



Canadian
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Official Languages Annual Report 2011–12

Volume 2

Achievements of Federal Institutions
Implementation of Section 41
of the *Official Languages Act*



Minister's Message



The Government of Canada remains committed to promoting Canada's two official languages and to supporting the vitality of official-language minority communities. Federal institutions are taking practical steps to achieve these goals, and as Minister of Canadian Heritage and Official Languages, I am proud to present what they have accomplished in the 2011–12 fiscal year.

This year's *Official Languages Annual Report* marks the beginning of a three-year cycle during which, for the first time, all federal institutions will be required to report on the results of their initiatives. In this first year, more than 80 institutions submitted a report on the measures they took to foster the vitality of English and French in Canada, and by the end of the three years, some 170 institutions will have provided their reports. As a result of this broader approach, I will be able to offer a complete picture of what our Government is doing to support official languages and official-language minority communities.

I invite you to read this report. The first volume is dedicated to the results obtained through the Official Languages Support Programs of the Department of Canadian Heritage. This second volume is dedicated to the achievements of federal institutions. Together, this report demonstrates our Government's unwavering commitment to promoting English and French, our country's two official languages that are an integral part of our history and our national identity.

The Honourable Shelly Glover, P.C., M.P.

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Increased coordination for Canadian Heritage

The year 2011–12 saw major change in the way Canadian Heritage (PCH)¹ coordinates the federal commitment to promote the use of English and French in Canadian society and the development of official-language minority communities (OLMCs).

All federal institutions must contribute to the fulfilment of this commitment, in accordance with Part VII of the *Official Languages Act* (OLA). PCH is responsible for promoting and encouraging a coordinated approach to these commitments among federal institutions. To accomplish this, the Department guides, counsels and supports all federal institutions by way of awareness-raising, coordination and networking activities, various tools, including a GCPEDIA page, and a virtual community of practice, Gateway 41, among other things.

Renewal of the interdepartmental coordination approach

The Department renewed its interdepartmental coordination approach to better fulfill its mandate and to closely monitor the evolution of the field of official-languages. This renewed approach now applies to all federal institutions, but is adapted in accordance with their mandate and with their potential for contributing to the promotion of official languages in Canadian society and to the development of OLMCs. In January 2012, in a letter to his counterparts, the Minister of Canadian Heritage and Official Languages reminded all federal institutions of their obligations to implement section 41 of the OLA and informed them that they must now all report on their achievements at least once in a three-year cycle. Moreover, PCH and the Treasury Board Secretariat (TBS), responsible for parts IV, V and VI of the OLA, have aligned their processes for collecting official-languages data to foster a more consistent implementation of the OLA in its entirety.

It was important for the Department to adopt a realistic, consistent approach in order to meet OLMC expectations and comply with the government's obligations, bearing in mind the reality of federal institutions. Institutions and community representatives were therefore consulted during the development of this new approach. Cooperation with TBS facilitated data collection and fostered more consistent implementation of various aspects of the OLA in each federal institution.

PCH also provides support to institutions that have not had to report to it in the past. In particular, it distributed a reflection tool that allows federal institutions to explore various ways of optimizing their contribution to the implementation of section 41 of the OLA, depending on their mandate.

Thus, for the first time this year, some 85 federal institutions (list appended) were required to submit a report on their actions to PCH. This first exercise revealed a considerable number of actions, previously unknown, that relate to the development of OLMCs and the promotion of English and French. This is particularly true for the action plan implemented by Natural Resources Canada (see box on p. 9) and the initiatives put in place by Veterans Affairs Canada in Prince Edward Island (see p. 22).

This new approach also better corresponds to current expectations of the OLMCs and to the observations put forward by the Commissioner of Official Languages and the House of Commons and Senate Standing Committees on Official Languages with respect to a more consistent application of the OLA.

¹ A list of abbreviations and acronyms used in this document is appended.

More networking and coordination, from coast to coast

PCH continued to foster discussion among numerous federal institutions, both at the national and regional levels, by facilitating networks dedicated to the implementation of section 41 of the OLA (training or information sessions, sharing of best practices, etc.). The Department also created opportunities for dialogue between OLMCs and federal institutions.

In 2011–12 the Department placed special focus on having federal institutions provide support to the English-speaking communities of Quebec (ESCQs). In April 2011, it organized a meeting of national and regional coordinators from federal institutions present in Quebec in an effort to better define their challenges in implementing the OLA in the province. In June 2011, these coordinators then met with representatives from various organizations representing English-speaking communities throughout Quebec to discuss a range of issues and better target collective action to move forward. Community organizations declared themselves satisfied with this networking opportunity which raised awareness of the challenges and reality they face. A chart identifying actions to be taken by federal institutions in support of ESCQs was drawn up and distributed to community organizations in order to allow various partners to better follow up on the avenues of collaboration identified.

One of the results of these outreach efforts was that additional federal institutions became interested in joining the Working Group on English-Language Arts, Culture and Heritage. In 2011-12, PCH organized a second meeting of this Working Group, with over 40 representatives from key federal institutions and major arts disciplines in attendance. The arts were represented by the English Language Arts Network, an organization serving English-speaking artists in all disciplines and regions across Quebec. Discussions focussed on how to better promote English-language culture in the predominantly Francophone Quebec market, as well as in the broader Canadian market, how to cultivate audiences for ESCQ cultural products, as well as how to gain greater recognition of the contribution that the cultural industries bring to economic growth.

In French-speaking communities, PCH continued to facilitate interdepartmental working groups in the cultural domain, particularly in theatre, publishing, song and music. These groups are composed of members of French-speaking communities and representatives of federal institutions holding cultural mandates. The Department played a leading role in bringing stakeholders together to discuss issues and identify opportunities for collaboration.

PCH provincial and territorial offices also engage in interdepartmental coordination efforts. In each of these offices, an individual holds responsibility for interdepartmental coordination and works towards creating the best possible synergy between OLMCs and the federal institutions represented in that province or territory. The Department's regional offices worked together to organize sectoral and regional interdepartmental meetings.

PCH also capitalized on the fact that the Government of Saskatchewan declared 2012 the “Year of the Fransaskois” to foster greater dialogue between federal institutions in Saskatchewan and the Fransaskois community. In partnership with the Saskatchewan Federal Council's Leaders' Advisory Board on Official Languages and the Interdepartmental Network of Official Languages Coordinators, it organized various meetings to build closer ties between federal institutions and the community. Some institutions used this opportunity to raise awareness among their staff of the reality of the Fransaskois, while others took part in community activities or contributed to the promotion of Year of the Fransaskois, within their means and in accordance with their mandate.

In Atlantic Canada, the Department supported the creation of the “Group of Seven,” comprised of senior officials from Fisheries and Oceans Canada, Health Canada, the Atlantic Canada Opportunities Agency (ACOA), Transport Canada, Service Canada, Correctional Service of Canada and PCH. This group advanced the notion of lending the services of federal employees to community organizations as a means of providing tangible support to OLMCs. While promotion of such an initiative had barely begun, one

federal employee soon found herself spending several months with the Fédération des femmes acadiennes de la Nouvelle-Écosse, providing her the opportunity to sharpen her second official language skills, while contributing to the organization's activities.

Thanks to the assistance of PCH, the organizing committee of the 2014 World Acadian Congress was able to submit but one application to various funding agencies: ACOA and Canada Economic Development for Quebec Regions (CED). PCH also organized or supported the organization of forums bringing together representatives of federal institutions and OLMC organizations in Alberta, Prince Edward Island and Newfoundland and Labrador.

