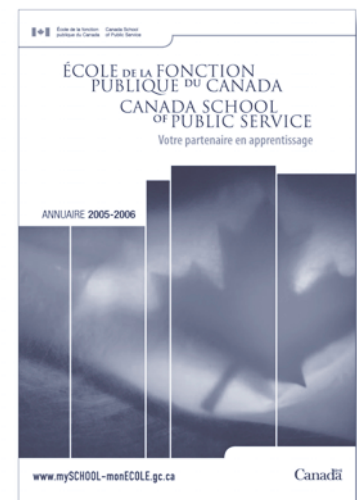
Once again this year the School joined forces with other federal partners to promote linguistic duality. To do this, it used organizations such as the federal councils and their official languages committees, which are active in all regions of the country. For instance, in the Atlantic Region, the School was active during the provincial conference on official languages held in Halifax under the aegis of the federal council.

■ FUNDING AND PROGRAM DELIVERY

The School held a one-week French immersion course in conjunction with the *Université Sainte-Anne* (Nova Scotia). Students took French classes in the morning and participated in a variety of cultural activities with the local Francophone community in the afternoon. During the *Rendez-vous de la Francophonie*, held in 2006, the School participated in a number of activities led by the Francophone communities of the Ottawa region and elsewhere in Canada, enabling students in language training to celebrate the week dedicated to La Francophonie. The School organized learning tours in the Northwest Territories, Quebec, British Columbia, Ontario and Alberta as part of the Living Leadership program. The field trips allowed participants to meet representatives of official-language minority communities and learn about the challenges faced by these communities. Under the Career Assignment Program (CAP), a learning tour was held in Summerside, Prince Edward Island, enabling participants to study the development of cultural industries in Atlantic Canada, including Acadia. As it did last year, the School ensured that courses were organized and offered in French in the regions. The School offers a number of other programs that expose participants to the various facets of Canada's linguistic duality.

Mandate

The Canada School of Public Service is mandated to: encourage pride and excellence in the Public Service; foster a sense of common purpose, values and traditions; support common learning and development needs; assist deputy heads and their counterparts in meeting their organizations' learning needs; and strive for excellence in public sector management and public administration.



HEALTH CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Tony Clement

Official Languages Champion: Marcel Nouvet

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Health Canada has continued its awareness activities with the support of its network of official languages coordinators across Canada. Numerous information sessions were held for both new employees and senior management and existing employees. The Department's Web site and some internal publications provide employees with updated information about the implementation of Part VII of the *Official Languages Act* (OLA). Moreover, the activities of the *Rendez-vous de la Francophonie* gave Francophone communities in Canada better visibility.

■ CONSULTATION

The Official Language Community Development Bureau (OLCDB) and the regional offices held numerous meetings, teleconferences, and formal consultations with representatives from the Anglophone and Francophone minority communities. These discussions enabled these communities to improve their ability to make informed decisions regarding health. The Department was given an opportunity to present its programs and invite its stakeholders to access the funding available. The Department's Anglophone and Francophone advisory committees played an important role in the success of the discussions.

■ COMMUNICATIONS

Conferences, information fairs, symposiums, regional cultural events, visits in the field, and the collection of data on the effectiveness of some programs were used to transmit information to the official-

language minority communities and to identify their needs and priorities with regard to health. Regular maintenance of the databases and mailing lists enabled the dissemination of numerous documents, including calls for proposals.

■ COORDINATION AND LIAISON

The Department's network of regional coordinators helped put the communities in contact with the Health Canada program officials. These coordinators took part in regional official languages committees, specifically with the federal councils present in all regions of Canada. Health Canada's ongoing support for the Group of Ministers on Official Languages and the involvement of the national coordinator in the activities of the Network of National Coordinators (Part VII of the OLA) allowed the Department to play an important role in the completion of projects put forward by the communities.

■ FUNDING AND PROGRAM DELIVERY

Health Canada invested large sums to promote health in the official-language minority communities. The OLCDB oversaw the smooth functioning of 84 contribution agreements. The Department announced the one-year \$10.6 million extension (2006–2007) of the Primary Health Care Transition Fund reserved for these communities. Its broader areas of activity include the use of tobacco, the use of drugs and controlled substances, diabetes and early childhood care. The Department funded the operations of the 17 networks of the *Société Santé en français*

Mandate

Health Canada is responsible for helping the people of Canada maintain and improve their health. It plays an important role in policy development and program and service delivery. It works in partnership with the provincial and territorial governments, First Nations and Inuit communities, and other interested parties.

and the ten networks of the Quebec Community Groups Network. It also funded training activities for the health care professionals with the *Consortium national de formation en santé* and McGill University, and activities to promote access to primary health care from the *Société Santé en français* and the Community Health and Social Services Network.

