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ANNUAL REPORT ON THE OPERATION OF
THE CANADIAN
MULTICULTURALISM ACT
2005-2006

multiculturalism



Canadian
Heritage

Patrimoine
canadien

Canada

Canadian Heritage has published this document to report to Parliament about the implementation of the *Canadian Multiculturalism Act* in federal institutions.

The Report aims to increase awareness about the significance to our lives of the *Act*. Explanations of its provisions are meant for clarification, and should not be taken as legal interpretations of the *Canadian Multiculturalism Act*.

This Report is available in alternative media format upon request.

To obtain copies, please contact:

Multiculturalism National Office
11th Floor
15 Eddy Street
Gatineau, Quebec
K1A 0M5

Tel.: (819) 953-1970
Toll Free Number: 1-888-77-MULTI or 1-888-776-8584
Fax: (819) 997-0880
TTY: (819) 997-3123

Email: Multi_Canada@pch.gc.ca

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multiculturalism



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THE CANADA DAY POSTER CHALLENGE

Every year, the Canada Day Poster Challenge invites young Canadians, aged 5 to 18, to design a poster based on a specific theme that illustrates their pride in Canada. The 2006 Poster Challenge was a resounding success. More than 20,000 young people submitted posters that interpreted the theme Images of Canada. For more information, visit the Poster Challenge Web site at:

www.canadianheritage.gc.ca/affiche-poster



Canada Day Poster Challenge 2006—National Winner

Sofia Hou

Age: 14 years

Ottawa, Ontario

Our nation Canada is seen through the eyes of the people of the country full of diversity and beauty from sea to sea
(*A Mari usque ad Mare*).

Minister of Canadian Heritage
and Status of Women



Ministre du Patrimoine canadien
et de la Condition féminine

Ottawa, Canada K1A 0M5

A Message from the Minister of Canadian Heritage and Status of Women



The Right Honourable Stephen Harper, Prime Minister of Canada, recently said that he believes the characteristic that most defines Canadians is their openness.

This openness was in evidence during the first encounters between the First Nations and the Europeans, and it has been a constant ever since through our evolution as a country. Wave after wave of immigrants, first from Europe, then from all corners of the earth, have found Canada to be welcoming, and they have also found sanctuary, opportunity, tolerance, and a genuine appreciation for cultural diversity.

Today, Canadians can be proud to live in a country that shares the values of cross-cultural understanding and mutual respect.

As Minister of Canadian Heritage and Status of Women, I intend to ensure that these values are highlighted and shared throughout Canada.

For our federal institutions, it is imperative in a democratic and pluralistic society like ours that their employees accurately reflect and take into account the diversity of our population. As this report reveals, many federal government departments and agencies have made significant progress in respecting diversity, and they continue to find innovative ways to be responsive to the needs of Canadians of all backgrounds and to involve them in society.

The Canada Revenue Agency, for example, has established the Community Volunteer Income Tax Program and tailored it to ethnocultural communities. By training community volunteers in specific communities, the Agency helped thousands of Canadians overcome cultural and linguistic barriers in order to comply with Canadian law and avail themselves of important benefits, such as Child Tax benefits. The Agency worked in cooperation with the Department of Canadian Heritage (who helped fund the initiative), Human Resources and Social Development Canada, the Financial Consumer Agency of Canada, and Citizenship and Immigration Canada.

Although its historical commemoration program has existed for some time, Parks Canada recently noticed that only a small percentage of commemorations were for the contributions of ethnocultural communities. Parks Canada representatives took action and began addressing communities directly. In 2005–2006, they met with 14 distinct communities to encourage them to nominate significant persons, places, and events in their history. The result was a 50 percent increase in nominations.

In June 2006, Prime Minister Harper offered a full apology to Chinese Canadians for the Head Tax and expressed his deepest sorrow for the subsequent exclusion of Chinese immigrants. It was a day that began the healing process in this community after many years of struggle.

Canada 

As the Prime Minister said in June, “Before we can all move forward together as Canadians and achieve our full potential, we believe we must first lay to rest the past wrong of the Head Tax.”

As we remember painful experiences of the past, we must also remember the invaluable contributions that these Chinese immigrants and their descendants have made to our country. We are a richer nation because of them.

The Government formally apologized for the Chinese Head Tax and offered symbolic individual *ex-gratia* payments to living Head Tax payers. Payments will also be made to living conjugal partners of Head Tax payers who are now deceased.

We have made significant progress throughout the federal government in terms of increasing awareness and appreciation of the diverse make-up of our society. And we have done so in consultation with ethnocultural communities. It is by working together that we will continue to create a truly representative public service and an inclusive society, and we can continue to be the welcoming country that we have so proudly become.

A handwritten signature in black ink, appearing to read 'B. Oda', written in a cursive style.

The Honourable Beverley J. Oda, P.C., M.P

Secretary
of State



Secrétaire
d'État

Ottawa, Canada K1A 0M5

A Message from the Secretary of State (Multiculturalism and Canadian Identity)



Over the past months, I have had many meetings all over our country with Canadians of every background. Each time, I have emerged from these meetings impressed by the respect they have shown for diversity and their shared wish to build a better Canada.

Everywhere, from North to South, from West to East, the citizens of this country are proud to live in a pluralistic society where language, religion, ethnic origins or race are not obstacles to fully participating in community life.

However, we all know that our society is not perfect and that certain specific problems remain. In consulting this report, you will learn about the efforts undertaken over the past 12 months by the Department of Canadian Heritage, and the entire federal administration, to respond to the needs of our highly diverse population.

You will also see that Canada's New Government is firmly committed to ensuring that all citizens can take full part in our country's political, economic and cultural life.

As the new Secretary of State for Multiculturalism and Canadian Identity, I intend to work diligently so that, more than ever, our country will be a model of both openness and cohesion in this world with its expanding exchanges between cultures. We need to make greater efforts to offer Canadians modern programs and policies that are suited to today's reality and that will allow them to respect their cultural roots while being an integral part of Canadian society.

Over the coming months, I intend to work in close cooperation with the Minister of Canadian Heritage, the Honourable Beverley Oda, to ensure that all Canadians can be enriched by the different cultural traditions of their fellow citizens, and together can form one of the most diverse, harmonious and creative societies of the 21st century.

A handwritten signature in black ink that reads "Jason Kenney".

Jason Kenney, P.C., M.P

FOREWORD

In 1988, Canada proclaimed the *Canadian Multiculturalism Act*, making it the first country in the world to pass a multiculturalism law. The *Act* reaffirms multiculturalism as a fundamental value of Canadian society and the Government of Canada. Among other things, it requires federal institutions to uphold the longstanding values of respect, fairness, and equality, with respect to members of diverse groups. The *Act* helps protect the rights of all Canadians, foster the full participation of all members of society, celebrate Canada's diverse heritage, and recognize the vast contributions of all Canadians regardless of their ethnic, cultural, racial, religious, and linguistic background.

The *Act* requires federal institutions to incorporate cultural sensitivities and respond to the needs of Canadians of all backgrounds in their programs, policies, and services. The Multiculturalism Program of the **Department of Canadian Heritage** plays a key role in supporting federal institutions in advancing the principles of multiculturalism within their organizations.

Under the *Act*, government departments, agencies, and Crown corporations must report annually on their initiatives to preserve and advance a multicultural society. This document reports to Canadians on the progress these institutions made in 2005–2006.

The report is divided into three main parts:

Part I

Part I highlights the main achievements of the Multiculturalism Program of the **Department of Canadian Heritage** and describes how the Program advances the principles of the *Canadian Multiculturalism Act* and supports federal institutions in their efforts to apply the *Act* and promote an equitable and respectful society. This section is by no means comprehensive. It is intended to provide only examples of the types of activities undertaken by the Multiculturalism Program.

Part II

Part II begins by summarizing statistics about federal institutions on their implementation of the *Canadian Multiculturalism Act* and continues with an overview of some initiatives undertaken by federal institutions to support the *Act* in their policies, programs, and service delivery. While elaborate submissions were received from 98 federal institutions, only a few examples are given for each section of the reporting requirement under the *Act*.

Part III

Part III describes some best practices from three federal programs that adopted innovative strategies to implement the *Act*.

THE MULTICULTURALISM PROGRAM

part
one



**Canada Day Poster Challenge 2006—Ontario Finalist:
Age Category 15–18 years**

Jeni Young
Age: 17 years
Newmarket, Ontario

THE MULTICULTURALISM PROGRAM

part one

Multiculturalism: A Canadian Reality

As a nation formed by immigration and characterized by demographic diversity, Canada holds multiculturalism as a fundamental Canadian value. Since the country's beginnings, each wave of immigration has brought diverse languages, cultures, and beliefs to Canada, and each immigrant group has subsequently contributed important economic, social, and cultural benefits.

Statistics Canada census indicates that as our birth rate declines, immigration will soon account for all population and labour market growth in Canada. While earlier immigrants came mainly from Europe, more recent immigrants are primarily from Asia, Africa, and the Middle East. It is estimated that by 2017, one in five Canadians will be a member of a visible minority.

In 1971, Canada became the first country in the world to adopt an official Multiculturalism Policy. In 1988, the *Canadian Multiculturalism Act* was proclaimed, reaffirming multiculturalism as a fundamental value of Canadian society and the Government of Canada. Multiculturalism is a policy of inclusion that aims to help people overcome barriers related to race, ethnicity, and cultural or religious background. The Multiculturalism Program is one of the means by which the federal government pursues the goals of its multiculturalism policy.

SINCE ITS BIRTH, CANADA HAS BOUND TOGETHER INDIVIDUALS OF VARYING ETHNIC AND RELIGIOUS BACKGROUNDS IN PURSUIT OF A COMMON GOAL—TO BUILD A PEACEFUL, PROSPEROUS COUNTRY ROOTED IN EQUALITY OF OPPORTUNITY.

— Prime Minister Stephen Harper,
October 23, 2006

In 2005, **Statistics Canada**, in collaboration with the **Department of Canadian Heritage**, produced a demographic projection of visible and religious minorities for 2017, the 150th anniversary of Canadian Confederation. The study projects that in 2017:

- Canada will have a total population of 33 to 36 million people, of whom 6.4 to 8.5 million will be members of visible minorities. By comparison, Canada's population in 2001 was 30 million people, of whom 4 million were members of visible minorities.
- Half of all members of visible minorities—3.2 to 4.4 million—will be South Asian or Chinese, followed by Blacks at 1 to 1.2 million.
- The number of adherents of Eastern religions and Judaism will increase. For example, Muslim Canadians are expected to make up 4.1% to 4.9% of the total population (1.2 to 1.7 million people).
- Half of the population of both Toronto and Vancouver will be visible minorities.



Legislative Framework for Multiculturalism in Canada

The Multiculturalism Program of the **Department of Canadian Heritage** contributes to creating an inclusive and participatory society. Among other objectives, the Department's policies and programs foster active citizenship and participation in Canada's civic life, and strengthen connections among Canadians. The Multiculturalism Program supports these goals through its mandate to preserve and enhance the multicultural backgrounds of Canadians. The Program derives its mandate from the *Canadian Multiculturalism Act*, and is further supported by other legislation including the *Canadian Citizenship Act*, the *Canadian Human Rights Act*, and the *Canadian Charter of Rights and Freedoms*. Canada has also ratified several international conventions that uphold its fundamental values, including the *Universal Declaration of Human Rights*, the *International Convention on the Elimination of All Forms of Racial Discrimination*, the *International Covenant on Economic, Social and Cultural Rights*, and the *International Covenant on Civil and Political Rights*.

The Four Priority Areas of the Multiculturalism Program

The Multiculturalism Program has four priority areas:

- **Building the capacity of ethno-cultural/racial minorities to participate in public decision-making** (civic participation).
- **Helping public institutions to break down systemic barriers to diverse populations** (institutional change).
- **Helping federal institutions to integrate diversity consideration into policies, programs and services** (federal institutional change).
- **Encouraging communities and the broad public to engage in informed dialogue and sustained action to combat racism** (anti-racism, anti-hate, cross-cultural understanding).

The Multiculturalism Program is delivered both nationally and regionally through headquarters, five regional offices and 23 points of service across Canada. The Program partners with a wide range of stakeholders including other federal institutions; other levels of government; non-governmental, ethno-cultural/racial, community, and religious organizations; academic institutions; and international organizations. The Program seeks to foster active citizenship and participation in civic life for ethno-cultural/racial communities, to strengthen connections among Canadians through research, consultations with stakeholder groups and members of the general public, and provides support for projects involving other federal institutions and community groups. By virtue of its longstanding relationship with over 450 ethno-cultural/racial organizations, the Multiculturalism Program is well positioned to act as a liaison and play a lead role within the federal government on issues related to ethno-cultural/racial communities, visible minorities and newcomers.

In the area of research and policy, the Multiculturalism Program benefits from the valuable work achieved by the Metropolis Project, an international research and policy forum, which helps explore barriers to economic, social, and cultural participation faced by both new and established Canadians. In 2005–2006, the Program organized workshops for the 10th International Metropolis Conference in Toronto and the 8th National Metropolis Conference in Vancouver.

As the first country to adopt an official multiculturalism policy, Canada is often asked to share its expertise with other countries. Each year the Multiculturalism Program meets with international delegations to discuss Canada's approach to multiculturalism; in 2005–2006, the delegations were from China, Denmark, Egypt, Luxembourg, Norway, and Russia.

The Multiculturalism Program is also called upon to represent Canada in international forums related to multiculturalism. In 2005–2006, a representative of the Program, by invitation from the Canadian Embassy in Italy, participated in a number of events to share information on the Canadian approach to multiculturalism and the role of the Government of Canada, and particularly the Multiculturalism Program, in eliminating barriers to civic participation. The Program also organized a side-panel at the annual Human Dimension Implementation Meeting of the Organisation for Security and Cooperation in Europe.

Historical Recognition

Winter 2005–2006 marked a turning point for recognition of the experiences of ethno-cultural/racial communities impacted by historic wartime measures and/or immigration restrictions or prohibitions.

Despite Canada's reputation as one of the world's most inclusive and diverse societies, its history includes actions by the Government of Canada that, although legal at the time, are inconsistent with the values that Canadians hold today. For example, in the late 19th and early 20th centuries, race-based immigration laws and practices excluded certain immigrant communities from entering Canada or restricted their entry into the country. During the First and Second World Wars, some members of ethno-cultural/racial communities were interned and many had their property and assets seized. Many members of these communities have asked the Government of Canada to have their experiences recognized. They placed demands on the Government of Canada to recognize these experiences, and in response, the Government launched a series of consultations with those communities.

On the basis of these consultations, Prime Minister Stephen Harper, on behalf of the Government of Canada, offered on June 22, 2006, a formal apology to Chinese-Canadians for the imposition of the Chinese Head Tax. As a measure of acknowledgment, the Government offered symbolic individual *ex-gratia* payments to living Head Tax payers and to persons who were in conjugal relationship with a now deceased Head Tax payer, in recognition of the stigma and hardship caused by the Chinese Head Tax. The payments are offered to give substantial meaning to the apology and to contribute to healing in the Chinese-Canadian community. The **Department of Canadian Heritage** will continue to develop parameters for the community and national historical recognition programs that were announced at the same time.

The Community Historical Recognition Program will fund eligible community-based commemorative and educational projects that promote awareness of the historical war measures and/or historical immigration restrictions/prohibitions related to ethno-cultural/racial communities. It aims to highlight the contributions these communities have made to Canada and educate Canadians about these historical experiences and contributions.

The National Historical Recognition Program will provide funding for federal initiatives developed in partnership with stakeholders to help commemorate the historical experiences of impacted communities and educate Canadians, particularly youth, about them. It aims to highlight and commemorate the contribution impacted communities have made to Canada. By educating Canadians about the experiences of these ethno-cultural/racial communities, the Government strives to ensure that similar practices do not reoccur. Recognizing the historical experiences and raising awareness through both the Community and the National Historical Programs will contribute to strengthening the sense of inclusion of all communities in Canada, and will highlight the contribution of these communities into building Canada.

The 2006–2007 *Annual Report on the Operation of the Canadian Multiculturalism Act* will detail major accomplishments under the auspices of both Historical Recognition Programs.

Mary Mah, a Head Tax payer living in Calgary, travelled to Ottawa to hear Prime Minister Stephen Harper make the June 22 announcement in person. Mah had tears in her eyes as she witnessed the apology take place in Parliament. When she was three years old, Mah became one of the last immigrants charged a head tax; her father paid \$1,000 for Mah and her mother to enter Canada. Now aged 86, Mah said that while the sorrow and hardship experienced by so many can't be erased, the apology will allow people to heal. "This is the day we have all been waiting for," she said in Ottawa. "Now we are really Canadians."

(Source: Calgary Herald, June 23, 2006)

Priority Area I

BUILDING THE CAPACITY OF ETHNO-CULTURAL/RACIAL MINORITIES TO PARTICIPATE IN PUBLIC DECISION-MAKING

Despite Canada's rapidly diversifying population, research suggests that not all ethno-cultural/racial groups are participating equally in civic life. The Multiculturalism Program assists ethno-cultural/racial groups in order that they can fully participate in Canadian society. The following represent some of the initiatives related to civic participation that the Program funded in 2005–2006.

Civic Participation of Ethno-Racial Communities in the School System Project

(Kitchener Downtown Community Health Centre, Kitchener-Waterloo, ON)

The Program's Ontario Region supported the *Kitchener Downtown Community Health Centre* in an initiative to help immigrant families in Kitchener-Waterloo become more actively involved in institutional decision-making around their children's education. Newer immigrant families sometimes find it more challenging to participate in this civic activity than families who are more established in the community.

The initiative used volunteer-led workshops to educate parents about supporting their children's needs in the school system and to encourage them to become actively and effectively involved in their children's education. Twelve schools participated in the project, as well as school board members and the school volunteers.

As a result of this project, the schools developed a better understanding of the educational needs of immigrant children, and the parents developed an enhanced ability to engage the school system and participate in decision-making processes. This model could also be used in other schools. Knowledge gained will be shared through a public forum, and briefings to participants and community partners. Lessons learned and material will be widely disseminated to maximize the benefits of the project.

Grassroots Youth Collective (Toronto, ON)

The *Grassroots Youth Collective* is a collective of culturally diverse, youth-driven organizations. The Collective is dedicated to developing the capacity of youth organizations to better serve their communities and to advocate on behalf of youth in the city of Toronto. The project was funded because youth radicalization is a significant emerging issue, especially in larger city centres, and efforts to positively engage youth are important to curbing youth alienation.

The project organized six policy forums and a conference entitled "Up by the Bootstraps." Discussions focussed on policy issues of importance to racialized youth living in underserved communities. Participants included marginalized youth, funders, policy-makers from different levels of government, and community stakeholders.

Results of this initiative included the presentation of recommendations to policy-makers from different levels of government, enhanced ability of racialized youth to articulate their concerns about lack of access to services, and a more credible voice for the *Grassroots Youth Collective* influencing policy decisions on programs for youth-at-risk. This was a critical initiative in response to violence and youth gangs in Toronto.



PROMIS (*Montreal, QC*)

The *PROMIS* organization carried out a project targeting the immigrant community in the Montreal neighbourhood of Côte-des-Neiges. The initiative was designed to familiarize participants with the values, legislation, regulations, and institutions of Canadian and Quebec society, and to provide opportunities for hands-on participation in various local organizations. This project was undertaken in response to the immigrant community's low level of civic participation. The project aimed to foster the active citizenship of this community and to enhance their involvement in the community.