The significant participation of federal institutions in regional and national interdepartmental activities speaks to the genuine commitment that these institutions have towards community stakeholders working in fields related to their mandate. Such activities allow PCH to identify new opportunities for aligning community priorities and federal activities and mandates, and to provide advice to federal institutions in this regard.

Economic development: stakeholders rallying around common challenges

Many federal institutions with economic mandates were required to report in this first year of the new reporting cycle. Their results demonstrate that this past year, more than ever, a greater number of stakeholders came together over issues related to the economic development of OLMCs. Increasingly, representatives from federal, provincial and territorial governments, the business sector and the communities found themselves working together around one table to tackle common challenges.

Many initiatives that yielded particularly interesting results were funded through Human Resources and Skills Development Canada (HRSDC)'s Enabling Fund for Official Language Minority Communities. In 2011–12, \$12.9 million was awarded to non-profit organizations best placed to provide leadership and to represent the interests of OLMCs in human resources and economic development in their respective province or territory. These organizations are members of two large networks: Réseau de développement économique et d'employabilité (RDÉE), a national coordinating body (RDÉE Canada) with 12 provincial or territorial agencies representing Francophone and Acadian communities; and the Community Economic Development and Employability Corporation (CEDEC), whose nine committees support English-speaking communities across Quebec.

Other initiatives were also made possible through the Economic Development Initiative (see box p. 6), created by Industry Canada and regional development agencies.

In the pages that follow, these numerous activities were grouped into three categories: projects related to economic development, employability projects and projects illustrating the openness of communities to the world.

Economic development, a priority for all

In 2011–12, many federal institutions worked at the national level to foster conditions favourable to the economic development of OLMCs. HRSDC included a component related to official-language communities to its Departmental Stakeholder Relations Plan. The Department also designed a toolkit to be used by the regions as part of their ongoing engagement activities with representatives from OLMC provincial and regional organizations. These measures strengthened the Department's integrated framework, improved consultation processes and increased information sharing on evolving issues related to OLMCs.

Economic Development Initiative

Many economic development projects currently being implemented in OLMCs are supported by the Economic Development Initiative (EDI), one of the 32 major programs or initiatives included in the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*. Headed by Industry Canada and regional development agencies,* it led to more than \$7.5 million in investments in 2011–12.

EDI-funded projects fall into two categories:

- community strategic planning activities that enhance the economic base and competitiveness of communities and small- and medium-sized enterprises (SMEs); and
- business and economic development activities that meet the needs and foster the economic growth of communities in sectors such as tourism, and the cultural, knowledge-based and manufacturing industries. Internships for young people are also a priority.

* Besides ACOA and CED, the group also includes the Canadian Northern Economic Development Agency (CanNor), the Federal Economic Development Agency for Southern Ontario (FedDev Ontario), Western Economic Diversification Canada (WD), and the Federal Economic Development Initiative in Northern Ontario (FedNor).

In an entirely different sphere, the Canadian Intellectual Property Office (Industry Canada) continued its extensive translation project. It wants to translate 34,000 valid patents, and make them available in both official languages to all its clients in Canada and abroad. The Canadian Grain Commission and Agriculture and Agri-Food Canada (AAFC) focussed their efforts on participating in forums, festivals and other conferences or fairs involving Francophone minority farming communities. Similarly, Farm Credit Canada offered training workshops in the community across the country: Francophone communities in the Falher area, a northern Alberta town, thus had access to a French-language workshop on the transfer of a family farm from one generation to another. In Shawville, Quebec, English-speaking communities were able to receive training in their language on the use of financial statements and ratios to analyze the performance of a farm.

AAFC forged a partnership with two national associations from the Canadian cooperative sector, namely the Canadian Co-operative Association and the Conseil canadien de la coopération et de la mutualité, to build a bilingual Web site offering information on the International Year of Cooperatives.

In order to raise awareness of potential opportunities and issues related to the implementation of the OLA, the Royal Canadian Mint held training sessions for its marketing executives, who play a key role in identifying and prioritizing the institution's promotional activities.

Targeted initiatives from east to west, bearers of tangible results

Many initiatives targeted different regions. ACOA funded a pan-Atlantic project on the knowledge-based economy. This project was administered by the Université Sainte-Anne in Nova Scotia and the Atlantic chapter of RDÉE. The project made it possible to assess the community's challenges and needs, advise Francophone entrepreneurs during a forum entitled "Connect Atlantic: Ignite the Knowledge," and develop an online toolbox for economic development practitioners and entrepreneurs in order to share knowledge.

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In addition to holding regular dialogue with OLMCs, Industry Canada supported a research initiative in Quebec emanating from its liaison committee with the Anglophone community. In cooperation with the Quebec English-Speaking Communities Research Network, the Department launched a research project entitled *The Creative Economy and the English Speaking Communities in Quebec*. Through this project, communities were able to analyze and share their viewpoints on the current and potential role of the creative economy in their development.

Other federal institutions stepped up their initiatives on behalf of English-speaking communities. In November, a partnership was forged between CEDEC and Public Works and Government Services Canada's (PWGSC) Office of Small and Medium Enterprises in an effort to enhance the Office's interaction with these communities. This agreement led to more widespread dissemination of information on how to do business with the Government of Canada, the holding of tailored workshops and seminars, and a discussion forum for entrepreneurs, totalling 54 bilingual activities and 56 English-language activities reaching close to 2,000 people. AAFC helped the Coasters Association (grouping 16 Lower North Shore communities) review its 2012–13 strategic planning and identify potential tools, expertise and sources of funding. The Department also provided financial assistance towards an economic diversification project in the non-timber forest products sector and towards the establishment of a bioproducts solidarity co-operative on the Lower North Shore.

With respect to the promotion of linguistic duality, CED signed contribution agreements with 96 non-government organizations in various parts of Quebec: their commitment towards providing services in both official languages enables them to more effectively reach Anglophone businesses throughout the entire region. The Agency thus played an active role in the strategic planning work of the Québec Multilingual Committee of the *Chambre de commerce et d'industrie de Québec*, which is comprised of many regional stakeholders from the business community and the labour, educational and economic development sectors. This committee decided to assist the region's businesses to become more competitive by facilitating their access to human resources competent in both English and French.

In 2011–12 Industry Canada/FedNor awarded a total of \$1.463 million towards several projects under the auspices of EDI aiming to foster greater economic growth in Northern Ontario's Francophone communities. A mid-term assessment of the EDI undertaken by FedNor revealed that most projects had an immediate impact within the communities, allowing them to acquire new expertise, develop tools and diversify their products and services. The mid-term results of 16 projects demonstrated that these projects strengthened capacity in 61 communities and 39 businesses.

Elsewhere in the province, financial support awarded by FedDev Ontario to La Cité collégiale led to the signing of various partnership agreements between La Cité collégiale and 11 SMEs in Eastern Ontario. These agreements paved the way towards more applied research, the development and technical design of products and processes, as well as the testing and certification of products. Notably, as a result of one of these agreements, La Cité collégiale and the Lanidrac dairy farm located in Ste-Anne-de-Prescott in Ontario were able to explore the compatibility and potential use of a variety of raw materials with biodigestion technology in farming.