HUMAN RESOURCES AND SOCIAL DEVELOPMENT CANADA (INCLUDING SERVICE CANADA)

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Monte Solberg

Official Languages Champion: Marie-Josée Thivierge

Service Canada Official Languages Champion: Élisabeth Châtillon

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Over the past year, employees and senior managers were encouraged to take into account and integrate the needs of official language minority communities (OLMCs) when designing and implementing departmental programs and policies.

■ CONSULTATION

The Department continued to provide the secretariat of the National Committee for Economic Development and Employability for the Francophone Minority Communities and the National Human Resources Development Committee for the English Linguistic Minority. The Department organized meetings to consult communities on such topics as early childhood development and natural caregivers. HRSDC took part in various committees and working groups such as the Family Literacy Initiative, and Service Canada held consultations on improving service delivery methods for OLMCs. As well, Service Canada made sure in 2005-2006 that the Office for Client Satisfaction takes the OLMCs into account; this new management mechanism will help measure the effectiveness of service delivery approaches for OLMCs as a departmental target group.

■ COMMUNICATIONS

The Department's communications experts supported promotional activities around events like the *Rendez-vous de la Francophonie*, the Games of La Francophonie and economic forums. They have also encouraged the use of media reaching official-language minorities. Information intended for these communities was made available on-line, and meetings were held to share information on departmental programs and policies.

■ COORDINATION AND LIAISON

The Department was involved in numerous interdepartmental initiatives. These include the Support Committee for the Committee of Deputy Ministers (now, Assistant Deputy Ministers) on Official Languages, Citizenship and Immigration Canada's Steering Committee on Francophone Immigration and the Co-ordinating Committee on Official Languages Research (Privy Council Office). The Department actively participated in the meetings of national co-ordinators for OLA section 41 implementation; Service Canada hosted one of these meetings. The official languages champion of the former department of Social Development fully participated in the activities of the Network of Official Languages Champions and other events of interest to the Francophone and Anglophone minority communities.

Mandate

Human Resources and Social Development Canada (HRSDC), is mandated to offer Canadians training and learning opportunities, healthy and productive working conditions and union-management relations as well as policies, programs and services that promote the social well-being of individuals, families and communities.

Service Canada's mission is to improve the delivery of government services. Through Service Canada, Canadians have quick and easy access to a wide range of federal benefits and services.

■ FUNDING AND PROGRAM DELIVERY

HRSDC has funded numerous initiatives in support of Francophone and Anglophone minority community development across Canada. These investments, taking all programs together, occurred in the following areas: literacy (\$6,814,880), learning technologies (\$458,957), the recognition of foreign credentials (\$315,000), help for the homeless (\$478,000), early childhood (\$1,584,457), help for seniors (\$1,113,472) and partners in social development (\$211,332).

■ ACCOUNTABILITY

Service Canada is equipped with a governance structure for section 41 implementation to facilitate the preparation of an integrated action plan for the Department.

PUBLIC HEALTH AGENCY OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Health: Tony Clement

Chief Public Health Officer: Dr. David Butler-Jones

Official Languages Champion: Sylvie Stachenko

Official Languages Co-Champion: Chantal J. Morin

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The new Public Health Agency of Canada held information sessions across the country to inform executives and staff about the obligations arising from the *Official Languages Act* (OLA) and the health challenges faced by official-language minority communities. Orientation sessions for new employees include an official languages component. As well, the Agency has a network of advisors in its regional offices and branches which is responsible for providing ongoing support to staff and management on the implementation of section 41 of the OLA.

■ CONSULTATION

The regional offices consulted with the different communities in order to learn about their concerns regarding health care and to provide them with information about the Agency's programs and services. In Quebec, there was a meeting with the official in charge of the Health and Social Services Network which made a presentation on the Health and Social Services Networking and Partnership Initiative (HSSNPI) relating to their issues at the annual meeting of the Population Health Fund Network. In Ontario, a representative of the Agency participated in the forum entitled *Rendez-vous Santé en français*, which brought together 70 participants in Toronto. In Alberta, the Agency was represented at the federal government/Franco-Albertan community regional annual round table. It also held discussions with the *Fédération des*

francophones de la Colombie-Britannique and *RésoSanté*. Within the context of community consultations relating to the document entitled *Leading Together: Canada Takes Action on HIV/AIDS (2005-2010)*, the Centre for Infectious Disease Prevention and Control developed and offered sessions specifically designed for the official-language minority communities.

■ COMMUNICATIONS

The Agency's Web site contains up-to-date information in French and English. Several official-language minority groups are on the mailing list for information documents and calls for proposals. Communications advisors across the country are aware of the need to promote linguistic duality. Community media are invited to public events.

■ COORDINATION AND LIAISON

Because the Agency/Health Canada and official-language minority community groups share information and hold joint meetings, the new Agency has been able to make the full transition to assuming its responsibilities under section 41 of the OLA. The Agency has set up a national network of official-language coordinators, which has enabled it to take part in different regional and national forums and meetings. The Agency also sits on the federal councils in the different provinces and keeps in touch with provincial and federal funders.