Nearly 400 people took part in the activities, and more than 90 became active within an agency of their choice as a volunteer or a director. With the understanding and experience they acquired through information sessions and volunteer activities about values, legislation, regulations and institutions, they became more integrated into the community and in workplaces. As a result of this project, although not the initial goal, a number of participants subsequently found paid employment with businesses in Greater Montreal.

This project enhanced the ability of participating immigrant workers and members of ethno-cultural/racial communities to enhance their level of participation in Canadian society. Additionally, the project has helped public, community, and private organizations to be more open to ethno-cultural/racial diversity and to reduce the social and economic barriers that are a symptom of systemic obstacles to full participation by members of ethno-cultural/racial communities in society.

Filipino Community and Beyond: Towards Full Participation in a Multicultural Canada (*National Alliance of Philippine Women*)

The *National Alliance of Philippine Women* brought together Filipinos across Canada to address their concerns and to develop community capacity and initiatives that would contribute to their capacity building and full participation in Canadian society. While mostly focused on women (65%) who are part of the Live-In-Care-Giver program, this project also included the participation of youth and adult men. It was undertaken to address the issue of low income among the community whose members are amongst the highest educated in Canada.

This project was aimed at developing community-based strategies to address economic barriers and combat racism as experienced by this community, enhance women's equality and human rights, and increase the participation of youth in the community's future.

Through meetings, information exchange, and community-based research, organizations working with the Filipino community across Canada increased their understanding of the various issues that affect this community. The organizations also examined their capacity to address these issues, particularly relating to economic barriers, racism, and the participation of women and youth.

As a result of this project, Canada's Filipino community, and particularly women and youth who participated in this project, will be better able to participate in Canadian society. Their voices will be heard in community and mainstream institutions, and in debates that have an impact on the well being of their community. In the longer term, the social and economic participation of this community will be improved.

Priority Area II

HELPING PUBLIC INSTITUTIONS TO BREAK DOWN SYSTEMIC BARRIERS TO DIVERSE POPULATIONS

As the demographic landscape of Canada evolves, public institutions must adapt to better support Canada's diverse society. Some change is already underway in the public realm. However, further change is needed to enhance opportunities for all Canadians to contribute fully to Canadian society. The following are a sample of the relevant projects that took place in 2005–2006 in the area of institutional change.

Diversity at Work: Promising Practices—A Tool for Organizational Development for Health and Social Service Agencies (*Immigrant Women's Association of Manitoba*)

Immigrant communities, and particularly immigrant women, have traditionally experienced barriers to accessing services from public health and social service agencies. The *Immigrant Women's Association of Manitoba* engaged ethno-cultural/racial communities and service delivery organizations to develop a comprehensive, user-friendly diversity practices tool for health and social services agencies. The tool includes a framework of practice and an illustration of best practices, and identifies the benefits and indicators of an inclusive organization.

This project involved community agencies, government departments, and members of ethno-cultural/racial communities who collectively reviewed the benefits and indicators of inclusive organizations. Stakeholders confirmed that they needed tools and supports. The project also highlighted the importance of agencies supporting organizational work that helps them become more inclusive.

As a direct result of this project, three participant health agencies began to network to identify ways they can ensure equitable service for their ethno-cultural/racial clients. Participant organizations have also started to use the tool to assess their own level of inclusion. The tool is also used for educational purposes and for organizational policy and practice changes.

Over the long-term, health and social service agencies in Winnipeg will be well equipped and highly motivated to institute change in their organizations in order to become more sensitive to, and inclusive of, the local racial, cultural, and linguistic communities. Also, ethno-cultural/racial communities in Winnipeg will have strong and active engagement with human service delivery organizations on issues of community benefit.

Diversity in Sport (*Regina 2005 Jeux du Canada Games*)

Studies indicate that first-generation immigrants are less likely than more established Canadians to participate in civic events such as major games. Since Canada's future population growth will rely on immigration, this trend was seen to be a problem when it comes to ensuring adequate numbers of volunteers for future national civic events. The *Regina 2005 Canada Summer Games Host Society* undertook an institutional change project to address this issue. The project was a pilot to develop inclusive policies that invite diverse members of Canadian society, particularly the Aboriginal and ethno-cultural/racial communities, to become more involved in major games. The project worked to educate the Regina "Games Family" (Games volunteers, administrators and mission staff) and Canadians on the value of diversity within Canadian society.

As a direct result of this project, the *Host Society* surpassed its goal of having 449 visible minorities sign up as volunteers. There were also 283 volunteers with disabilities and 500 Aboriginal volunteers. Volunteers were involved in every aspect of the Games. Furthermore, the three major organizations supporting the organization of Sport in Canada (the Canada

Games National Council, their partner host societies and **Sport Canada**) have begun the journey towards full inclusion of all Canadians in the earliest developmental stages of major games in Canada. For example, the 2007 Games in the Yukon are applying the diversity enhancement strategy developed in Regina.

Through this project, the Regina Host Society was able to develop a diversity inclusiveness plan for all equity groups, with a focus on ethno-cultural/racial groups. This project represented a concrete first step towards the greater inclusion of Canada's diverse communities in the implementation of major games in Canada. Many volunteers from the ethno-cultural/racial communities spoke of their genuine pride in participating in this major event in Regina as well as of their increased sense of belonging to the greater community.

Examining Systemic and Individual Barriers Experienced by Visible Minority Social Workers in Mainstream Agencies: A Community Project (*Access Alliance Multicultural Community Health Centre, Toronto, ON*)

The successful economic integration of new immigrants is an important issue within Canada. The *Access Alliance Multicultural Community Health Centre* in Toronto implemented a comparative participatory research project to address employment barriers faced by internationally educated visible minority social workers in comparison to Canadian-trained visible minority social workers. The **Department of Canadian Heritage** (Multiculturalism Program) and **Human Resources and Social Development Canada** supported this initiative.

Key activities included a literature review, targeted surveys, qualitative interviews, and focus group research documenting the perspectives of visible minority social workers, both foreign- and Canadian-educated, as well as employers in mainstream social service agencies and professional/regulatory bodies. The research findings were distributed to a wide variety of stakeholders and networks in the sector. In general, the findings indicated that even though organizations perceive themselves to apply the principles of equity and fairness, this is not always achieved in practice.

Results of this project include the documentation of experiences of racism and barriers to employment and promotion faced by visible minority social workers in Toronto, and enhanced understanding of systemic discrimination within the social services sector. The study also informed the creation of Canada's first Internationally Educated Social Work Professionals Bridging to Employment and Registration Program at Ryerson University.

Multiculturalism is a Fundamental Canadian Value

- | | |
|---------------|--|
| Section 1 | The Canadian Charter of Rights and Freedoms guarantees the rights and freedoms set out in it subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society. |
| Section 15(1) | Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability. |
| Section 27 | This Charter shall be interpreted in a manner consistent with the preservation and enhancement of the multicultural heritage of Canadians. |

Canada Award and Prix du multiculturalisme

Broadcasting in Canada has not always adequately addressed the reality of Canadian diversity. As in other professional spheres, members of ethno-cultural/racial and ethno-racial communities have traditionally found it difficult to integrate into Canadian broadcasting. The Minister responsible for Multiculturalism created the Canada Award and Prix du multiculturalisme in 1988. The awards honour excellence in French- and English-language television programming that reflects the racial and cultural diversity in Canada.

In 2005–2006, in addition to providing an opportunity for diverse productions to be recognized by the television industry, the Academy of Canadian Cinema and Television gave the winners of the Canada Awards/Prix du multiculturalisme an opportunity to present their work across the country through Canada-wide screenings and seminars. This was done at the suggestion of the Multiculturalism Program that cited evidence for the under-representation of visible-minority performers and crew in the industry.

This project contributed to Canada's television programming being more reflective of the cultural and racial diversity of the Canadian population. It played an important role in fostering greater cultural understanding among Canadians.

Equity and Diversity Audit Template for Law Firms (*Canadian Bar Association*)

Applying diversity and equity practices in practical workplace terms continues to be problematic for many organizations and institutions. To address this issue, the *Canadian Bar Association* (CBA) implemented a project to produce a diversity/equity audit template. This template provides principles, guidelines, and procedures, and highlights current challenges and best practices in effectively implementing equity and diversity practices in organizations within the legal profession. The CBA, law firms, law societies, and legal associations can use this audit template as an aid in further implementing equity and diversity initiatives.

The CBA organized Canada-wide focus groups that demonstrated a desire in the legal profession for practical tools and strategies to effectively implement equity and diversity initiatives. The consultations also indicated an interest in having diversity benchmarks established for the profession as a whole as well as within each law firm and legal workplace.

Capacity Canada (*British Columbia Internationally Trained Professionals Network* and the *Policy Roundtable on Mobilizing Professions and Trades in Ontario*)

The Multiculturalism Program is contributing to resolving the important issue of foreign credential recognition (FCR). The Program is increasing the ability of internationally educated and trained professionals (IETPs) to identify barriers they face and contribute to the development of proposed solutions. FCR is viewed as a critical step toward ensuring the successful economic integration of new immigrants.

The Multiculturalism Program supported the *British Columbia Internationally Trained Professionals Network* and the *Policy Roundtable on Mobilizing Professions and Trades in Ontario* in their efforts to build and strengthen networks of internationally trained professionals across Canada. Through the development of networks across the country, internationally trained professionals are creating a collective voice on issues related to credential recognition, bridges to work, and settlement and labour market strategies. They are thus in a better position to influence change.



In 2005–2006, IETP networks were formed in Alberta and Nova Scotia. In Alberta, the IETPs conducted a needs assessment, met with government stakeholders to inform policy development, and conducted activities to raise public awareness about FCR. In Nova Scotia, the IETP network played a key role in establishing multi-stakeholder roundtables for internationally educated physicians, engineers, pharmacists, and teachers, and contributed to positive changes in relation to engineers and pharmacists becoming licensed.

As a result of this project, IETPs across the country are contributing to the development of policies, programs, and services that can provide effective and efficient solutions to the issue of foreign credential recognition.

Model to Improve Mental Health Services for African-Canadians (*Centre for Addiction and Mental Health and the Transcultural Clinic at the Jean Talon Hospital, Montreal, QC*)

This project aims to bring changes to mental health institutions to help them offer services adapted to the needs and realities of African-Canadians. The African-Canadian population, which includes immigrants and refugees from the African continent, is experiencing significant challenges in fully participating in the economic, social, cultural, and political life of Canada. The *Centre for Addiction and Mental Health* implemented this project in collaboration with the *Transcultural Clinic at the Jean Talon Hospital* in Montreal. The Multiculturalism Program and **Health Canada** jointly funded this project.

The project included consultations with the African-Canadian community and experts to better understand the inadequacy of current mental health services. These services did not take into consideration the impact of colonization or experiences with war and racism on this group's difficulties in integrating into Canadian society. The project aimed to generate a new treatment approach for institutions in order to better address the needs of African-Canadians.

The project also made information available to increase understanding of the needs and realities of African-Canadians related to mental health maintenance and treatment.

Priority Area III

HELPING FEDERAL INSTITUTIONS TO INTEGRATE DIVERSITY CONSIDERATION INTO POLICIES, PROGRAMS AND SERVICES

Federal public institutions also must keep pace with Canada's changing population if they are to adequately serve all Canadian people. In the past year, the Multiculturalism Program encouraged federal institutions to become more representative of Canada's diversity and to provide services and programs that value and respect cultural differences among Canadians. The following represents ways in which the Multiculturalism Program helped address this area in 2005–2006.

The Application of Web-4-All in Overcoming Linguistic and Cultural Barriers (*African Canadian Disability Community Association and the University of Manitoba's Faculty of Education*)

Some members of our society face multiple barriers in accessing public services: for example, a disabled member of an ethno-cultural/racial community might face dual barriers. To address this issue, the *African Canadian Disability Community Association*, in collaboration with the *University of Manitoba's Faculty of Education*, undertook the Web-4-All project. The Multiculturalism Program and **Industry Canada** jointly funded the project.

The project goal was to ensure that Community Access Program (CAP) sites could be fully used by disabled members from ethno-cultural/racial communities. CAP is a Government of Canada initiative administered by **Industry Canada** that aims to provide Canadians with affordable public access to the Internet and with the skills to use it effectively. CAP sites provide information on employment, learning, community integration, and other social and economic opportunities. The Web-4-All project provided training and adapted technology to improve the accessibility and cultural competencies of CAP sites across the country. Diversity training was developed and will be made available to developers of CAP sites interested in exploring strategies to better serve disabled members of ethno-cultural/racial communities.

In considering both disability and multiculturalism, this project contributed to addressing the multiple barriers experienced by a particularly vulnerable segment of the Canadian population. As a result of this project, disabled members of ethno-cultural/racial communities now have increased access to information and support that can facilitate their full participation in Canadian society. Those who use the CAP sites will be able to demonstrate increased autonomy and ability to find employment, develop networks, and participate more actively in the public arena.

Cross-Cultural Roundtable on Security

The *Cross-Cultural Roundtable on Security* is one element of Canada's National Security Policy. It was created to engage Canada's diverse ethno-cultural/racial communities in a long-term dialogue with the Government of Canada. The Roundtable addresses matters related to national security as they impact upon a diverse society.

The Multiculturalism Program continues to participate in setting direction for the Roundtable and to support its outreach activities by providing knowledge and experience in engaging diverse communities.

Multiculturalism Champions Network

Although Canada's Multiculturalism Policy has a solid legislated base, its principles and practices have not always been fully embraced or implemented in all federal institutions. To advance the principles of multiculturalism in federal policies, programs, and service delivery, the Multiculturalism Program launched the *Multiculturalism Champions Network* in the summer of 2005. The goal is to fully implement multiculturalism across the government through the appointment of Multiculturalism Champions. There are currently almost 100 Champions in the over 130 federal institutions which have obligations under the *Canadian Multiculturalism Act*.

New Years Celebrations Under Different Calendars

Although this Annual Report covers activities from the 2005–2006 fiscal year, the following relates to 2007.

1 January 2007	The first day of the year in the Gregorian Calendar, a solar calendar used since 1582 by Western Christian Churches as a reformed version of the Julian calendar. The Gregorian calendar is common worldwide.
14 January 2007	The first day of the year for those who use the Julian Calendar, a solar calendar first used in Rome in 44 SC. The Julian Calendar is used by the Eastern Orthodox Churches.
20 January 2007	The First of Muharram, the Islamic New Year. It changes each year because it is based on a lunar calendar, which has approximately 354 days.
18 February 2007	Chinese, Vietnamese, and Korean New Year. The date of this New Year's celebration is most often the second new moon after the first day of winter. 2007 is the year of the Pig.
14 March 2007	New Year's Day under the Nanakshahi Calendar, a solar calendar. For Sikhs this calendar officially replaced the Bikarami Calendar in 2003.
19 March 2007	Bikarami Samvat begins, New Year's Day for those who use the Bikarami Calendar. Hindus traditionally used the Bikarami Calendar, which follows a lunar cycle with periodic adjustments that bring it into harmony with solar years.
21 March 2007	Naw Ruz is the first day of the year in the Fasli Calendar, and is celebrated on the first day of spring. In some cases, the day that it is celebrated on is the moment of the Vernal Equinox, which can be the 20th, the 21st, or the 22nd.
14 April 2007	New Year's Day in the Saka calendar, which includes both religious and cultural celebrations for the Sinhalese, Indians, Burmese, Kampuchians, Laotians, and Thais.
13–14 September 2007	Rosh Hashanah, the Jewish New Year, begins at sundown on the first day. The Jewish calendar is lunar, and is composed of 12 or 13 months with periodic adjustments to bring it into harmony with the solar year.

(Source: "Multifaith Calendar 2007: Expressions of Hope", The Multifaith Action Society of BC, 2006.)

Multiculturalism Champions carry out a leadership role as workplace "agents of change" by building awareness and understanding of the importance of multiculturalism and the *Canadian Multiculturalism Act*, and by highlighting its relevance in the development and implementation of policies, programs, and practices across their institution.

The appointment of Multiculturalism Champions has resulted in more complete and relevant submissions from federal institutions for the *Annual Report on the Operation of the Canadian Multiculturalism Act*, in addition to a higher level of engagement in multiculturalism related issues.

Priority Area IV

ENCOURAGING COMMUNITIES AND THE BROAD PUBLIC TO ENGAGE IN INFORMED DIALOGUE AND SUSTAINED ACTION TO COMBAT RACISM

Although the Canadian multiculturalism model is commonly applauded by nations around the world, it is not without fault. Despite strong national and international legislation supporting multiculturalism in Canada, racism and racial discrimination occur throughout the country in schools, businesses, workplaces, public institutions, and the general community. The Multiculturalism Program funds community projects and public information/education activities to reduce racism in Canada. The following represent some of the many ways in which the Program addressed this area in 2005–2006.

Tolerance.ca (*Quebec*)

As the Canadian population changes and becomes increasingly diversified, Canadians will need to have access to current information about their changing society. *Tolerance.ca* is a Quebec webzine operated by a group of professionals interested in the concept of tolerance in modern society. The site aims to promote awareness of the major democratic principles on which tolerance is based, and offers a range of content—news stories, resource documents, discussion papers—to encourage reflection and response on the issues of tolerance and diversity, particularly from students and teachers.

Over the past three years, *Tolerance.ca* produced a series of documents on the diversity of values and religious beliefs in colleges and universities in Quebec and Canada. In co-operation with ecumenical experts, journalists specializing in education wrote five articles that were made available online to students and teachers. The group also organized two public discussions on religious values and related issues, which were attended by 120 people and received broad media coverage, particularly from Radio-Canada.

Hits on this site indicate the broad use of its content by students and teachers in Quebec, Canada, and abroad. Most educational search engines, religious organizations, and those interested in ecumenical dialogue index the website (www.Tolerance.ca). As a result of this project, college and university teachers have access to documentation reflective of Quebec's current demographic reality. The project assists teachers and students in addressing issues of demographic and religious diversity within Canadian and Quebec society, and gives students and the public access to a website that provides reference to ethno-cultural/racial and religious diversity.

Uniting for Change (*New Brunswick Multicultural Council*)

Ethno-cultural/racial youth need to be engaged in addressing the many issues related to our ever-changing society and their role in it. As a response, the *New Brunswick Multicultural Council* organized a major symposium in Fredericton in February 2006 called “Uniting for Change Multicultural Youth Conference.” More than 120 immigrant and visible minority youth from across the province attended this symposium. The conference provided youth with creative problem-solving skills and proactive life skills for dealing with life challenges; opportunities to explore barriers to employment; practical information on employment strategies; and advice on how to navigate the post-secondary education system. Participants received guidance on how to handle the challenges of balancing the traditional expectations of their parents while making their way in a modern Canadian society, and practical ways to counter media stereotyping and subtle racism.



Recommendations from the conference, which the *New Brunswick Multicultural Council* is currently addressing, include the organization of three forums for multicultural youth, the creation of an E-Communication Network, the development and implementation of a Mentorship Program, and the establishment of a New Brunswick Multicultural Youth Committee.

Community Approaches to Combating Racism (*John Humphrey Centre for Peace and Human Rights, Edmonton, AB*)

Discrimination in the workplace is a local, national and international issue. Workplace racism can become a barrier to the full economic and social integration of new immigrants. In Alberta, racism has become more critical with increasing numbers of immigrants arriving to fill labour shortages.

