



Canadian Heritage Patrimoine canadien

Multiculturalism Multiculturalisme

# Annual Report on the Operation of the Canadian Multiculturalism Act 1998 – 1999



**MULTICULTURALISM**  
Respect Equality Diversity





Annual Report  
on the Operation of the  
*Canadian Multiculturalism Act*

1998-1999



Department of Canadian Heritage  
February 2000



This booklet has been published by the Department of Canadian Heritage. It has been prepared to report to Parliament about the implementation of the *Canadian Multiculturalism Act* in federal institutions.

At the same time, this booklet 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*.

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This document is available on the Internet under:

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Services Canada, 2000  
Catalogue No. Ci95-1/1999

ISBN 0-662-64670-3



PRIME MINISTER • PREMIER MINISTRE

### Foreword by the Prime Minister

As we look back over the 20th century, Canada has many accomplishments of which we can all be very proud. Canada is a model to the world of how people of many different nationalities, cultures and religions can co-exist peacefully and prosper together. This is a remarkable achievement in a century marked by the worst excesses of racial, religious and ethnic intolerance.



Multiculturalism is the Canadian Way. Here, we work toward the accommodation of cultures. We understand that diversity is a force. We share a firm desire to bridge differences for the common good. We have developed a capacity to reason together and work out problems in a spirit of mutual respect. All these qualities are reflected in our Multiculturalism policy.

Canada is a multicultural state. And if many other countries have diverse populations, only Canada is a diverse and cohesive society, where no single culture dominates. This may not be the easiest path to national unity, but it has the great advantage of encouraging each and every member of our society to participate and contribute, while maintaining his or her cultural identity.

The policy of multiculturalism serves Canadians and Canada well. It helps each of us to celebrate our origins proudly and preserve our ties with the rest of the world. As a society, we are preserving our cultural diversity, which stimulates creativity and innovation. In the global economy, maintaining our diversity strengthens our trading links with other countries. At the same time, multiculturalism reinforces the importance of what keeps us united. We have not come together because we all have the same skin colour or speak the same language or share the same religion. Beyond our differences, we are together as Canadians because we subscribe to the same fundamental *values*—generosity, compassion, community spirit, freedom, equality, justice, responsibility, and respect for individual dignity, human rights and the rule of law.

As a society, we are not blind to the challenges we face. Respecting our values makes it incumbent on us to devote all of our energies toward making sure that all Canadians can participate fully in our collective life. Our vision of the future must be for a Canada in which everyone has an equal opportunity to learn, pursue opportunities, build a home and family, and enjoy life fully. Here too, multiculturalism plays a role helping to combat bias and discrimination and strengthen the institutions, organizations and community groups that serve citizens from all walks of life.

Multiculturalism distinguishes Canada, as a country that not only cares equally about *all* its citizens but also believes that preserving the uniqueness of each holds the promise of a better future for all of us. As we embark on a new century, our capacity to accommodate cultural diversity and thrive because of it stands as a beacon of hope in a world that still struggles with ethnic, religious and racially motivated violence. Multiculturalism makes Canada a leader in the promotion of peace and human security, and an example to the world.

*Jean Chrétien*

Secretary of State  
(Multiculturalism) (Status of Women)



Secrétaire d'État  
(Multiculturalisme) (Situation de la femme)

Ottawa, Canada K1A 0M5

Her Excellency the Right Honourable Adrienne Clarkson, C.C., C.M.M., C.D.  
Governor General and Commander-in-Chief of Canada  
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Your Excellency:

I am pleased to submit the eleventh annual report on the operation of the *Canadian Multiculturalism Act* for tabling in Parliament, pursuant to section 8 of the Act. This report covers the 1998-1999 fiscal year.

Please accept my best wishes.

Yours sincerely,

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

The Honourable Hedy Fry, P.C., M.P.

Canada



### **Introduction by the Secretary of State (Multiculturalism) (Status of Women)**

In the knowledge-based economy of the 21<sup>st</sup> century, where people are key to a nation's productivity and competitiveness, Canada's multiculturalism is its most valuable resource. It encourages new ways of thinking and stimulates innovation and creativity. It helps us forge links with the rest of the world at a time when jobs and growth depend more than ever on global trade and investment. These links also strengthen our international influence as we work for humanitarian reforms and to combat threats to human security.



However, Canadians value ethnocultural diversity most for the contribution that it makes to our quality of life. It makes our lives more varied and interesting. It enriches cultural expression. It exposes us to different perspectives and points of view. It helps make us "global thinkers" and reinforces our commitment to the values we share. It challenges us to overcome our prejudices and explore new approaches to solving problems. It helps us find new and better ways to work together for the common good.

It is in this spirit that I am pleased to present the 11<sup>th</sup> Annual Report on the Operation of the *Canadian Multiculturalism Act*. This year, we are taking a new approach to reporting on progress achieved to highlight the contributions that Canada's multiculturalism policy makes: in building a stronger more united Canada, in building a dynamic economy, in building safer communities, and to securing Canada's place in the world.

More than ever before, the Government of Canada is pursuing partnerships with other governments, institutions, businesses, associations and voluntary groups. New combinations of partners generate new ideas. Different organizations working together to address common issues strengthens communities. This report recognizes the importance of this co-operation and highlights four areas of progress that are the result of the collective efforts of business leaders, community volunteers, researchers, students, educators, public servants and concerned citizens. It is through this collaboration that we bridge differences, bring down barriers created by racism, intolerance and hate, and help more Canadians participate fully in their society.

The *Canadian Multiculturalism Act* is as relevant today as it was in 1988, when it was passed unanimously by the Parliament of Canada. Regardless of race, religion, origin or ethnicity, it states that *all* Canadians should have equal opportunity to contribute to the economic, social, cultural and political life of Canada. As the demographics of Canada's population have changed, the multiculturalism policy has become more horizontal in nature, working with departments and institutions to recognize the diverse needs of Canadians, and with communities to develop the skills and tools they need to overcome the barriers created by differences.

We are now finding that with the increase in ethnic conflict in some parts of the world, our national multiculturalism policy is eliciting international interest. Other countries are seeing the value in multiculturalism as a way of addressing the complex challenges of diversity. Multiculturalism, rooted as it is in integration rather than assimilation, in negotiation as a way to resolve conflict, is increasingly being seen as a practical tool for advancing peace and human security around the world.

A handwritten signature in black ink, consisting of several overlapping loops and a long tail stroke, representing the name Hedy Fry.

The Honourable Hedy Fry, P.C., M.P.



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# Multiculturalism— Strength Through Diversity

Diversity has been a force in Canada's development from the beginning. At the time of European settlement there were over 56 different Aboriginal nations speaking more than 30 different languages. Through the period of colonial settlement, when French and then English speaking populations established themselves in Canada; many of these communities were themselves culturally diverse. Since Confederation, more than 14 million people have immigrated to Canada, initially from Europe and then gradually from all parts of the globe, dramatically expanding the ethnic, racial and religious diversity of Canada's population.

What sets Canada apart from most other countries is how differences within the population have not only been accepted, but are today recognized as a source of strength. Canada's ethnocultural diversity generates a rich and productive mix of different ideas and perspectives that promotes creativity, innovation and "global thinking." The many different ethnic origins and nationalities within the Canadian population mean that, as a trading nation in the global economy, we have invaluable ties to all parts of the world. But it is in building a peaceful, harmonious society that diversity plays its most dynamic role. It challenges us to adapt and relate to one another *despite* our differences, which encourages understanding, flexibility and compromise. This makes us resilient—able to accommodate different points of view and see different ways to solve problems. It is one reason why Canada has distinguished itself on the world stage as a successful mediator in the promotion of international peace and human security.

## Building Canada's diversity framework—connecting Canadians and their communities

The view that maintaining and even celebrating diversity could be good for society, and that cultural differences need not be detrimental to Canadian unity was first argued in the groundbreaking report of the Royal Commission on National Development in the Arts, Letters and Sciences, or the Massey-Lévesque Commission, in

1950. Since that time commissions, legislation, constitutional changes and Supreme Court decisions have shaped and reaffirmed a unique Canadian model or framework for diversity anchored in bilingualism and multiculturalism. Major national legislation included the *Official Languages Act*, the *Canadian Human Rights Act*, the *Canadian Charter of Rights and Freedoms*, and the *Employment Equity Act*. These laws form the foundation of a diversity framework that has helped make Canada one of the most peaceful, tolerant and open societies on Earth.

Specific support for multiculturalism began in 1971 when Canada became the first country in the world to adopt an official multiculturalism policy. Less than ten years later, the multicultural character of Canada gained constitutional recognition in Section 27 of the newly adopted *Canadian Charter of Rights and Freedoms*. It specified that the courts were to interpret the Charter "in a manner consistent with the preservation and enhancement of the multicultural heritage of Canada."

In 1988, the *Canadian Multiculturalism Act* was passed into law. It contains policy objectives for the full and equitable participation in society of individuals *and* communities of all origins; the elimination of discrimination based on race, national or ethnic origin, colour and religion; increased cross-cultural understanding; the promotion of multiculturalism, and the preservation of Canada's multicultural heritage. The Act obliges *all* Government of Canada institutions to take a leadership role in the promotion of multiculturalism, taking account of the multicultural character of Canada in their policies and practices and making their programs and services accessible and better suited to *all* Canadians. To ensure accountability, the Act requires that the Government provide an annual report to Parliament on progress achieved.

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Making equality of opportunity meaningful in a diverse society requires more than constitutional measures and legislation. The *Multiculturalism Act* recognizes that initiatives are needed that strengthen communities, encourage dialogue and help people overcome barriers to their participation in society. The Act specifically calls for efforts to connect Canadians and their communities in order to “promote the understanding and creativity that arise from the interaction between individuals and communities of different origins.” Specific support for these objectives is provided to individuals, groups and organizations through the Government of Canada’s Multiculturalism Program, which is delivered by the Department of Canadian Heritage.

## Promoting equality and achieving excellence

In many respects, Canada has always been multicultural. The diversity framework that Canada has adopted has greatly enhanced the ability of Canadians to articulate their grievances, raise awareness of equality and diversity issues and press for change. This has had a significant impact on the development of our collective identity—our sense of who we are as Canadians. Disagreement and debate often mark this process. But even as we argue what is never in doubt is our collective belief in the virtues of an “inclusive” society—one where all members should have the right to contribute to the best of their ability.

Fundamentally, Canada stands as a society that is both diverse *and* cohesive, bound together by a set of shared values that include respect for individual dignity and the rule of law, freedom, compassion, fairness and *equality*. As we work together, we come to learn more about what we need to do to ensure that all Canadians have equal opportunities to participate in the social, economic, cultural and political life of the country.

As we look to the future, the Canadian vision of a diverse, cohesive and inclusive society where all members can participate equally in all facets of life will be more important than ever. The emerging global economy of which Canada is a part is placing an increasing emphasis

on knowledge and skills to support productivity, wealth and the maintenance of our standard of living. Every member of society matters—the better we become at ensuring that every Canadian has the best possible opportunity to reach their full potential and achieve excellence, the better off we will all be.

Racism, discrimination and intolerance are all barriers that make it much more difficult for individuals to succeed in life. As such, they are impediments to Canada’s continued development and prosperity in the global, knowledge-based economy. Hate crimes, the most extreme manifestation of racism and intolerance, are of particular threat to building safe and cohesive communities, and governments have a particular leadership role to address them.

## Building a better quality of life

Today Canada is more diverse than it has ever been. Canada’s close to 30 million inhabitants reflect a cultural, ethnic and linguistic makeup found in no other country on earth. Our immigration and refugee programs continue to bring approximately 200,000 newcomers to Canada every year from all over the world.

As our diversity expands, so do the opportunities it brings. Our connections to the world are strengthened through the social, economic and cultural ties that millions of Canadians maintain with their countries of origin. Different perspectives and new ways of understanding issues fuel creativity and innovation, which we need to compete in the global economy. Our capacity to thrive as a peaceful, tolerant and caring society as our diversity expands, strengthens our international influence and makes us a strong advocate for international peace and security.

However, we cannot be complacent. As Canadian society continues to change, a great deal more work must still be done to adequately address the needs and aspirations of Canada’s Aboriginal peoples. Racism remains a problem in many cities and communities in Canada, in some cases exacerbated by conflicts elsewhere in the world. A demanding labour market means that many newcomers to Canada are finding it difficult to get a job even when they are well qualified. Immigrants to Canada are increasingly concentrated in large cities, creating different perceptions of diversity in urban and rural Canada. As the Internet becomes an increasingly dominant force in our economy and society, new barriers to participation including access to technology, technological literacy,





income and language must be addressed. Finally, increased mobility and instantaneous global communications may be weakening the ties that some Canadians feel for their country.

To remain strong and united, it is more important than ever that we create the kind of society that all our peoples will *want* to live in and make a commitment to. We must ensure that Canada continues to offer all its citizens an unparalleled quality of life and that as Canadians, we are all aware of how fortunate we are.

As a consequence, the Government of Canada is working with provincial and territorial governments, community groups, non-profit organizations, businesses and individual Canadians to help strengthen our institutions, build safer and more supportive communities and reinforce shared values. For example, the Government of Canada is working to make the federal public service more representative of the diverse population it serves. It is enhancing its multiculturalism programming, expanding its anti-racism activities and strengthening its support for other minority groups such as persons with disabilities to help more

individual Canadians overcome barriers to their full participation in society. Many of the new initiatives highlighted in this report involve working with institutions, community groups and ethnocultural organizations on innovative ways to bring down barriers to participation in society and help more individuals overcome them. Others involve raising awareness of the importance of diversity issues in social policy, and conducting research to better understand the barriers that specific groups of Canadians face.

Canada's framework for diversity reflects the belief that the common good is best served when peoples are treated with respect. It recognizes that respect for cultural distinctiveness is intrinsic to an individual's sense of self worth, and that this encourages achievement, participation and ultimately, attachment to country. Through this framework and Canada's multiculturalism policy, a wide range of initiatives are undertaken that, by helping individuals reach their full potential, are building a better quality of life for all Canadians.