Mandate

The Public Health Agency of Canada promotes and protects the health of Canadians through leadership, partnership, innovation and action in public health. The Public Health Agency of Canada was created in September 2004 and submitted its first status report in Spring 2006.

■ FUNDING AND PROGRAM DELIVERY

The Agency has invested no less than \$4.1 million in some 40 community projects, and \$647,000 in the first IPOLC (Interdepartmental Partnership with the Official-Language Communities) memorandum of understanding. The funds allocated to *Société Santé en français* (\$470,000 over three years) and HSSNPI (\$300,000 over two years) have helped Francophones outside of Quebec and English-speaking Quebec residents, respectively, to carry out projects considered as priorities by their communities. Thanks to a \$126,520 allocation to the *Alliance des femmes de la francophonie canadienne*, this organization was able to carry out its project for female caregivers in Canada's Francophone and Acadian communities (*Les femmes aidantes naturelles dans les communautés francophones et acadiennes du Canada*). Many other projects were made possible in every part of the country.

SOCIAL SCIENCES AND HUMANITIES RESEARCH COUNCIL OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Maxime Bernier

President (acting): Stan Shapson

Official Languages Champion: Michel Cavallin

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The national coordinator responsible for implementation of section 41 of the *Official Languages Act* at SSHRC continued cooperative efforts with the staff of Strategic Programs and Joint Initiatives and other divisions to raise awareness of SSHRC programs targeting research on bilingualism and official-language minorities. Staff continued to inform and advise SSHRC's management and board on research issues related to these areas.

■ CONSULTATION

SSHRC regularly consults with its many stakeholders in the research community, both on an ad hoc basis and formally, to ensure that its programs and processes are geared to the needs of its clients, including researchers working on issues connected with bilingualism and official-language minorities. The consultations also help the Council to determine its strategic priorities, both at the corporate level and in terms of program offerings.

■ COMMUNICATIONS

SSHRC kept the research community informed of its programs through its Web site, e-mails and regular mail-outs. With specific reference to research on bilingualism and official-language minorities, it provided information on its programs to individual researchers, to universities in official-language minority regions, and to associations such as the *Association des universités de la francophonie canadienne*.

SSHRC continued its visits to universities, including visits to Laurentian University, the University of Ottawa and Bishop's University.

■ COORDINATION AND LIAISON

SSHRC cooperated with a number of government agencies on initiatives concerned with research on bilingualism and official-language minority communities. These included: the Interdepartmental Official Languages Research Coordinating Committee; the Canadian Institutes of Health Research Consultative Committee on Official Languages Research; a forum organized by the Office of the Commissioner of Official Languages; another Commissioner of Official Languages initiative aimed at identifying the best practices of the federal granting councils that effectively promote linguistic duality; and the partnership with Canadian Heritage that spawned the strategic joint initiative program, "Official Languages Research and Dissemination."

Mandate

The Social Sciences and Humanities Research Council of Canada (SSHRC) is an arm's-length federal agency that promotes and supports university-based research and training in the social sciences and humanities and provides the Minister with advice on all related matters.

■ FUNDING AND PROGRAM DELIVERY

The Council awarded some \$2.4 million for research and related activities on bilingualism and official-language minority issues. The funding was awarded across the spectrum of SSHRC programs: \$520,000, research training programs; \$856,368, Standard Research Grants program; \$721,014, Official Languages Research and Dissemination Program; \$124,591, programs supporting research dissemination; and \$219,494, programs supporting strategic research development. In addition, a number of researchers receiving funding from the SSHRC-administered Canada Research Chairs Program conducted research on bilingualism and official-language minority issues.

STATUS OF WOMEN CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Canadian Heritage and Status of Women Canada:

Beverley J. Oda

Official Languages Champion: Florence Ievers

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

In-house activities related to the implementation of section 41 of the *Official Languages Act (OLA)* included efforts to increase staff knowledge of the OLA, enhance SWC capacity to implement the multi-year action plan (2003-2006) and build SWC capacity in the use of official languages. Official-language obligations are part of senior management performance commitments.

■ CONSULTATION

In 2005-2006, SWC carried out cross-country consultations on a gender equality strategy, ensuring that official language minority women's organizations were engaged in dialogue on equality for women in six regional consultations as well as the national consultation in Ottawa. SWC also facilitated a meeting between *Pluri-Elles* from Manitoba and the Minister of Canadian Heritage and Minister responsible for the Status of Women to discuss issues and concerns of the target group and to increase awareness of their priorities. SWC also ensured that official-language minority women's organizations were included in

invitations to non-government organizations to participate in national and international meetings.

■ COMMUNICATIONS

In addition to updating its Web site, official-language minority women's organizations were included on SWC's mailing lists to ensure that background documents and requests for proposals are regularly available to the groups. In British Columbia and the Yukon, the regional descriptive list of all grants has been translated into French and distributed to Francophone women's groups in the region.