In response, the *John Humphrey Centre for Peace and Human Rights* led a community-based initiative to bring together key stakeholders from diverse backgrounds to discuss the issue of racism in the workplace. Business associations, labour and community groups, service providers, and the municipal and provincial governments developed a multi-pronged approach to deal with racism in the workplace. The strategy includes cultural competency education, policy guidelines, and opportunities for dialogue between employers and employees.

The project identified tools for employers and strategies for affecting change. As a result of the initiative, employers became more open to discussion and collaboration as their understanding of racism issues broadened, and were willing to explore innovative and sustainable ways to foster inclusion and ensure full and equal access to social, cultural, and economic opportunities in the workplace. Potentially, this project can serve as a model for communities across Alberta in addressing issues related to workplace racism.

Équitas (*Montreal, QC*)

Intercultural understanding becomes particularly important in the major urban centres where population diversity is at its greatest. Through an initiative launched three years ago, *Équitas* has worked closely with the City of Montreal in a groundbreaking project to train city staff in human rights education. These partners developed activity-oriented materials and human rights education resources for city staff assigned to day camps in the 19 Montreal boroughs.

This project is the final stage of this initiative, providing continuity with commitments by the City of Montreal to promote harmonious intercultural relations and to adapt its policies, programs, and services to the realities and requirements of a cosmopolitan population.

Based on the success of this project, *Équitas* set up a program to work with municipal authorities across Canada to implement sustainable strategies to promote inclusiveness, human rights, non-discrimination, multiculturalism, and peaceful dispute resolution. As a direct result of this initiative, elementary and secondary school students on the Island of Montreal are more aware of the issues of ethno-cultural/racial diversity in Quebec society and more respectful of the differences between individuals and their value to the community. Furthermore, City of Montreal staff who manage activities for young people are trained to recognize ethno-cultural/racial diversity while developing their programs and services and training their front-line personnel.

A Sense of Belonging (*United Nations Association in Canada*)

Borders—whether they are municipal, provincial, or national—do not limit racism. In Canada, incidents of racism occur coast to coast to coast. The goal of this *United Nations Association in Canada (UNA-Canada)* project was to promote diversity and combat racism in communities across the country. The project helped implement community action plans within nine communities (Yellowknife, Kamloops, Calgary, Saskatoon, Winnipeg, Kingston, Montreal, Sackville/Moncton, and St. John's). These communities were selected because they had participated in an earlier anti-racism project carried out by *UNA-Canada* and thus provided an opportunity to build upon a previously established network. They were originally targeted for participation because they are smaller urban centres that do not enjoy the same resources or initiatives available in larger urban centres like Toronto and Montreal.

Among other activities, the project established a steering committee in each community, organized a champions training meeting to introduce the project, shared information and best practices, held yearly regional planning meetings with local partners, and created public education materials.

Community meetings took place in the nine targeted communities, and youth collectively addressed the challenges they face. They moved towards positive change by recognizing and celebrating the importance of promoting diversity, combating racism, and becoming active citizens in their community.

As a result of this project, the communities involved will play an active role in promoting an inclusive society where diversity is understood, valued, and respected.

Here and Now: A Forum Theatre Project (*Headlines Theatre, Vancouver/Surrey, BC*)

It is critical to engage youth, particularly those who are racialized or alienated, in order to prevent exclusion and radicalization. The public and media are paying increased attention to youth crime and violence in British Columbia. To address these issues, *Headlines Theatre* engaged with the Indo-Canadian community to create a main stage project that would reach beyond the news headlines. This project brought together an innovative theatre company and community leaders who work on the front lines dealing with victims of violence.

Days of Worship

Sunday is traditionally the first day of the Judeo-Christian seven-day week, and is the day when most Christians attend church.

Friday is the day of public worship in Mosques for those of the Muslim faith.

The weekly day of rest in Judaism is Shabbat, which is observed from before sundown on Friday until after nightfall on Saturday.

In Buddhism, doctrine does not determine a specific day of the week for worship at the temple.

Many Hindus conduct daily devotions, and do not have a specific day of the week for worship at the temple. On various days of religious celebration Hindus, like Buddhists, often attend temple.



In partnership with the *South Asian Family Association* and other members of the Indo-Canadian community, *Headlines Theatre* brought the community together using a unique theatrical process to encourage collective problem solving and explore communal strategies to address youth violence and other negative social behaviours.

By participating in this interactive theatre project, the communities affected by youth violence articulated their needs and developed strategies to foster cross-cultural understanding. “Here and Now” encouraged broad public participation and informed dialogue on the issues surrounding youth violence, including the impact of negative stereotypes. The performances reached wide audiences in the Vancouver area by engaging online viewers and by being broadcast on Shaw Cable Television.

As a result of this project, a Community Action Plan was developed based on the dialogue and participant interventions at the performances in Vancouver and Surrey. These recommendations were widely distributed so that Vancouver Lower Mainland social service agencies could act on the findings.

Building Collaborative Partnerships (*College of New Caledonia, Vanderhoof, BC*)

Racism is not limited to ethno-cultural/racial or ethno-racial communities; First Nation communities also experience racism. This project supported a community development process to overcome the historically deep racial divisions between the northern B.C. community of Vanderhoof and the neighbouring Saik’uz First Nation. By bringing together the two groups to build consensus on local economic and social development activities that benefit both communities, the project not only strengthened local relationships but also helped to develop best practices for collaborative partnerships between First Nations and non-First Nation partners.

As a result of the project, there is now a co-operation and collaboration framework between Vanderhoof and Saik’uz that has led to improved relations between the communities.

The Muslim Association of Newfoundland and Labrador (*Newfoundland and Labrador*)

Since the events of September 11, 2001, Islamophobia has been on the rise in Canada and around the world. To address this ongoing issue, the Multiculturalism Program supported the initiatives of the *Muslim Association of Newfoundland and Labrador* to host cross-cultural and interfaith events and to advance public knowledge about Islamic practices.

The *Muslim Association* hosted public lectures on terrorism, Shar’ia law, and common misconceptions of Islam. Several hundred people attended each event. The media covered each lecture with extensive interviews that further extended the reach of the dialogue to the general public. The Association also hosted educational tours for teachers and students at the mosque in St. John’s.

With the support of the Multiculturalism Program, the *Muslim Association* has provided community leadership in bringing different faith communities together. The *Association* also addressed the media on contemporary issues of participation and integration, and on the contribution of Muslims to Newfoundland’s cultural diversity.

The Outreach and Promotion component of the Multiculturalism Program works to raise awareness and understanding and inform public dialogue about multiculturalism. In collaboration with community groups and public and private partners in the educational sector, Outreach and Promotion produces and distributes educational materials, and organizes events and activities geared toward combating racism and strengthening cross-cultural understanding. It reaches out to youth through activities like the **March 21 Racism. Stop It! National Video Campaign** and the **Mathieu Da Costa Challenge**. It reaches out to the general public through culturally diverse initiatives such as **Black History Month** and **Asian Heritage Month**.

In 2005–2006, the Multiculturalism Program planned and implemented 13 major national initiatives targeting ethno-cultural/racial communities and, specifically, young Canadians aged 9 to 18. In total, the Outreach and Promotion component of the Program reached out to more than 45,000 Canadians of all ages.



Asian Heritage Month 2005 increased public awareness, understanding, and informed dialogue about the heritage of Asian-Canadians. The following represent activities held during May 2005.

- In association with Exchanges Canada, an Asian Heritage Month educational workshop was held with 130 youth participants from the Encounters with Canada Program.
- In collaboration with the **National Film Board of Canada (NFB)**, the Minister responsible for Multiculturalism hosted a screening of *Film Club* for 350 youth participants from schools in the National Capital Region. Post-screening discussions were held with the director of the film, Cyrus Sundar Singh. *Film Club* portrays the “immigrant experience” of adaptation and integration into a “foreign” society.
- The Minister responsible for Multiculturalism hosted a special screening of *Cosmic Current*, a Gemini award-winning film, at Science World in Vancouver. Close to 400 guests and members of the general public and the ethno-cultural/racial communities attended the event. A post-screening discussion with the filmmaker, Anand Ramayya, explored the film’s story about the spiritual pilgrimage of an Indo-Canadian family from Saskatchewan to Tirupati, India.
- The Multiculturalism Program maintained a national calendar of events on its website (www.pch.gc.ca/multi).



Black History Month 2006: Commemorating 400 Years of Black Presence in Canada. February 2006 celebrated the achievements of African Canadians and their contributions to building Canada since the arrival of Mathieu Da Costa (who is

thought to be the first recorded Black person to set foot in Canada). In collaboration with the regional offices of the **Department of Canadian Heritage**, federal institutions, and ethno-cultural/racial organizations, the Multiculturalism Program developed several initiatives to commemorate this special anniversary.

- **Black History Month** and the 2006 Tour of the **Black Ink/Encre Noire** exhibit were launched at the **Library and Archives Canada (LAC)** in Ottawa. Approximately 400 people participated in the launch event and another 500 viewed the exhibit at **LAC**. **Black Ink/Encre Noire** is a travelling display that showcases the wealth and variety of Black literature in Canada and the strong connections and evolution of

Black communities originally from Africa and the Caribbean. After opening in Ottawa, **Black Ink/Encre Noire** traveled to Halifax, Winnipeg, Edmonton, and Montreal. Approximately 12,000 people saw the display across Canada. At each location, writers read from their works in the presence of dignitaries, students, and the media.

- The Multiculturalism Program, in partnership with the **National Film Board, Library and Archives Canada**, and schools of the Ottawa-Gatineau area, hosted two film screenings of *Journey to Justice* and *École sans Frontières* for secondary school students. The Baobab Youth Performers, an Ottawa-based African drum and dance ensemble of culturally diverse youth aged 12 to 18, performed at the screening and a spokesperson for Black History Ottawa acted as facilitator. More than 600 youth attended the screenings over a two-day period.
- The Multiculturalism Program collaborated with the **National Capital Commission** and **Parks Canada** to unveil a series of interpretation panels to commemorate *400 Years of Black Presence in Canada* and the *10th anniversary of the Mathieu Da Costa Challenge*. The panels were on display during Winterlude.
- The **10th Annual Mathieu Da Costa Challenge: The National Writing and Artwork Contest** provided the opportunity for youth to discover and celebrate the contributions made by Canadians of African ancestry and other ethno-cultural/racial backgrounds. In 2005–2006, the Multiculturalism Program reached out beyond libraries, schools, and school boards to engage youth groups and multicultural and mainstream organizations to promote the *Mathieu Da Costa Challenge* to youth. A new resourceful and interactive website and creative partnerships were also developed. These efforts resulted in a record 1,112 entries from youth across Canada. By participating in the *Mathieu Da Costa Challenge*, youth make a conscious decision to join the fight against racism and discrimination by educating people about the important contributions of racial and ethnic minorities to Canadian society.



The 10th Annual March 21 Racism. Stop It! National Video Competition encouraged youth aged 12 to 18 to create a video expressing their thoughts on eliminating racism and racial discrimination. In 2005–2006, 1,084 youth participated in the National Video Competition resulting in a record 313 video entries from across Canada. Twenty anti-racism workshops were held in partnership with the **NFB** and the Students Commission of Canada to promote participation in the nation-wide contest. The Minister of Canadian Heritage honoured the ten

winning teams at an awards ceremony on March 21, 2006. The ten winning videos were edited into public service announcements that were broadcast on the **Canadian Broadcasting Corporation, Société Radio-Canada**, and the CanWest Global Communications Corporation.

A Canada for All, Canada's Action Plan Against Racism

Canada's Action Plan Against Racism



A Canada for all

A Canada for All, Canada's Action Plan Against Racism (Action Plan) was released on March 21, 2005, as a part of the Government of Canada's continuing efforts to remove barriers to opportunities for all Canadians. The *Action Plan* combines in one framework, the many practical applications of federal government

programs and major initiatives to combat racism and promote inclusion, and introduces new measures in key areas identified through consultation and research. It includes anti-racism initiatives and strategies underway in at least 20 federal departments and organizations (see sidebar on next page). It also includes \$53 million in additional funding for new initiatives that address gaps in a number of areas: law enforcement, workplace discrimination, youth integration, institutional change within public institutions to remove systemic barriers, and race-based issues in the justice system. The **Department of Canadian Heritage, Citizenship and Immigration Canada, Human Resources and Social Development Canada – Labour Program, and Department of Justice**, will implement these new initiatives (see descriptions and updates below).

The Multiculturalism and Human Rights Branch within the **Department of Canadian Heritage** has the responsibility to coordinate among the departments in order to facilitate reporting, accountability, performance measurement and information sharing. To meet reporting and stakeholder consultation commitments, the Multiculturalism Program solicited input from departments and consulted with stakeholders on progress achieved under the *Action Plan*. Two initial engagement sessions were held in 2005–2006 with stakeholders in Toronto and Vancouver. Since it was the first year of development and implementation of the initiatives, and because it takes time for initiatives to report results, these

initial sessions aimed to create awareness of the *Action Plan*, especially its new initiatives, and look at the challenges to measuring performance.

Organizations with New Initiatives

Citizenship and Immigration Canada

- Welcoming Communities Strategy

Department of Canadian Heritage

- Inclusive Institutions Initiative
- Law Enforcement and Aboriginal Diversity Network
- Nationally Standardized Data Collection on Hate-Motivated Crimes Initiative

Department of Justice

- Race-Based Issues in the Justice System
- Interventions for Victims and Perpetrators of Hate Crime
- Countering Internet-Based Hate Crime

Human Resources and Social Development Canada

- Racism-Free Workplace Strategy

Reporting on New Initiatives: Department of Canadian Heritage

The *Inclusive Institutions Initiative* was launched in November 2005. The *Initiative* will receive \$1.9 million per year over five years to develop innovative strategies to involve ethno-cultural/racial communities in informing the policies, programs, and practices of federal institutions so that they are more sensitive and responsive to the needs of these communities. Under this initiative, ethno-cultural/racial groups may apply directly to the existing funding programs of various federal institutions, which in turn may submit proposals to the *Inclusive Institutions Initiative* to provide matching funds for such community projects.

A National Coordinators Committee representing 14 key federal departments and agencies reviews the project proposals, makes funding recommendations, and shares information with their home institutions and communities. A working group of **Department of Canadian Heritage** staff in regional offices will conduct communications and outreach activities with local ethno-cultural/racial groups and promote the *Inclusive Institutions Initiative* at the regional and community levels.

Supported by the Multiculturalism Program, the Canadian Association of Chiefs of Police is implementing the *Law Enforcement and Aboriginal*

Diversity Network (LEAD) to help law enforcement officers develop better working relationships with the ethno-cultural/racial and Aboriginal communities they serve. *LEAD* offers training and information on delivering bias-free policing services, and helps law enforcement institutions become more diverse through recruitment and retention. *LEAD* is the first national Canadian initiative to address policing in a multicultural society.

LEAD was officially launched in March 2005. To date, approximately 200 law enforcement organizations and 600 individual members have joined. *LEAD*'s work led to strategic alignments and partnerships with organizations and individuals such as the Police Sector Council, the Assembly of First Nations, the Aboriginal Policing Directorate, **Public Safety and Emergency Preparedness Canada**, and the police chiefs of major municipal forces.

Other activities in 2005–2006 included training committee members, completing research papers, and collecting national and international best practices. In February 2006, *LEAD* began on-line consultations on how to improve the relationship between the police and ethno-cultural/racial and Aboriginal communities. The study of racial profiling within the police service in Kingston raised awareness of the problem nationally; *LEAD* actively engaged on this issue during the year, commissioning a study on data collection and racial profiling. The network also worked on the 2006 conference “Building Trust.”

The Multiculturalism Program, together with the **Canadian Centre for Justice Statistics (CCJS)**, will allocate up to \$3.5 million over five years for a *Nationally Standardized Data Collection on Hate-Motivated Crimes Initiative (DCHCI)*. Information on hate crimes was previously collected through self-reported victimization surveys. Consultations revealed the need for a nationally standardized method to collect police-reported hate crime statistics to help fill numerous data gaps. To enhance data collection, the *DCHCI* promotes national standards; provides training to police services on data collection methods; improves the understanding of hate-motivated crime and the response of the justice system; and enables better monitoring of the impact of societal and legislative changes on this type of crime.

In 2005–2006, 19 police services were trained and one regional workshop was held. While new variables of hate-motivated crime were introduced in January 2005, individual police services will only be able to comply with the new specifications as their resources, funding, and priorities allow. It will likely take a number of years before all police services are fully compliant. Data is currently being collected from several police services across Canada, and must undergo rigorous verification before release. The **CCJS** expects to make first full-year data available from London and Ottawa in 2007.

Organizations with Ongoing Initiatives

- Canada Council for the Arts
- Canadian Human Rights Commission
- Canadian Race Relations Foundation
- Citizenship and Immigration Canada
- Canadian Radio-television and Telecommunications Commission
- Department of Canadian Heritage
- Department of Justice
- Department of National Defence and the Canadian Forces
- Health Canada
- Human Resources and Social Development Canada
- Indian and Northern Affairs Canada
- Indian Residential Schools Resolution Canada
- National Film Board of Canada
- Public Safety and Emergency Preparedness Canada
- Royal Canadian Mounted Police
- Social Sciences and Humanities Research Council of Canada
- Statistics Canada
- Status of Women
- Public Service Human Resources Management Agency of Canada
- Telefilm Canada



Citizenship and Immigration Canada

The *Welcoming Communities Strategy (WCS)* includes an expansion of the Host Program to enhance connections between youth, families and businesses to create better cross-cultural understanding and reduce racial stereotyping. It also broadens the Settlement Workers in Schools Initiative in order to reduce racism, discrimination, and ethnic conflict in the school system by improving connections between parents, students, schools, and communities. Finally, the *WCS* includes an outreach strategy with Canadians and new immigrants to address broader issues of racism and discrimination as a part of immigrant integration and shared citizenship.

During the reporting year 2005–2006, national funding guidelines were prepared and two studies were undertaken to set the groundwork for activities to take place in 2006–2007. The first study included an inventory of existing business mentoring activities in Canada and information on the various delivery models. The second research project prepared an inventory of tools that service-provider organizations use to deliver school-based settlement services, in order to better support settlement workers.

Human Resources and Social Development Canada (HRSDC)

The Labour Program at **HRSDC** introduced the *Racism-Free Workplace Strategy (RFWS)* to further support the inclusion and equal access to employment and advancement goals of the *Employment Equity Act*. The RFWS aims to address employment-related discriminatory barriers and increase the representation and upward mobility of Aboriginal Peoples and visible minorities by promoting workplace integration and educating about the benefits of fair and inclusive workplaces; building a network between community resources and employers; and helping employers with recruitment, retention, and more efficient dispute resolution.

A summary report on the 35 engagement sessions held in 2004–2005 was posted on the RFWS website in 2005. The major conclusion of the report was that racism is an obstacle to the labour market integration of racial minorities.

In 2005–2006, **HRSDC** continued consultations and research activities in developing the program design. Researchers involved through the Metropolis Project helped to identify key priorities through research and engagement sessions across the country. Employers and other stakeholders emphasized the need for workplace tools to augment legislative frameworks and promotional activities. On behalf of the RFWS, the **National Film Board (NFB)** began production on a series of short training and educational films that will be available on the **NFB** website. Program delivery will start in 2006–2007 with regional implementation and activities to build capacity.