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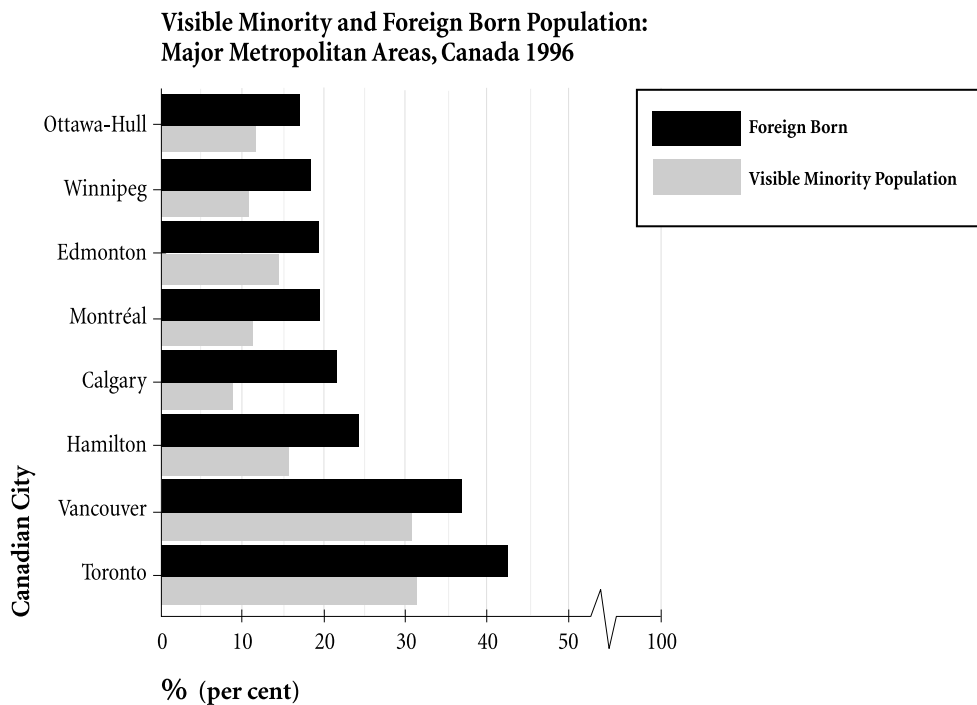
DIVERSITY

# Diversity in our Urban Centres: Canada's EthniCities

One of the most prominent distinguishing characteristics of Canadian society is its increasing ethnic, racial and linguistic diversity. Nowhere is this ethnocultural diversity evolving faster than in Canada's urban centres. From city to city, there is considerable variation in the nature of this change. Ethnocultural diversity is evolving at different rates and in different ways. This is the result of complex interrelationships between factors such as the settlement patterns of newcomers to Canada, the distribution, size and natural increase of existing ethnocultural communities, and a declining birth rate and ageing of the population.

The term "EthniCity" has been coined to describe large urban centres in the developed world where more than a third of residents are either recent immigrants or citizens in long established ethnocultural groups with cultures and

origins that differ substantially from those of the majority population<sup>1</sup>. The 1996 Census counted almost 5 million immigrants living in Canada, or about 17% of the total population. Excluding Aboriginal Canadians, visible minorities made up 11% (3.2 million individuals) of the adult Canadian population. According to Statistics Canada, 89% of all immigrants and 94% of visible minorities live in a "census metropolitan area,"<sup>2</sup> or urban centre compared to 62% of the general population. Toronto, Vancouver and Montréal are home to the largest total numbers of visible minorities in Canada (1.3 million, 566 thousand and 401 thousand respectively). With about one third or more of their residents currently immigrants or members of visible minorities, these large Canadian cities are three of the developed world's "EthniCities".



<sup>1</sup> "Ethnicity: Geographic Perspectives on Ethnic Change in Modern Change," Boston: Rowman & Littlefield Publishers Co., 1996

<sup>2</sup> A "census metropolitan area" (CMA) is defined by Statistics Canada as a large urbanized core together with adjacent urban and rural areas, which have a high degree of integration with that core. Such area has (or has had) a population of at least 100,000 persons.





## Evolving ethnocultural diversity—shaping Canada’s urban landscape

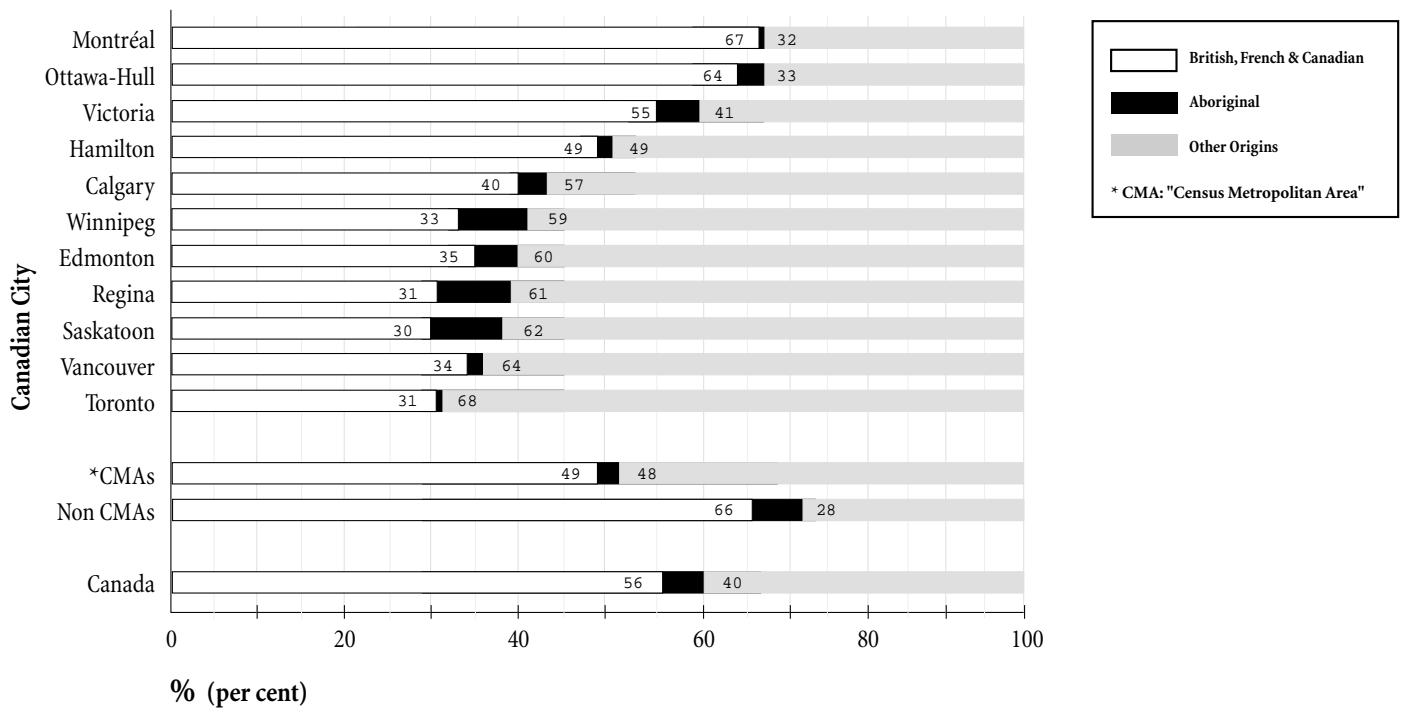
Continued immigration from countries all over the world means the rate of change of Canada’s ethnocultural diversity is more rapid than at any point in the country’s history. Canada’s diverse character and composition is expected to continue evolving well into the next century, with the proportion of adult visible minorities in the general population projected to double by 2016. By 2006, Canadians with Central and South American, Indochinese, Arab, Caribbean, Filipino and Chinese backgrounds will have grown by over 100% from 1991, while the growth of those reporting British and French origins over the same time period is expected to have risen by only 6% and 8% respectively.

In 1996, in Canada’s census metropolitan areas, 48% of the population reported at least one ethnic origin other than British, French, Canadian or Aboriginal, compared to the

national average of 40%. With ethnocultural diversity increasingly concentrated in urban centres, Canada is destined to have more “EthniCities” as it develops.

Toronto currently tops the list of Canada’s most diverse cities, displaying the highest percentage of residents reporting ethnic origins other than British, French, Canadian or Aboriginal (68%). It is followed by Vancouver (64%) and then by five cities in Western Canada: Saskatoon, Regina, Edmonton, Winnipeg and Calgary. Also, about a third of the residents of Montréal and Ottawa-Hull reported origins other than British, French, Canadian or Aboriginal in 1996. Overall, these figures suggest that most major Canadian cities are following the trend of Toronto and Vancouver and becoming increasingly diverse in their ethnic composition albeit, at different rates.

**Ethnic Origins, Canada, 1996:  
Selected Census Metropolitan Areas**



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## The distinctive character of Canada's EthniCities

As ethnocultural diversity evolves, highly distinctive patterns are emerging in the ethnocultural character of Canada's cities. The ethnocultural composition of the most diverse Canadian cities as reflected by non-official languages spoken, reveals considerable differences in the concentrations of specific ethnic groups. For instance, those reporting single or multiple Italian origins have a stronger presence in Toronto and Montréal than in Vancouver. While individuals of Chinese ethnic origins are present in all three of these major urban centres, they

are particularly concentrated in Vancouver and Toronto as opposed to Montréal. Likewise, Canadians reporting German ancestry are more concentrated in Toronto and Montréal than in Vancouver.

As the more detailed table below shows, in cities in Western Canada there are higher concentrations of individuals reporting Ukrainian, Scandinavian and Polish ethnic backgrounds than Italian or Chinese.

**Top 8 Most Reported Ethnic Origins (Single and Multiple) Other than British, French or Canadian: Selected Canadian CMAs, 1996**

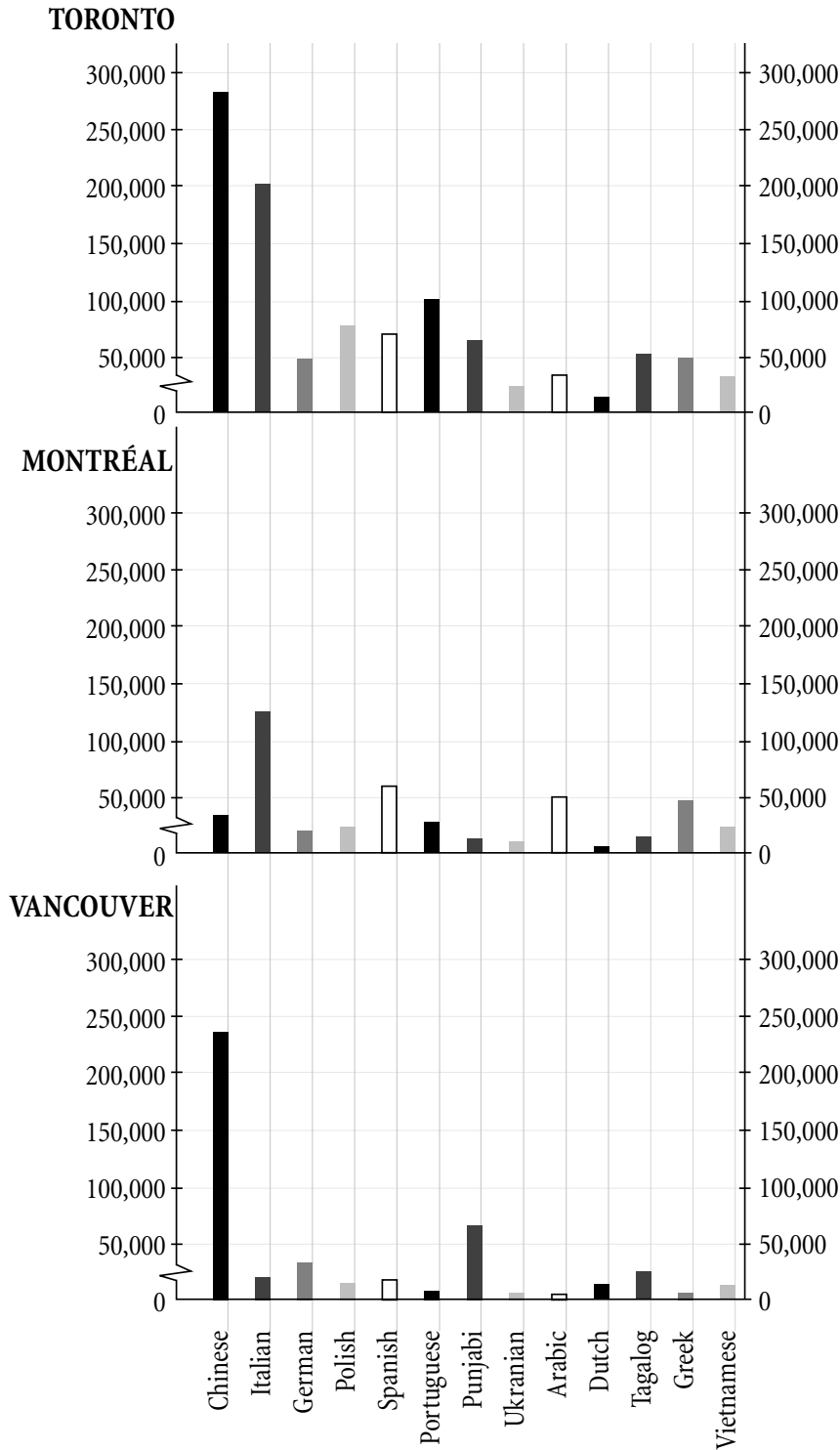
Size Rank	1	2	3	4	5	6	7	8
<b>Toronto</b> <i>Number</i>	Italian 414,310	South Asian 359,475	Chinese 359,450	Caribbean 243,850	German 224,525	Portuguese 161,685	Polish 161,000	Jewish 156,300
<b>Montréal</b> <i>Number</i>	Italian 220,935	Caribbean 100,915	Arab 96,240	Jewish 89,905	Haitian 71,055	German 60,765	Greek 54,505	Chinese 51,135
<b>Vancouver</b> <i>Number</i>	Chinese 288,800	German 186,945	South Asian 125,350	Scandinavian 98,265	Ukrainian 73,335	Dutch 65,665	Italian 64,280	Polish 50,035
<b>Saskatoon</b> <i>Number</i>	German 64,775	Ukrainian 34,385	Scandinavian 21,455	Aboriginal 18,160	Polish 12,850	N.A. Indian 12,860	Norwegian 13,450	Hungarian 4,250
<b>Regina</b> <i>Number</i>	German 60,845	Ukrainian 23,055	Scandinavian 16,740	Aboriginal 14,570	Polish 10,810	N.A. Indian 10,540	Norwegian 9,090	Hungarian 6,935
<b>Edmonton</b> <i>Number</i>	German 156,175	Ukrainian 118,175	Scandinavian 58,820	Polish 51,710	East Asian 45,975	Aboriginal 44,130	Chinese 42,195	Dutch 39,815
<b>Calgary</b> <i>Number</i>	German 138,440	Scandinavian 60,230	East Asian 54,770	Ukrainian 52,130	Chinese 48,930	Dutch 36,695	Polish 33,755	South Asian 27,475
<b>Halifax</b> <i>Number</i>	German 38,350	Dutch 14,400	Aboriginal 7,800	African-Black 6,155	Arab 5,355	Italian 4,625	Scandinavian 4,430	Lebanese 3,735
<b>Winnipeg</b> <i>Number</i>	German 110,375	Ukrainian 104,015	Polish 53,960	Aboriginal 52,525	Scandinavian 38,615	S.E. Asian 30,805	N.A. Indian 28,420	Metis 26,285