■ COORDINATION AND LIAISON

SWC continues to work in partnership with Canadian Heritage, under the Interdepartmental Partnership with the Official-Language Communities (IPOLC). In B.C. and the Yukon, the Regional Director and staff continued to champion the priority issues of Francophone women in the region at interdepartmental and intergovernmental meetings, including those in the B.C. Rural Team, the Pacific Council of Federal Officials, the Vancouver Agreement and Homelessness Research Committee. There was also increased participation in the official languages committee of the various federal councils in the Atlantic region.

■ FUNDING AND PROGRAM DELIVERY

In 2005-2006, SWC provided \$1,067,616 in funding as well as technical assistance and strategic support for 16 initiatives carried

Mandate

The mandate of Status of Women Canada (SWC) is to "coordinate policy with respect to the status of women and administer related programs." In this capacity, SWC is the federal organization responsible for promoting gender equality and the full participation of all women in every facet of society. SWC endeavours to promote equitable public policy and to build knowledge and organizational capacity on gender equality.

out across Canada, specifically to respond to the needs, issues and priorities of official-language minority women. Of the 16 initiatives, 13 were carried out by these women's organizations for a total of \$931,906. The remaining three initiatives, which also targeted these women, were implemented by other groups. Other initiatives also allowed questions concerning women's equality issues to be addressed.



International and Central Agencies Sector

CANADIAN INTERNATIONAL DEVELOPMENT AGENCY

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of International Cooperation and Minister for La Francophonie and Official Languages: Josée Verner

President: Robert Greenhill

Official Languages Champion: Gilles Rivard

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Awareness of the obligations under Part VII of the *Official Languages Act* (OLA) grew at CIDA through the work undertaken to prepare the annual report and the 2006-2007 action plan on Part VII of the OLA. The "Entre Nous" section of the Intranet site provides information on official languages and is also helping to raise awareness among staff.

■ CONSULTATION

During 2005-2006, the Atlantic Regional Office held numerous meetings with educational institutions and organizations in New Brunswick. The Pacific Regional Office discussed future cooperation with representatives of the *Société de développement économique de la Colombie-Britannique*. Furthermore the Universities and Colleges Program held an annual consultation meeting in Ottawa. It was attended by officials from five universities that serve official-language minority communities. A number of other similar meetings were held.

■ COMMUNICATIONS

CIDA communicates through its Web site, its regional offices in Canada, certain programs and published business opportunities. Every regional office publishes a newsletter. In the Atlantic Region, 20 per cent of newsletter recipients is Francophone, while 5 per cent of the Pacific Region readership is Francophone. The Prairies Regional Office sends out a French version of its newsletter



on request. The Speakers Program had four speaking engagements in French outside Quebec and 10 in English in Quebec. CIDA's Youth Program took part in two French and two bilingual speaking engagements outside Quebec and three English-speaking engagements in Quebec.

■ COORDINATION AND LIAISON

The national coordinator responsible for implementing section 41 of the OLA worked closely with the Department of Foreign Affairs and International Trade. In February 2006, he took part in an interdepartmental meeting organized by Canadian Heritage. Another meeting with Canadian Heritage was held to discuss accountability and planning. He was also in touch with the three Canadian regional offices to ensure coordinated implementation of section 41. In March 2006, the official languages champion took part in the annual meeting of the Network of Official Languages Champions held in Vancouver.

Mandate

The Canadian International Development Agency (CIDA) has a mandate to reduce poverty and contribute to a more secure, equitable and prosperous world. CIDA's purpose is to reduce poverty, promote human rights and expand sustainable development. CIDA works with partners worldwide to support sustainable development in developing countries and provide humanitarian assistance in regions where it is needed.

■ FUNDING AND PROGRAM DELIVERY

Ten universities and colleges serving official-language minority communities received funding from a variety of CIDA programs to pursue international development initiatives. The institutions included Bishop's University, the *Collège Boréal*, the *Collège communautaire du Nouveau-Brunswick*, Concordia University and the *Université de Moncton*. The Canadian Fellowship Program for French-Speaking Countries allowed about 50 individuals from French-speaking nations to attend Francophone universities and colleges outside Quebec.

CITIZENSHIP AND IMMIGRATION CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Diane Finley

Official Languages Champion: Daniel Jean

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Departmental employees are more aware of the importance of Francophone communities in Canada's identity. Immigration staff in Paris and Rabat took part in briefings and promotional travel organized by their missions to promote Francophone minority communities in Canada as settlement destinations. The regional office in Ontario created an internal working group in the Settlement and Intergovernmental Affairs Directorate.