FedDev Ontario also signed an agreement with RDÉE Ontario for the hiring of four resource persons who now provide professional advice and training to SMEs in Francophone communities where these services were not available. It is estimated that 1,500 entrepreneurs will be reached through this initiative. A similar program enabled FedDev Ontario to create a fund within the *Fondation franco-ontarienne* towards the development of a microcredit program aimed at Francophone entrepreneurs in Southern Ontario, particularly those who immigrated there. This fund is expected to help create some 300 new businesses over the next few years. The project would not have been possible without the participation of Citizenship and Immigration Canada (CIC), which invests in the training of immigrant entrepreneurs.

Lastly, in Western Canada, WD renewed its financial support for four Francophone organizations which have an economic mandate and are integrated into its Western Canada Business Service Network. Memoranda of understanding were also established between these organizations and other Network members to ensure that equitable services are provided to OLMC members. In 2011–12 the four

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organizations provided 1,470 advisory services and offered 149 training sessions to more than 1,740 participants. They also aided in the creation and support of 345 businesses, which in turn created and maintained 640 jobs. Lastly, these organizations also took part in international trade missions that resulted in some companies and individuals from France and other countries of the Francophonie to establish themselves in Western Canada.

Jobs, the backbone of community development

Of the federal institutions that support employability and job creation within OLMCs, HRSDC plays a lead role.

In 2011–12 the Department provided financial assistance for various initiatives put in place as part of long-standing programs such as the Youth Employment Strategy, the Enabling Fund and multipartite agreements involving other federal and provincial partners:

- As part of the Career Focus program, HRSDC provided funding to the Fédération de la jeunesse canadienne-française to create career-related work experiences in local OLMC organizations for 35 young people receiving postsecondary education in French. Twenty-four of them secured a job in the community at the end of their work term.
- In Saskatchewan, under the Skills Link program and in partnership with the Assemblée communautaire francosaskoise, 24 unemployed young Francophones from Regina and Saskatoon received assistance (skills assessment, training plan and professional experience) to ease their transition into the labour market.
- Funding awarded under the same program to the Economic Development Council for Manitoba Bilingual Municipalities gave 50 Francophones access to employment programs in French, easing their integration into the labour market.

Moreover, as a result of the assistance received from the Department and from a variety of partners from the governmental, private and non-profit sectors, some 300 new economic development and human resources activities were initiated in 2011–12 in communities right across the country. For example, in British Columbia, Femmes d'affaires en mouvement offered resources to over 50 Francophone and Francophile women to strengthen their business skills and acumen. In Ontario, 88 Francophone newcomers were able to find jobs through La Bonne affaire, a program headed by RDÉE Ontario. This initiative assisted newcomers by promoting awareness among employers and SME owners in Northern, Eastern and Southwestern Ontario on their particular needs, and by preparing candidates (through résumé writing and interview tips). Newcomers were also given networking opportunities with potential employers.

In Atlantic Canada, through HRSDC's support, 86 young Francophones from minority communities took part in projects designed to help them improve their skills or gain experience in order to prepare them to integrate into the labour market. In its dialogue with OLMCs, Fisheries and Oceans Canada also demonstrated that it supports their development by participating in career fairs. For a second consecutive year, representatives from Newfoundland and Labrador took part in the Journée d'orientation et carrière, a career day organized for OLMCs by the RDÉE in Newfoundland and Labrador. These initiatives were in addition to similar ones undertaken by the Department in Miramichi, New Brunswick and in Arichat, Kentville and the Halifax Regional Municipality in Nova Scotia. These fairs provide opportunities for regional Fisheries and Oceans Canada representatives to promote the wide range of careers available within their Department and within the Canadian Coast Guard.

Other federal institutions also played a particularly active role in the employability of OLMC members. A number of projects were made possible through the EDI. The support provided by WD to the Economic Development Council for Bilingual Municipalities in Manitoba is one of many examples of these structuring initiatives. In 2011–12 this type of support made it possible for three municipalities to develop a long-term

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strategic growth plan and enabled 48 individuals to receive bilingual training on topics such as starting a business, using social media and importing/exporting. Particular focus was placed on young people and newcomers to increase the number of entrepreneurial activities within these groups; nine businesses were created by young people and two by Francophones who had recently arrived in the country.

In Ontario, the Business Development Bank of Canada (BDC) partnered with the non-profit organization La Passerelle, whose primary purpose is to help Francophone entrepreneurs new to the country to familiarize themselves with their new environment. A manager from the Toronto office provided various French-language training modules with regard to a business life cycle. A number of participants were then able to make use of consulting and financing services offered by BDC. FedDev Ontario approved some 30 projects, which resulted in the hiring of young Francophones to carry out a multitude of initiatives; the development of a community radio station in Penetanguishene; business services in London-Sarnia; and the establishment of a program for young entrepreneurs in Renfrew, Prescott–Russell and the United Counties of Stormont, Dundas and Glengarry, in Ontario.

Natural Resources Canada uses a progressive, concrete approach

Natural Resources Canada decided in 2010–11 to formalize its approach to the implementation of its obligations in official languages by developing a three-year action plan. In 2011–12, the first tangible results of this action began to be seen.

In the early months of the year, a working group headed by the Official Languages Co-champion of the Department set out to develop a strategic framework in order to address issues related to the implementation of Part VII of the OLA in an integrated, sustainable manner. To better target its actions, the Department developed a map of minority language communities dependent on natural resources, in correlation with the location of its regional offices.

As a result of this first exercise, Sudbury— whose economy largely relies on mining and forestry— was identified as an appropriate target for the first pilot project. Departmental officials subsequently met with representatives of the Association canadienne-française de l'Ontario du Grand Sudbury, Laurentian University and Collège Boréal. Together, they agreed that the Department would seize the opportunity presented by Francophonie Week to open the doors to some of its labs in the region's Francophone schools and universities in order to encourage young people to pursue scientific careers in French. A similar initiative was quickly launched in Victoria, British Columbia. Encouraged by the success of these projects, the Department decided to make these open houses systematic and now encourages its regional labs to promote their activities to the communities in events like the annual mining or forestry weeks, for instance.

Meanwhile, contacts were made with national associations, and the Department submitted its strategic framework to them for comment and suggestions. These exchanges confirmed interest in actions designed to harness science and share knowledge with various key community stakeholders (universities, researchers and industries). The future of science looks promising!

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In Southern Ontario, a successful partnership with Collège Boréal gave the Canada Border Services Agency an opportunity to have its employees sharpen their second-language skills and to forge new ties with OLMC representatives in order to raise awareness of hiring processes and to identify potential improvements in these process so that they are more responsive to their needs.

In Quebec, Transport Canada negotiated an agreement with the Institut maritime du Québec—the only institute in the country that provides accredited training in merchant shipping in French—to reserve 10% of its spaces for Francophones from outside the province, provided that these candidates meet the merit criteria established by the Institute. Lastly, the Department of National Defence reached an agreement with the Government of Quebec to provide Anglophone military families from the Valcartier base access to employment services in their language.

Say YES!

Created nearly 20 years ago, Youth Employment Services (YES) is now an indispensable resource for Montréal's young Anglophones looking for a job or considering starting their own business. Over the years, YES has increased its service offer; the organization's main target audience is young people aged 16 to 35. Another component of its activities targets artists who wish to boost their careers.

In 2011–12, YES was among the many organizations in Quebec that received HRSDC funding. Thanks to this financial assistance, the organization was able to recruit 18 English-speaking community participants and to offer them 22 weeks of work experience in their field of study. Throughout the project, these young participants received mentoring and support on their professional plans and aspirations.