### Selected Non-official Languages Spoken, 1996: Toronto, Montréal and Vancouver



Single Reporting Source: Statistics Canada  
1996 Census, Nation tables



## A future of accelerating urban ethnocultural diversity

The likelihood that ethnocultural diversity in Canada's cities will not only continue to evolve in different ways but actually accelerate is evident when examining ethnocultural diversity and age. As Canada's population ages and new immigrants continue to settle predominantly in major urban centres, Canada's cities will soon exhibit an even more pronounced degree of ethnic diversity each with its own even more distinctive ethnocultural mix.

According to 1996 Census data, the single most ethnically diverse group in the population are the youngest—children and adolescents up to 14 years of age—living in Canada's largest urban centres. More than half (53%) of these future leaders of the country have ethnic origins other than British, French, Canadian and Aboriginal. This is more than 5 times higher than the national average of 10%. In Toronto, the largest EthniCity in Canada, three out of four persons up to 14 years of age have at least one origin other than British, French, Canadian or Aboriginal. About 60% or more of this age cohort in Saskatoon, Edmonton, Regina, Winnipeg and Calgary have a similar composition.

The working age cohort (aged 15-64) of census metropolitan areas also displays a high level of ethnic diversity. As new immigrant workers enter urban economies, Canada's labour force becomes increasingly diverse in its ethnic and racial makeup. In 1996, almost half the population aged 15-64 living in the major metropolitan areas of the country reported origins other than British, French, Canadian or Aboriginal.

The senior cohort (aged 65 and over) is the least diverse but even here there is more ethnocultural diversity in this population in the largest urban centres. The contrast between large cities and smaller population is 41% to 38%, the narrowest of all age groups. This is likely due to the

presence in many small towns of residents with origins other than French, English, Canadian or Aboriginal, who immigrated earlier this century, when the economy was resource-based and migration to rural communities was more frequent.

## Harnessing the benefits

Fundamental change is taking place in the ethnocultural makeup of Canada's population, particularly in urban settings. Fuelled by the most ethnoculturally diverse generation of young people in Canada's history, more EthniCities will emerge as Canada moves into the 21<sup>st</sup> century.

Ethnocultural diversity affects every aspect of urban life, from the tastes and values citizens share to organizational behaviour to physical infrastructure. New demands emerge for cultural goods and services in areas such as tourism, food, media and the arts. Ethnocultural diversity changes patterns of communication, worship, social contact and political participation. Each ethnocultural community leaves a unique mark on the social, cultural and political "face" of the city.

Ethnic and cultural diversity promotes a true cosmopolitan lifestyle and a creative urban culture. The distinguished Canadian scholar, Northrop Frye, saw the latter as a vital element in the development of a city's character. "A creative culture", he wrote, should be "infinitely porous—absorbing influences from all over the world". Canada's EthniCities undoubtedly fulfil this role.

The ethnocultural diversity of Canada's population is changing much more rapidly in urban as opposed to rural Canada, and as a result, tensions may be developing between these two realities. Ethnicity, however, is not just an urban phenomenon. The effects of an increasingly diverse population are evident in all of society.





These demographic trends point to the need to understand better what pressures may be associated with accelerating ethnocultural diversity so that public policy makers can respond appropriately. In Canada the federal government's approach to diversity focuses on ensuring citizens can contribute fully to Canadian society and on maintaining "social cohesion"—the process of developing shared "core" values without which a democratic society loses the capacity to govern itself. This is achieved through a wide variety of means, including providing equality of opportunity, promoting participation in governance, and encouragement and support for the activities, institutions

and opportunities that foster expression, interaction and attachment. Achieving further progress in all these areas is essential if Canada is to harness the full potential of its growing ethnocultural diversity. New and innovative partnerships will be needed between governments at all levels, and among and between organizations at the national, regional and local levels. Above all, progress will depend on the continued energy, vision, goodwill and neighbourliness of individual Canadians.



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## Best Practices

All federal departments and agencies strive to incorporate the *Canadian Multiculturalism Act* into their policies, programs and practices. They do so in the knowledge that their efforts will protect the values of respect, equality and diversity for all Canadians.

In 1998-99, many federal departments and agencies, together or on their own, achieved a particularly high degree of success in their initiatives on behalf of multiculturalism and diversity. Such success stories can be found right across Canada, in small agencies and large departments, at sea, on the ground, even in space. These best practices affect large groups as well as individuals. Some are internal in nature while others actively engage Canadians at all levels.

Among those committed to the highest levels of performance in support of multiculturalism is the Department of Canadian Heritage. One of 19 organizations within the Canadian Heritage Portfolio, the Department worked hand in hand with Canadians in the past year to strengthen their shared sense of identity while respecting their diversity. The department, alone and in cooperation with other departments, continued to seek the best ways to eliminate barriers while encouraging the participation of all citizens in the social, political and cultural life of Canada.

The success stories of the past year deserve special attention. They are examples of the federal government's ongoing commitment to build a united, democratic and secure nation. These best practices advance our goal of promoting Canadian values as a model for world peace and justice.

In addition, best practices serve to inspire other federal departments and agencies. They provide leadership for individuals, groups and organizations committed to preserving, enhancing and promoting multiculturalism in Canada.

## Diversity at Canada's doorstep

An enduring symbol of Canada's diversity, Pier 21 on the Halifax waterfront was among the most anticipated and exciting projects of the past year. Between 1928 and 1971, some 1.5 million immigrants first set foot on Canadian soil at Pier 21. Now, a number of federal departments and agencies are working to preserve that part of Canadian history. For example, **National Archives** and the **Pier 21 Society** undertook a joint project to automate and digitize the index to the site's immigration records for the period 1925-1935. A copy will be available at Pier 21 and the National Archives Internet site. Passenger and border crossing lists were obtained from **Citizenship and Immigration Canada**. Meanwhile, the **Halifax Port Authority** helped to establish the Pier 21 Museum (it opened officially on July 1, 1999) as the last existing immigration shed in Canada. Images for the Pier 21 project were provided by the **National Gallery of Canada**.

## Partnerships to enhance responsiveness

**Health Canada**, through the Centres of Excellence on Women's Health Program it established in 1996, moved closer to its goal of improving women's health by generating appropriate knowledge, information and policy advice. The centres were established to examine health system issues such as the impact of health reform, patterns of health service provision and women's experiences with the health system. The following projects, completed or in progress over the past year, addressed the health needs of immigrant and refugee women:

- *Assessing Barriers to Health Care of Visible Minority Immigrant Women* is designed to measure the barriers experienced or perceived by visible minority immigrant women. Vietnamese, Latin American and African women are participating in the study.
- *Tortured Bodies, Broken Spirits* is aimed at rebuilding strategies for refugee women who have been victims of organized violence.
- *Listening to Latin American Women* addresses the lack of information that exists about the health and well-being of Latin American women, many of whom were forced to flee political brutality and life-threatening circumstances.

Canadian Heritage's **Sport Canada** co-chaired and provided support to the *Harassment and Abuse in Sport Collective*. The collective, consisting of over 40 sport organizations and governments, released a guide and Web site for sport clubs and associations to confront harassment and abuse. The *Speak Out!.....Act Now!* guide provides direction and guidance for sport organizations and clubs to prevent and respond to harassment and abuse, including racist verbal harassment. The guide is available free to the public through the Internet.





## Getting the word out

In 1998-99, federal departments and agencies used various media to promote multiculturalism to their staff and to the Canadian public. For instance, two new videos produced by the **Canadian Race Relations Foundation**, in partnership with TVOntario and TFO, are helping to educate Canadian school children about racism. The videos employ a series of vignettes to teach children aged 8 to 12 about racism's presence and potential impact in classrooms. The productions also encourage children to discuss the issues surrounding racism and think critically about real-life experiences related to racism and intolerance.

Meanwhile, five new films were released by the **National Film Board's** Aboriginal Film Making Program. The five are: *Okimah*, *Deep Inside Clint Star*, *Gift of the Grandfathers*, *Silent Tears* and *Singing our Stories*. Six more films are due for completion by 2000. Over the course of its three-year mandate, the Aboriginal Film Making Program has undertaken production of 21 films. In the past year alone, the initiative supported 33 projects designed to provide training and apprenticeship opportunities for young people.

In the past year, **Telefilm Canada**, an agency mandated to develop and promote the Canadian film, television and multimedia industry, established a committee dedicated to the issue of multiculturalism. The committee will review the agency's past efforts on multicultural issues to ensure it remains involved in such issues through its various programs.

The **Department of Canadian Heritage**, meanwhile, will use the media to keep the federal government abreast of how its policies and programs affect Canada's ethnocultural communities. Through its *Monitoring of Ethnic Media* initiatives, the Department will monitor some 90 ethnocultural community newspapers in approximately 20 languages. The Department's new service will also contribute to a better understanding of the issues facing residents in the selected communities, particularly those who rely heavily on the ethnic media.

Canadian Heritage was also at the forefront of efforts to increase awareness and prevention of family violence. The Department's Family Violence Prevention Campaign focused on ethnic and visible minority communities. The campaign, a joint collaboration with ethnic media and non-governmental organizations, focuses on Canadians who are fluent in languages other than Canada's two

official languages. As part of the campaign, three Members of Parliament contributed taped interviews in heritage languages for a 30-second public service announcement. Raymond Chan spoke in Cantonese, Eleni Bakopanos in Greek and Maria Minna in Italian.

## Responsive service planning and delivery

Racism was the target in Cole Harbour, Nova Scotia, where the **Royal Canadian Mounted Police** established a Community Constable Program to alleviate racial tensions and promote trust between police and the Black community. The program now comprises six constables and a community liaison position staffed by a person of African Canadian heritage. The program has contributed to reducing racial tensions while building trust in the Cole Harbour area.

The RCMP also embarked on a five-year initiative to help Aboriginal communities re-establish a justice system administered by the communities. The project, a collaborative effort with the **Department of Justice**, is developing ways to assist First Nations, Metis and Inuit communities assume responsibility for the administration of justice.

Other federal departments and agencies also reported success stories focused on the needs of Canada's Aboriginal peoples. For example, **Elections Canada** established a working group to evaluate its communications program for Aboriginal electors, and to identify issues relating to their participation in federal elections. The program was initiated in 1996 as a national strategy to improve departmental communications with Aboriginal peoples.

Similarly, **Public Works and Government Services Canada** is delivering vital procurement knowledge to Aboriginal youth and organizations across the country through its Aboriginal Training and Development initiative. The program has three parts:

- 1 An Internship Pilot Project that gives Aboriginal businesses and organizations renewable six-month assignments so they can learn about departmental procurement activities.

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- 2 An Aboriginal Training Opportunities Pilot Project that provides free access to procurement courses.
- 3 A Temporary Assistance Pilot Project that assigns departmental personnel to Aboriginal businesses and groups for one to three weeks.

**Environment Canada**, meanwhile, initiated a public opinion survey focused on Canadians north of the 60<sup>th</sup> parallel. The study measured their satisfaction with, and awareness of, services provided by the department's Weather and Environmental Prediction Line. The initiative helps ensure that Aboriginal and other people in Canada's North are contributing their input to the Department's meteorological services. The survey's data will be invaluable for future direction-setting.

Another Best Practice also focused on enhancing service delivery to an ethnocultural community. **Revenue Canada** established a Customs Asian Client Services Unit to ensure that departmental services are delivered effectively and efficiently to everyone in Canada's Asian Pacific community. In addition, a Revenue Canada public forum on customs paved the way for the creation of a Customs Asian Advisory Committee. The committee comprises businessmen who volunteer their time to improve the department's customs border services.

## Measuring Metropolis

At least one of this year's best practices has been singled out in the past. **The Metropolis Project** is a six-year (1995-2001) international initiative based on the premise that international immigration has a major impact on large cities. Metropolis has three main objectives:

- 1 Provide decision-makers with solid information on which to base public policy, thus integrating research into the policy process more systematically.
- 2 Identify the best international solutions to the challenges of major urban centres with large numbers of immigrants.
- 3 Help academic institutions conduct research on all aspects of public policy, with a focus on immigration, the metropolis and urban systems.

Metropolis Project participants include public and private institutions from Canada, Argentina, Denmark, France, Germany, Israel, Italy, the Netherlands, New Zealand, Norway, Sweden, Switzerland, the United Kingdom, and the United States. Metropolis partners in Canada include non-governmental organizations, three tiers of government, academics, the private sector and nine federal departments or agencies. The nine are: Canada Mortgage and Housing Corporation, Human Resources Development Canada, Canadian Heritage, Citizenship and Immigration Canada, Correctional Service Canada, Health Canada, Social Sciences and Humanities Research Council, Statistics Canada and Status of Women Canada.