■ CONSULTATION

CIC's ongoing work with Francophone minority communities has allowed the Department to move forward in bringing its policies in line with the goals and objectives of communities. The Deputy Minister and Assistant Deputy Minister met with the community co-chair of the CIC-Francophone Minority Communities Steering Committee, and representatives of the *Fédération des communautés francophones et acadienne* (FCFA) to discuss priorities and the next steps in relation to Francophone immigration. In Ontario, the creation of an economic consortium for French-speaking immigrants required meetings with more than 15 community groups.



■ COMMUNICATIONS

CIC's communication activities have meant that Francophone minority communities are more aware of the wealth of cultural diversity and the importance of receiving newcomers. For example, awareness-raising workshops and a media campaign to highlight the successes and contribution of immigrants were held in Winnipeg (Saint-Boniface). In the Atlantic region, CIC expanded the range of documents available to assist in the settlement of immigrants in these Francophone communities. In Ontario, the Department developed and distributed a guide to French-language services.

■ COORDINATION AND LIAISON

CIC continues to coordinate the work of the Steering Committee. A number of promotional activities were arranged, involving provincial officials and association representatives. The most extensive activity, "Destination Canada: Paris, Nice, Brussels", was organized in order to attract French-speaking temporary and permanent residents to the Francophone minority communities in Canada; this year, CIC succeeded in reaching more potential candidates (1,170) than last year. In British Columbia, the Department works with the province to establish the need for French-language services.

■ FUNDING AND PROGRAM DELIVERY

The Department organized and subsidized trips by French and Belgian journalists to Francophone minority communities. CIC also enabled community representatives to give presentations in African countries to provide

Mandate

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

information on their communities. It also funded newspaper advertisements in Mauritius to promote these communities abroad. CIC funded the creation and upgrading of Web sites, brochures, posters and other documents to brief potential Francophone immigrants. To date, CIC has negotiated 11 memorandums of understanding with the provinces and one territory to provide access to the off-campus work program by French-speaking international students. The Provincial Nominee Program was promoted abroad.

FOREIGN AFFAIRS AND INTERNATIONAL TRADE CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Peter Gordon MacKay

Official Languages Champion: Ferry de Kerckhove

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The Department has created a branch that deals exclusively with civil society in Canada in order to build a closer relationship with members of official-language minorities. The *Rendez-vous de la Francophonie* was celebrated in a number of missions abroad and the activities related to this event were promoted within the Department, in other departments and in missions abroad. A message was sent to all staff members in honour of the *Journée internationale de la Francophonie*.

■ CONSULTATION

Department representatives have taken part in a number of meetings with members of official-language minority communities to gain a better understanding of their priorities and the issues they face on the international stage and to gauge ease-of-access to the Department's programs and services. These meetings also underlined these communities' needs in terms of funding for international activities. Nearly 30 representative organizations were consulted.

■ COMMUNICATIONS

The Department communicates with official-language minority communities through meetings in targeted regions, electronic exchanges, and formal discussions. These exchanges have provided a better understanding of everyone's role. The Department also promoted the communities' international successes at conferences.

■ COORDINATION AND LIAISON

The Department cooperates with a number of departments to fulfil the priorities of official-language minority communities. In addition to taking part in the activities of the Network of National Coordinators (section 41) and the Network of Departmental Official Languages Champions, the Department participates in the work of Citizenship and Immigration Canada's Steering Committee—Francophone minority communities with a view to encouraging Francophone immigrant establishment in these communities. The Department also works with the International Organization of La Francophonie to build an international network of young Francophones. The Department also shares best practices.

Mandate

The Department of Foreign Affairs and International Trade's mandate is to govern all of Canada's diplomatic and consular relations, ensure official communication between the Government of Canada and foreign governments or international organizations, conduct and manage international negotiations in which Canada is involved, coordinate Canada's economic relations, stimulate Canada's international trade, coordinate directions set out by the Government of Canada to the heads of Canada's diplomatic and consular missions and manage these missions, manage the Foreign Service group, and encourage the development of international law and its application in Canada's foreign relations.

■ FUNDING AND PROGRAM DELIVERY

The Department has renewed the IPOLC (Interdepartmental Partnership with the Official-Language Communities) memorandum of understanding with Canadian Heritage for a three-year period, allowing it to fund a number of activities submitted by these communities. As a result, the communities benefited from more extensive international outreach, which was particularly beneficial to young people.

INTERNATIONAL DEVELOPMENT RESEARCH CENTRE

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Foreign Affairs: Peter Gordon MacKay

President: Maureen O'Neil

Official Languages Champion: Denys Vermette



MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Official-language minority issues are a crosscutting theme of the IDRC's Canadian programs. The officials responsible for the Centre's Training and Awards Program are aware of the issues affecting minority communities, and membership in one of those communities is one of its selection criteria. A comprehensive presentation was also made to senior management regarding implementation of the *Official Languages Act* (OLA). Finally, the annual status report is distributed to staff, bringing to their attention IDRC success stories and areas for improvement.