Over the past four years, YES provided employability and entrepreneurship services in English to more than 8,000 clients in Quebec, particularly in Montréal. It is credited with several notable successes, namely Magenta Photo Studio, a company created in 2002 that now employs close to 250 people across Canada. The post-production company Wave Generation, which it assisted from its inception, now has such clients as Ubisoft, Electronic Arts and Fisher Price. Based on these results, YES received funding in 2011 from CED to conduct a feasibility study on the regional development of its English-language entrepreneurial services. This is the first step toward the implementation of other pilot initiatives designed to offer entrepreneurial services in English in the regions and a strategic economic development plan to English communities in Quebec.



Communities open to the world

Every year, OLMCs demonstrate a growing openness to the world, and a number of federal institutions support their efforts.

Foreign Affairs and International Trade Canada dovetailed the ongoing dialogue between the Department and the communities to provide them with a detailed presentation on its services. The Invest Canada–Community Initiatives program, which encourages direct foreign investments by supporting non-profit and public-private partnerships at a local level, encouraged the communities to submit applications.

In 2011, a contribution provided by FedNor to RDÉE Ontario allowed 30 SMEs and organizations to participate in workshops on business partnerships. Ten of these businesses took part in an economic mission as part of Futurallia 2011, a major international SME gathering that took place in Kansas City, United States. Seven new business partnerships resulted from this initiative, three others were strengthened by it, roughly 20 new jobs were created and further benefits are expected. In the same vein, WD provided financial support towards the organization of the 2012 edition of Centrallia in Winnipeg, a world forum for SMEs, in order for entrepreneurs from Francophone communities to play an active role.

In the eastern part of the country, ACOA worked with Traduction NB Translation towards the translation of promotional tools to be used by SMEs in Atlantic Canada. ACOA also supported a language training project by SavoirSphère aimed at Francophone SME Senior Managers.

As illustrated on page 13, with the support of CIC, Francophone communities are increasingly successful in drawing into their ranks a growing number of Francophone immigrants who want to settle in Canada. Across Canada, OLMCs also continued in 2011–12 to build upon their welcoming efforts towards foreign visitors in order to maximize economic development opportunities related to tourism.

Once again, federal institutions played a structuring role in this regard. Drawing upon the EDI interdepartmental network related to the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*, Industry Canada produced a report outlining the issues and challenges relating to the tourism industry within Francophone minority communities and put forth 11 specific recommendations. In partnership with the Transat Chair in Tourism at the Université du Québec à Montréal, IC used a similar approach to map tourism products and experiences available in English-speaking communities in Quebec. CanNor continued to provide support for the Table de coopération des francophonies nordiques (Table 867) as well as towards tourism development opportunities, including the creation of a Francophone business incubator. For its part, the Canadian Tourism Commission offered support to the Conseil de développement économique des Territoires du Nord-Ouest by providing research data with respect to the tourism in France, including the travel trends and interests of people in this market.

In the East, ACOA provided support to the Cupids Legacy Centre of Newfoundland and Labrador towards the development of a smartphone translation application for French-speaking tourists. In the West, WD supported a similar initiative by the Conseil de développement économique de l'Alberta, which aimed to develop an application to promote Francophone tourist attractions and businesses in Western Canada. This initiative well complemented other initiatives being undertaken by other institutions (HRSDC, PCH) in an effort to develop the Pan-Western Francophone Tourism Corridor.



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Lastly, VIA Rail continued to nurture its engagement with OLMCs throughout Canada. Businesses from OLMC were able to promote their products and services to VIA Rail clients through the institution's Web site. Via Rail also regularly promoted artists from these communities in its *VIA Destination* magazine, circulated aboard all its trains. In 2011–12, VIA Rail also partnered with the National Film Board in support of Alberta's young Francophones taking part in the contest, *Engage-toi: d'est en ouest, filme ton monde et fais une difference*.

In summary: tangible and lasting results

Economic development remains a long-standing priority for OLMCs and their voice has been heard in this regard. It is clear that in 2011–12, programs working towards the long-term, particularly those implemented under the Enabling Fund and the EDI, allowed communities to strengthen their capacities and to acquire structuring tools which will allow them to take charge of their own future development.

The effects of this change can be seen everywhere you look. Whether by means of strategic reviews, identification of new sources of funding or consolidation of companies, the communities and their business people are hard at work. The results of their efforts are quantifiable: through important investments, the number of businesses created, the number of young people trained to facilitate entry into the labour market, the number of secured and newly created jobs and so on. While sometimes modest, these figures often demonstrate crucial development in small towns and villages in search of a new life.

The 2011–12 Report is also indicative of the increased ability of communities to diversify their partnerships and seize new opportunities presented to them in all sorts of areas. They are starting to invest in international markets. They are learning to better market themselves and to acquire new strategies to assist them in positioning themselves as popular tourist destinations. What is more, a growing number of communities are attracting and welcoming Francophones from far and wide who want to settle in Canada and prosper in the long term as well.

CIC and Francophone minority communities

The partnership relationship that CIC has established with Francophone minority communities in recent years has contributed to increasing, sometimes significantly, the number of Francophone immigrants wishing to establish themselves within their midst.

Thanks to CIC support, 13 Francophone immigration networks today include some 250 partners in nine provinces and two territories. The Strategic Plan to Foster Immigration to Francophone Minority Communities established under the auspices of the Citizenship and Immigration Canada–Francophone Minority Communities Steering Committee is due to come to an end in 2013. To explore what lies ahead, CIC partnered with the Metropolis project, dedicating the 34th Metropolis Conversation to a series of discussions on the need for and appropriateness of a new strategic plan and its integration into various initiatives related to the implementation of the OLA. The event, which took place on January 25, 2012, allowed some 20 government, research and community partners to take stock of the successes, issues and lessons learned from activities undertaken over past years. Their findings and recommendations will drive the considerations and decisions of those in charge of this critical file for the vitality of Francophone minority communities.

CIC's actions have linked Francophone communities, under the auspices of the Fédération des communautés francophones et acadienne du Canada (FCFA), to Destination Canada. In 2011, this recruitment forum for immigrants was held in Paris and Brussels from November 15 to 19th. Through the joint efforts of several partners, including the FCFA and Francophone immigration networks facilitated by CIC, the communities took part in Destination Canada 2011, with over 1,500 job offers in hand. In addition to promoting a Francophonie that spans the breadth of the country through plenary sessions reaching some 2,500 people, the FCFA provided information on French-language settlement and integration services to more than 300 immigration candidates that came to the booth. CIC also optimized the chances of seeing its first contacts take shape quickly by putting in place mechanisms for quick processing of immigration applications, in cooperation with Service Canada.

Cultural development: commitments with proven worth

Representatives of cultural and arts organizations in Anglophone and Francophone minority communities agree: considerable progress has been made in these areas over the years. PCH's creation of new programs, particularly the Cultural Development Fund, as well as the diversification of partnerships that involve federal, provincial and territorial institutions, community organizations and private-sector stakeholders are all ways of making their culture shine and showcasing their productions locally, elsewhere in Canada and abroad.

From scene to scene

Music continues to be at the heart of community life and central to the communities' cultural relationship with Canadians and the world. In 2011–12 Musicaction and FACTOR, which administer the Canada Music Fund, allocated to OLMCs approximately 15% of the budget (\$3.7 million dollars) of the Fund's New Musical Works and Collective Initiatives components.