Four centres of excellence in Montréal, Toronto, Edmonton and Vancouver, each a partnership of major universities, provide the intellectual backbone for Canada's involvement with the project.

In 1998-99, Metropolis was instrumental in creating a national data committee composed of **Statistics Canada**, researchers, three tiers of government officials and community organizations. Bringing data gatherers and users together yielded important results. Several projects were completed in the area of civic participation of diverse communities in the education boards of Calgary, Vancouver and Toronto. The projects helped school boards reach out to communities and assisted them in accessing the boards. Similarly, a number of projects examined the participation of minority communities in the political structures of cities. Nationally, these cities included Vancouver, Toronto, Montréal and Ottawa. Internationally they included Miami, London, Birmingham, Haifa, Tel Aviv, Sydney, Amsterdam, Tokyo, and Geneva.

Under the aegis of Metropolis, a group of academic researchers led by Richard Bourhis of the *Université de Montréal* created a survey instrument designed to meet the needs expressed by policy makers at a variety of federal departments. After being piloted in English and French, the instrument is now ready for implementation. It was presented at the Third International Metropolis Conference in Israel in 1998 and will be part of a workshop at the Fourth International Metropolis Conference in Washington D.C. All told, the Metropolis project now has over 200 studies under way, most of which impact on policies, practices and programs in the area of multiculturalism.





## A diversity of best practices

Best practices took off in other departments, as well. The **Canadian Space Agency**, for instance, as part of its 10<sup>th</sup> anniversary celebration, held a national Northern Region contest. The winners, an Aboriginal family from Iqaluit, Northwest Territories, attended the launch of Canadian astronaut Julie Payette.

Thanks to a **Canada Council for the Arts** initiative, cultural diversity increasingly found a home in theatres and performance centres across Canada and around the world in the past year. The *Showcase of Culturally Diverse and First Peoples Music Artists* provided new markets and tour opportunities for a variety of culturally diverse performers. The project also has raised the profile, in Canada and abroad, of the wealth of culturally diverse

musical talent across the country, both in large urban circuits and remote regional fairs and festivals. More than 1,000 musicians connected with the Canada Council through this initiative.

Diversity was also the focus of a three-day conference held by the **Canadian Forces** in Ottawa. *Beyond Gender Integration: Building Diversity in the Canadian Forces* assembled a number of experts to plan courses on diversity in the Canadian Forces. The summit's three primary topics were representation, a supportive work environment and career development. Many of the recommendations that emerged from the conference have already been incorporated into the Forces' employment equity plan.

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## Access to federal services

As Canadian society evolves, so do the expectations of its citizens. This is especially true when it comes to the delivery of federal services and products. Today, Canadians expect their needs—collectively and individually—to be understood and met by a federal public service that reflects the community it serves.

Every year, departments and agencies find new and innovative ways to improve public access to federal services. Increasingly, they're offering electronic solutions—through the Internet, on Web sites and at automated service centres. But 1998-99 made it clear that informed and motivated employees, in addition to ongoing cooperation among departments, remain the best way to ensure that Canadians have exceptional and effective access to federal services.

### A vote for progress

**Elections Canada** was one of many departments active over the past year in efforts to improve access to its services. Working with **Citizenship and Immigration Canada**, Elections Canada made it easier for new citizens to vote by adding information about new voters—such as date of birth, address and gender—to its national register of electors. The names of new citizens must be on the register, which is used by officials at polls, before they can vote. As a result of this initiative, 100,000 new citizens have authorized the addition of this information to the register in the past two years.

In those areas where it was warranted, Elections Canada translated electoral information into non-official languages. And it made plans to meet with associations representing the top 20 non-official home languages to ensure efficient delivery and development of voter education and communication materials for the next federal election. Elections Canada already evaluates the effectiveness of its policies and programs after every election and byelection. Following the last election, for example, 45 recommendations were integrated into communication strategies for the next election.

**Human Resources Development Canada (HRDC)** made its information resources more easily available to Canadians in 1998-99. Through its *Labour Market Information Service*, all Canadians have easy access to accurate and timely career learning, workplace and labour market information. HRDC designs, develops and disseminates national information products to accompany regionally- and locally-produced products of the same nature. And it works with community organizations and employment service providers to produce national employment data on occupational, career and labour market information. The Service's information tools include a labour market information service Web site, job bank, electronic labour exchange, Worksearch, Work Destinations, human resources office for employers, Counsellor Resource Centre and First Source. Access is also provided through HRDC Resource Centres, the Internet, kiosks, print distribution, media and secondary distributors such as government department/agencies libraries, information resource centres and schools.

**Industry Canada** took some major steps in the past year to improve the access of remote and under-represented communities to various federal programs and services. The department's initiatives included SchoolNet, First Nations SchoolNet and the Community Access Program. These programs are helping to create a national Internet infrastructure that will ultimately give diverse groups better access to federal services. At the same time, Industry Canada continued to use traditional tools—like focus groups, advisory committees, community-based organizations,







surveys, interdepartmental groups, community networks and reviews of heritage media—to elicit input from multicultural groups on the department's policies and programs.

Industry Canada, HRDC and Elections Canada were not alone in seeking electronic solutions to improve access to government services. Scores of federal departments and agencies employed Web sites and related tools to reach out to the public in 1998-99. The **Canada-Nova Scotia Offshore Petroleum Board**, for example, began development of a Web site for the area's Aboriginal community. When complete, an Aboriginal alliance of companies will take over the site's control and development. Meanwhile, **Canada Mortgage and Housing Corporation (CMHC)** used a variety of tools to ensure that Canada's diverse population had easy access to its programs:

- It assessed the housing needs and issues of various ethnocultural groups to develop programs and policies that are responsive to multicultural needs. For example, CMHC is undertaking studies on Aboriginal homelessness and access to housing to meet the needs of these populations.
- Through its Aboriginal Business Canada program, CMHC continued to compile data used to develop programs and policies that are responsive to Aboriginal business needs.

## Increased use of technology to improve access

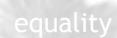
Other departments and agencies built on existing electronic solutions in the past year. The **Canadian Race Relations Foundation** Web site, for example, now contains a database of departments and organizations that provide resources and programs to combat racism. The site is linked to more than 250 other Web sites, and will continue to expand. The **Canadian Food Inspection Agency** added an array of biotechnology information written in Spanish and Portuguese, to its Web site.

**Canadian Heritage** opened its first *Canada Place* centre in Winnipeg in the past year to promote and improve access to government services. Canada Place uses CD-ROMs, a computer-linked multimedia project system and high-speed Internet hookup to enable visits to an array of sites related to Canada.

The **Canadian Centre for Occupational Health and Safety (CCOHS)**, already accessible by fax, E-mail and telephone, established a free health and safety information service called *OSH Answers* on its Web site. The service covers a wide range of occupational health and safety topics. Presented in a question and answer format, it was developed from frequently asked questions in the Inquiries Service. Over 68,000 users visited the site in 1998-99. In collaboration with HRDC and several provinces, CCOHS built a Web site called *CANOSH* that highlights information and resources available throughout Canada.

**Citizenship and Immigration** put together an award-winning network of Web sites containing all of the information created through the Metropolis Project, an international project designed to study the impact of immigration to large cities. The CIC network, through its links to related sites around the world, makes it an ideal access point for anyone interested in immigration and diversity in the world's cities. CIC also launched *Citizine* in 1998-99, a Web site aimed at youth. The site features information about famous Canadians, history, heritage, geography, issues and personalities.

The **National Archives of Canada**, as part of its efforts to establish and maintain contacts with the ethnocultural community, made *ArchiviaNet*, an automated research tool, available on its Web site. *ArchiviaNet* enables Canadians to access information about historical records held by the archives. In 1998, for example, the Archives reviewed 800 containers of archival records found in *Custodian of Enemy Property* holdings. They can now be consulted, with limited restrictions, by the public. The records are an invaluable resource for the study of immigration and investment in Canada during the interwar period. In addition, previously unlisted records which could be used to demonstrate Canadian treatment of various groups in the context of the Second World War, are now available on the Archives Web site.

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## Working together to find the right answers

Federal departments and agencies did not make their access decisions in isolation. **Revenue Canada** was one of several departments to seek the input of individuals and organizations to improve access to its services. Through its community-based volunteer income tax preparation program, the department helps low-income families to complete their returns free of charge. To get a better understanding of the perceptions of individuals and communities across Canada, consultations for the *Canada Customs Visible Minority Study* included discussions with groups of visible minority travellers.

In Nova Scotia, Revenue Canada's *Customs Border Services* offered sessions to multicultural organizations to inform them about customs services. The Atlantic region has an outreach program, in partnership with the *Metropolitan Immigrant Settlement Association*, for new entrepreneurial settlers who need assistance or advice on importing and exporting goods to and from Canada. In the Pacific Region, small business seminars were provided in Mandarin and Cantonese.

At the **National Parole Board**, three of five regional offices consulted with Aboriginal communities in the past year to determine how Aboriginal offenders can be helped in the Parole Board hearing process. The process benefits everyone—staff learn about Aboriginal diversity while Aboriginal communities learn how the board functions. The **Canadian Environmental Assessment Agency** informs communities of the opportunity to participate in assessment reviews in their own language. The Agency also offers simultaneous translation services when the need arises. And it has produced a citizen's guide to explain the roles and rights of the public and to give various ethnic groups the chance to voice their concerns.

**Health Canada** also took action to improve access for Aboriginal peoples. In the Pacific Region, it created a partnership with *First Nations Summit Chiefs Committees* to develop an inventory of Aboriginal candidates for the Aboriginal Learning for Leadership Program. The one-week leadership program incorporates First Nations and Inuit cultural needs while providing management tools

and skills in these communities.

The **Royal Canadian Mounted Police** continued to take widespread action to improve service. Some 400 of its 700 detachments now have active consultative groups designed to identify common police community problems and solutions. Smaller detachments are closely involved in social and cultural events and in the day-to-day lives of the communities they serve.

At least one department reached beyond Canada's borders to extend a helping hand. Through its *Canadian Orientation Overseas* program, **Citizenship and Immigration** delivered orientation sessions in several overseas locations to provide immigrants with clearer understanding of what to expect when they arrive in Canada. CIC also produces a variety of publications to increase awareness and understanding of Canada and to make it easier for newcomers to learn about and access federal service. Among those publications is the *Newcomers' Introduction to Canada* which describes Canada and the Canadian way of life to recent arrivals.

Meanwhile, the **National Film Board of Canada** established a series of objectives designed to give film makers from diverse backgrounds enhanced access to Film Board expertise and services in 1998-99. Among its initiatives, NFB:

- established a directory of visible minority film makers;
- gave these film makers technical support and included them in the production process; and
- helped successful candidates see good quality documentary projects through to completion.

The NFB also reviewed its First Nations client base to determine ways of better serving it.

## Service in many languages

Diversity is a fundamental characteristic of Canadian society. As diversity grows, so does the need to provide federal services in languages other than French or English. Fortunately, the growth that fuels this demand is also providing the solution. In 1998-99, government departments and agencies made strides in making their services available in a selection of languages. In many cases, this was accomplished through voluntary efforts by employees and employers. In others, the effort was coordinated by the department and was national in scope.





For instance, the RCMP, in addition to maintaining a database for employment equity purposes, maintains a national inventory of language capabilities of all its members. This inventory is accessible to all members on duty, as required, and is updated regularly. In addition, where the RCMP cannot provide the required language skills internally, it maintains lists of community contacts and associations which are ready to provide language and cultural interpretation and advice.

The **National Museum of Science and Technology Corporation**, which oversees the National Museum of Science and Technology, including the Agriculture Museum and the National Aviation Museum, is one of many federal departments and agencies to collect information about the language capabilities of employees. Others range from the **Halifax Port Authority**, which compiled an inventory of employees' ethnic, cultural and language backgrounds, to the **Department of the Solicitor General of Canada**, which has established a pilot project to establish a skill and education database that will include a reference to languages skills. The database may also provide a resource base for consultation to stage and participate in activities in support of cultural understanding.

The **Business Development Bank of Canada**, which employs many staff members who are fluent in a number of languages other than French or English, encourages those employees to participate at every stage of business development. This makes the entire process easier for the bank and its customers. The **Standards Council of Canada**, like many other federal departments and agencies, also encourages the use of different languages by its employees. The same is true of the **Department of Western Economic Diversification Canada** and the **Canadian Wheat Board**, which now monitors and records the language skills of its employees. **Health Canada** regularly offers Spanish courses to promote the understanding and knowledge of languages used by North and South Americans.

The **Public Service Commission (PSC)** and the **Canada Post Corporation** routinely draw on the language skills of their employees to improve service to the public. For instance, regional PSC offices often use staff who speak such languages as Hindi, Punjabi, Konkani and Farsi. To meet the needs of northern Canadians, job ads are placed in Native languages, such as Inuktitut for the Nunavut Territory. Meanwhile, **Canada Post's** Aberdeen Post Office in Richmond, British Columbia, does 90% of business in

Chinese languages and has various signs and promotions in Chinese. In Manitoba, service in German is provided in areas where that language is predominant. In the North, the majority of Canada Post officers provide service in Inuktitut, while brochures outlining services are available in Inuktitut and Cree. And on the Pacific Coast, the Commercial Sales Area introduced a Mandarin and Cantonese hot line operation.

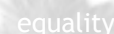
Many departments initiated more focused activities to put their employees' diverse skills and backgrounds to work for Canadians. For instance, **Canada Mortgage and Housing Corporation (CMHC)** strives to provide information in the client's first language. In one region with a large Chinese population, CMHC delivers information sessions in Mandarin and Cantonese. In addition, the Corporation's Aboriginal Business Canada Program continued to compile data used to develop programs and policies that are responsive to Aboriginal business needs.

CMHC also made its in-house language courses available on CD-ROM in 1998-99. This helped staff to improve and maintain their abilities to speak with clients in languages such as Spanish, Chinese, Japanese, Russian, German and Italian.