Department of Justice

This Department's efforts are concentrated on initiatives that are relevant to sustaining the principle of equality before the law. Work is being undertaken to advance the **Department of Justice's** understanding in the following areas:

- *Race-Based Issues in the Justice System*, by conducting research and consultations to assess the problem of over-representation of certain groups in the justice system; developing and testing policies and programs that encourage the removal of inappropriate race-based factors from the justice system decision points; and training justice professionals to recognize bias and promote impartial justice;
- *Interventions for Victims and Perpetrators of Hate Crimes*, by exploring initiatives that respond to the special needs of victims of hate crimes and interventions that reduce recidivism in those who commit such crimes; and
- *Countering Internet-Based Hate Crime*, by investigating the problem of the borderless communication of hate through the Internet.

During 2005–2006, the **Department of Justice** began extensive preparatory work related to these initiatives. In 2006–2007, the Department will explore options to address concerns about racial profiling; what interventions are effective for victims and perpetrators of hate crimes; and the role the Department may have in combating Internet hate crime.

The new initiatives described above were at different stages of development and implementation as the *Action Plan* was launched in March 2005. Some initiatives, for instance at the Labour Program in **Human Resources and Social Development Canada**, and at the Multiculturalism Program received one-year funding in 2004 to conduct research and hold consultations to develop their program activities and priorities. Others, such as the **Department of Justice**, were at the initial planning stage of their initiatives. In 2005–2006, much of the work in the Action Plan Unit at the **Department of Canadian Heritage** centered around coordinating among our partners in developing the required documents to secure funding authorities from the **Treasury Board**. Some work was also undertaken to raise awareness of the *Action Plan* at domestic and international conferences and meetings, such as Metropolis, the Canadian Race Relations Foundation, the OSCE and others, as well as beginning to engage a number of stakeholders in a dialogue on performance measurement issues.

The Multiculturalism Program will continue to raise awareness and engage a wider network of stakeholders in discussions on various aspects of the plan: measuring progress, success indicators, and directions for the future. The **Department of Canadian Heritage** will develop reporting protocols with federal institutions to be used in the collection of baseline information and performance monitoring on the new initiatives. Knowledge, awareness and momentum has built up over the 2005–2006 reporting period, and in 2006–2007 an increasingly significant level of activity will be shown in implementing the new measures contained in the *Action Plan*.

WAY FORWARD FOR THE MULTICULTURALISM PROGRAM

In 2006–2007, the Multiculturalism Program will continue to implement the Government's approach to the recognition of ethno-cultural/racial historical experiences related to wartime measures and immigration restrictions. It will also address challenges and emerging issues related to ethno-cultural/racial communities and visible minority groups such as socio-economic gaps, economic integration, racism and discrimination, youth-at-risk, community safety, regionalization, security, and full participation in civic life. The Multiculturalism Program will improve interventions to address the marginalization of ethno-cultural/racial youth and the full participation of vulnerable ethno-cultural/racial communities. The Program will also promote institutional change in other federal departments as well as in key areas such as policing, justice, and security.

PLURALISM IS THE PRINCIPLE THAT BINDS OUR DIVERSE PEOPLES TOGETHER. IT IS ESSENTIAL TO OUR CIVIL SOCIETY AND ECONOMIC STRENGTH. IT EVOLVED OUT OF OUR FOUNDATIONAL VALUES: FREEDOM, DEMOCRACY, HUMAN RIGHTS AND THE RULE OF LAW.

– Prime Minister Stephen Harper,
25 October 2006

IMPLEMENTATION OF THE *CANADIAN* *MULTICULTURALISM ACT* ACROSS THE GOVERNMENT OF CANADA

part
two



**Canada Day Poster Challenge 2006—Ontario Finalist:
Age Category 9–11 years**

Wynn Yau
Age: 11 years
Toronto, Ontario

IMPLEMENTATION OF THE *CANADIAN MULTICULTURALISM ACT* ACROSS THE GOVERNMENT OF CANADA

part two

Overview

The Government of Canada is taking a leadership role in embracing and enhancing multiculturalism in Canada. One way it does this is through the *Canadian Multiculturalism Act*, which holds all federal institutions accountable for ensuring that they “carry on their activities in a manner that is sensitive and responsive to the multicultural reality of Canada.” From hiring and promoting employees of all backgrounds to serving a diverse public, institutions must take multiculturalism into account in all their activities and report on these initiatives annually. This chapter highlights the progress of federal institutions in 2005–2006.

Survey of Federal Institutions

The Multiculturalism Branch asked federal institutions to complete a report on their activities related to the *Canadian Multiculturalism Act* during 2005–2006, in order to measure the current state and ongoing progress of the institutions’ efforts to implement the *Act*. These reports included a survey component, and the data presented here are the results of that survey.

A total of 98 of 136 institutions responded to the survey for a response rate of 72 percent. As 10 of the surveys received were incomplete, the data discussed in this section are based on 88 surveys received from federal institutions.

It should be noted that the survey findings do not fully represent the diversity indicators in federal public service institutions. The Public Service Human Resources Management Agency of Canada (PSHRMAC) conducts a more detailed survey of the federal public service workforce, and provides annual reports on employment equity and bilingualism in the federal government. Information is available on the PSHRMAC website at http://www.hrma-agrh.gc.ca/ee/ar-ra/ar-ra_e.asp.

CANADA BENEFITS FROM THE EXCEPTIONAL, AND GROWING, DIVERSITY OF ITS POPULATION. THIS DIVERSITY IS A POWERFUL FACTOR IN OUR COUNTRY’S ECONOMIC PRODUCTIVITY ...

OUR GOVERNMENT ALSO RECOGNIZES THE IMPORTANCE OF ALLOWING EVERY CANADIAN THE OPPORTUNITY TO FULLY PARTICIPATE IN THE LIFE OF OUR COUNTRY. WE HAVE AND WILL CONTINUE TO TAKE CONCRETE STEPS TO ENSURE THAT THIS HAPPENS.

...CANADA’S NEW GOVERNMENT IS WORKING IN COLLABORATION WITH PROVINCES AND TERRITORIES TO SUPPORT CULTURAL COMMUNITIES ACROSS THE COUNTRY. WE ARE COMMITTED TO THE FULL PARTICIPATION OF ALL CANADIANS IN THEIR ECONOMIC, CULTURAL, AND SOCIAL LIFE...

– The Honourable Beverley J. Oda,
Minister of Canadian Heritage
and Status of Women

Highlights

Significant progress can be seen in 2005–2006 in the increased number of designated Multiculturalism Champions, activities to support Canada's ethno-cultural diversity, and multiculturalism-related training sessions for federal employees. There was also a notable increase in the number of federal institutions that consulted with ethno-cultural groups to include their viewpoints in key policies, programs, and services.

- The 88 institutions that submitted a complete report to the Multiculturalism Branch had a combined workforce of 337,978, of whom 30,330 employees (8.9 percent) were members of visible minority groups.
- In their efforts to implement the *Canadian Multiculturalism Act*, a majority of institutions (52.3 percent) are guided by a vision based on the *Act*. A common component of their vision is to encourage respect for diversity in the workplace and in the community.
- Eighty percent of institutions reported having a designated Multiculturalism Champion; in about 43 percent of cases this same person is also the champion for employment equity.
- Sixty-four percent of institutions offered training sessions on multiculturalism/diversity issues for their employees.
- About 57 percent of institutions consulted with ethno-cultural groups on various issues.
- In 39 percent of institutions, the representation of visible minorities was equal to or superior to the workforce availability of this group (which is 10.4 percent).

Diversity Among Public Service Employees

A majority of institutions (53.4 percent) reported a workforce of fewer than 500 employees. About 38 percent of institutions also reported a workforce of 1000 or more employees, and only about 9 percent had between 500 to 999 employees (Table 1).

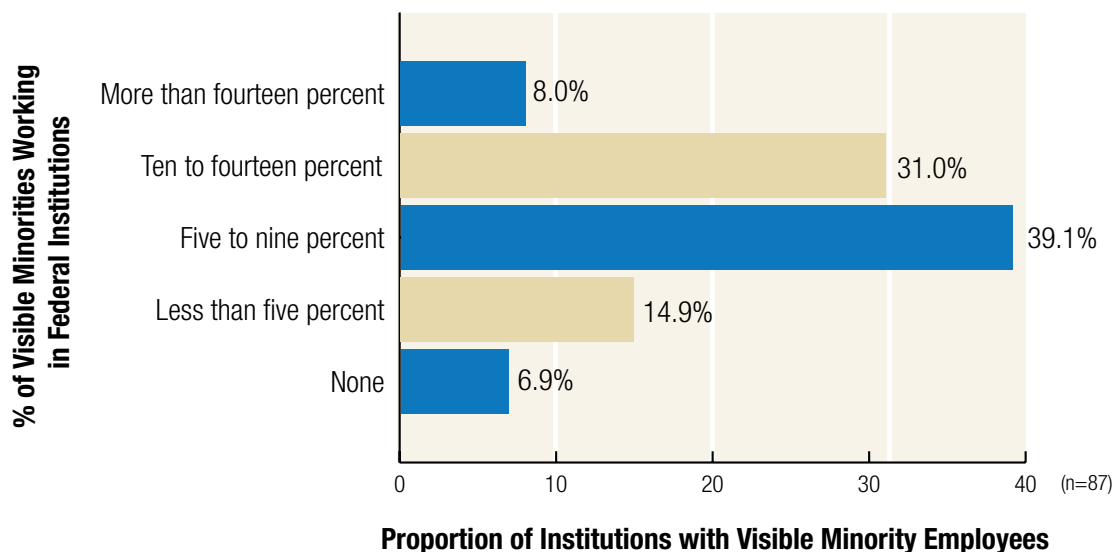
Table 1. Workforce in Federal Institutions, October 2006

Workforce	Number of Institutions	Proportion (%)
Fewer than 500 employees	47	53.4
500–999 employees	8	9.1
1000 or more employees	33	37.5
Total	88	100

(n=88)

The representation of visible minorities within their workforce ranged from 5 to 9 percent for 39 percent of reporting institutions, and from 10 to 14 percent for 31 percent of institutions. Only 8 percent of institutions had a representation of visible minorities greater than 14 percent. In about 15 percent of these institutions, the representation of visible minorities was less than 5 percent, and in about 7 percent of the institutions there was no visible minority representation. The workforce availability of visible minorities is 10.4 percent (Figure 1).

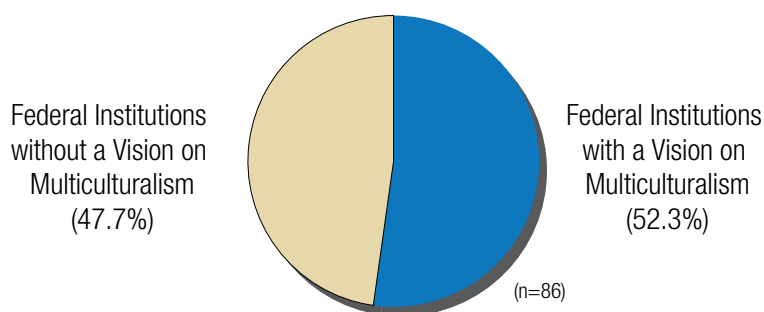
**Figure 1. Representation of Visible Minorities in Federal Institutions
(Workforce availability is 10.4%)**



Vision Statements Related to Multiculturalism

A slight majority of respondents (52 percent) indicated that their institutions had a vision statement relating to multiculturalism, while about 48 percent did not report having such a statement in their efforts to address issues related to the *Canadian Multiculturalism Act* (Figure 2).

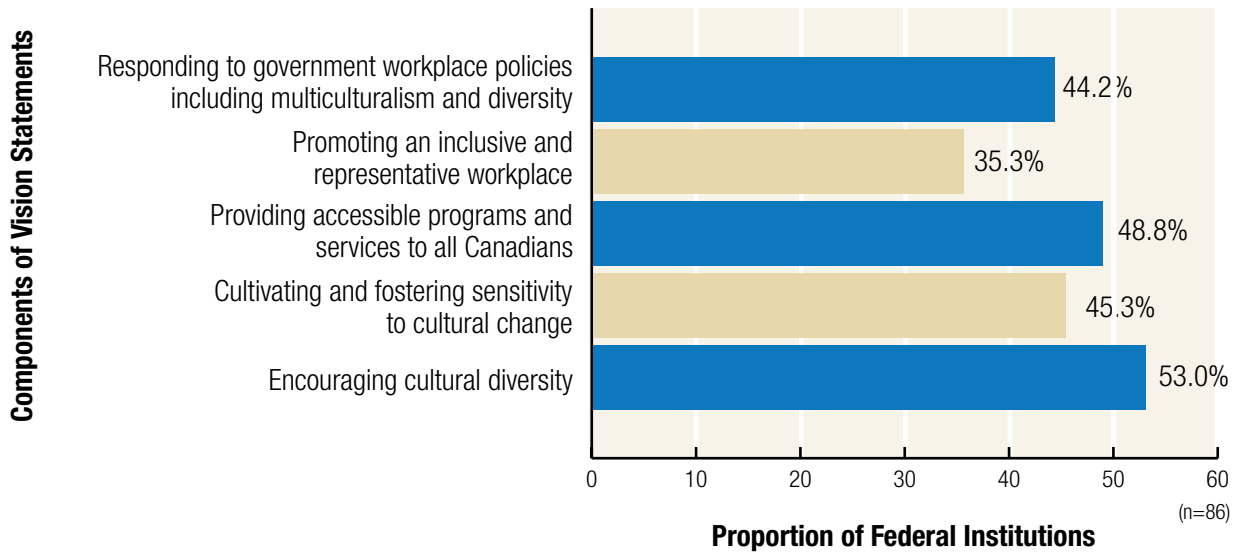
Figure 2. Institutions with a Vision Statement Related to Multiculturalism



In describing their vision for multiculturalism, several departments identified the following key themes (Figure 3):

- Responding to government workplace policies, including multiculturalism and diversity
- Providing equal access to employment opportunities and advancement
- Enforcing the *Employment Equity Act*
- Promoting an inclusive and representative workplace
- Providing accessible programs and services to all Canadians
- Cultivating and fostering sensitivity to cultural change
- Encouraging cultural diversity

Figure 3. Key Components of Vision Statements



The following represent samples of vision statements reported by the institutions.

Diversity remains an ongoing corporate priority for the Department of National Defence (DND) and the Canadian Forces (CF) and is in fact, central to achieving the Defence Mission. DND has identified the following priorities:

- results achieved in improving participation of the four employment equity (EE) designated groups, including visible minorities and Aboriginal peoples;
- programs designed to address under-representation;
- initiatives that contribute to an inclusive work environment and culture;
- measures and mechanisms to ensure management accountability for EE; and
- diversity and EE best practices.

Department of National Defence

Building an inclusive work environment and a representative workforce where employees can develop their talents and contribute to the corporation's success is a key strategy for Canada Post in being recognized as an employer of choice. It is also within the corporation's mandate to ensure compliance with the *Canadian Human Rights Act* and Canada Post's Equality in the Workplace policy. Our commitment stems not only from our legal obligations, but also is a reflection of our core values of teamwork, integrity, fairness and respect.

Canada Post

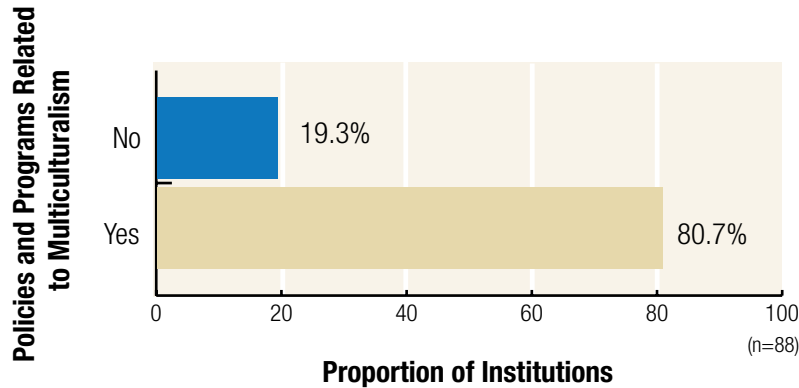
The Office has formalized its commitment to providing a respectful working environment in which our diverse workforce is treated with dignity, encouraged to strive for excellence and supported in realizing their full career potential. We promote open and honest communication and create a climate of trust and teamwork. We value each other's talent and diversity and support learning and quality of life endeavours. The principles of fairness, participation, and civility are outlined in the Office's code of Values, Ethics and Professional Conduct.

Office of the Auditor General of Canada

Responding to Canada's Ethno-cultural Diversity

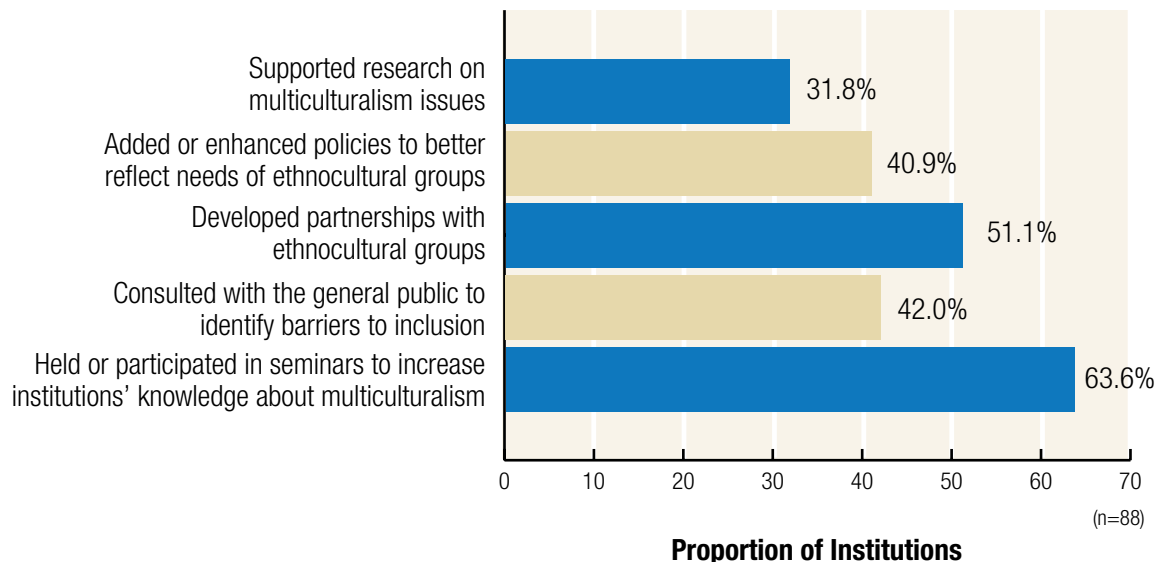
Eight in ten federal institutions (80.7 percent) reported that they had developed and implemented programs and policies to support multiculturalism (Figure 4a).