After four years of existence, the success of the Music Showcases Initiative for OLMCs artists under the Canada Music Fund continues unabated. In 2011–12, in addition to participating on several tours, 230 artists from OLMCs were featured in 687 music showcases at regional, national and international events. In comparison, in 2007–08 only 40 artists from OLMCs supported by Musicaction and FACTOR had the opportunity to showcase their talent in 85 music showcases. A number of artists from OLMCs who participated during the last year, were successful in concluding agreements towards album production, national and international tours, and appearances at international festivals.

Thanks to the Music Entrepreneur Component of the Canada Music Fund, Musicaction and FACTOR are also able to support Canadian sound recording companies that play a vital role in promoting these artists. They include: Disque Audiogramme, which represents Damien Robitaille; Dare To Care (Bonsound), with whom Lisa LeBlanc and Radio Radio work; Arts & Crafts, which represents Stars; and Secret City, Patrick Watson's record label.

Other institutions with cultural mandates also played an important role. In January 2012, on the heels of a first meeting at Festival en chanson de Petite-Vallée in Quebec, a dozen singer-songwriters from every corner of the country and from Guadeloupe were able to benefit from the residence and technical services offered by the National Arts Centre (NAC) to put on a show that was broadcast on the radio and on TV by Radio-Canada. In 2011–12 the NAC also marked the 10th anniversary of artsalive.ca, its educational website on performing arts. Highly visited by OLMC members, but also immensely popular around the world, its constantly enriched content and instructional kits are particularly sought after by teachers and students. Lastly, the NAC made sure to incorporate an Acadian element into its 2011 tour in Atlantic Canada. Students attending two school matinees in Gagetown and Moncton were mesmerized by the marriage of classical and traditional music played by orchestra bass player Marjolaine Fournier and fiddler Samantha Robichaud.

Again once in the domain of the performing arts, thanks to the PCH Canada Arts Training Fund, the Association des théâtres francophones du Canada, in partnership with the National Theatre School of Canada and the Banff Centre, was able to offer its very first internship in continuing education. For three weeks, 17 practitioners from all across the country attended highly stimulating workshops in the dramatic arts, creative processes and vocal craft. For its part, the PCH Cultural Development Fund assisted the

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Société acadienne de Clare, in Nova Scotia, to revive the theatre troupe Les Araignées du boui-boui. This had been a hallmark of the region's cultural life for over three decades.

On every screen

The National Film Board of Canada turned to Franco-Ontarian Damien Robitaille to introduce the 24 short and feature films in Espace francophone. This is its new online selection of works from across the country with themes of French-Canadian identity and culture. Geared toward Francophiles, Showcase Francophonie features nine of these works in English or in subtitles. Online since November 2011, these two selections help an ever-growing audience to discover the plurality and richness of Francophone filmmakers.

In 2011–12 the Canada Media Fund was renewed as a permanent program. This program has invested some \$11.5 million in French-language productions outside Quebec as well as approximately \$10 million in English-language projects in Quebec. These productions include such notable dramas as the 5th season of *Belle-Baie* (New-Brunswick) and the 2nd season of *Les Bleus de Ramville* (Ontario).

On November 27, 2012, *Maclean's* named *Soirées cinéma sur la colline parlementaire*, a Telefilm Canada initiative, one of the top five most influential events for decision makers in Ottawa. These well-attended evenings allow Parliamentarians and hundreds of other guests to discover the latest gems in Canadian film. In 2011–12 the initiative gave moviegoers a chance to discover works such as *Breakaway*, which uses humour to illustrate cultural integration via hockey; and *Monsieur Lazhar* (by Quebecer Philippe Falardeau), who represented Canada at the Oscars in the Best Foreign Language Film category.

To enhance its ability to take into account the development of OLMCs during its meetings, the Canadian Radio-television Telecommunications Commission acquired an analysis tool to quickly document and identify processes that have an impact on OLMCs.

Putting heritage on centre stage

In 2011–12 the Canada Council for the Arts (CCA) awarded a total of 484 grants to artists and arts organizations from OLMCs. In the field of writing and publishing, the 2nd Translation Rights Fair, made possible through the support of the CCA, drew 63 Canadian publishers to help them purchase and sell translation rights to their books.

In 2011 the Museum of Civilization Corporation enriched and renewed its Virtual Museum of New France website. The scope of the exhibition was broadened to include all of New France, from Acadia to Louisiana, through Canada and the Pays-d'en-Haut of the Great Lakes region. The virtual experience was improved through the addition of new content, while educational programs and easier navigation highlighted the heritage and legacy of New France.

In Newfoundland and Labrador, through the Cultural Development Fund, the Association régionale de la Côte Ouest launched a project focussing on the discovery and enhancement of French and Acadian heritage. It sorted, scanned and uploaded archives containing 500 interviews conducted between the 60s and 90s. Memorial University in St. John's and Université de Moncton in New Brunswick also collaborated in the initiative.

In Quebec, through the PCH Canada Cultural Spaces Fund, the Fairbairn House Solidarity Cooperative was able to renovate the interior of a historic building in Wakefield, Quebec, which displays exhibitions showcasing the heritage of the Gatineau Valley, including the settlement history of English-speaking communities. All year long, the Canadian Broadcasting Corporation's program *Breakaway* (Radio One Quebec) broadcasted a weekly segment on the challenges faced by English-speaking Quebecers. The

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program also partnered with the weekly *The Record* and the Townshippers' Association to pay tribute to volunteers from the Eastern Townships.

2012, Year of the Fransaskois

On February 28 and 29, 1912, representatives from Saskatchewan's small Francophone community met in the municipality of Duck Lake, where they founded the Association culturelle franco-canadienne de la Saskatchewan. In 1999, the Association became the Assemblée communautaire fransaskoise. In recognition of the contribution of the Fransaskois community to Saskatchewan's development and to mark the 100th anniversary of its founding, the provincial government declared 2012, Year of the Fransaskois.

Through Saskatchewan's Leaders' Advisory Board on Official Languages and the Interdepartmental Network of Official Languages Coordinators, PCH coordinated a number of meetings with Saskatchewan's federal institutions to promote awareness of this anniversary.

As part of its initiatives celebrating linguistic duality across the country, Canada Post released a stamp featuring three works of art by Joe Fafard, a Fransaskois sculptor born and raised in the Francophone community of Ste-Marthe-Rocanville.



Increasingly diverse partnerships

Every year many federal institutions with non-cultural mandates nonetheless provide support for remarkable cultural initiatives. Thus, in 2011–12 ACOA supported the creation of an electronic ticketing system by the New Brunswick Conseil provincial des sociétés culturelles. This system allows the Conseil to better serve its clients as well as to increase and diversify its members' revenues. The ticketing system also contributes to better promotion of activities in all regions and to higher ticket sales, better accounting system management and lower operating costs. The revenues are reinvested to ensure its members' growth and financial self-sufficiency.

The Canada Lands Company collaborated with Library and Archives Canada and with the Office of the Commissioner of Official Languages to present an exhibition of caricatures in Toronto which illustrates with humor and irony key events that have shaped the history of linguistic duality in Canada since the enactment of the OLA. From June 1 to September 30, 2011, thousands of visitors from across Canada and from around the world were able to enjoy this exhibition displayed in the Welcome Centre of the CN Tower.

Remembering the War of 1812

To commemorate the bicentennial of the War of 1812, the Federal Secretariat coordinated by PCH collaborated with municipal governments, community organizations and private-sector groups to ensure that OLMCs were aware of the projects being developed and had the opportunity to fully participate.