The **Public Service Commission of Canada**, in its regional offices, continued its efforts to employ staff who can communicate with clients in diverse languages such as Hindi, Punjabi and Farsi. Likewise, **Agriculture and Agri-food Canada** continued to seek the assistance of staff fluent in various languages to better serve clients.

The **Export Development Corporation (EDC)** asks new employees about their individual language skills and if they wish to use them in communicating with clients. As a result, EDC staff can now communicate in 27 languages other than French or English. EDC also introduced a program that extends financial support to employees who wish to take language training in non-official languages.

The **Correctional Service of Canada** released six volumes of a directory of ethnocultural minority associations and of staff members who speak several languages. The directory describes various programs and services available to offenders. Five of the volumes are available to the public through the Internet.

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## Service and the written word

Other departments went beyond cataloguing and using the language skills of their employees to improve access to federal services. Many advertised their services in several languages through assorted written materials. For example, while the **Canadian Commercial Corporation (CCC)** makes extensive use of the multilingual capabilities of employees—more than 20% speak languages other than French and English—in 1998-99, it made its fact sheet available in 20 languages and its customer brochure in five. At the same time, the **Canada Council for the Arts** translated its *Applying to the Canada Council* information document into Mandarin, Spanish, Punjabi and Inuktitut.

**Health Canada's** *Canada's Food Guide to Healthy Eating* is now available in more than 10 languages. In addition, the Department translated several documents dealing with HIV/AIDS into Chinese, Somali and Spanish. A Health Canada brochure, *Parenting in Canada*, is distributed in 12 languages. And a brochure on parenting produced in Ontario is available in 12 languages, including Punjabi,

Cantonese and Somali. **CMHC** also produced information materials targeted to ethnic groups. Its new *Guide to Canadian Housing for Immigrants* will help immigrants rent and buy houses, and show them how to access government services and assistance.

The **Canadian Race Relations Foundation** augmented its anti-racism resource collection of books, articles, reports, videos and other works. It completed two new bibliographies on racism topics and is preparing additional ones on a wide range of racism-related subjects. The foundation launched a quarterly newsletter, *Race Relations Bulletin*, to keep stakeholders informed of its activities.

The **Canadian Centre for Occupational Health and Safety** also produces publications in the form of guides on occupational health and safety topics such as ergonomics and violence in the workplace. *Office Ergonomics* is available in Portuguese, and the *Food Services Guide* in Korean. As more guides are translated into more languages, Spanish will be added to the languages offered by the centre.





# Labour market participation

All Canadians are entitled to participate fully in Canada's remarkable economic growth. In 1998-99, federal agencies and departments, adopted positive measures and instituted forward-looking plans to ensure Canadians had every opportunity to find their place in the labour market and to advance according to their individual levels of skill and commitment.

In many cases, federal action was directed at groups and individuals who have traditionally been denied access to full labour market participation or employment advancement opportunities.

Still, barriers remain.

## Making information available

Human Resources Development Canada (HRDC), for example, works to ensure that labour market programs are provided to all members of Canadian society and that assistance is available to every Canadian to find and keep employment. To that end, it produced a national employment information service for occupational, career and labour market information. The multi-level service ensures that everyone can access the information they need to find and retain work. HRDC's information tools include the Job Bank, Electronic Labour Exchange, Worksearch, Work Destinations, Labour Market Information Service Web site, Human Resource Office for Employers, Counsellor Resource Centre, and First Source.

Through its *Youth Initiatives Directorate*, HRDC set targets to ensure that all youth participate fully in its programs. Information is collected to determine how many projects have visible minority participants and where they are located. In 1998, a survey of the *Youth Internship Canada* and *Youth Service Canada* initiatives provided a snapshot of the success of these projects for all participants, including visible minorities, youth with disabilities, and Aboriginal youth.

The Aboriginal Relations Office supports Aboriginal organizations and authorities through its flagship program, the *Aboriginal Human Resources Development Strategy* (AHRDS). The AHRDS is a five-year policy that addresses labour market adjustment programs and services to assist Aboriginal people in obtaining jobs. The holders of Aboriginal Human Resources Development Agreements design and deliver labour market assistance to their respective communities. Many initiatives are delivered in Aboriginal languages, using appropriate and culturally sensitive methods. These include aspects of spirituality, holistic approaches, and teachings of the medicine wheel and other traditional Aboriginal methods.

HRDC also built on established career development tools and projects, working with sector councils to introduce specific initiatives tailored to the needs of individual sectors. These efforts have emphasized areas such as career planning, public understanding of the sector, technological impact on the sector, and relevant labour market and skills development information.

Through its *National Literacy Secretariat*, HRDC worked with the provinces, territories and literary service providers to create new literacy opportunities for previously marginalized groups of potential learners. In addition, the Department conducted a

Canada-wide survey of the various approaches Canadians take to educational planning. By collecting data from 42,000 households, HRDC will learn what cultural, social and financial tactics parents use to prepare their children for post-secondary education.

## Opportunities for tomorrow's leaders

Youth were targeted in a range of federal initiatives. **Parks Canada**, through HRDC's *Young Canada Works* program, provided work opportunities for minority youth at parks and sites across Canada. In one instance, Mi'kmaq students were employed to enhance the interpretation of Aboriginal themes in parks and sites in Prince Edward Island.

*Young Canada Works* offers youth from distinct geographic and ethnic origins an opportunity to work and live together, to enhance their cultural awareness and mutual respect. **Canadian Heritage**, through the *Young Canada Works in Heritage Institutions* program, provided youth, including visible minorities, summer career placements in museums, archives, libraries and assorted heritage organizations across Canada.

**Natural Resources Canada** (NRCan), by publishing and mailing out an Aboriginal recruitment kit, laid the groundwork for hiring 37 Aboriginal summer students in the Canadian Forestry Service. Many students continued working part-time during the school year. The **Royal Canadian Mounted Police** had ongoing success with summer student, Aboriginal youth, and auxiliary programs. At least half of the positions in these programs usually are occupied by visible minorities and Aboriginal youth.

In Alberta, the RCMP introduced a program designed to help Aboriginal peoples overcome traditional barriers—such as education, public speaking or driving skills—to becoming regular RCMP members. Selection to the program is conducted in the Aboriginal community at large in Alberta. Persons who by virtue of their upbringing in a remote geographical region or who come from a dysfunctional background and were not afforded a good quality education, are given priority.

In Nova Scotia, the RCMP's *Visible Minority Summer Student Program* provides youth from African Canadian families with 12 weeks of employment. The candidates receive training and exposure to many of the disciplines within the criminal justice system. The program provides youth with positive experiences, life skills, the opportunity to be exposed to diverse career paths, and a chance to develop a positive attitude to the criminal justice system. This year the program employed 22 students.

At **Revenue Canada**, three youth interns were hired in Toronto North through the office's participation in the *Federal Youth Internship* program which provides developmental opportunities to African-Canadian students who have an interest in accounting. In Hamilton, 50% of the sponsored interns in the *Youth Internship* program were visible minorities.

The **Farm Credit Corporation** (FCC) enlisted the help of community groups to provide labour market opportunities. Partnering with organizations like the Immigrant Association of Saskatchewan and The Adult Learning Centre, FCC offered work placements to young Aboriginals and new immigrants from Eastern Europe and South Africa. The interns spent one to 11 weeks in the accounting, human resources, and information and technology departments at corporate office in Regina.

In the past year, the **Canadian International Development Agency** (CIDA) sent 600 young people to developing countries as project interns, exposing them to a variety of cross-cultural learning experiences and opportunities. CIDA also strongly encourages the involvement of indigenous peoples in international work. For example, this year CIDA supported 10 First Nations youth in projects in Guyana through Youth Challenge International. Ten other native youth were sponsored by the Federated Indian College in conjunction with CIDA to spend their three-month internships in South America.

## Recruiting and training

Departments throughout the federal government placed increasing emphasis on recruitment and training in the past year. **Indian and Northern Affairs** (IANA) increased its percentage of Aboriginal employees to 27% and revised its future goal to 50%. As well, IANA continued its intensive program of training and career development for Aboriginal





recruits. The Department, through its *Aboriginal Workforce Participation Initiative*, also emphasized employment opportunities outside IANA. Finally, the Department continued to focus recruiting efforts on other under-represented groups.

The **National Research Council**, using an extensive self-identification form to gather data on its workforce, used the information to design an Aboriginal recruitment program. In 1998, it began using this data to determine how a recruitment program for persons with disabilities could best meet gaps in its professional and semi-professional categories.

**Statistics Canada** established an Aboriginal internship program in 1998-99 that will provide access to training and developmental assignments so selected candidates can better use statistics and Aboriginal data in community planning. The program will also build bridges to Aboriginal communities which will no doubt help in future recruitments. Six candidates were to be selected for the program in 1999.

Departments and agencies across the federal government initiated a variety of programs to enhance the recruitment, retention and promotion of Canadians from diverse groups. The **National Film Board of Canada (NFB)**, for instance, provided various production training and apprenticeship opportunities for members of culturally diverse communities. Some 70 projects trained people in production coordination, sound design, picture editing, sound editing, camera, lighting and sound recording. As well, a quarter of the NFB's Film Maker Assistance Program budget was devoted to under-represented cultural communities.

The NFB also created a cultural diversity database of freelance film makers and craftspeople from under-represented cultural communities. And the NFB is compiling an inventory of Francophone freelancers for integration into the new database. It will help NFB producers, as well as the private sector, to hire freelancers from diverse ethnic backgrounds. Finally, the NFB surpassed its own goal of providing employment opportunities for individuals from under-represented groups. Some 27% of its English Program productions were directed by individuals from under-represented groups, exceeding the goal of 25%.

## Consulting Canada's communities

The **Canadian Forces** initiated consultations with community groups to determine the best way to target potential recruits from diverse backgrounds. In addition, the Forces used recruiting materials in non-official languages such as Spanish and Mandarin. And it is developing an outreach program, and compiling a national list of minority organizations and media, to recruit minorities. The Forces also worked with Aboriginal groups to establish pre-training courses designed to improve initial training and retention of Aboriginal recruits.

The **Canadian Centre for Management Development (CCMD)** was responsible for the Sivuliuqtit Program, from April 1996 to March 1999, in partnership with the Nunavut Arctic College (NAC). The aim of the program was twofold:

- prepare a cadre of up to 75 Inuit leaders for management positions in the Nunavut Public Service; and
- create institutional capacity at the NAC to assume full responsibility for the program under a three-year transfer of responsibility transition strategy.

CCMD, through its *Career Assignment Program (CAP)*, gives participants an opportunity to focus on the regional realities of Aboriginal governance during the second phase of its three-phase educational program. Participants are introduced to government initiatives and Aboriginal issues from an Aboriginal standpoint prior to a one-day visit to a First Nation or Inuit community. In 1998, three groups of CAP participants visited one of the following communities: Indian Brook in Nova Scotia, Kanawake in Quebec, Iqaluit in Nunavut or Whitehorse in Yukon.

**Revenue Canada's** London office initiated an open competition process for visible minority recruitment into entry level positions in the collections field by advertising through the Regional Visible Minority Committee and local community groups. Meanwhile, its Assessment and Collections Branch recruits through a publication called the *Canadian Scene* which contains news and information for the country's ethnic media and is translated into 13 languages and mailed to 600 ethnic media outlets across Canada. And the Atlantic Region uses a multicultural

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association called *PRUDE Incorporated* in Saint John, New Brunswick to distribute posters for open competitions in the community.

In the Pacific Region, Revenue Canada provides training to the local Aboriginal communities on how to write the Customs entrance tests, how to read a statement of qualifications and how to write a resume. Training is also provided to Band Employment Counsellors to facilitate basic training sessions and provide continual learning.

## Progress in Employment Equity

The **Canadian Human Rights Commission (CHRC)** was especially active in 1998-99 under its new mandate to ensure that the federal public service, and federally-regulated employers, comply with the Employment Equity Act. Amendments to the Act in 1996 established a compliance regime requiring these employers to ensure that members of the four designated groups (women, Aboriginal peoples, visible minorities and people with disabilities) constitute a fair share of their workforce. The CHRC is empowered to conduct audits to verify that employers are complying with their legal obligations.

CHRC expected to audit some 425 organizations within five years. By the end of 1997-98, it had surpassed its first-year objective by initiating 110 compliance audits. In 1998-99, CHRC initiated 129 audits. Although most employers audited were not yet in full compliance, the vast majority have shown good will towards employment equity. CHRC auditors found that most employers and their staff are working diligently to meet the Act's various requirements.

The **Public Service Commission of Canada (PSC)** set up two advisory committees in the past year to identify recruitment issues, barriers and solutions relating to Aboriginal peoples and visible minorities. The PSC also delivered information sessions in Aboriginal and visible minority communities to de-mystify the recruitment process. As well, the PSC developed information packages on Public Service employment for First Nations governments and communities.

The **National Research Council (NRC)** offered a number of special employment programs for different Canadian communities and groups in 1998-99. The *Women In Engineering and Science Program* made 25 part-time term positions available to women with high academic standing in the engineering disciplines. Individuals in the program also serve as ambassadors to younger women, precipitating the eventual entry of more women into engineering careers. Through its *Aboriginal Student Summer Employment*, the NRC hired nine Aboriginal summer students.

NRC also gathers data through an Employment Equity survey, which each new employee is invited to complete. The survey allows NRC to keep track of key equity-related data, such as the number of the designated groups among new hirings. As part of its drive to create a more equitable and open workplace, NRC has been working to establish an Employment Equity and Workplace Diversity Committee. The Committee, made up of persons from the designated groups, management and NRC employee representatives, will help design programs to give these policies practical effect.

In 1998-99, the **Sable Offshore Energy Inc.**, as required by the **Canada-Nova Scotia Offshore Petroleum Board**, took a major step to tracking the progress of the four designated groups among its employees by undertaking a climate survey designed to provide feedback on a number of issues, including diversity. SOE employees were given the opportunity to anonymously self-identify as a member of an under-represented group. Of the employees who responded, five per cent classified themselves as belonging to an under-represented group.