■ CONSULTATION

The national coordinator continued to establish contacts within Anglophone and Francophone minority communities by attending the annual meeting of national coordinators responsible for implementing section 41 of the OLA, which is held outside Ottawa. The IDRC official languages champion also attended the annual network of champions meeting in Vancouver. These meetings help the IDRC take minority community priorities into account as it develops its policies and programs.

■ COMMUNICATIONS

As part of its Centre Training and Awards Program, the IDRC continued to take action to catch the attention of members of the Anglophone and Francophone minority communities. As part of a targeting program 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 its fields of interest. The IDRC sent copies of its detailed annual status report to the *Association des universités de la francophonie canadienne*, the English-language universities in Quebec, the Quebec Community Groups Network and the *Fédération des communautés francophones et acadienne du Canada*.

■ COORDINATION AND LIAISON

The national coordinator took part in meetings of the Network of National Coordinators responsible for implementing section 41 of the OLA. The Centre exchanged information with other federal agencies regarding good official languages management practices. It continued its association regarding research project management with CIDA, the Department of Foreign Affairs and International Trade, Health Canada, Environment Canada and Natural Resources Canada.

Mandate

The mission of the International Development Research Centre (IDRC) is to build a sustainable and equitable world. By supporting research, it helps its partners in developing countries find practical, long-term solutions to the critical development problems they face. The Centre also meets information network needs and forges ties that enable Canadians and their partners in the developing world to benefit equally from global knowledge-sharing.

■ FUNDING AND PROGRAM DELIVERY

The IDRC funded research projects in conjunction with five federal partners. Three Anglophones award recipients were students from universities in Quebec. Two Francophone students from outside Quebec also received Centre awards. The IDRC conducted other activities sponsored by Anglophone and Francophone minority communities during 2005-2006.

JUSTICE CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister: Robert Douglas Nicholson

Official Languages Champion: Michel Bouchard

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Justice Canada held its fourth annual meeting of the Network of Coordinators responsible for the implementation of section 41 of the *Official Languages Act* (OLA) within the Department. This network also organizes teleconferences every six weeks. Awareness-raising workshops on the requirements of Part VII of the OLA (amended) were given to various stakeholders. A training session entitled "Essential Language Rights – A Primer on Fundamental Official Language Rights in Canada" was given to the Department's legal staff.

■ CONSULTATION

The Department participated in various consultation forums such as the Ontario Federal Council's Official Languages Committee and the annual meetings of such groups as the *Association des juristes d'expression française de la Colombie-Britannique*, the *Commission nationale des parents francophones* and the Quebec

Community Groups Network. Consultations were held with the Manitoba and Prince Edward Island communities in order to promote the Family Justice Initiative. The first meeting of public legal education and information organizations and associations of French-speaking jurists was held in Ottawa in March 2006.

■ COMMUNICATIONS

The Department revised its communication plan for the implementation of section 41 in order to reflect amendments to the OLA. The section 41 component of the Department's Web site was modified to make it more user-friendly and accessible. Two articles were written for Canadian Heritage's *Bulletin 41-42*. To communicate with community organizations, the Department has replaced regular mailings with a new electronic mailing list.

■ COORDINATION AND LIAISON

The Department participated in conferences, seminars and other training activities designed to raise the awareness level of federal institutions regarding their linguistic obligations. The Department was represented on the steering committee on the study entitled "Environmental Scan: French Language Services in Ontario's Justice Sector," which was conducted by the Ministry of the Attorney General of Ontario. The results of this study were presented in February 2006 in Toronto. Under the guidance of the Department, meetings were held with government partners through the Federal-Provincial-Territorial Group on Access to Justice in Both Official Languages.

Mandate

The mission of the Department of Justice is to ensure that Canada has a system of justice that is as fair, accessible and efficient as possible. Rather than dealing with the personal or individual affairs of Canadians, it serves them indirectly by acting as the Government's law firm. The Department's responsibilities reflect the dual role of the Minister of Justice, who is also the Attorney General of Canada.

■ FUNDING AND PROGRAM DELIVERY

The following six departmental initiatives were targeted by 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, the Victims of Crime Initiative and the Justice Partnership and Innovation Fund. The Department increased by 25 per cent its core funding to associations of French-speaking jurists and their national federation. This increase enabled the Department to support the *Association des juristes d'expression française de l'Alberta* and provide increased funding to the federation of associations and its member associations.



PUBLIC SERVICE HUMAN RESOURCES MANAGEMENT AGENCY OF CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

President of Treasury Board: Vic Toews

Official Languages Champion: Catherine MacQuarrie

MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

The Treasury Board Secretariat (TBS) continues to use the grid provided by the Agency to ensure that Treasury Board submissions comply with the official languages guidelines. The Agency also supports TBS in this regard.

