

NATIONAL CAPITAL COMMISSION (NCC)

RESULTS BASED STATUS REPORT

IMPLEMENTATION OF SECTION 41 OF THE
OFFICIAL LANGUAGES ACT

2007-2008

RESULTS-BASED STATUS REPORT

IMPLEMENTATION OF SECTION 41 OF THE
OFFICIAL LANGUAGES ACT

2007-2008

General information

Federal institution: Address: Web site:	National Capital Commission (NCC) 202-40 Elgin St. Ottawa, ON K1P 1C7 www.canadacapital.gc.ca
Minister responsible:	The Honourable Lawrence Cannon, Minister of Transport, Infrastructure and Communities and Minister responsible for the NCC
Senior official(s) responsible for implementation of Part VII of the OLA (e.g.: Assistant Deputy Minister, official languages champion):	Diane Dupuis, Vice-President, Human Resources and Information Management

NATIONAL CAPITAL COMMISSION (NCC)

<p>Mandate of federal institution (4-5 lines):</p>	<p>The mandate of the NCC is to prepare plans for and assist in the development, conservation and improvement of the National Capital Region (NCR) in order that the nature and character of the seat of the Government of Canada may be in accordance with its national significance and to organize, sponsor or promote such public activities and events in the NCR as will enrich the cultural and social fabric of Canada.</p>
<p>National coordinators responsible for implementation of section 41: Exact title: Postal address: E-mail:</p>	<p>Melanie Bowen Manager, Consultative Services, Human Resources Human Resources and Information Management National Capital Commission 202-40 Elgin St. Ottawa, ON K1P 1C7 mbowen@ncc-ccn.ca</p> <p>Tatiana Avoce Human Resources Advisor Human Resources and Information Management National Capital Commission 202-40 Elgin St. Ottawa, ON K1P 1C7 tavoce@ncc-ccn.ca</p>

NATIONAL CAPITAL COMMISSION (NCC)

Summary of the institution's contribution to the achievement of the expected results

The National Capital Commission is responsible for building National Capital Region on behalf of all Canadians. Our mission is to make this region a symbol of pride and unity. In order to achieve this, we must be ambassadors of Canada's official languages which are at the heart of our nation.

We are committed not only to applying the *Official Languages Act* to all our sectors of operation, but also to preserving our two official languages in National Capital Region. In the delivery of our mandate, the importance of bilingualism transpires in all aspects of our day-to-day operations.

In creating a meeting place for all Canadians, NCC presents National Capital Region to visitors as a place to experience Canadian heritage, culture and achievements through varied services, events and programs, in support of the Canadian identity. Our public programs and services are not simply offered in both official languages but are designed to reflect the cultural diversity and linguistic uniqueness of our region and of our country. Great attention is given to staging events and activities on both sides of the Ottawa River, and offering visitors an opportunity to experience and discover Canada's cultural diversity.

The mandate of the NCC links most directly with the horizontal result of enhanced cultural activities in support of the Canadian identity. The action plan submitted by NCC to Canadian Heritage takes into account positive measures for promoting linguistic duality. These include organizing and coordinating national celebrations, such as Canada Day and Winterlude, and including Francophone artists from outside Québec and Anglophones from Québec, thereby helping Canadians appreciate their country's linguistic duality.

NATIONAL CAPITAL COMMISSION (NCC)

Detailed status report

A. AWARENESS (In-house activities)

[Training, information, orientation, awareness, communication and other activities carried out **in-house** in order to educate employees and/or senior managers of the federal institution about linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; taking the viewpoint of OLMCs into account during research, studies and investigations.]

Expected Result:

Creation of lasting changes on federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the *Official Languages Act* and OLMCs.

Activities carried out to achieve the expected result	Outputs	Indicators to measure the expected result
<p>NCC conducted multiple in-house activities in order to educate employees and senior managers about linguistic duality and the obligations towards the official-languages minority communities (OLMCs). These include:</p> <ul style="list-style-type: none"> -Annual report on official languages 2006-2007 submitted to Canadian Heritage is available in both official languages on NCC Intranet and Internet Web sites; -A bilingual Intranet message has been sent out announcing new OL coordinators and explaining their roles and responsibilities at NCC; -Information on official languages is available to NCC employees at all time on the Intranet; 	<p>Information on Intranet and Internet</p> <p>Intranet message</p>	<p>Information on official languages legislation, policies and persons to contact is easily accessible and available in both official languages to NCC employees and the public</p>

NATIONAL CAPITAL COMMISSION (NCC)

<p>-Awareness messages have been sent to managers to highlight NCC achievements in OL as well as the feedback received from various federal institutions (Best Practices, Implementation of Section 41 of the Official Languages Act, January 2008; Audit of Active Offer of Communications with and Services to the Public in Both Official Languages in the National Capital Region, Preliminary Audit Report, February 2008; Performance Report Card 2007-2008 from the Commissioner of Official Languages);</p>	<p>Internal messages</p>	<p>Three (3) messages</p>
<p>-NCC minority language employees were very satisfied with the language of work policy (85%), felt free to use French during meetings (82%) or via Intranet (81%). Ninety-two (92) percent felt free to use French in their communications with immediate supervisors;</p>	<p>Language of Work Survey conducted by Statistics Canada on behalf of the Office of the Commissioner of Official Languages in the fall of 2007</p>	<p>High level of satisfaction of NCC minority language employees</p>
<p>-Information message has been sent to the management concerning a preliminary study of the implementation of Part VII of the <i>Official Languages Act</i>, as amended by Bill S-3, by The Standing Senate Committee on Official Languages;</p>	<p>Internal message</p>	<p>One (1) message</p>
<p>-Reminders were sent to managers about official languages reports NCC has to submit;</p>	<p>Reminder via email</p>	<p>Two (2) messages</p>