Figure 4a. Federal Institutions' Policies and Programs Related to Multiculturalism



There was a significant increase over the previous reporting period (2004–2005) in the number of federal institutions that engaged in activities to support Canada's ethno-cultural diversity (Figure 4b). In 2005–2006, a majority of the institutions (63.6 percent) held or participated in seminars to increase the institution's knowledge about multiculturalism issues, and more than twice as many (42 percent) consulted with the general public to identify barriers to inclusion than had done so in the last reporting period (reported by only 20 percent of institutions). About 51 percent also developed partnerships with ethno-cultural groups. However, more institutions (54 percent) reported added or enhanced policies to better reflect the needs of ethno-cultural groups in 2004–2005 than in 2005–2006 (reported by only 41 percent of institutions). Other activities engaged in by institutions included providing research support on multiculturalism issues (31.8 percent).

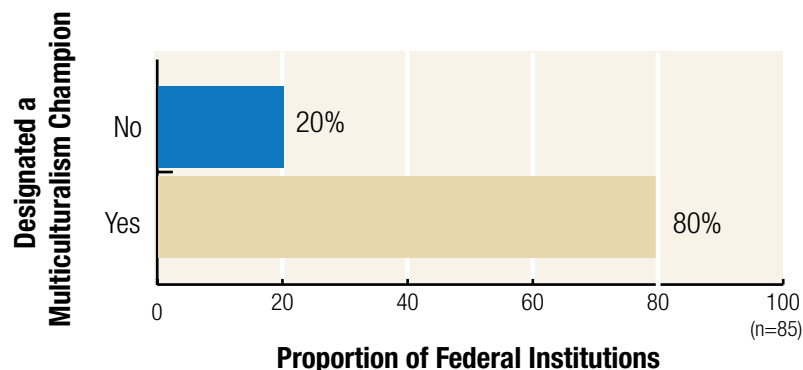
Figure 4b. Federal Institutions' Activities to Respond to or Support Canada's Ethnocultural diversity



Multiculturalism Champions

Sixty-eight institutions that reported had in place a designated Multiculturalism Champion in 2005–2006 (Figure 5), a significant increase over the 51 institutions that reported having one in 2004–2005. It should be noted that as of November 2006, Multiculturalism Champions were in place in almost 100 of the 136 federal institutions.

Figure 5. Multiculturalism Champions at Federal Institutions



The Multiculturalism Champions endeavour to ensure that their institutions integrate multiculturalism and diversity issues in their policies, programs, and actions. To achieve this in 2005–2006, they organized presentations and activities related to multiculturalism to keep management and employees informed about multiculturalism and diversity issues, and undertook a number of actions as outlined in Table 2.

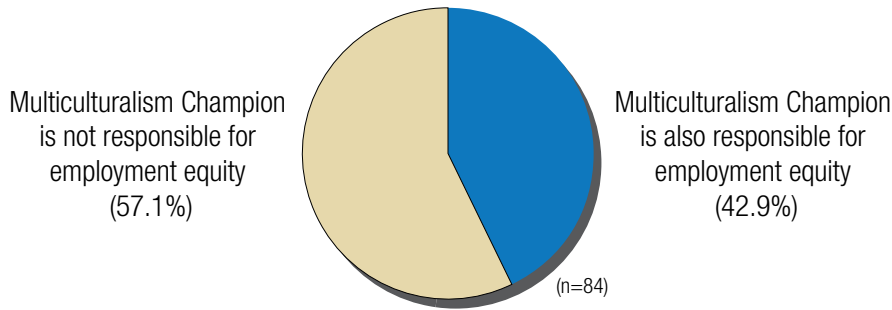
Table 2. Responsibilities of the Multiculturalism Champion Undertaken in Federal Institutions

	Number of Federal Institutions	Proportion of Federal Institutions (%)
Ensures fairness and equity in job posting and interviews	27	33.3
Ensures agency processes integrate multiculturalism issues	50	61.7
Promotes equal treatment for everyone	30	37.0
Keeps abreast and informs service employees of multiculturalism issues	39	48.1
Ensures executive board maintains a representative workforce	27	33.3
Leads the creation and maintenance of an office that is welcoming, sensitive, and supportive	35	43.2
Organizes presentations and activities related to multiculturalism to keep employees informed	42	51.9
Oversees the preparation of multiculturalism and employment equity reports	27	33.3

(n=81)

In about 42.9 percent of reporting institutions, the Multiculturalism Champion was also the champion for employment equity (Figure 6).

Figure 6. Multiculturalism Champion is Also Responsible for Employment Equity



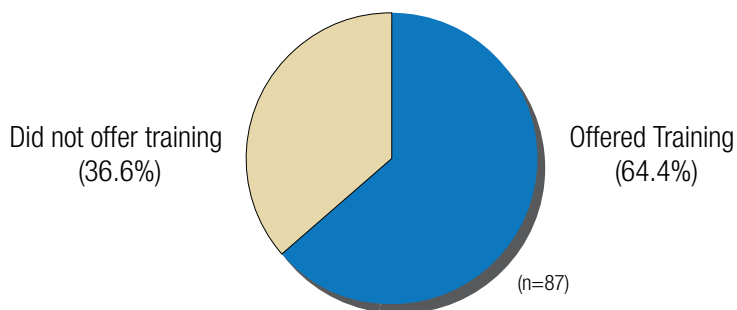
Multiculturalism and Employment Equity are not the same

Employment equity focuses on equal opportunity in the workplace for women, members of visible minorities, Aboriginal peoples, and persons with disabilities. Multiculturalism has a wider scope. Section 3(2) of the *Canadian Multiculturalism Act* calls on all federal institutions to ensure that Canadians of all origins have an equal opportunity to obtain employment and advance in those institutions; and to promote policies, programs, and practices that enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada.

Training Sessions Related to Multiculturalism Issues

More institutions (52) offered training sessions on multiculturalism and diversity issues for their employees during the current reporting year than did so during the last reporting period (39 institutions). However, almost 37 percent of institutions (31 cases) did not offer such training (Figure 7).

Figure 7. Training sessions on multiculturalism issues



Training focused mainly on diversity issues (60.5 percent), cross-cultural understanding (50 percent), and employment equity (46.5 percent), although discrimination issues, communicating in a multicultural workplace, incorporating diversity in policy and program development, and combating racism were also addressed (Table 3).

Table 3. Focus of Training Sessions

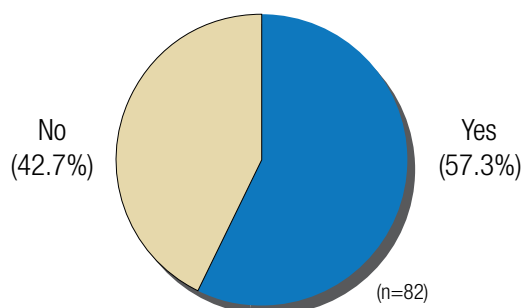
Focus of Training	Number of Departments	Proportion of Departments (%)
Combating racism	26	30.2
Employment equity	40	46.5
Diversity issues	52	60.5
Cross-cultural understanding	43	50.0
Incorporation of diversity in policies and programs	28	32.6
Anti-discrimination	33	38.4
Communicating in a multicultural workplace	34	39.5

(n=82)

Consultations with ethno-cultural groups

About 57 percent of reporting institutions (47 cases) engaged in consultations with visible minority or Aboriginal groups (Figure 8), a significant increase over 2004–2005 when only 50 percent (35 cases) reported having had such consultations. Consultations included roundtables, community forums, partnerships, advisory committees, and policy dialogues.

Figure 8. Consultations with Ethno-cultural or Aboriginal Groups



As the survey findings indicate, federal institutions are moving forward on their obligation to implement the *Canadian Multiculturalism Act*. While there is still much room for improvement, 2005–2006 saw marked progress in the efforts of federal institutions to develop inclusive workplaces through policies, programs, and services that are reflective of and responsive to Canada’s diverse population. The following section of the report outlines specific initiatives undertaken by a range of federal institutions to implement the *Canadian Multiculturalism Act*.

Meeting Objectives of the *Canadian Multiculturalism Act*

Federal institutions are required to foster multiculturalism under section 3(2) of the *Canadian Multiculturalism Act*. Its five subsections set out the Government of Canada’s multiculturalism policy for its departments, agencies, and Crown corporations, which must submit annual reports on their multiculturalism activities. What follows is a sample of some initiatives reported for the 2005–2006 fiscal year, and some of those planned for 2006–2007. To reference the *Canadian Multiculturalism Act*, access http://www.pch.gc.ca/progs/multi/policy/act_e.cfm.

1–Equal Opportunity in Federal Institutions (Section 3(2)(a))

“ALL FEDERAL INSTITUTIONS SHALL ... ENSURE THAT CANADIANS OF ALL ORIGINS HAVE AN EQUAL OPPORTUNITY TO OBTAIN EMPLOYMENT AND ADVANCEMENT IN THOSE INSTITUTIONS.”

The four indicators used to report under this section are: 1) Recruitment, 2) Promotion and retention, 3) Diversity training and multiculturalism awareness-raising, and 4) Culture that embraces diversity.

1.1 Recruitment

Many federal institutions implemented new measures in 2005–2006 to hire more staff from ethno-cultural communities, particularly members of visible minorities, or have plans for such initiatives in 2006–2007. Creating a diverse workforce gives equal access to federal employment opportunities to all Canadians, contributes to a greater understanding of the Canadian public that government serves, and fosters innovative approaches in the workplace.

Some employers this reporting year trained staff on bias-free hiring, to ensure that candidates are hired on merit and not discriminated against based on race, nationality, or other factors. The **Canadian Nuclear Safety Commission** provided human resources staff with training on bias-proof interview techniques. Some 55 employees of the **Department of National Defence** were given a one-day course on bias-free employee selection. To make its staffing process more unbiased and transparent, **Transport Canada**'s Pacific Region Diversity Advisory Committee produced a guide sent to all employees to explain the competition process and help them with career development. The **Canadian Grain Commission**, in its selection processes, reviewed its existing core competencies and behaviour-based questions for cultural bias. **Library and Archives Canada** produced a checklist that each manager must sign when hiring a new employee, which requires concrete action on diversity and employment equity.

Several institutions implemented new human resources plans in 2005–2006 to hire more candidates from visible minorities. The **Canadian Security Intelligence Service** hired a Visible Minority Recruitment Coordinator, whose responsibilities include establishing contacts with community representatives and local universities and colleges and liaising with other federal government bodies to share recruitment ideas. The **National Capital Commission (NCC)** decided that it will apply a Human Resources Management Integrated Framework that will make changes to its external staffing practices. In a competitive process where no existing NCC employee is qualified, preference will be given to visible minority candidates who qualify. The Commission will strive to increase its representation of visible minority employees three-fold over five years. In 2005–2006, the **Canada Border Services Agency (CBSA)**, a relatively

new organization, created a Visible Minority Advisory Committee. The **CBSA** also completed a workforce survey to help identify gaps and barriers and will be preparing short- and long-term goals to address multiculturalism and other factors. The **Public Service Commission** studied the rate at which external candidates from designated groups who apply to work in federal organizations drop off the recruitment process. It found that drop-off rates were significant for members of visible minorities but not for other groups. Survey results will be shared with federal departments and other stakeholders in 2006–2007. The **Office of the Auditor General** in 2006–2007 will assign a Director whose responsibilities will include planning and reporting on multiculturalism and employment equity activities.

THE IMAGE OF CANADA IS THAT ITS MILITARY PROJECTS ABROAD MUST BE AS ETHNICALLY DIVERSE AS THE COUNTRY BACK HOME. OUR POPULATION HAS TO LOOK AT US AND SEE THEMSELVES IN US.

– Chief of the Defence Staff, General R.J. Hillier, as quoted in the submission from the Department of National Defence

Some federal employers are reaching out directly to multicultural groups to recruit. The **Royal Canadian Mounted Police** held a career event in the National Capital Region in February 2006 to recruit members of visible minorities and Aboriginal groups. Nearly 500 leaders from various communities attended, and all were met by the Commissioner of the RCMP. The **House of Commons** organized several outreach meetings with ethno-cultural groups in various communities in order to broaden the House of Commons' recruitment pools. The Atlantic region of **Public Works and Government Services Canada** worked to provide direction to clients of the Multicultural Immigration Settlement Association in how to apply for employment with the federal public service. The **Canadian Forces (CF)** conducted a public opinion survey of Canadians to gauge the likelihood of members of visible minorities, Aboriginals, and women joining the **CF**. In 2005–2006, the **CF** also developed a Recruitment and Outreach Strategy that will ensure that recruitment and outreach communication material represents a variety of ethno-cultural groups. Pending funding approval, in 2006–2007, **Environment Canada** will partner with **Agriculture and Agri-Food Canada** in a national outreach initiative targeting members of a visible minority.

Initiatives planned for 2006–2007 include the **Parks Canada Agency's** goal to host a forum for visible minority employees and one for Aboriginal employees. In both forums, the groups will be consulted on issues related to recruitment and retention within the Agency. Parks Canada is also developing a managers' guide to assist them in recruiting designated groups. The **Canadian Food Inspection Agency** has begun examining the possibility of considering job applicants with landed immigrant status to expand its area of selection. Work on the possibility of modifying its external recruitment policy will continue in 2006–2007. The **Canadian Human Rights Commission** will study the potential to conduct targeted staffing of visible minorities beyond the percentages of the general population that are available to work.

1.2 Promotion and Retention

Efforts continued in this reporting year to explore ways to promote and retain employees from varied backgrounds. Promotions increase employee morale and retention, which helps retain institutional knowledge and ensure a fair representation at the managerial level.

A common strategy among many federal institutions is to analyze the demographic makeup of employees who get promotions, to identify gaps in the representation of those from different backgrounds, especially members of visible minorities. In 2005–2006, the **Canadian Food Inspection Agency** developed a Workforce Analysis Tool and a national Staffing Log to provide managers with statistical information about employees who are members of designated groups, including visible minorities, to help develop human resources plans and ensure everyone benefits fairly from promotions and recruitment. In 2005–2006, the **National Research Council** undertook a risk analysis to determine some of the impacts of diversity on its workplace. The Council has identified strategies that will enhance its way of managing diversity among employees of cultural and visible minorities and Aboriginals. **VIA Rail Canada** has implemented new reporting initiatives, known as the People Scorecard, to provide a clearer understanding of the multicultural makeup of the corporation's employee population.

Many organizations have career development programs targeted at members of ethno-cultural communities to help them get promoted and stay within the organization. The **Transportation Safety Board of Canada** used acting assignments and paid for university courses to help staff from all backgrounds develop their careers. The Ontario region of **Public Works and Government Services Canada** has a Leadership Development Program. In 2005 to 2007, 60 percent of

THE RCMP PROMOTES AND SUSTAINS AN EFFECTIVE WORKFORCE THAT IS AS RICHLY DIVERSE AS CANADA ITSELF. IT NEEDS TO BE AS DIVERSE AS THE POPULATION IT SERVES.

– Royal Canadian Mounted Police



the candidates taking the program are members of visible minorities. In 2005–2006, the **Public Service Commission** interviewed more than two dozen potential mentors and mentees across the public service to be paired under its interdepartmental pilot project to help guide members of visible minorities and Aboriginal people toward a career as an executive.

Some employers are using exit interviews with employees who leave, to determine the reasons why and to see if there were any barriers for members of ethno-cultural groups. The **Canadian Security Intelligence Service** revised its exit interview questionnaire to determine if efforts can be made to retain employees from all groups, including visible minorities. **Human Resources and Social Development Canada** in 2006–2007 will develop an exit interview process to identify why employees are leaving, and it will incorporate multiculturalism elements.

Other employers are improving services for employees from different backgrounds. In 2005–2006, for example, the **Canadian Broadcasting Corporation** began requiring that suppliers providing counselling services to employees and their families under its Employee Assistance Program be able to do so in multiple languages.

1.3 Diversity Training and Multiculturalism Awareness-Raising

Many federal employers provided staff with information on working in a diverse organization, and the importance of multiculturalism in the workplace. Being better informed about diversity issues fosters a deeper understanding and appreciation for people of other cultures.

Several institutions offered courses to employees on the importance of and tips on working in a diverse environment. The **National Research Council** held a seminar called “Increasing Your Effectiveness in a Multicultural Organization,” which examined the impact of cultural differences on technical professionals. **Canada Post** joined forces with the Canadian Union of Postal Workers (CUPW) to develop and deliver a four-hour training session to newly hired CUPW members on human rights and conflict resolution in the workplace. **Export Development Canada** designed a new training course, called Diversity Training, to raise awareness around, and provide ways to combat stereotyping. This course was piloted with two small employee groups in 2005. In 2005–2006, the **Royal Canadian Mint** gave mandatory sensitivity training to all employees, to make them aware of discrimination, violence in the workplace, and harassment.

Other departments offered employee training on specific multicultural issues. For example, this reporting year, the **Immigration and Refugee Board** trained key staff members in cultural competency: the ability, during a hearing of an immigrant or refugee seeking to stay in Canada, to take into account the person’s social and cultural conditions, norms, and beliefs in assessing the credibility or plausibility of their actions. Also in 2005–2006, the **Foreign Affairs and International Trade Canada** developed a new course called “A Survey of Islamic Civilization” in partnership with its Muslim Communities Working Group and the non-governmental organization the Aga Khan Foundation. In 2006–2007, the **Canada Science and Technology Museum** will provide training on cross-cultural understanding for employees who work with the public in person and on the phone.

Courses are also offered to employees of all federal institutions through the **Canada School of Public Service**. In 2005–2006, the school developed, in collaboration with **Citizenship and Immigration Canada**, a new online course and tool called “Finding the Right Fit with an Objective Eye,” to teach managers how to conduct bias-free job competitions and hire more employees of a diverse background. The school also developed and piloted a two-day course for supervisors called “Leading a Diverse Workforce,” to help them explore strategies for creating inclusive work environments.

Employers are also adding more information on multiculturalism on their internal websites or providing information directly to employees. The **Canada Border Services Agency** implemented a section on multiculturalism on the first page of its Intranet, with links to the **Department of Canadian Heritage** Multiculturalism website. The **Canadian Security Intelligence Service** created and distributed an interfaith calendar to employees to help with management planning, work schedules, and other activities. The Ontario region of the **Canada Mortgage and Housing Corporation** developed and distributed to employees a booklet on diversity that focussed on the norms and business practices of different countries. The **Canadian Radio-television and Telecommunications Commission** issued employee guidelines on conflict resolution and prevention of harassment in the workplace and offered training on these guidelines to all employees. The **Transportation Safety Board of Canada** produced a new guide, “Diversity at Work,” which was distributed to all managers.

1.4 Culture that Embraces Diversity

Federal organizations show their commitment to ethno-cultural diversity in various ways. Creating a corporate culture where diversity is welcomed and nurtured makes employees feel valued, and sets the stage for better serving a diverse public.

More federal employers are formalizing their accommodation of employees’ religious backgrounds. For example, **Canada Post** this reporting year established mechanisms to accommodate employee requests to observe religious and other holidays. The **Canadian Transportation Agency** and the **Canadian International Development Agency** created quiet rooms where employees can spend time in reflection and prayer. In 2005–2006, **Telefilm Canada** introduced a new policy that allows employees to be absent from work due to religious, cultural, or any other personal reason up to five days per year. **Elections Canada** purchased copies of the Koran and the Catholic Bible to use when requiring employees to conduct oaths and solemn affirmations. In 2006–2007, the **Bluewater Bridge Authority** will also develop a formal written policy that covers religious accommodation for leaves of absence.

Efforts are also underway to recognize employees’ cultural practices. In 2006–2007, the **Canada School for Public Service** will institute a policy that will not deny employee requests for the use of vacation days, except under “extreme circumstances,” to observe religious and cultural holidays, or attend traditional ceremonies or community events.