**Natural Resources Canada (NRCan)** also took a long term view of employment for under-represented groups, initiating the development of an employment equity strategy to remove employment barriers faced by Aboriginals, visible minorities and others. The strategy is designed to strengthen the departmental employment equity action plan and generate initiatives to foster a workplace that values diversity. Other departments took similar action. The **Public Service Commission of Canada (PSC)**, for instance, reviewed its employment systems and examined ways to improve collection and sharing of employment equity information and the production of labour-market data for recruitment activities.







The **Department of Agriculture and Agri-Food Canada** (AAFC) initiated a three-year employment equity action plan including diversity training, career development projects, communications strategies and a census. AAFC also published a demographic report to identify areas where workforce diversity needs to be enhanced. The **Canadian Food Inspection Agency** established an employment equity award and a student internship program to increase the number of employees from designated groups. **Transport Canada** undertook an employment systems review and established inventories to increase the number of applicants. The **Department of the Solicitor General of Canada** also initiated an employment systems review and workforce analysis. The review will provide a diagnostic framework for identifying employment barriers and developing new strategies. Similarly, the **Atomic Energy Control Board** completed the first phase of an employment systems review that will examine its employment system for systemic discrimination.

The **PSC** and **Canadian Heritage** initiated a research project to assess potential differences in work histories and promotion rates between public servants in employment equity groups and those outside the groups. The project's goal is to identify barriers to promotion and recommend solutions.

The full participation of minority groups in Canada's labour market requires the removal of traditional barriers. In 1998-99, **Health Canada's** Employment Systems Review identified barriers to the development and advancement of designated group members in the organization. As a result, 71 recommendations were made to eliminate employment barriers. Of those, 21 have either been completed or are under way, while 11 fall under the responsibility of the Public Service Commission or Treasury Board. The remaining 39 recommendations will be incorporated once prioritized and approved by senior management.

In addition, Health Canada developed and approved an *Employee Pool Strategy* which allows members of visible minority groups to be targeted for staffing before a position becomes available.

## Analysing recruitment patterns

**Statistics Canada** used its *PERSIM Visible Minority Study* to increase labour participation by minorities. PERSIM, a micro-simulation model designed to project flows into, out of and within an organization, was used to analyse recruitment, promotion and retention patterns of employees in a visible minority group at Statistics Canada. The results of this study were presented to the

Employment Equity Committee in December 1998. Asked to further analyse the study's findings, the Visible Minority Consultative Group recommended that increased recruitment of persons in a visible minority group be continued and that barriers to promotion be examined in detail.

Another Statistics Canada initiative, aimed at reducing the outflow of equity group members, involves close monitoring of term employees who are equity group members, and in particular Aboriginal peoples or persons with disabilities. Efforts are being made to find new assignments for these equity group members whose terms are ending.

Employment Equity was an integral part of a *Graduate Recruitment Program* launched by the **Canada Post Corporation**. Over the past several years, Canada Post has focused on improving the workplace environment to effectively leverage and manage its diverse workforce. In 1998, focus groups were held with members of various designated groups, including members of visible minorities, in several regions of the country. Unionized and management employees of major employee groups also participated. Internationally recognized specialists in the field of workforce diversity worked with an internal diversity team on the initiative. It is expected that this will build a strong foundation for strategic diversity interventions and plan development in 1999/2000.

Employment equity was the main topic at three diversity workshops held at the **Atlantic Canada Opportunities Agency** in 1998-99. Other federal government departments were invited to participate in the workshops.

## Business in the spotlight

Business was also the focus of federal efforts to promote full labour participation in 1998-99. For instance, the **Economic Development Agency of Canada for Quebec Regions** continued to help integrate under-represented groups into Canada's entrepreneurial economy. Agency initiatives included:

- support for entrepreneurs in Montréal's Black community through financial assistance to the Mathieu da Costa Business Development Corporation;

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- improved access to financing for entrepreneurs from ethnocultural communities in Montréal through financial support to the Montréal Mayor's Foundation for Youth and the Montréal Community Loan Association; and
- participation in the implementation of initiatives to develop Aboriginal businesses, primarily through increasing access to venture capital, establishing a network of services, and fostering First Nations participation in corporation programs and services.

**Industry Canada's** *Aboriginal Business Canada Program* continued to promote the growth of Aboriginal businesses in Canada by providing Aboriginal peoples with business services, advice, support, advocacy and information products. The Department also carried out initiatives to help Aboriginal peoples, and others to obtain capital for business and employment ventures. Three funds fostered community-based strategies designed to create employment and economic growth, tourism industry initiatives and a positive environment for the growth of small business.

Industry Canada's *University Recruitment and Development Program* hired six people from visible minorities and one Aboriginal person. This job training program hires university graduates as engineers, economists or commerce officers, and strives to hire from diverse groups. Industry Canada also initiated an employment program designed to hire Aboriginal people, address retention and career planning issues, and plan to create an inventory of Aboriginal Canadians with business backgrounds and business education who are working in Canada's public and private sectors.

The **Department of Western Economic Diversification Canada** (WD) provides and develops financial resources to Aboriginal businesses. In Manitoba, WD provided \$950,000 to help open an Aboriginal business development centre. Meanwhile, four Aboriginal capital corporations—

two in both Alberta and Saskatchewan—were linked to the Aboriginal Business Network. WD also finalized agreements with two Aboriginal Capital Corporations in Alberta: the Apeetogosan Metis Development Corporation and the Settlement Investment Corporation. The three-year agreements enable the corporations to deliver business information and counseling services to the province's Metis residents.

At **CBC/Radio-Canada**, the HELP fund (Help Encourage Local Projects) supports internships for designated group members to enable them to gain the knowledge and skills necessary to successfully compete for CBC job vacancies. The internships are typically in on-air and production related roles. Since 1995, the HELP Fund has supported 87 projects, 54 of which involved internships for visible minorities. Their retention rate is 51.8 %. The HELP Fund now supports 22 internships, of which 12 are for members of visible minorities.

In addition to the HELP Fund, Radio-Canada offered 19 internships, 10 of which went to visible minorities. A number of these interns went on to continuing employment with the Corporation in a variety of jobs in radio, television and administrative services.

CBC Radio's *New Voices* initiative attracted many new voices and close to 200 new freelancers over the past 18 months. This initiative is designed to bring in voices not regularly heard on CBC's English radio including minorities and people of various ideological or other backgrounds. *New Voices*, in partnership with the HELP fund, furthered the development of new designated group interns including visible minorities in on-air and production jobs. Seven such internships are currently funded under this partnership.

The Employment Equity Office has a Web page on the Internet where employees and the public may access information about equity initiatives in the CBC, statistics and other relevant information. The Web page is updated as new information emerges.





## Promoting diversity

Over the years, Canadians have come to view Canada's Multiculturalism Policy as a platform on which they can work together to realize the ideals at the heart of our democracy. Canadians see the policy and what it stands for as an opportunity to participate fully in—and contribute meaningfully to—Canada's economic, political, cultural and social life.

This approach is being supported and reinforced by the activities of the federal government. Over the years, federal departments and agencies have used cultural initiatives, awareness campaigns and research initiatives to promote an understanding of, and respect for, the diversity of Canadian society.

1988-99 was no exception. A wide range of federal departments and agencies undertook new initiatives and built on existing ones to support the role of multiculturalism in the daily lives of Canadians.

## Generating positive change

The Department of Canadian Heritage, was especially active in the promotion, understanding and respect for the diversity of Canadian society. At the heart of its activities was the Multiculturalism Program. It has three distinct goals:

- 1 foster a society that recognizes, respects and reflects a diversity of cultures;
- 2 develop among Canada's diverse people active citizens with both the capacity and opportunity to participate in shaping the future of their communities and country; and
- 3 build a society that ensures fair and equitable treatment and respects the dignity and accommodates the needs of Canadians of all ethnic, cultural, religious, linguistic and racial origins.

Through the program, some \$16.7 million was committed to initiatives focused on generating change through social and community development, public education, policy development and research. Among the most notable projects was the *Annual March 21 Campaign*, commemorating the International Day for the Elimination of Racial Discrimination. A key public education initiative, the *March 21 Campaign* encourages Canadians to become actively involved in efforts to eliminate racism.

Another successful initiative was the *Evidence Series*, fact sheets highlighting selected research findings about multiculturalism. In 1998-99, research summaries on *Hate and Bias Activity in Canada* and *Multiculturalism Promotes Integration and Citizenship* were added to the series.

The Multiculturalism Program tackled the issues of hate and bias on other fronts as well. Activities in the past year included:

- The Faculty of Law, University of Victoria hosted the conference *Hatred in Canada: Perspectives, Action, and Prevention*.
- The B'nai Brith in Toronto, Ontario hosted the Second International Symposium on *Hate and the Internet*.
- The Youth Canada Association's National Youth Forum in Cornwall, Ontario held a hate-crime workshop and provided assistance to develop appropriate resource material.

The Multiculturalism Program, in partnership with the Canadian Teachers Federation and the participation of the **Canadian Museum of Civilization**, commemorated Mathieu da Costa, a Black interpreter and trader of the early 17<sup>th</sup> century. The Mathieu da Costa Awards Program honours da Costa, who played a significant role in facilitating understanding between the Mi'Kmaq people and the early French explorers. The program is open to elementary and secondary students aged 9 to 18 in more than 15,000 schools nationwide. Entrants were invited to submit an essay, short story, poem or piece of art demonstrating the theme of diversity and nation building. In its second year, the program received 672 entries.

Canada's First Multicultural Television station, CFMT, worked with the Multiculturalism Program to produce a 30-second public service announcement in 14 languages in addition to English and French. The message, delivered via CFMT (Canada's largest multicultural broadcaster) and developed with extensive community input, deals with the impact of family violence on children. Focus-tested in heritage languages in five ethnocultural communities, it met with positive results. The message reached more than 3 million Canadians.

Through its Museums Assistance Program, Canadian Heritage supported a number of projects designed to enhance the understanding of, and respect for, diversity, including support for museum-related and cultural activities in First Nations communities. The Art Gallery of Windsor and the Edmonton Art Gallery collaborated on the development and presentation of the *Arctic Project*, a travelling exhibition exploring images of the North through Native and non-Native artistic perspectives. Meanwhile, the Robert McLaughlin Gallery in Oshawa, Ontario, developed an exhibition entitled *Through Another's Eyes*, which explored the representation of Black persons as painted by white artists.

Multiculturalism enjoyed a warm reception off the screen as well during the past year. Through Canadian Heritage's Cultural Initiatives Program, for example, support was provided to more than 20 folk festivals, many featuring artists from across Canada and around the world, including:

- The *Harrison Festival of the Arts*, which fosters awareness and appreciation of dance and music rooted in Africa, Central America, the Caribbean and Latin America.
- The *Canadian Northern Children's Festival*, a celebration of arts and culture for youth of various ethnic and cultural backgrounds introducing them to different ideas and cultures and thus broadening their own outlook on life.
- *Les Nuits d'Afrique*, which provides production and promotion for artists inspired by their African cultural roots.

**Sport Canada** supported the *Harassment and Abuse in Sport Collective*, consisting of more than 40 sport organizations and governments, which released a guide and Web site for sport clubs and associations to confront harassment and abuse. *Speak Out!.....Act Now!* provides direction and guidance about harassment and abuse, including racist verbal harassment. The guide is on the Internet.

**Parks Canada** commemorated Canada's multicultural heritage by unveiling plaques marking the historic significance of anti-discrimination successes in Canada's railway industry, the Underground Railroad used by fleeing slaves, and Ukrainian immigration. Parks Canada further recognized the Underground Railroad's cultural importance by recommending that two related sites be designated as being of national historical significance. It also recommended that the Railroad's history be presented to the public at existing historic sites.

The **Canadian Heritage Information Network (CHIN)** undertook virtual exhibit projects involving multicultural collaborations in 1998-99: Canada and Japan created an on-line exhibition focusing on Japanese history from 1868-1912; through *Festivities of the Living and the Dead in the Americas*, heritage institutions from across the Americas explored the impact of local festivals on community identity and sustainable development.

## Active agencies

Agencies of the Canadian Heritage portfolio were also active in the past year. The **Canadian Race Relations Foundation**, for example, consulted with diverse stakeholders from community groups, Aboriginal organizations, the education sector and elsewhere on the key issues that guide the Foundation's program development.





The Foundation was successful in having its unequivocal anti-racism and pro-diversity messages widely reported in Canadian media, including national and ethnic newspapers, radio and television.

The Foundation was instrumental in launching various programs. For example, it funded the Media Awareness Network to carry out the project *Challenging Online Hate*, and two educational components of the initiative. The Foundation also launched a public awareness sponsorship program to support non-governmental organizations that combat racism. To date the program has sponsored projects in eight provinces and the Northwest Territories.

The Foundation also commissioned four projects to support its information base and public education programs. The initiatives include a review of anti-racism training materials, and a survey of public education materials and campaigns.

As well, the Foundation hosted a symposium on exemplary race-relations practices. The three-day event brought together more than 150 race relations practitioners and representatives of anti-racism organizations. The Foundation produced the report, *The Summary of Anti-Racism Practices*. Further, the Foundation co-sponsored two conferences: *Hatred in Canada: Perspectives, Action and Prevention*, and *Making History, Constructing Race*.

The **Canadian Museum of Civilization**, in collaboration with various interest groups and communities, developed a number of exhibitions that promoted a better understanding of the factors that contribute to diversity.

These included:

- The *Doukhobors: Spirit Wrestlers*. This exhibition recalled two major events in the history of the Doukhobor people. The first was the destruction of firearms in Russia in June 1895; the second was the arrival of the first Doukhobor groups in Canada in January 1899.
- *Boat People No Longer—Vietnamese Canadians*. Not only did this exhibition recount the tragic exodus of these refugees from Vietnam and the humanitarian welcome that awaited them in Canada, it examined the Vietnamese community in Canada today, and its cultural traditions.

- *Legends of Our Times—Native Ranching and Rodeo Life on the Plains and Plateau*. Designed by the Museum's researchers, this exhibition was the first of its kind to thoroughly examine the long, rich history of the Aboriginal cowboy. It also presented a comprehensive view of contemporary ranching and rodeo life.