The Secretariat's key partners from these communities include:

- Seven regional groups representing the cities of Toronto, Hamilton, Kingston, Brockville and ten other Southern Ontario municipalities;
- A regional Quebec group, which included members of the English-speaking communities of the municipalities of Lacolle, Saint-Paul-de-l'île-aux-Noix, Chambly and Saint-Jean-sur-Richelieu;
- Representatives of the Francophone communities of four New Brunswick municipalities, namely Fredericton, Edmundston, Madawaska and Perth-Andover; and
- A regional group from Saskatoon, Saskatchewan.

The Secretariat's financial support allowed these many partners to plan a wide range of activities (exhibitions, re-enactments, etc.) providing the public greater knowledge and enhanced understanding of this decisive episode in our collective history.

Lastly, as part of corporate sponsorships, Air Canada continued its support of major events in 2011–12, including the Festival franco-ontarien, Rendez-vous de la francophonie and Festival d'été francophone de Vancouver. Investments by Air Canada made it possible for well-reknown artists from the Francophone culture to travel the country and conveyed the value that the company places on Canada's linguistic duality.

In summary: increased visibility

Across the board, partnerships between federal institutions and cultural circles in OLMCs, as well as the projects these partnerships gave rise to, in the short term, in greater visibility for artists and their productions, both in Canada and abroad.

The results achieved in 2011–12 demonstrate that it is in the particularly dynamic field of music that one has seen the greatest openness for Anglophone and Francophone minority communities alike. It is no longer as surprising to see singers, songwriters and performers who hail from an OLMC climbing the charts.

However, whether it is singers or actors, films or TV series, or even heritage artefacts, it is first and foremost in the communities themselves where this visibility and recognition of talent and the cultural wealth they embody had the greatest impact. Programs and projects carried out in these areas in 2011–12 have given these artists stronger voices and the chance to both seize the world and contribute even more actively to the immense collective creation project that Canadian culture represents.

Justice: for wider access to the justice system in the language of choice

Created in 2003, the Access to Justice in Both Official Languages Support Fund is the main vehicle by which Justice Canada seeks to increase the ability of justice system professionals to provide services in both official languages. It includes a consultation mechanism, a component designed to encourage young bilingual Canadians to pursue a career in justice and a grants and contributions program. It is within this context that Justice Canada supported a project by Éducaloi, a non-profit organization that informs Quebecers with respect to their rights and obligations under the law. In addition to translating existing documents and tools, this project allowed the organization to adapt its content in order to take into account the cultural references of English-speaking communities in Quebec, to produce material that met their specific needs, and to adopt dissemination strategies to more effectively reach them, by making better use of channels of their preference. In cooperation with the provinces, territories and municipalities, the *Contraventions Act* Fund makes it possible to implement specific measures to permit the use of English and French in proceedings instituted under this Act.

In 2011–12 Justice Canada undertook an important partnership project with the University of Alberta's Campus St-Jean. The project is comprised of several components, including a French-language university course with regard to the Canadian justice system and to careers in justice, language training certification, courses for professionals to maintain their language skills, as well as summer camps to familiarize young people with professions in justice. As part of a pilot project, a community justice centre was also established in partnership with Anglophone organizations, to promote access to the justice system through a range of information, support and guidance services in both English and French.

Justice Canada's support also allowed the Centre canadien de français juridique (founded in Winnipeg in 2010), to put in place French-language legal training and development programs in 2011-12, particularly in criminal law. These services are offered to public- and private-sector justice system stakeholders from across the country, with the exception of Ontario and Quebec. Lastly, the Department partnered with the Association of French Speaking Jurists of Ontario (AJEFO) to create a legal information portal called CliquezJustice.ca. Intended for the general public, it is geared primarily towards elementary and secondary students and their teachers; it provides accessible, relevant information on justice careers, the workings of the judicial system, and various legal issues. The AJEFO and six other associations of Francophone jurists from different provinces collaborated on validating provincial data. As a result, Francophone residents from Nova Scotia, New Brunswick, Manitoba, Saskatchewan, Alberta and British Columbia are now able to find relevant information on this website specific to their province's legal framework.

At the same time, a number of other federal institutions responsible for the administration of justice also carried out different projects. As it does every year, the Parole Board of Canada organized activities within OLMCs to mark National Victims of Crime Awareness Week; workshops promoting awareness on elder abuse were organized with such partners as the Fédération des aînés franco-albertains and Regroupement des aînés et aînées de la Nouvelle-Écosse. Other initiatives on community safety and issues relating to violence against women were carried out with the Centre des femmes francophones du Nord-Ouest de l'Ontario and the Carrefour des femmes du Sud-Ouest de l'Ontario.

The Royal Canadian Mounted Police (RCMP) conducted a nation-wide survey on OLMCs' satisfaction with the services offered, existing partnerships, communication and the like. A new RCMP–Francophone community roundtable was established in the Northwest. In Saskatchewan and Manitoba, where such structures were put in place a few years ago, roundtable members have undertaken to review existing action plans to measure the progress made and to identify new priority initiatives. The RCMP also created an information kit for new Francophone employees and their families stationed in regions where they must

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work in their second official language. The content of these kits helps to quickly identify services and programs offered in surrounding OLMCs.

In Atlantic Canada, an exchange provided a Correctional Service of Canada employee with the opportunity to work for ten weeks for the Fédération des femmes acadiennes de la Nouvelle-Écosse as part of a project called “La violence, ça suffit!” As a result, both organizations gained greater knowledge of each other and the employee improved her French oral skills.

Lastly, the Canadian Human Rights Commission appeared before the Supreme Court of Canada in a complex case initiated in 2006 (*Halifax (Regional Municipality) v. Nova Scotia (Human Rights Commission)*) involving equality rights and rights to education in the first official language of minority communities. The Commission argued before the country’s highest court that human rights can be used to address the discriminatory effects stemming from the wording of other laws. This case led to corrective reforms being taken with respect to funding for French-language schools in Halifax.

Social development: the basis for vitality

It is when they are able to take care of their health, to send their children to school and to take care of their most vulnerable that members of OLMCs experience the full possibilities of living and of flourishing in their language.

In these domains, both long-standing initiatives and one-time projects that respond to identified and emerging needs allow OLMCs to flourish and benefit from the quality of life that Canada offers its citizens, in the language of their choice.

Health, always a priority

The health-related needs of OLMCs continued to be of primary interest in 2011–12, notably as part of Health Canada's Official Languages Health Contribution Program. Twenty-six agreements totalling \$38 million paved the way towards significant progress in the three main areas targeted by the Program:

- training and retention of health professionals, language training and cultural adaptation;
- support for the health network (enhancement of existing networks and development of partnerships); and
- support for projects initiated by communities to improve access to health services in the minority language, giving priority to vulnerable populations (children, young people, the elderly).

Thus, the number of health professionals available to fulfill the needs of OLMC members continued to rise. As part of a partnership between Health Canada and the Consortium national de formation en santé (CNFS), an initiative under the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*, 94 college- and university-level training programs, four more than the previous year, saw a thousand new students enroll, while 596 others completed their studies. Since its inception three years ago, the Program has allowed these colleges and universities to award 1,500 diplomas to students, 42% over and above their initially-intended target. In cooperation with Health Canada, the CNFS also supported research work by 82 Francophone students, created 68 new internship opportunities in Francophone minority communities and offered 231 continuing education sessions for a total of 1,442 health professionals in the country. In parallel, no fewer than 2,700 health professionals (physicians, nurses, physiotherapists, intake professionals) were able to improve their knowledge of their second official language through a partnership with McGill University in the province of Quebec.