WE REALIZED THAT SIMPLY COMPLYING WITH LEGISLATION WAS NOT ENOUGH; RECOGNIZING, FOR EXAMPLE, HOW CULTURAL AWARENESS ENHANCES OUR ABILITY TO WORK CROSS-FUNCTIONALLY AND CROSS-CULTURALLY HAS DRIVEN HOME THE IMPORTANCE OF THIS PROGRAM.

– National Research Council

More organizations are appointing Multiculturalism Champions to facilitate a corporate commitment to diversity. The **Canadian Environmental Assessment Agency** appointed a Multiculturalism Champion and established a multiculturalism committee in 2005–2006. In 2006–2007, the agency will bring in a speaker to talk to the agency’s executive committee about the *Canadian Multiculturalism Act*. Several institutions committed to naming a Multiculturalism Champion in 2006–2007, including **Farm Credit Canada**, where the Champion will develop a plan for multiculturalism within the organization.

Several organizations intend to formalize diversity programs and policies in 2006–2007. The **Canada Industrial Relations Board** will complete a human

THE BENEFITS TO THE SERVICE OF HAVING A MULTICULTURAL WORKFORCE ARE NUMEROUS. IT ALLOWS THE SERVICE TO BE MORE REPRESENTATIVE OF THE CANADIAN MOSAIC ... IT ALSO PROVIDES A FRESH PERSPECTIVE ON PROBLEMS, AND PROVIDES SOLUTIONS THAT TAKE INTO ACCOUNT CULTURAL SENSITIVITIES.

– Canadian Security Intelligence Service

resources plan that will include actions to take to encourage a diverse workforce. The **Royal Canadian Mint** will create a diversity committee to help promote multiculturalism and employment equity. The **National Film Board's** newly established working group will consider how cultural diversity can be appropriately incorporated into the agency's next Strategic Plan. In 2005–2006, executives with the **Department of National Defence** were required to include commitments for diversity in their Performance Management agreements. **Transport Canada** conducted its second Diversity Climate survey in March 2006. The results will be used to develop new initiatives to create a corporate culture that fully supports diversity and become an employer of choice for jobseekers.

...DIVERSITY IS OUR STRENGTH, BRINGING INNOVATION AND NEW IDEAS TO OUR BUSINESS. AN INCLUSIVE ENVIRONMENT AND WORKFORCE THAT REFLECTS THE DIVERSITY OF THE CANADIAN LABOUR MARKET WILL CONTINUE TO BRING INNOVATION AND FRESH, PROGRESSIVE IDEAS TO THE FOREFRONT. IT WILL ALSO HAVE A POSITIVE EFFECT ON PEOPLE, AND THE WAY WE DO BUSINESS.

– Farm Credit Canada

2 – Capacity Building (Section 3(2)(b))

“ALL FEDERAL INSTITUTIONS SHALL ... PROMOTE POLICIES, PROGRAMS AND PRACTICES THAT ENHANCE THE ABILITY OF INDIVIDUALS AND COMMUNITIES OF ALL ORIGINS TO CONTRIBUTE TO THE CONTINUING EVOLUTION OF CANADA.”

The four indicators used to report under this section are: 1) Consulting ethno-cultural communities, 2) Empowering and engaging communities, 3) Services for newcomers, and 4) Communicating with the public.

2.1 Consulting Ethno-cultural Communities

More federal organizations are making consultations with ethno-cultural communities a standard procedure when considering new or improved services to Canadians. When communities are consulted and their views considered, they can suggest improvements to federal services that will help better meet their needs.

Several institutions formed partnerships with multicultural organizations to help deliver services to the public. For example, the **Canada Deposit Insurance Corporation** developed a partnership with the Chinese-Canadian organizations to promote an understanding of deposit insurance among Chinese-Canadians. In 2005–2006, the **Canadian Food Inspection Agency (CFIA)** formed a partnership with the Canadian Ethno-cultural Council, which consulted with ethno-cultural groups about which potentially hazardous animals, plants, and micro-organisms cannot be brought into the country from abroad. The Council wrote a report advising the **CFIA** on what messages are most appropriate to use in its public awareness campaigns for members of various cultural groups. In 2005–2006, **Western Economic Diversification Canada** interacted with ethno-cultural groups to develop projects to celebrate the centenaries of Saskatchewan and Alberta and to provide business support and training to new immigrants.

Many federal institutions consulted community groups to solicit feedback on how federal services can be improved. The **Canada Border Services Agency (CBSA)** met with several ethnic groups to discuss how the Agency's practices at the border affect Canadians and visitors to Canada. For example, the **CBSA** consulted with the Coalition of Muslim Organizations on racial profiling and how to ensure that all persons entering or leaving Canada are treated with respect and dignity. The **Office of the Correctional Investigator** held more than 100 meetings with individuals and groups from various ethnic communities to review the services provided in federal correctional institutions. After the 39th

general election was held in January 2006, **Elections Canada** sent a survey to nearly 2,700 ethno-cultural associations across Canada, asking them to evaluate the Agency's advertising and outreach campaigns for ethno-cultural communities. Before the election, **Elections Canada** had placed voter messages in ethno-cultural newspapers and radio programs in up to 25 languages, and produced voter information guides in 26 languages. The **Office of the Commissioner of Official Languages** held a two-day conference with community leaders on Canada in the 21st century: linguistic duality, cultural diversity, and governance. The office will develop communication strategies to encourage the federal government to integrate the concepts of official languages and cultural diversity in its programs and policies.

Consultations were also held to involve various communities in the setting of federal policies in social and economic areas. For example, in 2005–2006, to help improve the quality of life of Aboriginal peoples, **Indian and Northern Affairs Canada** and the Government of Canada held a joint policy retreat with federal ministers and the leaders of five national Aboriginal organizations to identify long-term solutions. The Government of Canada and national Aboriginal organizations signed joint accords to guide Aboriginal participation in the policy development process, and a first ministers' meeting was held with Aboriginal leaders to identify specific targets to reduce the disparities between Aboriginal peoples and other Canadians. In 2005–2006, the **Department of Justice** held a number of consultations with ethno-cultural groups on issues such as terrorism, gang violence, and family violence.

Work progressed on the interdepartmental initiative the Cross-Cultural Roundtable on Security, which is headed by **Public Safety and Emergency Preparedness Canada (PSEPC)**. The Roundtable is a group of men and women from varied ethno-cultural, racial, and religious backgrounds collaborating to engage Canadians in ensuring national security and promoting the protection of civil order, mutual respect, and common understanding; to address a principled approach to countering terrorism as an expression of shared Canadian citizenship; and to discuss the inadvertent effects that national security measures could have on Canada's diverse communities. Several meetings were held during the reporting period, including three formal meetings with ministers in the security portfolio. Outreach dialogue sessions were also held with ethno-cultural communities in Calgary, Edmonton, Fredericton, and Saskatoon. Regional symposia in other locations are planned for 2006–2007. Federal institutions participating in the work of the Roundtable included the **Canada Border Services Agency**, the **Canadian Security Intelligence Service**, the **Commission for Public Complaints Against the RCMP**, **Citizenship and Immigration Canada**, **Department of Justice**, **PSEPC**, and the **Royal Canadian Mounted Police**. For 2006–2007, **PSEPC** planned to further engage the public by coordinating international workshops relating to security, and building relationships with international allies. The Roundtable's perspectives have led to the development of improved communications approaches and products by **PSEPC** and security agencies, which enhance the public's understanding of government security measures, programs, policies, and legislation.

Other outreach initiatives were intended to increase multicultural participation in federal activities. For example, in 2006, **Statistics Canada** conducted the latest national census, which it considers the most important source of information on Canada's multicultural reality. To increase residents' participation in the census, the agency consulted with many ethno-cultural community groups to promote the census to their members. The Agency also invited ethno-cultural media to cover its news conferences providing information about the census. The **Canadian Institutes of**

THE POINTS OF VIEW WE EXPRESS ON ISSUES RELEVANT TO THE VARIOUS CULTURAL COMMUNITIES MUST BE PRESENTED FROM THEIR PERSPECTIVE. THE INVOLVEMENT OF CULTURAL COMMUNITIES IN THE ESTABLISHMENT OF A PERSPECTIVE IN OUR FILMS ON MATTERS DIRECTLY AFFECTING THEM IS ESSENTIAL TO OUR EDITORIAL INTEGRITY.

– National Film Board of Canada



Health Research (CIHR) actively sought ethno-culturally diverse older adults to participate in its Regional Seniors' Workshops on Research. The workshop presented research on aging and informed participants about opportunities for further involvement.

2.2 Empowering and Engaging Communities

A key strategy of many organizations is to provide tools to ethno-cultural communities to help them fully participate in society. Being empowered lets communities know they are valued, have independence to shape their future, and continue to make important contributions to Canada.

Economic development initiatives included those by **Economic Development Canada (EDC)**, which built networks with ethno-cultural communities across the country by developing partnerships with local ethno-cultural business councils. **EDC** sponsored events and seminars where business leaders and decision-makers from these diverse communities could learn about cross-cultural relations from other viewpoints and about business opportunities in other parts of the world. The **Economic Development Agency of Canada for the Regions of Quebec** funded several economic development projects in Quebec, including the building of a Chinese community and cultural centre in Montreal that will provide services in French, English, and Mandarin through more than 60 community organizations. In 2005–2006, **Status of Women Canada** provided funding and technical assistance for 26 projects across the country that specifically targeted women of diverse ethnic, racial, and religious backgrounds, and for an additional 18 that targeted Aboriginal women. **Industry Canada's** program to provide affordable Internet access in public places so Canadians can find job and business opportunities, among other things, funded public computer terminals in 2005–2006 in several sites that serve multicultural communities, including the Multiculturalism Association of Northwestern Ontario in Thunder Bay; the Multilingual Access Project of the Calgary Chinese Community Service Association; the Centre de culture latino-américaine in Saint-Jean-sur-Richelieu in Quebec; and the Newcomer Computer Access Centre of the Multicultural Association of Fredericton.

Other institutions helped multicultural communities be better represented in cultural life. In 2005–2006, the **Canada Council for the Arts** launched its Capacity Building Program for Culturally Diverse Organizations, in partnership with the **Department of Canadian Heritage**. The program helps develop culturally diverse arts organizations across the country with annual grants of up to \$30,000 each for activities to ensure their long-term stability. In all, the Canada Council estimates that its support to culturally diverse art was about \$10.6 million in this reporting year, representing nearly 9 percent of its total grants funding. For individual artists' grants, the share of culturally diverse artists represents about 15 percent of the budget. The **Canadian Radio-television and Telecommunications Commission** implemented a policy requiring the country's private television broadcasters to address in their corporate plans the lack of Asian-Canadians and Aboriginals on television. Television stations and channels must file annual reports showing accountability for reflecting diversity in programming and getting viewer feedback on how ethno-cultural groups are represented.

In 2005–2006, **Indian Residential Schools Resolution Canada (IRSRC)** developed a new approach to resolving claims of former students of Indian Residential Schools that would recognize the adverse impacts of the Indian Residential Schools experience in addition to individual claims of physical or sexual abuse. **IRSRC** began discussions with legal representatives of former students of Indian Residential Schools, of the Churches involved in running those schools, the Assembly of First Nations, and other Aboriginal organizations to develop an agreement for a fair and lasting resolution of the legacy of Indian Residential Schools. An Agreement in Principle was reached by all parties on November 20, 2005, with the Indian Residential Schools Settlement Agreement concluded by the Government on May 10, 2006.

2.3 Services for Newcomers

Several institutions this reporting year implemented new services aimed at helping newcomers to Canada better integrate into society. This helps them gain financial and social independence more quickly.

CANADA IS A NATION OF IMMIGRANTS. FOR MORE THAN 400 YEARS, MEN AND WOMEN HAVE COME TO THESE SHORES IN SEARCH OF NEW OPPORTUNITIES AND A BETTER LIFE FOR THEMSELVES AND THEIR FAMILIES. THESE NEWCOMERS HAVE BROUGHT WITH THEM VALUABLE SKILLS, A COMMITMENT TO HARD WORK AND A STRONG DESIRE TO SUCCEED. THEY HAVE ADDED IMMEASURABLY TO EVERY COMMUNITY IN WHICH THEY HAVE SETTLED. AND THEY HAVE LAID THE FOUNDATION FOR THE CANADA WE KNOW AND LOVE TODAY – A NATION THAT IS STRONG, UNITED, INDEPENDENT, AND FREE.

– Prime Minister Stephen Harper,
27 June 2006

Initiatives included helping meet the basic needs of immigrants and refugees. For example, in 2005–2006, **Human Resources and Social Development Canada** provided grants to build a shelter for homeless refugees in Toronto, and to upgrade an emergency shelter for refugees in Niagara-on-the-Lake, Ontario, which will also be able to provide multilingual outreach to homeless people on the streets. The **Department of Canadian Heritage** provided support to organizations that improve services provided to francophone immigrants in their language. For instance, it provided financial support to the *Society of Acadians of New Brunswick* to implement strategies to better integrate francophone immigrants into society. In 2005–2006, **Citizenship and Immigration Canada** began funding the *Canadian Immigration Settlement Sector Alliance*, a newly created alliance of 450 agencies that deliver settlement and integration programs to immigrants and refugees, to bring forward settlement policy and program issues to the government to improve services for immigrants and refugees.

Several organizations are making it easier for newcomers to Canada to understand and access essential federal government services. After receiving advice from the *Metropolitan Immigrant Settlement Association in Halifax*, the Atlantic Region of the **Canada Revenue Agency (CRA)** changed the wording of its presentations to immigrants on taxation matters to make it easier for those whose mother tongue is neither English nor French to understand the jargon. As a pilot, in 2005–2006 the **CRA** translated into Chinese its brochure explaining the Canadian tax system to new and potential immigrants. In 2006–2007, the **CRA** will create a new national Outreach Database to be used in tax services offices across the country to track events and activities that reach out to newcomers. **Public Safety and Emergency Preparedness Canada** worked with its partner agencies to develop a guide for new Canadians concerning national security. **Statistics Canada** trained community centre staff on the 2006 Census to help them show newcomers how to fill out their census questionnaire. The **Financial Consumer Agency of Canada**, which protects and educates consumers in the area of financial services, wrote five articles highlighting its products and services, which were published in *Newcomer Magazine*, a free publication aimed at new immigrants to Canada. In 2005–2006, **Canada Mortgage and Housing Corporation (CMHC)** launched a multicultural communications pilot program in the Ontario region. Working in co-operation with three non-profit community agencies, the region distributed approximately 2,000 copies of publications in the Greater Toronto Area on topics such as *Newcomer's Guide to Homebuying* and *Newcomer's Guide to Renting*, which were translated into six languages. **CMHC** also delivered its homebuyers' seminars in Cantonese, Mandarin, Spanish, Tamil, and Punjabi.

Organizations are also promoting recreational and leisure opportunities to new Canadians. For example, the **Parks Canada Agency** will work in 2006–2007 with a private television broadcaster of ethno-cultural programming to develop a series of 48 vignettes aimed at introducing new Canadians to the system of national parks and national historic sites. Each vignette will be produced in up to six languages.



Federal institutions can also play a role in helping immigrants learn English or French as a second language. In 2005–2006, **CBC Radio** Ottawa expanded its website aimed at speakers of English as a second language. In 2006–2007, a site will be created for speakers of French as a second language. **Correctional Service Canada** purchased a computerized English as a second language program for its Fraser Valley Institution in British Columbia to help federally sentenced women from other cultures learn and improve their English skills, which helps them in further education and in finding work upon their release.

2.4 Communicating with the Public

Several departments have initiatives to communicate information about government programs and services to Canadians of all backgrounds. Targeting information materials at multicultural groups ensures that everyone is aware of their rights and responsibilities and can access federal services.

Many organizations are translating their communication materials into third languages for newcomers and established residents alike. This reporting year, **Human Resources and Social Development Canada** translated into nine languages its brochures about the Canada Learning Bond and Canada Education Savings Grant programs. **Statistics Canada** had the 2006 Census questionnaire and information materials translated into 44 non-official languages and 18 Aboriginal languages, and employees on the Census Help Line provided services in more than 40 languages and dialects. Each year, several of the **International Development Research Centre (IDRC)** publications and co-publications are translated into languages other than English and French. In 2005–2006, **IDRC** co-published 21 new books, and selected publications were translated into nine languages. In 2006–2007, **Business Development Bank Canada** will assess its current communication materials on the services and products it offers small and medium-sized entrepreneurs with the aim of adapting some publications in different languages to better reach new Canadians.

Others are writing key documents in plain language to make it easier for speakers of a third language to use. In 2005–2006, the **Canadian Human Rights Tribunal** produced a brochure on how to proceed with a complaint before the Tribunal, which was written in plain language, making it easier for speakers of a third language to understand their rights. The **Commission for Public Complaints Against the RCMP** began simplifying its complaint form in 2005–2006 to make it more accessible to diverse communities and easier to translate into other languages.

More institutions are striving to be inclusive in representing multiculturalism in their communications with the public. In 2005–2006, the **Financial Consumer Agency of Canada** produced a flyer explaining consumer rights that was inserted into millions of federal government cheques, which featured Canadians who are members of visible minorities.

Some organizations are collaborating with ethno-cultural groups to improve their communication strategies. The **Canada Deposit Insurance Corporation** held focus groups in cities across Canada with representatives of ethno-cultural groups to ensure that its public awareness campaign responded to the needs of Canadians whose first language was not English or French. The **Canadian Food Inspection Agency** developed an outreach strategy, in partnership with the Canadian Ethno-cultural Council, to inform members of certain ethnic communities which foods they are not allowed to bring into Canada when they are travelling back to the country. The **CFIA** also published a pamphlet in Chinese and Vietnamese versions about malachite green, a non-approved chemical present in fish imports from some Asian countries.

3 – Enhancing the Understanding of and Respect for Diversity (Section 3(2)(c))

“ALL FEDERAL INSTITUTIONS SHALL ... PROMOTE POLICIES, PROGRAMS AND PRACTICES THAT ENHANCE THE UNDERSTANDING OF AND RESPECT FOR THE DIVERSITY OF THE MEMBERS OF CANADIAN SOCIETY.”

The three indicators used for reporting under this section are: 1) Serving a diverse public, 2) Celebrating Canada’s cultural heritage, and 3) Fighting racism and discrimination.

3.1 Serving a Diverse Public

Many organizations are demonstrating that they understand the diversity of the Canadian public and have launched even more measures in 2005–2006 to better serve their clients of all backgrounds.

Some institutions are offering services to the public in non-official languages. For example, **Service Canada**, which provides central access to several federal government services, launched pilot projects in Vancouver and Toronto to deliver services in Punjabi, Cantonese, and Mandarin. In most cases, these clients have never accessed government services directly, but have gone through interpreter services or community organizations, or relied on friends or family. In addition, Service Canada in the B.C. Yukon Region trained case workers and immigrant settlement officers with community organizations to teach members of ethno-cultural communities about Canada’s public pension system. Service Canada also began research into providing multilingual services for the 1-800-O-Canada telephone service enquiry line. The goal is to provide basic government information in more than 50 languages.