Multiculturalism also found a home on the stage of Canada's **National Arts Centre**. Exploring the role of the artist in the defence, recognition and promotion of human rights around the world, the NAC hosted a symposium celebrating the 50<sup>th</sup> anniversary of the *Universal Declaration of Human Rights*. The grandson of Mahatma Gandhi, Rajmohan Gandhi, along with Wole Soyinka, John Polanyi, writers John Ralston Saul and Joy Kogawa, Edward Said, journalist Gwynne Dyer, and actress Monique Mercure were among the distinguished guests to participate in the three-day symposium. The NAC shared the multiculturalism spotlight with a number of other federal departments and agencies in 1998-99. The NAC worked closely on a variety of events with the **Department of Canadian Heritage**, the **National Gallery of Canada**, the **Canadian Museum of Civilization**, the **Canada Council for the Arts** and local arts organizations. The **Canadian Artists and Producers Professional Relations Tribunal**, meanwhile, marked the 50<sup>th</sup> anniversary by sponsoring a visual arts competition.

In July 1998, the NAC collaborated to present *Citizen of the World*, an exhibition at the NAC documenting the career of John P. Humphrey, the Canadian who wrote the first draft of the *Universal Declaration of Human Rights*. The exhibition, featuring photos, papers and archival records, was presented by Dr. Margaret Kunstler Humphrey, McGill University Archives and the NAC.

The human rights theme was also front and centre at the NAC's Summer Festival in 1998. Cultural experiences at the festival included: Imilonji Kantu, a 60-voice choir from Soweto; the American Indian Dance Theatre; Canadian director Atom Egoyan's contemporary opera *Elsewhereless*; and Nobel Prize winning playwright Dario Fo's *Accidental Death of an Anarchist*.

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The **National Film Board of Canada** was also active in the past year, producing 28 films on multiculturalism, race relations and ethnocultural communities. Productions included *First Nations Volumes 5, 6 & 7*, *The Gypsies of Svinia*, *Okimah* and *Shepherd's Pie and Sushi*. Many of the NFB productions related to cultural diversity were sold to television and went on to win prestigious awards. One, *Sunrise Over Tiananmen Square*, received an Oscar nomination.

The NFB also committed itself to the further production of documentaries on diversity. One, *La Saga des Italiens au Canada*, will examine the history of Italian immigrants and their capacity to integrate while retaining their own traditions.

**Telefilm Canada** (TC) launched its \$30 million Multimedia Fund in 1998-99, a five-year program to provide new media companies with financial assistance for the development, production, distribution and marketing of Canadian cultural multimedia products in both official languages. In its first year, the program provided support to 71 multimedia projects across the country. Among them were *Many Make a Planet* by Montréal's Productions Onion Factory Inc., *Discover Canada* from Vancouver's Spectra Communications, and the *Oceans of Mystery* CD-ROM by Eco-Nova Multimedia in Halifax.

Aside from the Multimedia Fund, Telefilm Canada provided financial assistance and strategic leverage to approximately 50 feature films, television programs and multimedia productions with a multicultural dimension. Many focused on the lives and struggles of various ethnocultural groups. The production *My Father's Angel*, for example, recounted the struggles of two Bosnian immigrants, one Muslim and one Serb, to reconcile their differences while living in Vancouver. People of various ethnic origins were pivotal in producing this and other productions aided by Telefilm Canada. In addition, Telefilm Canada continued its practice of providing grants to film festivals that help to showcase and distribute culturally diverse productions.

The **National Library of Canada**, by building, preserving and providing access to Canadian publications that serve as a resource on multiculturalism in Canada, was especially active in the promotion, understanding and respect of the diversity of Canadian society in 1998-99. For example, the Library updated and posted on its Web site the titles of ethnic newspapers in its collection. The Library also produced an updated edition of the CD-ROM version of *Canadiana*, its national bibliography. The most recent version lists almost half a million historic titles, in a wide array of languages, that reflect the various cultures in Canada and how they have contributed to the country's exploration, settlement and development.

Among the National Library's other achievements in 1998-99:

- cataloguing approximately 300 Cyrillic publications—most of them Ukrainian and published in Canada—and adding their titles to the online data base;
- adding to the collection of Rare Hebraica and Judaica; and
- increasing to almost 1,000 the number of published Canadian Aboriginal materials in the Library's holdings, and including them on the database for access by researchers and other Canadians.

The Library also organized exhibitions, presentations and performing arts events that embraced aspects of the Canadian cultural mosaic. These events delved into such areas as the role of African-Canadians in the First World War, patterns of immigration from 1540 to 1990, and the history and cultures of Jewish, Japanese, Venezuelan and other ethnic groups.

In addition to its ongoing programs and grants, the **Canada Council for the Arts** carried out a variety of initiatives in the past year to support artistic expression by culturally diverse artists. For example, the *First Peoples Arts Conference* brought together hundreds of Aboriginal artists from Canada and around the world. Conference participants explored the present and future of Aboriginal arts in Canada.





The Council also held a *Showcase of Culturally Diverse and First Peoples Music Artists* which brought together 48 ensembles of musicians in Toronto, Montréal and Vancouver, where they were introduced to international audiences. The showcase thus helped to create new audiences and markets for culturally diverse artists. As well, the event prompted some 250 additional musical groups to apply to the Council, and hundreds more culturally diverse musicians to contact the Council for information and support.

Meanwhile, the Council continued its support to culturally diverse artists and organizations, such as the Toronto Chinese Dance Company, Asian Canadian Writers Workshop, Black Theatre Workshop, and Menaka Thakkar and Company.

## Multiculturalism on display

The **National Aviation Museum** chose National Aboriginal Day in June of 1998 to recognize the contributions of Canada's Aboriginal peoples to the world of aviation. Representatives of Aboriginal aviation organizations treated museum visitors to colourful stories from the past, and informed them about present-day achievements. The occasion also featured various cultural performers, such as the Tungasuvungat Inuit Cultural Group, the First Nations Drum and Dance Troupe, and the Edmonton Metis Cultural Dancers. Renowned Inuit artist Pudlo Pulat's work was presented in a slide display.

In an exhibit at the **National Museum of Science and Technology**, an Italian wine cellar, the kitchen of a Chinese restaurant, Indian and Italian kitchen implements and a pictorial of ethnic foods available in Canada today enhanced the understanding and respect for the rich diversity of Canadian society.

Multiculturalism took root at the **Agriculture Museum** on Canada Day, 1998. Demonstrating to Canadians the benefits of adopting farming practices used in other countries, a member of the Sri Lankan community formally dedicated a new multiculturalism garden at the Museum. The garden idea grew from a 1997 Sri Lankan Field Demonstration on Sustainable Agricultural Technology and Urban Gardening.

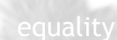
The **National Capital Commission (NCC)** carried out a number of activities that illuminated the National Capital Region's rich cultural diversity. Initiatives included: *Cultures Galore*, a Canada Day program featuring approximately 20 shows by multicultural groups; and *Gateway to Chile*, a Winterlude presentation featuring dancers and musicians from Chilean communities in Canada. The NCC also confirmed a site for a commemoration dedicated to Native veterans. And a year-long exhibit at the Capital Infocentre showed 100 years of development and cultural diversity in the region. The Centre also featured presentations by cultural and heritage groups.

**Status of Women Canada** co-released *Iqaluit Declaration of the Federal/Provincial/Territorial Status of Women Ministers on Violence Against Women*. This stresses the need to develop culturally appropriate and community-based solutions to violence against Aboriginal women. Status of Women also released relevant reports that explored issues such as policies and services needed to make the criminal justice system more accessible for abused immigrant women, and how to improve conditions and standards for women in the garment industry, including immigrant women of colour and women in Canada's North.

## Activities in support of diversity

Other federal departments and agencies worked vigorously in the past year to promote understanding and respect for diversity in Canada. They did so in various ways, such as participating in the *March 21 Campaign* (the International Day for the Elimination of Racial Discrimination), Aboriginal Awareness Week and Black History Month, and by developing reports and declarations relating to important diversity issues and events.

In Edmonton, **Citizenship and Immigration Canada** participated in the annual Heritage Days festival, one of the largest in the world, attracting tens of thousands of visitors each summer. A large number of new Canadians received their citizenship at a special Citizenship Court Ceremony.

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The **Transportation Safety Board of Canada** collaborated with other departments to present diversity activities in their shared office complex. Initiatives included the *Clothesline Project*, an exhibition of T-shirts created by women and children of various ethnocultural backgrounds who are victims of abuse. Other projects included photographic displays during commemorative events such as Black History Month, and a play exploring the problems encountered by women of various cultures as they deal with changing circumstances and family obligations.

**Industry Canada** used the Internet to mark the historical importance of Nunavut's attainment of territorial status. The department posted a congratulatory message on its Web sites, created a special Web site for the event, inserted hyperlinks to other sites of interest about Nunavut, and sent staff an electronic message stressing the event's importance. Industry Canada also developed its strategy for the upcoming *Year of the Francophonie* in Canada.

The Department's goals are to highlight francophone contributions to Canada's technological and economic development, and to recognize these communities internationally as integral to Canada's knowledge-based economy.

The **Social Sciences and Humanities Research Council of Canada** funded various research initiatives and other activities addressing multicultural issues in areas such as economic well-being, violence and education. For example, the Council awarded its *Thérèse F. Casgrain Fellowship* to a University of Toronto professor who will write a book on the post-war origins of multiculturalism in Canada and its effects on immigrant and refugee women.







## Voices and values

Individual federal departments and agencies chose a number of innovative ways to encourage the participation of Canadians in efforts to build a better Canada. Activities ranged from Round Tables and research projects to community consultations and focus groups.

### Far-reaching services

Health Canada was especially active, working closely with organizations and individuals representing the four designated groups to create programs and services that were both effective and far-reaching. The AIDS issue was at the centre of several Health Canada initiatives. For example, in 1998-99, the Laboratory Centre for Disease Control collected and analysed data on HIV and AIDS among ethnocultural communities. The data, now available on the Health Canada Web site, supports policy and program development under the department's *Canadian Strategy on HIV/AIDS*.

Health Canada's B.C./Yukon Region, working with the *Asian Society for the Intervention of AIDS*, actively supported the *Asian Men Who Have Sex with Men* outreach education program. Regional staff collaborated with a number of local organizations to conduct outreach and peer support programs. In addition, culturally-specific and language-appropriate HIV/AIDS information was provided to mainstream organizations and the Asian community at large.

Efforts were also made to increase the distribution of materials on HIV/AIDS. In 1998-99, Health Canada provided financial support to the Canadian HIV/AIDS Clearinghouse to collect, produce and disseminate information on HIV protection, care and support.

Through its *Canadian Strategy on HIV/AIDS*, Health Canada also provided financial assistance for research, surveillance, prevention, care and treatment. Included is support for people infected with HIV and their caregivers, families and friends. Among those helped were community-based organizations. For example, in addition to the initiatives in the B.C./Yukon region, funding was provided to the *Asian Community AIDS Services* and the *Alliance for South Asian Prevention* in Toronto to examine the legal, ethical and human rights challenges facing persons living with HIV/AIDS.

### Focus on minority women's health issues

Through its Centres of Excellence on Women's Health Program, Health Canada is also addressing the needs and concerns of immigrant and refugee women. Specifically, it is looking at barriers to health care for visible minority populations. At the British Columbia Centre of Excellence on Women's Health, a study was developed to measure the barriers experienced or perceived by visible minority immigrant women in attempting to access health care services.

Health Canada also took action on an emerging women's health issue. With the assistance of the working group, the National Organization of Immigrant and Visible Minority Women in Canada

produced a manual about female genital mutilation. Called *Female Genital Mutilation: Workshop Manual*, the publication is aimed at health professionals and other technical and community advisors. It is a resource for organizations and groups interested in educating their communities about the issue. The Women's Health Bureau chairs the federal interdepartmental working group on female genital mutilation. Its purpose is to inform and educate, and to prevent the practice from being performed in Canada.

## Health on other fronts

In Nova Scotia, a number of projects focused on the incidence and treatment of cancer in Afro-Canadian men. Through the Population Health Fund, Health Canada provided financial support to the Nova Scotia Division of the Canadian Cancer Society to look at how breast cancer programs could be made more accessible to the province's African-Canada community. And the department's Adult Health Division worked with the Canadian Prostate Cancer Network to provide prostate cancer information to Afro-Canadian men and their families in Nova Scotia.

In the B.C./Yukon region, Health Canada supported the Chinese Osteoporosis Prevention and Education project in creating and evaluating prevention and self-management programs for Mandarin and Chinese-speaking individuals. Similar initiatives may be developed for other Chinese-speaking communities in Canada.

The Canadian Association for Community Care (CACC) conducted a survey on community care and the needs of ethnocultural groups. The goal was to identify needs and gaps, then present options and recommendations. CACC's report, *A Feasibility Study on Multicultural Community Care*, was distributed to key stakeholders across the country.

Two projects were launched through the Canada Prenatal Nutrition Program and Community Action Program for Children: a visiting mothers program in three disadvantaged areas of Montréal targets the Haitian community while a project aimed at increasing awareness of the stages in a child's emotional, intellectual and social development is aimed at Indochinese. At the Mi'kmaq

Child Development Centre in Halifax, a "train the trainer" program on fetal alcohol syndrome is specifically designed for Aboriginal peoples. Health Canada also collaborated with Statistics Canada in a study of cardiovascular mortality among Canadians of European origin, South Asians and Chinese.

As part of the International Year of Older Persons, a project was specifically targeted to ethnocultural seniors. Called *Use and Misuse of Drugs by Ethnocultural Seniors: A Cross-Country Education Model by the Canadian Ethnocultural Council*, it will deliver a cross-cultural model on the use of medication by Canada's ethnocultural seniors and will develop intervention strategies when appropriate.

Younger Canadians were also singled out by Health Canada. Its Aboriginal Head Start Program was expanded to the on-reserve First Nations and Inuit population. The program encourages and supports the well being of children (aged 0-6), individuals and families through community interaction and approaches which create an environment for positive learning, school readiness, and early identification of children at risk and those with special needs.