■ CONSULTATION

The Departmental Advisory Committee on Official Languages invited the Director General of the Quebec Community Groups Network (QCGN) to explain the reality and issues faced by Quebec's Anglophone community. The Agency also took part in community consultations organized by the Official Languages Secretariat in order to fully grasp the concerns of both official-language minority communities. It also coordinated the annual conference of official languages champions, which took place in Vancouver and gave the champions an opportunity to become better acquainted with British Columbia's Francophone community. The champions came to understand the impact of productive collaboration among the federal, provincial and municipal governments on the community.

■ COMMUNICATIONS

The Agency is actively involved in the development of a guide for federal institutions on the implementation of Part VII of the *Official Languages Act* (OLA). This guide aims to help federal institutions fully understand the changes made to this part of the Act in 2005; it will be widely distributed.

■ COORDINATION AND LIAISON

The Agency organized a Forum on Good Practices, which brought together for the first time official languages champions, persons responsible for official languages, and national coordinators responsible for the implementation of section 41 of the OLA in federal institutions. This Forum gave participants the opportunity to network and learn from each other's good practices. Justice Canada presented the changes made to the OLA and their impact. The Agency subsequently organized a meeting for Crown corporation legal advisors so Justice Canada could bring them up to date on these changes.

Mandate

The Public Service Human Resources Management Agency of Canada (PSHRMAC) was created in December 2003 to deliver the government's public service human resources management modernization program.

■ FUNDING AND PROGRAM DELIVERY

The Agency collaborates with the Public Service Commission on developing pilot projects aimed at attracting and retaining bilingual candidates for the Public Service, which should interest the members of official-language minority communities. Moreover, under the Agency's Official Languages Innovation Program, the regional federal councils and institutions conducted a number of activities that benefited official-language minority communities, such as internships for students and activities aimed at ensuring a better understanding of these communities.

STATISTICS CANADA

MINISTER AND RESPONSIBLE SENIOR OFFICIALS

Minister of Industry: Maxime Bernier

Chief Statistician: Ivan Fellegi

Official Languages Champion: Paul Johannis



MAIN RESULTS ACHIEVED BY ACTIVITY

■ AWARENESS

Statistics Canada's surveys and research activities provide staff with information on the situation of the official-language minorities. A number of presentations were made to the Department's Official Languages Committee, and meetings of the Subcommittee of Official Languages Coordinators were held throughout the year. The participation of survey managers in the work of the Interdepartmental Coordinating Committee on Official Languages Research served to raise their awareness of the concerns of official-language minorities. A presentation was made to the Chief Statistician on the Survey on the Vitality of Official-Language Minorities (SVOLM).

■ CONSULTATION

Statistics Canada continued consolidating and improving its current program of consultation and liaison with representatives of Anglophone and Francophone communities in order to find out more about their priority needs for data. Consultation with associations on Census planning and products is a key activity and is integrated into the responsibilities of staff at Statistics Canada's Advisory Services and headquarters who are involved in Census planning. The Department met with the management of the *Société Santé en français* to discuss the concept "francophone". It also met with representatives of the communities to review the SVOLM.

■ COMMUNICATIONS

The many presentations on the SVOLM made to representatives of the official-language minorities provide an opportunity to convey information on key surveys and research projects underway at Statistics Canada. The Department presented a paper on the SVOLM and the International Adult Literacy and Skills Survey (2003) at the annual general meeting of the *Fédération canadienne pour l'alphabétisation en français*. Presentations were also made on the SVOLM at the conference of the *Association francophone pour le savoir (ACFAS)* and to researchers of the *Office québécois de la langue française*. The Department published short articles in Canadian Heritage's *Bulletin 41-42* and gave workshops on the CD-ROM *Portrait of Official Language Communities in Canada*.

■ COORDINATION AND LIAISON

Statistics Canada's head office provided active support to the regional coordinators and encouraged the regional offices to get more involved in implementing section 41 objectives under the OLA. Work on developing the SVOLM helped to consolidate partnerships with key federal government departments and agencies such as Social Development Canada, Health Canada, Justice Canada, the Public Service Human Resources Management Agency of Canada and the Office of the Commissioner of Official Languages, and memorandums of understanding were signed. Presentations at meetings of the Coordinating Committee on

Mandate

Statistics Canada collects, compiles, analyzes and publishes statistical information on the economic, social and general conditions of the country and its population; Statistics Canada is also mandated to produce data for a variety of purposes.

Official Languages Research showed the considerable data analysis potential that can be exploited to serve the interests of Canada's English and French minority communities.

OFFICIAL LANGUAGES ACCOUNTABILITY AND COORDINATION FRAMEWORK (EXTRACT RELATIVE TO PART VII OF THE *OFFICIAL LANGUAGES ACT*)

All federal institutions are subject to the accountability and coordination framework adopted in the Government of Canada's Action Plan for Official Languages.