Others are making their services more culturally sensitive and appropriate. For example, **Health Canada** has consulted with nutrition practitioners working in multicultural communities as it revises its *Canada Food Guide to Healthy Eating*. As a result of these stakeholder comments, the Department is considering including pictures of ethnic foods and more examples of ethnic foods when discussing nutritional value, as well as possibly translating the guide into non-official languages. **Library and Archives Canada (LAC)** in 2005–2006 created two positions in multicultural initiatives to develop partnerships to improve services intended for clients from visible minority groups, among other things. LAC partnered with the Vancouver Public Library to create the Chinese-Canadian Genealogy website, which will help Canadians of Chinese origin explore their roots when it is launched in 2006–2007. Also that year, the **National Battlefields Commission** intends to offer training on Canada’s multiculturalism to employees who serve the public at its heritage sites. It also plans on better surveying visitors to find out their multicultural backgrounds.

Departments are also finding ways to help the public of all backgrounds. **Correctional Service Canada (CSC)** engaged the Canadian Ethno-cultural Council to develop a plan to raise awareness of CSC’s mandate among ethnic communities to help offenders reintegrate into the community. In 2005–2006, as part of this program, consultations were held in Toronto, Montreal, Halifax, Vancouver, Winnipeg, and Calgary with approximately 100 people representing a wide variety of ethno-cultural backgrounds, professions, leadership capacities and faith groups.

THIS UNIQUE BLENDING OF CULTURES AND GEOGRAPHY HAS CREATED ONE OF THE MOST DIVERSE, HARMONIOUS AND SUCCESSFUL SOCIETIES ON EARTH.

– Prime Minister Stephen Harper,
19 June 2006

Other institutions are studying their clients to better serve them. The **Canadian Museum of Nature** completed a diversity study of Ottawa residents to provide a sense of how the local community is composed ethnically, culturally, and linguistically. The final report also suggested next steps toward developing programming for multicultural groups.

3.2 Celebrating Canada's Cultural Heritage

In 2005–2006, many federal organizations celebrated Canada's diverse heritage by observing official occasions such as the International Day for the Elimination of Racial Discrimination, Aboriginal Awareness Week, Black History Month, Asian Heritage Month, Chinese New Year, St. Patrick's Day, Acadian Day, Canadian Citizenship Week, International Francophonie Day, and Canadian Multiculturalism Day. This helps make both employees and the public feel pride in their backgrounds and educates everyone in the traditions of various cultures.

There were several initiatives to educate federal employees on deeper issues of cultural understanding, racism, and human rights. For example, throughout 2005–2006, the **Transportation Safety Board** held a number of events to celebrate multiculturalism, including a lunch that showed the movie *Frontline: A Class Divided*, about racial discrimination. The Board also created a Diversity Map. In 2006–2007, the Board is planning to provide employees with access to a multiculturalism calendar with major events, celebrations, and holidays for various cultural and religious groups. The calendar will help managers and employees plan work activities to avoid conflicts and to respect individual employee needs. Muslim employees at the **Canadian International Development Agency** organized an event around Iftar (the daily breaking of the fast during Ramadan) to teach employees about the values of Ramadan. At a potluck luncheon to celebrate the Lunar (Asian) New Year, the President of the **Public Service Commission of Canada** spoke of key multiculturalism messages, and made available to employees copies of the *Canadian Multiculturalism Act* in both official languages and three Asian languages.

Several institutions held celebrations with employees in 2005–2006 that featured a sampling of cultural food, dance, and crafts. For example, the **National Farm Products Council** had a potluck luncheon that included foods representing Africa, Europe, Asia, and the Caribbean. Throughout the reporting year, various regions of **Public Works and Government Services Canada** educated staff on topics such as Ramadan, Diwali, St. Patrick's Day, National Aboriginal Day, Kwanzaa, and Yom Kippur; held celebrations for the local Greek, Polish, and Italian festivals; and organized potluck lunches where employees brought dishes that represented their cultural backgrounds. Employees of the **Canadian Security Intelligence Service** created a cookbook of multicultural recipes, which was sold during the Celebrate Canada festivities. **Export Development Canada's** Multiculturalism Day event this reporting year focused on the cultures of the Middle East and North Africa region. This fair provided an opportunity for employees to learn more about the region through its music, food, culture, art, and artifacts. The Pacific Region of **Correctional Service Canada** organized a lunchtime event during Public Service Week called "Eat Around the World in 90 Minutes," where each sector drew the name of a country and then researched and presented its decor, dress, and food, competing for prizes.

Federal organizations also celebrated Canada's multicultural heritage with members of the public.

Ethno-cultural traditions were featured in several ways. The **National Arts Centre** featured music, dance, and theatrical performances in Ottawa and across the country by artists from Africa, Asia, Europe, and the Americas. Canada Day and Winterlude celebrations in the capital, organized by the **National Capital Commission**, in this reporting year featured performers with ancestry from Africa, Asia, Europe, North America, and the Caribbean. In 2005–2006, as part of an exhibition of beadwork, the **Canadian Museum of Civilization** screened a selection of films by African filmmakers, held a public concert and wine-tasting event called "Tastes and Sounds of South Africa," and held a performance by a group of African dancers and drummers. The **Bank of Canada's** Currency Museum in Ottawa featured exhibits on how tea was once used as a currency in China, and how chocolate was similarly used as currency by the Mayan and Aztec peoples in Central America.

**THE NAC'S DIVERSE WORKFORCE
ENABLES US TO KEEP A FINGER ON
OUR COUNTRY'S CULTURAL PULSE.**

– National Arts Centre



As part of its ongoing program to teach students in grades 4 to 12 about Canada's natural and cultural heritage, **Parks Canada** developed learning materials for teachers on its website that include lesson plans on Canadian immigration policies, the *Citizenship Act*, the Underground Railroad, and the contributions of some of Canada's nationally significant immigrants and related places and events. In 2005–2006, Parks Canada unveiled plaques commemorating Henry and Mary Bibb, two of Ontario's most influential Black leaders; Notre-Dame-de-la-Défense, an Italian Catholic Church in Montreal; and Tilting Cultural Landscape on Fogo Island in Newfoundland and Labrador. **Natural Resources Canada** donated a maple tree to new Canadians at the Canadian citizenship ceremony held in Fredericton, New Brunswick. At the **National Gallery of Canada**, National Aboriginal Day was celebrated by special guided tours for visitors and staff.

Projects also commemorated the military contributions of members of various groups. **Veterans Affairs Canada's** Heroes Remember Project, an Internet site with videos, interviewed numerous veterans from cultural groups including Aboriginals, Chinese Canadians, Japanese Canadians, Indo-Canadians, and African Canadians. The **Canadian Forces** in this reporting year published the book *Fighting for Canada: Chinese and Japanese Canadians in Military Service*. Book launches were held in Toronto and Vancouver, with the participation and assistance of the local Chinese and Japanese communities.

3.3 Fighting Racism and Discrimination

Several organizations created measures to fight racism and discrimination, both within their own workplaces and in society in general. In this way, they help uphold the fundamental freedom Canadians enjoy to not be discriminated against because of their background.

WE HAVE THE COLLECTIVE RESPONSIBILITY TO BUILD A COUNTRY BASED FIRMLY ON THE NOTION OF EQUALITY OF OPPORTUNITY, REGARDLESS OF ONE'S RACE OR ETHNIC ORIGIN.

– Prime Minister Stephen Harper,
22 June 2006

Many institutions have policies forbidding racism and discrimination. During 2005–2006, **Canada Deposit Insurance Corporation** revised and published its Harassment in the Workplace Policy, and provided mandatory training to all employees on the policy, which includes forbidding harassment based on race. The **Freshwater Fish Marketing Corporation** implemented a Respectful Workplace Policy to ensure all complaints concerning general, racial, or sexual harassment are investigated. The **Canadian Forces** and **Department of National Defence** announced in March 2006 that they will be updating and releasing a new and more robust policy on the elimination of racism. In this reporting year, the **RCMP** signed a memorandum of understanding with the **Canadian Human Rights Commission** to develop a duty to accommodate policy and a new harassment policy, and to provide mandatory harassment prevention training. **Agriculture and Agri-Food Canada** appointed an anti-racism champion.

Several organizations promoted anti-racism awareness for employees. On March 21, International Day for the Elimination of Racial Discrimination, several employees of the **Canadian Museum of Civilization Corporation** heard a presentation by a young survivor of the genocide in Rwanda. The presentation focussed upon her life experience in Rwanda and the atrocities she experienced, as well as what she had to deal with as a new Canadian and her integration in Canada. To also mark the day, the **Canadian Food Inspection Agency's** Quebec Region collaborated with a theatre company to deliver a presentation where actors played out common scenes of prejudice and discrimination experienced by designated groups. In several regions, **Service Canada** held lunch-and-learn events to increase awareness of the need to stop racism.

Some organizations made strides in anti-racism strategies. After consulting with ethno-cultural community leaders, the **Royal Canadian Mounted Police** began implementing its Bias-Free Policing Policy in January 2006 and training members on the policy. In 2005–2006, the **Canadian Race Relations Foundation (CRRF)** began a series of consultations and small focus-group discussions aimed at developing **CRRF** policy positions on a national anti-racism policy, the collection of race-based statistics, racial profiling, and the integration of race and anti-racism in education and training.

Additional federal institution initiatives that fight racism and discrimination are also included under the *Action Plan Against Racism* section that appears in **Part I: The Multiculturalism Program**.

4 – Research and Data That Support the Development of Relevant Policies, Programs and Practices (Section 3(2)(d))

“ALL FEDERAL INSTITUTIONS SHALL ... COLLECT STATISTICAL DATA IN ORDER TO ENABLE THE DEVELOPMENT OF POLICIES, PROGRAMS AND PRACTICES THAT ARE SENSITIVE AND RESPONSIVE TO THE MULTICULTURAL REALITY OF CANADA.”

The indicators used for reporting under this section are: 1) Collecting and disseminating information, and 2) Funding research projects.

4.1 Collecting and Disseminating Information

Several organizations collected and disseminated information on various ethno-cultural populations and immigrants, to help in their own program planning or that of other departments, or to increase understanding among the public around issues facing members of ethno-cultural communities.

A number of institutions researched ethno-cultural demographics to provide businesses and policy-makers with information to better serve the public. In 2005–2006, **Statistics Canada** published 17 papers and reports with immigration, multiculturalism, or Aboriginal components based on research by its analysts. Statistics Canada also conducted its third and final wave of data collection of the Longitudinal Survey of Immigrants, coordinated research on immigration with **Citizenship and Immigration Canada**, continued its ongoing development of the Longitudinal Immigration Database, and began identifying immigrants and Aboriginals in the Labour Force Survey (with funding from **Human Resources and Social Development Canada**), which will provide a snapshot of the labour force participation of adult immigrants every month. In this reporting year, **Canada Mortgage and Housing Corporation** presented its research highlights from the Refugee Housing Information Needs report to local housing committees in several communities in southern Ontario.

Conducting research on target audiences and clients is a common strategy to improve federal services. The **Canadian Broadcasting Corporation's** French Services surveyed television viewers and radio listeners. Among the questions were identifying first- and second-generation Canadians and assessing their interest in and use of the TV and radio services. Respondents were also asked to assess how well the French services reflect ethnic diversity. **Business Development Canada** conducted research, via **Statistics Canada**, on the different visible minority business communities within its network of branches to ensure that it reaches out to these communities. The data was included in the branches' marketing plans to ensure that they reach the more prominent visible minority business communities. The

Canada Science and Technology Museum Corporation is doing market research on its target audiences to develop strategies to achieve diversity in its programs and facilities. In 2005–2006, it refined its definitions, terminology, and market research on target audiences with respect to collecting information on diversity. The **Canadian Museum of Nature** conducted a socio-economic analysis of the Canadian population, using the most recent Census data, with a special focus on immigration statistics, to develop and market culturally sensitive programs to meet their needs. **Telefilm Canada** studied the level of financial support it provides towards professional development for multicultural and Aboriginal producers, to help set future funding goals for these projects. In 2005–2006, the **Office of the Commissioner of Official Languages**, in partnership with the **Canadian Human Rights Commission**, commissioned a study to examine official language abilities among visible minorities, to better understand the impact of the official languages policy on the recruitment of visible minorities in the federal public service. **Infrastructure Canada** conducted a review of current research on neighbourhoods, which identified the expansion of visible minority neighbourhoods in Vancouver, Toronto, and Montreal as a key theme. The review concluded that strengthening inclusiveness in increasingly diverse neighbourhoods might require rethinking traditional conceptions of infrastructure to include both social infrastructure and the social implications of physical infrastructure.

Other institutions are publishing information to paint a more complete picture of ethno-cultural communities. The **National Film Board**, in conjunction with **Human Resources and Social Development Canada**, is developing a project tackling issues of racism in the workplace. In 2006–2007, they will produce and disseminate five short films, directed by filmmakers from diverse backgrounds across Canada, that deal with issues of racism in the workplace. A DVD featuring the films along with extra content, and a website called “Work for All,” will also be produced. The **Canadian Museum of Civilization** undertook research for and production of a website devoted to telling the stories of women who have come to Canada from Africa called “Citizens: Portraits of Canadian Women of African Descent.” In 2006–2007, the Museum will publish a book called *Japanese Folk Traditions in Canada*.

During this reporting year, work continued on the Metropolis Project, the international research and policy forum about migration and urban diversity, whose Canadian secretariat is housed at **Citizenship and Immigration Canada (CIC)**. In 2005–2006, several federal institutions participated in the 8th National Metropolis Conference in Vancouver (titled “Immigration and Canada’s Place in a Changing World”) and the 10th International Metropolis Conference in Toronto (titled “Our Diverse Cities: Migration, Diversity and Change”), which brought together policy-makers, academics, and non-governmental organizations. In addition to **CIC**, participating federal institutions included **Canada Mortgage and Housing Corporation**, the **Department of Canadian Heritage**, the **Office of the Commissioner of Official Languages**, **Public Safety and Emergency Preparedness Canada** and its portfolio agencies, the **Royal Canadian Mounted Police**, **Statistics Canada**, and **Status of Women Canada**. Among the topics covered at these conferences were racism and discrimination, statistical data on immigrants to Canada, migration policies, benefits and challenges of diversity, gender equality and religious diversity, and national security issues. In addition, the five Metropolis Centres of Excellence across Canada published more working papers and other research, which are available at www.canada.metropolis.net.



4.2 Funding Research Projects

Several institutions sponsored external research to help inform the public policy debate on issues facing both newcomers and established members of ethno-cultural groups in Canada.

In 2005–2006, **Canada Mortgage and Housing Corporation** began or agreed to support several research projects examining housing issues among ethno-cultural communities. This included studies of housing needs for new immigrants in Montreal, Toronto, and Vancouver; expanding housing choices for new Canadians; and a case study of the housing search by new Black African immigrants and refugees in Toronto.

The **Canadian Forces** sponsored several civilian academic studies, some of which had a multicultural component, such as “An Examination of Select Visible Minority Groups in Canada: Implications for Recruitment by the Canadian Forces” and “The Diversity of the Chinese Community in Toronto: Implications for the Recruitment Strategies by the Canadian Forces.”

Western Economic Diversification Canada financially contributed \$652,000 to a study being conducted by the Canada West Foundation to examine community transformations, including the impacts of immigration, social diversity, and the rapidly growing Aboriginal population. This report is expected to be completed in 2008 and will likely be used by a number of government, industry, and not-for-profit organizations in their strategic planning.

In 2005–2006, the **Department of Canadian Heritage** funded several research projects focussed on multiculturalism, including the report *Sport and Multiculturalism: A Dialogue*, which explores the current status of multiculturalism and sport in Canada; research on the employment challenges faced by young anglophone Blacks in Quebec; a university study to assess the availability, nature, and appropriateness of support services for aging visible minority immigrants; and support to the Congolese Community Association in Edmonton to study socio-economic, demographic, cultural, political, and health barriers facing francophone women immigrants from Africa and elsewhere.

Human Resources and Social Development Canada funded several multiculturalism-related research projects this reporting year. This included three research papers addressing immigrant integration into the Canadian labour market, and four projects that examined homelessness among Canada’s immigrant population.

Elections Canada commissioned two academics to prepare concept papers on the electoral participation of, and best practices in voter outreach to, immigrants and ethno-cultural communities, and Aboriginal peoples.

The **Canadian Institutes of Health Research** funded several research projects in 2005–2006 that examined multicultural communities and specific health-related concerns.

The **Canadian International Development Agency (CIDA)** participated with other government departments and with private sector companies in a research project led by the Conference Board of Canada that examined how to maximize the talents of workers who are visible minorities. The resulting guide identifies ways to increase visible minority representation and was shared with both **CIDA** managers and employees.

5 – Language Skills and Cultural Understanding of Individuals of all Origins (Section 3(2)(e))

“ALL FEDERAL INSTITUTIONS SHALL ... MAKE USE, AS APPROPRIATE, OF THE LANGUAGE SKILLS AND CULTURAL UNDERSTANDING OF INDIVIDUALS OF ALL ORIGINS.”

5.1 Maximizing Employee Language Skills and Cultural Understanding

Virtually every federal employer has employees who speak a third language and/or have first-hand knowledge of another culture. Several institutions formalize these skills to help better serve clients.

During 2005–2006, **Business Development Bank of Canada** enhanced its ability to record and maintain employee information. Through its database, employees are encouraged to update their profile and indicate all the languages they can speak and their level of proficiency. Managers use this information to respond to and reach customers and potential customers of different ethnic backgrounds. Also this reporting year, the **Foreign Affairs and International Trade Canada** added employee third language skills to its database, which is now used for assignment purposes—an initiative that became a top priority after a lessons-learned exercise in the aftermath of the Asian tsunami of 2004. In 2006–2007, the **Canadian Food Inspection Agency** and the **Canadian International Trade Tribunal** will each create an inventory of the various languages spoken by employees to help communicate directly with clients and the general public. The **National Research Council (NRC)** will launch a Diversity/Multicultural Network. This database will list staff members from different origins who could use their expertise and knowledge, on a voluntary basis, to increase the NRC's competitive advantage. At the **Canadian Commercial Corporation**, Canada's international contracting and procurement agency, many employees use their multilingual capabilities to communicate with international buyers.



**Canada Day Poster Challenge 2006—Provincial Winner
(Prince Edward Island)**

Chanel Campbell

Age: 10 years

Georgetown, Prince Edward Island

Four different communities of people in Canada. Four totem poles.
The Canadian maple leaf symbol on a globe.
The sea and birds are part of Canada's natural resources.

BEST PRACTICES

The *Canadian Multiculturalism Act* requires all federal departments and agencies to execute Canada's multiculturalism policy in their everyday activities and long-term planning. What follows are three examples of innovative strategies to implement the *Act* to its fullest.

Parks Canada: Respectful Consultations Lead to Commemorating Canada's Ethno-cultural History

Parks Canada administers Canada's program of historical commemoration. On the advice of the Historic Sites and Monuments Board of Canada, the Minister of the Environment designates places, events, and persons of national historic significance, many of which are marked by a familiar bronze plaque. Approximately 4.2 percent of the existing 1800 commemorations recognize the historical contributions of ethno-cultural communities. Two examples are the Ukrainian Catholic Church of Immaculate Conception at Cook's Creek in Manitoba and the Underground Railroad, which marks the clandestine journey of thousands of Black refugees who escaped slavery in the United States to come to Canada in the mid-19th century.