Various meetings between Health Canada officials and their provincial and territorial counterparts helped boost provincial and territorial support to OLMCs. In the same vein, the 35 local networks set up under the auspices of the Community Health and Social Services Network (CHSSN) and the Société Santé en français continued awareness efforts. In particular, they held extensive consultations with English-speaking communities across Quebec, conducted a survey with Francophone communities in eight provinces, and put in place various health and healthy living promotion projects aimed at young people and the elderly. In Ontario, the provincial government officially recognized three networks supported by Health Canada (in the east, north and south) as French-language service planning bodies.

Other federal institutions also helped improve the availability of health services for OLMCs. PCH, Statistics Canada and Health Canada pooled their efforts to produce a widely distributed CD-ROM on the availability of health professionals within OLMCs. This specific, detailed information enabled researchers in these communities to gain greater knowledge and understanding of the issues. Lastly, a CNFS pilot

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project funded under the auspices of HRSDC's Foreign Credential Recognition Program facilitated the integration of Francophone immigrants holding foreign health credentials into the labour market in OLMCs throughout Canada.

Going further by learning more

For over 40 years, the Department of Canadian Heritage (on behalf of the federal government) has been working with provincial and territorial governments to support minority-language education in OLMCs and to teach English and French as second official languages. The 2011–12 results of these collaborative efforts were provided in Volume 1 of this report.

In complement, various additional initiatives helped increase available opportunities for OLMC members to learn in their first language as well as receive an education of equivalent quality to that of the majority. With this objective in mind, in 2011-12 FedDev Ontario supported the creation of two bilingual workforce training centres by Collège Boréal in Toronto and in Windsor, Ontario. The aim of this project is to provide support to young people who wish to continue their education in their language of choice. In addition to identifying training needs, these centres also foster networking opportunities among SMEs in the region looking for bilingual personnel. This project is expected to benefit about 600 people per year.

As part of its Computers for Schools program, Industry Canada distributed a total of 1111 computers in OLMCs Canada-wide. By means of this program, Alberta's Association francophone de Brooks received 15 computers for its youth centre. Employees can now help students who stop in, often immigrants, to become more familiar with new technologies and can assist them with their schoolwork.

Other federal institutions also facilitated access to pedagogical resources in both official languages. Elections Canada, in particular, works regularly with national and provincial teachers' associations as well as with teachers' associations in Francophone minority communities. In 2011–12 Elections Canada promoted its teaching materials for civic education during the annual congress of the Association canadienne d'éducation de langue française, by means of such websites as the AMEQ online portal as well as publications such as *Le Point en administration de l'éducation*.

The Science Centre of the Société du Vieux-Port in Montreal, Quebec ramped up its work with various organizations, schools, experts and parent groups (particularly McGill and Concordia universities) to continue to develop its exhibitions and educational programming. The Société is also working with schools from the English Montréal School Board and the Lester B. Pearson School Board as part of its program "Éclairs de science." In British Columbia, the Prince Rupert Port Authority continues to make the most of local events to demonstrate its staff's language skills and encourage young people—and everyone else—to continue to study French as a second language.

Official languages in daily life

Many federal institutions build upon the working relationships forged through their mandate with various segments of the Canadian population to enhance the quality of life in OLMCs and to promote linguistic duality.

In response to needs emanating from the Francophone community in Toronto, the Office of the Privacy Commissioner of Canada provided support towards an initiative organized by the Centre international de recherches d'experts consultants juridiques indépendants. The Centre committed to recruiting and training ten volunteers to provide workshops raising awareness with respect to the protection of privacy and personal information to members of Toronto's Francophone ethnocultural community. This year, the Office of the Privacy Commissioner also began to plan a research symposium and to provide funding towards

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various initiatives, including the production of radio and Web awareness instruments by the Coopérative radiophonique de Toronto (CHOQ-FM).

Status of Women Canada started a new partnership with the Collectivité ingénieuse de la Péninsule acadienne, in New Brunswick, and the Fédération des femmes acadiennes de la Nouvelle Écosse. These organizations joined forces on a project aiming to eradicate violence against women. These new linkages led to the creation of a French-language website, www.parcelles.ca, which provides women in both provinces with assistance and resources.

As part of the New Horizons for Seniors Program, HRSDC provided funding to the Association francophone de Campbell River, in British Columbia, to increase social participation and engagement by seniors in the community. Volunteer seniors organized a series of autobiography writing workshops for their peers, thus fostering the transmission of linguistic and cultural heritage within the community.

In Prince Edward Island, Veterans Affairs Canada spurred other institutions into action. In June 2011, through the Federal Council, Veterans Affairs Canada organized a one-day conference entitled “Interagir pour s’enrichir,” attended by members of the St. Thomas Aquinas Society, federal and provincial government officials, and stakeholders from Acadian and Francophone communities in PEI.

Lastly, to help federal institutions communicate more effectively with OLMCs, PWGSC launched an online database in February 2012 listing minority print media. This interactive tool gives departments the assurance that they are reaching members of these communities, while complying with the laws and policies governing advertising geared towards them. For minority media, mostly SMEs, these government campaigns can represent a significant source of revenue. Both the Canadian Nuclear Safety Commission, which holds public hearings on nuclear-related issues, and Defence Construction Canada, which manages a portfolio of facilities for the Department of National Defence, used these media over the past year to publish notices and job offers.

Sport, a source of emulation and pride!

Sport gives youth from OLMCs great opportunities to meet, compete and assert themselves.

Sport Canada worked with the organizing committees of the Canada Games, to be held in Sherbrooke in 2013, and the Toronto 2015 Pan/Parapan American Games (TO2015), to ensure that Government of Canada requirements in relation to official languages are met in the planning, organizing and hosting of these events. The 2013 Canada Games Host Society in Sherbrooke obtained the cooperation of the Townshippers' Association to ensure that the minority language community is involved in the Games. The Association's mission is to promote English language and culture, while ensuring the active participation of the Anglophone minority community in local life. The TO2015 Organizing Committee, Assemblée de la Francophonie de l'Ontario and Fondation canadienne pour le dialogue des cultures signed a memorandum of understanding to create the Forum francophone. This forum will focus its efforts on encouraging the involvement of Ontario's Francophone community as well as in advising organizers on official languages.

Research, to prepare for the future

In 2011–12 Statistics Canada published eight detailed statistical portraits of Francophones living in British Columbia, Alberta, Saskatchewan, Manitoba, New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador. The partnership established between Statistics Canada and PCH over the years also led to the publication of a detailed monograph entitled *Languages in Canada: 2006 Census*, a unique and invaluable reference for anyone holding an interest in official languages and the many linguistic groups that are part of the country. A separate agreement between Statistics Canada, PCH, HRSDC and Justice Canada allowed community members to benefit from the expertise and advice available from Statistics Canada's experts in language statistics.

Other initiatives allowed for better identification of issues critical to the development and well-being of the community. A partnership between the Public Health Agency of Canada and the CHSSN resulted in the publishing of a report on the health of English-speaking communities in Quebec, containing specific recommendations on measures likely to better support their development and vitality. As part of an interdepartmental research symposium in August 2011, Health Canada held a sectoral workshop via videoconference across Canada. Participants from government and from the community presented an overview of research issues related to health in OLMCs. They also agreed to strengthen their cooperation, including that between Anglophone and Francophone researchers, and to create partnerships similar to those in place between the CHSSN and the Institut de la santé publique du Québec.