OBLIGATIONS OF ALL FEDERAL INSTITUTIONS UNDER PART VII OF THE *OFFICIAL LANGUAGES ACT*

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* (OLA);
- Determine whether its policies and programs have **impacts** on the promotion of linguistic duality and official-language minority community (OLMC) 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 OLMCs

in developing and implementing programs and policies;

- Be able to describe its approach and **show that it has considered the needs** of the OLMC;
- 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.

All federal institutions 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 OLMCs. They are required to consider the impact of the various modes of service delivery on official languages and consult the OLMCs 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 ACCOUNTABILITY FRAMEWORK – IMPLEMENTATION OF SECTIONS 41 AND 42 OF THE *OFFICIAL LANGUAGES ACT*

Thirty-two federal institutions designated under the 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 OLMC in order to enable the federal institutions to take into account the priorities of the communities in the planning of activities while respecting the limitations of their mandate. Each year, the designated institutions are required to submit to the Department of Canadian Heritage their action plans as well as a report on the results of their activities. These reports on the implementation of section 41 of the OLA are included in the *Annual Report on Official Languages* tabled in Parliament each year.

NATIONAL COORDINATORS RESPONSIBLE FOR THE IMPLEMENTATION OF SECTION 41 OF THE OLA

Responsibility for the Network of National Coordinators	Marjolaine Guillemette	819-994-3509 marjolaine_guillemette@pch.gc.ca
DESIGNATED DEPARTMENT/AGENCY	NAME	COORDINATES
Agriculture and Agri-Food	Brian Murphy	613-759-6772 murphyb@agr.gc.ca
Atlantic Canada Opportunities Agency	Pierrette Williams	506-851-3364 pierrette.williams@acoa-apeca.gc.ca
Business Development Bank of Canada	Dora Raimondo-Garner	514-283-2865 dora.raimondo@bdc.ca
Canadian Broadcasting Corporation	Jules Chiasson	514-597-7306 jules_chiasson@radio-canada.ca
Canada Post Corporation	Robert Gauthier	613-734-8596 roberta.gauthier@postescanada.ca
Canada Council for the Arts	Katherine Berg	613-566-4414 # 5207 katherine.berg@canadacouncil.ca
Canada Economic Development for Quebec Regions	Lynn Bois	514-283-6585 lynn.bois@dec-ced.gc.ca
Canada School of Public Service	Frantz Icart	819-934-8229 frantz.icart@cspcs-efpc.gc.ca
Canadian Heritage	Pierrette Jutras	819-953-0966 pierrette_jutras@pch.gc.ca
Canadian International Development Agency	Vincent Marimbu	819-994-0732 vincent_marimbu@acdi-cida.gc.ca
Canadian Radio-television and Telecommunications Commission	Annie Laflamme	819-994-1752 annie.laflamme@crtc.gc.ca
Canadian Tourism Commission	William Harding	604-638-8406 harding.william@ctc-cct.ca
Citizenship and Immigration Canada	Christiane Desautels	613-957-5932 christiane.desautels@cic.gc.ca
Foreign Affairs and International Trade Canada	Tricia MacDonald	613-944-1833 tricia.macdonald@international.gc.ca
Health Canada	Aldean Andersen	613-952-3120 aldean_andersen@hc-sc.gc.ca
Human Resources and Social Development Canada (including Service Canada)	Robert Coulter	613-957-4570 robert.coulter@sdsc-dsc.gc.ca
Industry Canada	Kiran Cahoon	613-954-4083 cahoon.kiran@ic.gc.ca
International Development Research Centre	Chantal Gendron	613-236-6163 # 2511 cgendron@idrc.ca
Justice Canada	Lise Sarault	613-952-1096 lise.sarault@justice.gc.ca
National Arts Centre	Anne Tanguay	613-947-7000 # 546 atanguay@nac-cna.ca
National Capital Commission	Stéphane Pellicano	613-239-5334 spellica@ncc-ccn.ca
National Film Board	Sylvie Germain	514-283-3769 s.germain@onf.ca
Parks Canada	Diane Lépine	819-997-0105 diane.lepine@pc.gc.ca
Public Works and Government Services	Sylvie Jalbert	819-956-5059 sylvie.jalbert@pwgsc.gc.ca
Public Health Agency of Canada	Linda St-Maurice	613-948-7329 linda_st-maurice@phac-aspc.gc.ca
Public Service Human Resources Management Agency of Canada	Tara Yetts	613-952-1363 yetts.tara@hrma-agrh.gc.ca
Social Sciences and Humanities Research Council of Canada	Suzanne Board	613-992-4301 suzanne.board@sshrcc.ca
Status of Women Canada	Valérie Lavergne	613-947-0932 valerie.lavergne@swc-cfc.gc.ca
Statistics Canada	Réjean Lachapelle	613-951-3763 rejean.lachapelle@statcan.ca
Telefilm Canada	Mateo Barney	514-283-0838 # 2079 barneym@telefilm.gc.ca
Western Economic Diversification Canada	Jody Simonson	780-495-8966 jody.simonson@wd.gc.ca