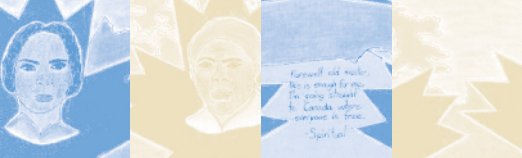
Several years ago, Parks Canada recognized that the history of ethno-cultural communities, along with that of Aboriginals and women, were under-represented among the subjects of national commemoration. In response to this gap, and to help fill in those missing chapters in Canada's national story, Parks Canada launched the National Commemorations Initiative, which actively recruits nominations for new commemorations from those three areas of Canadian history.

In early 2003, Parks Canada began active consultations with ethno-cultural communities that can possibly have places, persons, and events of historical significance that could be recognized through its public nominations program.

Targeted strategy

The Agency used a targeted strategy to reach the many communities identified as possibly qualifying for historic designation. Anyone can nominate a person (or group of people), place, or event, but all nominees must meet the stringent eligibility criteria established by the Historic Sites and Monuments Board of Canada.

Parks Canada took into account regional consideration in designing its consultations strategy, which vary by region. Some regional offices hold workshops and invite community leaders and historians to discuss possible subjects worthy of commemoration, and encourage the groups to send nominations. In other cases, Parks Canada meets directly with community leaders to explain the nomination process. The agency has produced a video and pamphlet to encourage nominations of places, events, and persons from ethno-cultural communities.



Seeing results

In 2005–2006, **Parks Canada** consulted with representatives of 14 communities—Belgian, Black, Chinese, Doukhobor, German, Hungarian, Italian, Jewish, Irish, Japanese, Norwegian, Syro-Lebanese, Sikh, and Ukrainian—to discuss their history in Canada and encourage them to nominate places, events, and persons. As a result, the Agency received 38 new nominations in this reporting year, almost 50 percent more than in the previous year.

Since the active consultations began in early 2003, two nominations that directly resulted from discussions with ethno-cultural communities have been approved for commemoration. These are the Founding of the Canadian Jewish Congress (following consultations with the Jewish community in Montreal) and Reverend Richard Preston (following consultations with African Canadians of Nova Scotia). Many more are expected in the coming years as new nominations make their way through the evaluation and designation process.

Lessons learned

This initiative is an example of the importance of conducting respectful consultations with communities. **Parks Canada** credits the initiative's early success in part to being forthright with ethno-cultural communities about the purpose of the consultations and the processes of the national commemorative program, and to being open to a broad range of proposals from ethno-cultural communities about what may be of historical relevance.

National Parole Board: Empowering Communities in the Justice System

The **National Parole Board (NPB)** is an independent administrative tribunal with exclusive authority to grant, deny, cancel, terminate, or revoke day and full parole to offenders. In 2000–2001, the **NPB's** Atlantic regional office, which is based in Moncton, New Brunswick, made it a priority to improve the hearing process experience for Black offenders given the over-representation of African-Canadian offenders in the three federal institutions in Nova Scotia and New Brunswick relative to their proportion in the general population. The first step for the Board was to meet with the curator of the Black Cultural Centre, in Nova Scotia, to commence the dialogue and to garner support for the direction being taken. As a result of that initial meeting, a committee was established that included the curator, other Black community leaders, and educators in order to explore how the Board could improve the hearing process experience for Black offenders.

The committee held an open house at the Black Cultural Centre to get input from community members on the parole hearing process. Committee members also went into smaller communities with sizeable Black populations in Nova Scotia and New Brunswick and sought opinions on the hearing process through community forums. The **NPB** showed videotapes of hearings to participants and the feedback from many was that the hearing process was not a positive one for Black offenders: it was deemed too sterile, too formal, and too much like the court experience.

Responding to community input

The community input received throughout the process facilitated the Board's ability to continue to develop a hearing process that is responsive and sensitive to African-Canadian offenders. This was achieved in several ways. As a result of this initiative, Board members now take into account any systemic or background factors that may have contributed to the offender's involvement in the Criminal Justice System, such as racism, as they make their assessment of all relevant information to determine whether or not the release of the offender will constitute an undue risk to society.

Other examples include the holding of hearings in a less formal setting in order to promote dialogue and foster constructive information sharing; and most interestingly, the Board's involvement, in 2005–2006, with a Halifax based African-Canadian educator who provides Cultural Liaison services at hearings. The Cultural Liaison services create a responsive hearing process for Black offenders and facilitate a more accurate understanding of the offender for Board members. Conducting hearings with a Cultural Liaison reflects, in part, the Board's responsiveness to African-Canadian offenders and their communities while adhering to the established criteria for decision-making.

A similar process was already in place in the region where an Aboriginal Elder is available to help Aboriginal offenders prepare for their hearing, and is in attendance with them to perform a smudging ceremony or other act to help them feel more comfortable during the hearing.

Carrying forward

Funding for the African-Canadian Cultural Liaison has been extended in 2006–2007, and the **NPB** will continue to work with Black community groups and to engage them in the successful reintegration of African-Canadian offenders.

While it is too soon to conduct an evaluation of the Cultural Liaison project, informal feedback from Board members, institutional staff, offenders, and their families has been positive and people are of the opinion that the hearing process is more transparent and that this approach leads to enhanced decision-making.

Lessons learned

This initiative is an example of empowering communities and making a federal program more culturally appropriate and responsive. The **NPB** credits the project's success to having identified key community contacts initially that facilitated entry into the African-Canadian community at large, and to having taken the time to gradually develop relationships that in the end served to provide effective solutions beneficial to all stakeholders.

Canada Revenue Agency: Helping Ethno-cultural Canadians Meet Tax Obligations and Get Benefits

Since 1971, the **Canada Revenue Agency (CRA)** and its predecessors have worked with several community organizations to train volunteers to help Canadians complete their simple income tax returns. Because of this, tax filers are able to receive credits and benefits, such as the Goods and Services Tax Credit and the Canada Child Tax Benefit.

Under this Community Volunteer Income Tax Program (CVITP), **CRA** staff coordinators in each of the agency's 46 tax services offices across Canada recruit and train volunteer tax preparers. The volunteers then help clients who can demonstrate they fall under designated income levels that vary by the economic situation in a particular region. The volunteers prepare tax returns for these clients, work with them one-on-one to assist them to complete the returns, or offer tax preparation clinics to teach clients how to prepare their returns on their own.

The CVITP has helped many people of ethno-cultural backgrounds over the years. In 2005–2006, however, the Agency's Prairie Region decided to go a step further and specifically target ethno-cultural communities to help them overcome barriers to filing returns, which may include cultural differences, language barriers, and a fear of government officials.

Branching out

The Prairie Region applied for and received funding under the **Department of Canadian Heritage's** Inclusive Institutions Initiative to expand its CVITP to target ethno-cultural groups. The funds go toward expenses such as additional staff time, traveling to outlying areas, renting space to hold tax preparation clinics, adjusting existing training material to target audiences, and translating information into third languages. In 2005–2006, **CRA** staff provided tax preparation clinics in Mandarin and Chinese.

This reporting year, the entire CVITP program used more than 15,800 volunteers, who helped prepare more than 477,000 returns of low-income Canadians of all backgrounds; of those, the Prairie Region had 3,100 volunteers, who helped prepare more than 93,000 returns, up from nearly 60,000 returns prepared the year before. Data are not available for those who were assisted through ethno-cultural organizations.

Forming partnerships

The CVITP created formal partnerships with other federal departments, such as **Human Resources and Social Development Canada** (to ensure that tax filers can receive their social benefits under the Income Security Program), the **Financial Consumer Agency of Canada**, and **Citizenship and Immigration Canada**, which sponsors the program Language Instruction for Newcomers to Canada. (CVITP volunteers went into these language classrooms and taught students how to fill out their income tax forms).

Also, the CRA has had a partnership since 1988 with Quebec's revenue ministry. The CVITP is run jointly in that province and the volunteers are trained to prepare both the federal and provincial tax returns.

The CRA's partnerships with ethno-cultural groups are informal, as Agency staff train ethno-cultural community volunteers and donate computers for use in community centres to help file returns electronically, among other things.

Moving forward

CRA will expand its reach into more ethno-cultural communities and more regions of Canada with a new national Outreach Database, which will be used in tax services offices to track outreach-related activities. This will help **CRA** evaluate its coverage of specific groups, such as new Canadians. This will be supported by an internal website that provides a library of presentations available by target audience and a toolkit with tips and materials that will assist presenters.

Lessons learned

This initiative is an example of how to better serve diverse clients. **CRA** emphasizes that the CVITP also helps ensure compliance with the tax filing laws, and thus deliver its core programs more efficiently. **CRA** credits the CVITP's success among ethno-cultural groups in part to knowing its target audience well to reach them directly and meet their specific needs, and to working informally with community groups and not focusing on signing formal partnership agreements.

CONCLUSION



Canada Day Poster Challenge 2006—Provincial Winner (Manitoba)

Julianna Rhymer

Age: 18 years

Morris, Manitoba

The glowing images of Canada can be seen throughout my poster. From left to right I think I have represented the Rocky Mountains, a totem pole, the famous Paul Henderson goal, the Sudbury Nickel, CN Rail, an Inuksuk, Confederation Bridge, the Bluenose, Canadian geese and the CN Tower. Then within the Maple Leaf, I have a poppy representing Canada's veterans, Parliament and the fleur de lys. The graphics of the swirling maple leaves represent the unity of our nation—being able to fly free and soar to new heights. The choice of colours represents our ever changing country. All the images I chose are CANADA.

CONCLUSION

AS CANADIANS, WE ARE FORTUNATE TO LIVE IN A COUNTRY WHICH EMBRACES THE MANY CULTURES OF THE WORLD. OUR ABILITY TO BE PROUD CANADIANS WHILE RESPECTING OUR DIFFERENCES IS WHAT MAKES US UNIQUE, AND HAS EARNED US THE ADMIRATION OF OTHER NATIONS.

– Prime Minister Stephen Harper, 16 August 2006

Tapping into the strength of Canada's rich ethnic diversity is key to our economic, cultural, political and social prosperity. It will also become increasingly important to our future as our birth rate declines and immigration increases. It is estimated that by 2017, one in five Canadians will be a member of a visible minority. Leveraging the benefits of multiculturalism will also be important, as federal institutions work with ethno-cultural/racial groups to foster cross-cultural understanding and work toward common goals of peace while respecting our differences.

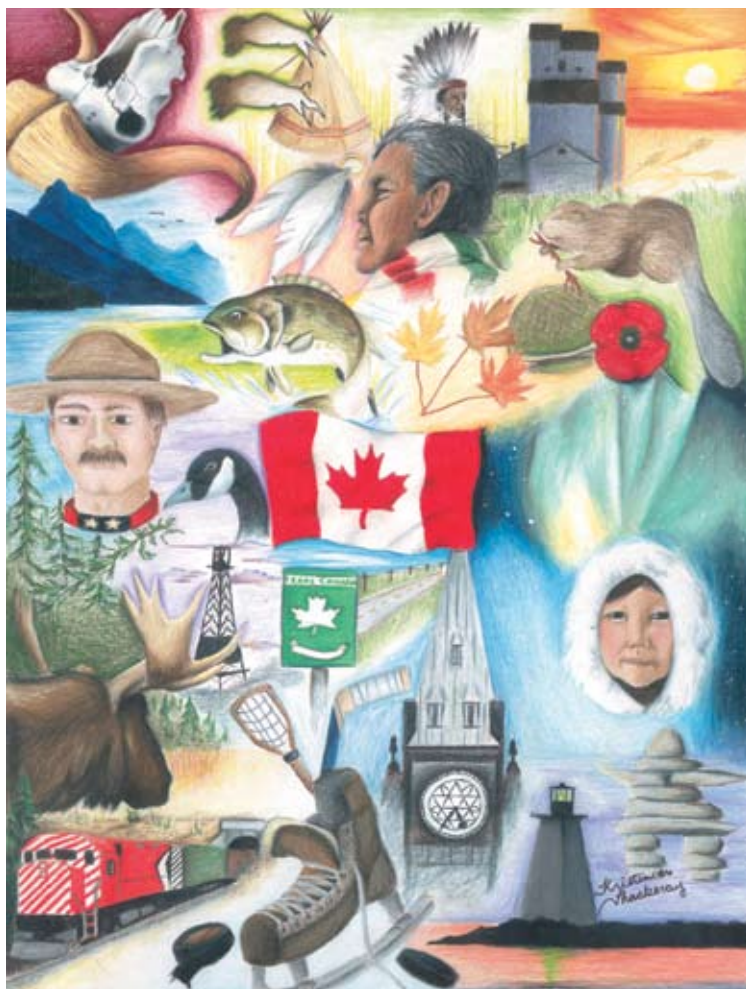
The *Canadian Multiculturalism Act* is an important tool for ensuring that federal policies, programs, and services reflect multiculturalism and are responsive to the diverse public that government serves. But many federal institutions see the value in embracing and promoting diversity on their own, not because it is required by the *Act*.

Federal institutions, including the **Department of Canadian Heritage** and its Multiculturalism Program, are using many innovative strategies to foster multiculturalism across Canada, individually or in partnership with community groups. Federal organizations are reaching out to ethno-cultural/racial communities, whose hardworking values make many contributions to Canadian society and the economy.

While there is still work to be done, there is much progress to build on. In 2005–2006, more federal institutions submitted reports under the *Act*, appointed a champion for multiculturalism, enshrined diversity in their workplaces, consulted with ethno-cultural/racial communities, helped remove barriers to full participation in the workplace and society, and made their programs and services more accessible to members of ethno-cultural/racial groups.

On the occasion of Canadian Multiculturalism Day, on June 27, 2006, Prime Minister Stephen Harper said, “I would urge all Canadians to take time today to celebrate the tolerant, open and generous society we have created, which welcomes people of all backgrounds to grow and prosper as part of the Canadian family.” The Government of Canada intends to continue this pace of progress among federal institutions to promote multiculturalism, giving much hope that diversity will play an even greater role in Canada's growth and prosperity.

PUBLICATIONS AVAILABLE FREE OF CHARGE FROM THE MULTICULTURALISM PROGRAM



Canada Day Poster Challenge 2006—Provincial Winner (Alberta)

Kristin Thackeray

Age: 17 years

Widewater, Alberta

I tried to include all of the things I see when I think of Canada. I made it bright and colourful because I believe that Canada is very colourful and different from coast to coast. This is Canada through my eyes!

PUBLICATIONS AVAILABLE FREE OF CHARGE FROM THE MULTICULTURALISM PROGRAM

- The *Canadian Multiculturalism Act*
- The Multiculturalism Policy of Canada
- The Canadian Charter of Rights and Freedoms (available in 32 languages—Arabic, Armenian, Chinese-Traditional-Cantonese, Chinese-Simplified-Mandarin, Cree (Central), Croatian, Dutch, English-French, German, Greek, Farsi, Hebrew, Hindi, Hungarian, Inuktitut, Italian, Japanese, Korean, Oji (Cree), Ojibway, Polish, Portuguese, Punjabi, Russian, Serbian, Somalian, Spanish, Tagalog, Tamil, Ukrainian, Urdu and Vietnamese)
- A Canada For All: Canada's Action Plan Against Racism (available in either full format or as overview brochure)
- Annual Report on the Operation of the *Canadian Multiculturalism Act* 2004–2005
- Canadian Heritage Fact Sheet – Culture and Diversity
- Canadian Heritage Fact Sheet – Multiculturalism
- Canadian Heritage Quick Facts on Diversity in Canada
- June 27 – Canadian Multiculturalism Day Poster
- Multiculturalism Respecting Our Differences – Information Kit
- Canadian Diversity, Multicultural Futures, International Approaches to Pluralism, Vol. 4:1, Winter 2005
- Our Diverse Cities, Number 1, Spring 2004
- Our Diverse Cities, Number 2, Summer 2006
- Our Diverse Cities: Challenges and Opportunities, Special Issue, 2006
- Policy Forum Stratégique. Canada 2017. Serving Canada's Multicultural Population for the Future, March 22–23, 2005. Discussion Papers.

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**Canada Day Poster Challenge 2006—Provincial Winner
(British Columbia)**

Lisa Qiu
Age: 16 years
Vancouver, British Columbia

A nation with great diversity. A nation filled with beauty. This is Canada.

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LIST OF FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION



**Canada Day Poster Challenge 2006—Provincial Winner
(New Brunswick)**

Mirae Lee

Age: 14 years

Bathurst, New Brunswick

From totem pole to CPR and the sweat of people's hardship to the cold red nose of the winter.
These are the precious images of Canada.

LIST OF FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION

Agriculture and Agri-Food Canada
Atlantic Pilotage
Bank of Canada
Blue Water Bridge Authority
Business Development Bank of Canada
Canada Border Services Agency
Canada Council for the Arts
Canada Deposit Insurance Corporation
Canada Industrial Relations Board
Canada Mortgage and Housing Corporation
Canada Post
Canada Revenue Agency
Canada School of Public Service
Canada Science and Technology Museum Corporation
Canadian Artists and Producers Professional Relations Tribunal
Canadian Broadcasting Corporation/Radio-Canada
Canadian Centre for Occupational Health and Safety
Canadian Commercial Corporation
Canadian Environmental Assessment Agency
Canadian Food Inspection Agency
Canadian Forces
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Canadian Grain Commission
Canadian Human Rights Commission
Canadian Human Rights Tribunal
Canadian Institutes of Health Research
Canadian Intergovernmental Conference Secretariat
Canadian International Development Agency
Canadian International Trade Tribunal
Canadian Museum of Civilization Corporation
Canadian Museum of Nature
Canadian Nuclear Safety Commission
Canadian Race Relations Foundation
Canadian Radio-television and Telecommunications Commission
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Canadian Transportation Agency
Citizenship and Immigration Canada
Commission for Public Complaints Against the RCMP
Copyright Board of Canada
Correctional Service Canada
Department of Canadian Heritage
Department of Finance
Department of Justice
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Economic Development Agency for the Regions of Quebec
Environment Canada
Export Development Canada
Farm Credit Canada
Financial Consumer Agency of Canada
Foreign Affairs and International Trade Canada
Freshwater Fish Marketing Corporation
Hazardous Materials Information Review Commission
Health Canada
House of Commons
Human Resources and Social Development Canada
Immigration and Refugee Board of Canada
Indian and Northern Affairs Canada
Indian Residential Schools Resolution Canada
Industry Canada
Infrastructure Canada
International Development Research Centre
Library and Archives Canada
Military Police Complaints Commission
NAFTA Secretariat – Canadian Section
National Arts Centre
National Battlefields Commission
National Capital Commission
National Farm Products Council
National Film Board of Canada
National Gallery of Canada



National Parole Board
National Research Council Canada
Natural Resources Canada
Office of the Auditor General of Canada
Office of the Chief Electoral Officer
Office of the Commissioner of Official Languages
Office of the Correctional Investigator
Pacific Pilotage Authority Canada
Parks Canada
Patented Medicine Prices Review Board
Public Safety and Emergency Preparedness Canada
Public Service Commission of Canada
Public Works and Government Services Canada
Registry of the Competition Tribunal
Royal Canadian Mint
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Review Committee
Service Canada
Standards Council of Canada
Statistics Canada
Status of Women of Canada
Telefilm Canada
Transport Canada
Transportation Appeal Tribunal Canada
Treasury Board of Canada Secretariat
Veterans Affairs Canada
VIA Rail Canada
Western Economic Diversification Canada