## Crime prevention at the local level

The **Department of the Solicitor General of Canada**, in partnership with the National Crime Prevention Centre, worked with communities across Canada in the past year to develop and implement local crime prevention initiatives. At the same time, the department collaborated with the **Department of Justice** and its provincial counterparts to address diversity and equality issues such as hate crime. It is developing a mechanism to screen potential legislation for unintended adverse impacts upon minorities, women and Aboriginal peoples as well as a short-term criminal law reform package to promote equality in the criminal justice system.

Under the *Aboriginal Community Corrections Initiative*, Aboriginal peoples are assuming greater control over community corrections through pilot projects such as the Mnjikaning First Nations' Biidaaban process. Biidaaban is a holistic, community-based design that fuses traditional Aboriginal and modern therapeutic methods to assist in healing those affected by sexual and other forms of abuse. Biidaaban works to restore the balance within the community without the use of punishment.





The **Correctional Service of Canada** now requires each institution to have a citizen advisory committee that includes individuals of various origins. In 1998-99, the Quebec Region established a regional ethnocultural advisory committee made up of individuals of various ethnic backgrounds. Also in the past year, the Prairie region was identified as a key player in the establishment of a series of multicultural outreach projects to network with visible minorities. The project will be initiated in Edmonton and Winnipeg as these centres have a significant diverse ethnic population. Also in the Prairie Region, the Phoenix Multicultural Council, made up of staff members, inmates and members of the Prince Albert community, continued its effective role at the Saskatchewan penitentiary where it has been operating since 1992.

The **Royal Canadian Mounted Police (RCMP)** has introduced dedicated responsibility centres to focus solely on the effective promotion of police-community relations. Responsibilities range from crime prevention—through school liaison and community interaction—to neighbourhood watch, community counselling and victim services. All RCMP divisions are involved in ongoing interactive workshops with the communities they serve, including racial and ethnic communities and Aboriginal communities.

Along with other major police organizations in Canada, the RCMP is increasingly involved in the prevention and control of hate crimes. The RCMP is an active participant in the relevant committees of the Canadian Association of Chiefs of Police, the Canadian Centre for Police-Race Relations as well as many local initiatives. It regularly contributes to the national and local initiatives of B'nai Brith, a leader among organizations focussed on this important issue.

At the **National Parole Board**, three of the five regional offices are consulting various Aboriginal communities to determine how Aboriginal offenders can be assisted in the NPB hearing process. This consultation process not only provides NPB staff with an opportunity to learn about the diversity in Aboriginal communities, it gives community representatives the chance to learn more about the work of the Board.

The Board has provided Elder-assisted hearings in the Prairie region since 1992 and in the Pacific since 1996. Three other regions are now developing regional models of assisted hearings through consultation with Aboriginal people and communities.

**Elections Canada** is developing a consultation plan that would involve meeting with representatives of the Canadian Ethnocultural Council to establish partnerships with Canada's largest ethnocultural communities. Elections Canada will also meet with associations representing the top 20 non-official home languages, as per the 1996 census, to ensure that education and communications materials are available to voters for the next federal event.

## Opening doors to Canadians

A number of organizations opened their doors to Canadians in 1998-99. The **National Energy Board** promotes safety, environmental protection and economic efficiency in the interest of the Canadian public. Hearings are open to the public and all interested parties are encouraged to intervene and express their views or the views of the organization they represent. The board's values centre around building relationships, internally and externally, that are based on trust, honesty and mutual respect. The **Canadian Transportation Agency** ensures that Canadians of all ethnic origins have fair and equitable opportunities to voice their concerns or agreement with decisions by Canadian transportation carriers through various informal and formal mechanisms, including public hearings.

The **Atomic Energy Control Board (AECB)** expanded its public notification and consultation activities related to the Board's regulatory and licensing process. Proposals for licensing actions were routinely distributed to local officials, interest groups and organizations. Through notices published in local newspapers, the public was given the opportunity to make its views known. Once again, the five-member Board held meetings in communities that have a special interest in one or more nuclear facilities. Visits were conducted in Kincardine, Ontario (Bruce Nuclear Power Development facilities); Saskatoon, Saskatchewan (uranium mines in northern Saskatchewan); and Oshawa, Ontario (Pickering and Darlington Nuclear Generating Stations).

## Inroads into diversity education

Federal departments and agencies continued to make inroads in diversity education activities for their

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employees in the past year. Some 80% of **Canada Mortgage and Housing Corporation (CMHC)** employees, for example, attended training sessions in diversity awareness as of 1998-99. The sessions achieved two goals. First, they built employee awareness of the principles and practices that foster an inclusive and respectful work environment. Second, they served as a recruitment tool to increase membership in diversity committees.

CMHC is another example where many tools were employed to foster a work environment that understands and respects diversity. These included orientation sessions, an *Elimination of Racism* awareness campaign, articles in various publications, the inclusion of diversity messages in its corporate values and recruitment activities, and diversity committee activities such as video presentations and stickers attached to pay stubs.

Similarly, **Agriculture and Agri-Food Canada** approved an internal communications campaign entitled *Welcoming Diversity: A Shared Responsibility*. The campaign sensitizes staff about the need to enhance diversity within the department. Meanwhile, the **Department of National Defence (DND)** reported that most of its employees have now taken the department's *Standard for Harassment and Racism Prevention* course. DND also continued to carry out an array of workshops and training programs that promoted a positive climate for diversity, including a program delivered to the Land Forces' entire chain of command.

And the **Department of Indian and Northern Affairs (IANA)** carried out various activities to promote policies, programs and practices that enhance understanding and respect for diversity. For example, the Department undertook First Nation and Inuit awareness workshops to sensitize employees. And it continued to carry out its blueprint for enabling Aboriginal contributions to Canada's continuing evolution: *Gathering Strength: Canada's Aboriginal Action Plan*. The plan is helping to strengthen Aboriginal governance, communities, people and economies, and the Department's financial and other relationships with Aboriginal peoples.

The **National Capital Commission** organized a special summit to solicit young Canadians' input into the commission's millennium programming. The *Future Trek Youth*

*Summit* garnered the opinions of 50 young people from diverse backgrounds, including Aboriginals and youngsters from various linguistic minorities. And **Parks Canada** established an Aboriginal Affairs Secretariat to encourage consultation with Aboriginal peoples on various issues, including interpretation and public education programs, and economic opportunities in national parks and historic sites. The Secretariat is staffed by Aboriginals.

## Progress on the silver screen

The **National Film Board of Canada (NFB)** launched two new initiatives to help minority filmmakers. The *Reel Diversity Documentary Competition* enables filmmakers of colour to "move into the broadcast marketplace" by producing a documentary. In its first year, the competition was won by filmmaker Ann Shin, whose production *We Can Fix That For You* explores the phenomenon of Asian Canadians seeking surgery to make their eyes look "Western."

The NFB's *Cultural Diversity: First Documentary Works Program* is developing new talent from Francophone visible minority communities. Meanwhile, a formal evaluation of NFB's Aboriginal Filmmaking Program concluded that the program is fostering growth and development in the Aboriginal film community, thereby contributing to Canada's artistic evolution. The Program has been renewed until 2002.

**Status of Women Canada (SWC)** funded a number of initiatives addressing the concerns of immigrant, ethnocultural and visible minority women. The initiatives tackled three areas: improving the economic status of women, eliminating violence against women, and helping women to achieve social justice. By providing the necessary funds to the Third Avenue Resource Centre in Montréal, the SWC encouraged and supported the leadership of immigrant and visible minority women in community affairs. The program teaches women about the education system, decision-making processes, public speaking and facilitation techniques. As a result, this SWC-funded initiative is helping the women to participate in school parent associations and the boards of community centres. In Kitchener-Waterloo, Ontario, a SWC-funded program at the World Wide Opportunities for Women is assisting young ethnic women to become trainers in schools, cultural groups and among their peers, on issues surrounding violence against women.





## Consultations and feedback

Canadians from diverse origins are key participants in federal departments' and agencies' consultations on policies, programs and practices. For example, the **Canadian Race Relations Foundation** consulted widely with diverse stakeholders from community groups, Aboriginal organizations, the education sector and elsewhere on the key issues that guide the Foundation's program development.

Similarly, the **Department of Agriculture and Agri-food Canada** carried out program and policy consultations with a broad range of stakeholders. These groups included Aboriginal peoples, cooperatives that are often based on shared ethnic or cultural backgrounds, industry groups representing views of certain ethnic or cultural groups, and marginalized, often remote, rural communities.

The **Department of National Defence**, meanwhile, continued to consult with diverse organizations and individuals through Defence Advisory Groups representing Aboriginals and members of visible minority groups. These groups advised DND on key issues, including recruitment, training and development, and career progression. They also helped DND open dialogues with external organizations such as the Assembly of Manitoba Chiefs and the Assembly of First Nations.

At the **Canada Council for the Arts**, culturally diverse Canadians participated in the Council's advisory and peer-assessment committees. These Canadians contributed to a national dialogue on the arts, advised the Council on how diverse Canadians respond to programs and policies, and informed the Council on current issues in diverse artistic communities. Some 20% of committee participants were visible minority and Aboriginal peers. The Council also solicited input from diverse Canadians by assigning its personnel to participate in events in a wide range of culturally diverse communities across Canada.

**Natural Resources Canada (NRCan)** fostered Aboriginal contributions to regulatory decision making processes and economic development in rural Canada. It accomplished this primarily by providing an inventory on the use of traditional knowledge in regulatory and land-use decision-making. Specifically, NRCan produced a

brochure, *Traditional Knowledge: Building Bridges Between Generations and Cultures—Creating Better Resource Management Decisions*. NRCan also created an inventory of impact and benefits agreements, and a database on Aboriginal participation in mineral-resource activities and their social and environmental impacts.

NRCan also established and renewed a number of partnerships:

- The First Nations Forestry Program, jointly funded by **Indian and Northern Affairs**;
- The Waswanipi Cree Model Forest, where Cree values and goals determine the methods of forest management, research and technology; and
- The creation of a new database to help people in Baffin Island and Melville Peninsula develop their economies and mineral resources. NRCan worked with government partners and the Qiqiktaaluk Corporation.

## Contributing, one person at a time

Individual Canadians of diverse cultural origins welcomed the opportunity to contribute to Canada's well-being in 1998-99. Many played key roles in federal initiatives involving other countries and cultures.

For example, an AAFC employee of Chinese origin was indispensable in furthering Canada's economic relationship with China. This employee worked with agriculture officials in China to promote exports of Canadian agri-food products to the country. In Hong Kong, the employee worked to promote exports of Canadian ginseng and related products.

Another AAFC employee of Chinese origin made valuable contributions at the Canada-China Business Council annual meeting in Beijing. The employee played a pivotal role in helping to connect Canadian agri-food companies with potential Chinese business partners. In southern Alberta, a worker was recruited from within the province's Mexican Mennonite Community to develop culturally-appropriate health promotion activities for the community.

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And during the Kosovo crisis, a number of **Health Canada** employees with Albanian language skills stepped forward to assist in communications with refugees.

The **Farm Credit Corporation (FCC)** was active in its commitment to strengthen rural Canada by supporting community organizations that work in farm communities. In 1998, FCC approved the creation of a Community Relations Program, one of whose goals is to strengthen the relationship between FCC and its clients and potential clients by ensuring its positive presence in all client communities, and facilitating civic participation in appropriate activities.

## Enhancing the knowledge of Canadians

In the past year, the **Canadian Human Rights Commission (CHRC)** continued to enhance an understanding of human rights and diversity through a range of promotion and outreach activities. Meetings, interviews, conferences and speeches afforded CHRC staff the opportunity to raise awareness of the role of the CHRC and the legislation it administers. Commissioners and staff in the CHRC's regional offices and at headquarters met with

ethno-cultural minority groups throughout the year and participated in activities planned by these groups. The Chief Commissioner, meanwhile, held roundtable discussions with community groups across the country.

The **Canadian Environmental Assessment Agency** sought to incorporate environmental assessment into the decision making processes on Aboriginal lands and Indian reserves. The Agency is working with Aboriginal peoples to develop alternatives that will reflect the accountability outlined in self-government and land claims instruments. The Agency continued to encourage public involvement in environmental assessment by providing and promoting opportunities for public participation. In 1998-99, such opportunities included class screenings, comprehensive studies, mediation and panel reviews, and a participant funding program designed to encourage interested individuals and special groups to take part in key stages of the review process by a mediator or a panel.

In 1998-99, the Agency conducted research on how to incorporate traditional ecological knowledge into environmental assessments. Aboriginal peoples are asked about how they wish to be consulted during the research and data collection phase. Then, based on this advice, they are asked how traditional ecological knowledge might be used in environmental assessments.



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**The following departments, agencies and Crown corporations also submitted reports on their activities with respect to the requirements of the *Canadian Multiculturalism Act*.**

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 Bank of Canada  
 Canada Deposit Insurance Corporation  
 Canada Lands Company  
 Canada-Newfoundland Offshore Petroleum Board  
 Canadian Human Rights Tribunal  
 Canada Industrial Relations Board  
 Canada Information Office  
 Canadian Museum of Nature  
 Canadian Security Intelligence Service  
 Cape Breton Development Corporation  
 Civil Aviation Bureau  
 Defence Construction (1951) Limited  
 Department of Foreign Affairs and International Trade  
 Enterprise Cape Breton Corporation  
 Fisheries and Oceans Canada



Great Lakes Pilotage Authority  
Immigration and Refugee Board of Canada  
International Development Research Centre  
Laurentian Pilotage Authority Canada  
Medical Research Council  
Montréal Port Authority  
National Battlefields Commission  
National Round Table on the Environment and the Economy  
Natural Sciences and Engineering Research Council  
Office of the Commissioner of Official Languages  
Pacific Pilotage Authority Canada  
Privy Council Office  
Royal Canadian Mint  
St. Lawrence Seaway Management Corporation  
St. John's Port Authority  
Via Rail Canada Inc.