HRSDC focussed its research primarily on literacy issues and children's learning abilities within Francophone minority communities. As part of the Family Literacy Initiative put in place under the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*, eight programs, models and instruments relating to family literacy were developed and tested by various target groups, namely newcomers, fathers and mixed families. Three reports were also produced on the impacts of a preschool program on linguistic and cultural development as well as on the ability of children to learn. Identifying the most promising results is particularly useful for parents, service providers and all communities looking for effective instruments to use.

In summary: a better quality of life

Programs and projects contributing to the social development of OLMCs are quite wide-ranging. Their outcomes, particularly in the field of health, are readily measurable; in 2011–12 there were 596 graduates from CNFS programs and 2,700 health professionals in Quebec were able to improve their knowledge of their second language. The significance of the impacts of other initiatives, such as the opening of new training centres in Ontario that allow young people to continue learning in French, are better assessed in the medium term. Some 600 young people will be able to benefit from these programs every year.

The fact that adolescents new to the country had access to computers this year at the youth centre that they attend; that women were able to obtain information in their own language on ways to combat violence to which they be victim to or witness, or that seniors learned to relate their own story with pride may not lead to impacts that are as easily measured. Over the longer term, however, the cumulative effect of all these initiatives supported by federal institutions will have contributed to an improved quality of life in communities that benefit from their results. This quality of life, in turn, will allow them to contribute more fully to the vitality and development of the communities of which they are part.

Conclusion: progress on all fronts through successful partnerships

The many programs and projects briefly outlined in this report illustrate that, in 2011–12, actions taken by federal institutions were grounded in a growing and deeper understanding of the needs and priorities of OLMCs and of official-languages issues. They equally confirm that close working relationships among institutions, communities themselves, and a wide range of public- and private-sector stakeholders are key to rendering these actions successful.

Expanding reporting requirements to all federal institutions has also shed new light on the diverse range of initiatives taken in support of OLMCs and the promotion of both official languages across the country. We will need to await 2013-14 to fully assess the impacts of these actions in all spheres of community life across all corners of Canada. This will bring to fruition the results of the new approach and its three-year reporting cycle. Nevertheless, the portrait already emerging is quite impressive.

The achievements of 2011–12 validate not only the relevancy of the measures that have been undertaken, but equally the importance of the underlying approach, which necessitates proactive listening to the needs being voiced as well as the provision of resources to OLMCs in order that they may shape their own future. A review of the many initiatives completed over this year also suggests that positive outcomes result from both large-scale programs and more modest but equally essential forms of support. Cooperation and coordination among federal institutions as well as between federal institutions and the communities are undeniably crucial.

The Government of Canada's commitment to maintaining its investments in support of official languages in the current economic climate speaks volumes to the importance that the government places on this issue. For instance, over the last several months, extensive thought was given to determine what is to succeed the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*. Over the summer of 2012, the government met with representatives of OLMCs from across Canada to frame the next steps beyond 2013. This broad consultation exercise also provided thousands of Canadians with an opportunity to make their voices heard online with regard to official-languages priority issues, the ongoing challenges of improving access to quality services, and ways of ensuring greater efficiency in program delivery.

Appendix 1 – Institutions required to report in 2011–12

Contact information for resource persons responsible for the implementation of section 41 of the OLA is available at http://www.pch.gc.ca/pgm/lo-ol/ci-ic/list_coord_08-eng.cfm.

Agriculture and Agri-Food Canada
Air Canada
Atlantic Canada Opportunities Agency
Atomic Energy of Canada Limited
Bank of Canada
Belledune Port Authority
Blue Water Bridge Authority
Business Development Bank of Canada
Canada Border Services Agency
Canada Council for the Arts
Canada Deposit Insurance Corporation
Canada Industrial Relations Board
Canada Lands Company
Canada Post Corporation
Canadian Broadcasting Corporation
Canadian Centre for Occupational Health and Safety
Canadian Centre on Substance Abuse
Canadian Grain Commission
Canadian Heritage
Canadian Human Rights Commission
Canadian Museum of Civilization
Canadian Northern Economic Development Agency
Canadian Nuclear Safety Commission
Canadian Race Relations Foundation
Canadian Radio-television and Telecommunications Commission
Canadian Tourism Commission
Canadian Wheat Board
Citizenship and Immigration Canada
Correctional Service of Canada
Courts Administration Service
Defence Construction (1951) Limited
Economic Development Agency of Canada for Quebec Regions
Export Development Canada
Farm Credit Canada
Federal Economic Development Agency for Southern Ontario
Financial Transactions and Reports Analysis Centre of Canada
Fisheries and Oceans Canada
Foreign Affairs and International Trade Canada
Freshwater Fish Marketing Corporation

Appendices

Halifax Port Authority
Hamilton Port Authority
Health Canada
Human Resources and Skills Development Canada
Industry Canada
Justice Canada
Nanaimo Port Authority
National Arts Council
National Capital Commission
National Defence
National Energy Board
National Film Board
National Parole Board
Natural Resources Canada
Office of the Auditor General of Canada
Office of the Chief Electoral Officer
Office of the Co-ordinator of Status of Women Canada
Office of the Information Commissioner of Canada
Office of the Privacy Commissioner of Canada
Office of the Superintendent of Financial Institutions
Old Port of Montreal Corporation Inc.
Parks Canada
Port Alberni Port Authority
Prince Rupert Port Authority
Public Health Agency of Canada
Public Works and Government Services Canada
Registry of the Competition Tribunal
Ridley Terminals Inc.
Royal Canadian Mint
Royal Canadian Mounted Police (Civilian personnel)
Royal Canadian Mounted Police External Review Committee
Sept-Îles Port Authority
St. John's Port Authority
Statistics Canada
Telefilm Canada
Thunder Bay Port Authority
Toronto Port Authority
Transport Canada
Transportation Appeal Tribunal of Canada
Transportation Safety Board of Canada
Treasury Board of Canada Secretariat
Trois-Rivières Port Authority
Vancouver Fraser Port Authority
Veterans Affairs Canada
VIA Rail Canada Inc.
Western Economic Diversification Canada

Appendix 2 – List of abbreviations and acronyms

- AAFC:** Agriculture and Agri-Food Canada
- ACOA:** Atlantic Canada Opportunities Agency
- AJEFO:** Association of French Speaking Jurists of Ontario
- BDC:** Business Development Bank of Canada
- CanNor:** Canadian Northern Economic Development Agency
- CCA:** Canada Council for the Arts
- CED:** Canada Economic Development for Quebec Regions
- CEDEC:** Community Economic Development and Employability Corporation
- CHSSN:** Community Health and Social Services Network
- CIC:** Citizenship and Immigration Canada
- CNFS:** Consortium national de formation en santé
- EDI:** Economic Development Initiative
- ESCQ:** English-speaking communities of Quebec
- FCFA:** Fédération des communautés francophones et acadienne du Canada
- FedDev Ontario:** Federal Economic Development Agency for Southern Ontario
- FedNor:** Federal Economic Development Initiative in Northern Ontario
- HRSDC:** Human Resources and Skills Development Canada
- NAC:** National Arts Centre
- OLA:** *Official Languages Act*
- OLMC:** official-language minority community
- PCH:** Canadian Heritage
- PWGSC:** Public Works and Government Services Canada
- RCMP:** Royal Canadian Mounted Police
- RDÉE:** Réseau de développement économique et d'employabilité
- SMEs:** Small- and medium- sized enterprises
- TBS:** Treasury Board Secretariat
- TO2015:** Toronto 2015 Pan/Parapan American Games
- WD:** Western Economic Diversification Canada
- YES:** Youth Employment Services