NATIONAL CAPITAL COMMISSION (NCC)

<p>-New employees at all levels and students are advised of their obligations regarding official languages as part of the mandatory orientation program offered in a bilingual format;</p> <p>-OL Champion plays an active role in promoting official languages and OLMCs in NCC;</p> <p>-NCC organized <i>Les Rendez-vous de la Francophonie</i> event at its headquarters: an awareness Intranet message from OL Champion announcing the event was posted; promotional materials were distributed at all NCC locations; a special activity took place highlighting the Francophone community which included linguistic games, an exhibit of related materials, data about 2008, the Year of Languages, as well as musical interludes with famous French and Quebec songs;</p> <p>-OL coordinators attended the launch of the 10th edition of <i>Les Rendez-vous de la Francophonie</i> in the Canadian Museum of Civilization;</p> <p>-Chief Executive Officer (CEO), Ms. Marie Lemay, and OL coordinators attended Breakfast with the Mayor of Ottawa to celebrate Francophones and the French language;</p> <p>-Every NCC meeting room has bilingual OL posters promoting the use of both official languages during meetings and presentations;</p>	<p>Orientation session</p> <p>Messages Meetings</p> <p>Intranet message, promotional materials at NCC headquarters and all satellite locations, exhibit in the lobby at NCC headquarters</p> <p>External intergovernmental activity</p> <p>External intergovernmental and network activity</p> <p>Monitoring</p>	<p>Eleven (11) orientation sessions in both official languages took place, approximately 100 employees attended</p> <p>High rate of staff participation, visibility of OL campaign, presence of OL Champion and OL coordinators, positive feedback received from employees and managers, collaboration between different NCC departments to prepare and carry out this activity</p> <p>Networking with partners from different governmental departments</p> <p>Networking with different partners from governmental, private and non-profit organizations</p> <p>Visibility of OL policies, promotion of linguistic duality</p>
--	---	---

NATIONAL CAPITAL COMMISSION (NCC)

<p>-All messages posted on the Intranet or Internet, or sent to NCC staff are in bilingual format and of equal quality;</p> <p>-During Official Languages Information Campaign in the fall of 2007, the documents and bookmarks increasing awareness of official languages in NCC and promoting the use of both official languages during meetings were distributed to Branch Managers;</p> <p>-OL coordinators meet OL Champion on a regular basis to plan activities aimed at increasing employees' awareness of official languages and at dealing with any issues including complaints;</p> <p>-OL Champion distributed the most recent issue of Bulletin 41-42 (Winter 2008) to managers;</p> <p>-Lunchtime training program was successful in 2007-2008 and allowed 27 NCC employees to maintain or increase their knowledge of their second official language;</p> <p>-Intranet message has been sent out to remind managers and employees that the lunchtime language training is once again available in the new fiscal year. This program aims to maintain and develop language skills in both official languages;</p>	<p>Monitoring</p> <p>Distribution of the documents and bookmarks</p> <p>Meetings with OL Champion</p> <p>Distribution of the Bulletin</p> <p>Training provided</p> <p>Internal message</p>	<p>Visibility of OL policies, promotion of linguistic duality</p> <p>Managers are reminded about their OL obligations</p> <p>On a regular basis, several times per year</p> <p>Increased awareness of NCC managers</p> <p>Twenty-seven (27) employees enrolled (6%)</p> <p>Managers and the employees are aware that the linguistic training is available</p>
---	--	---

NATIONAL CAPITAL COMMISSION (NCC)

--	--	--

NATIONAL CAPITAL COMMISSION (NCC)

Detailed status report

B. CONSULTATION (Sharing of ideas and information with OLMCs)

[Activities (e.g. committees, discussions, meetings) through which the institution consults the OLMCs and dialogues with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables, working groups) to explore possibilities for cooperation within the existing mandate of the institution or as part of developing a new program or new policy; participation in consultations with OLMCs coordinated by other government bodies; consultation of OLMCs by regional offices to determine their concerns and needs.]

Expected Result: Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandate.		
Activities carried out to achieve the expected result	Outputs	Indicators to measure the expected result
To better understand the needs of OLMCs, NCC participates in conferences and other events organized by cultural and social organizations in order to identify the needs of OLMCs and to explore the possibilities for cooperation:		
-NCC continued to organize public consultations; -NCC continued to inform OLMCs of its public consultations and major meetings. OLMCs were invited to provide comments in the context of the consultation on Openness and transparency. NCC informed OLMCs of its Annual General Meeting and its meeting with interest groups and Board of Directors.	Public consultations Information provided	

NATIONAL CAPITAL COMMISSION (NCC)

Detailed status report

C. COMMUNICATIONS (Transmission of information to OLMCs)

[**External** communications activities to inform OLMCs about the activities, programs and policies of the institution and to promote the bilingual character of Canada; inclusion of OLMCs in all information and distribution lists; use of the institution's Web site to communicate with OLMCs.]

Expected Result:

OLMC culture reflects an up-to-date understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services (P&S).

Activities carried out to achieve the expected result	Outputs	Indicators to measure the expected result
<p>NCC carried out numerous communications activities which are aimed at reaching various media and stakeholders, including OLMCs. These activities include:</p>		
<p><u>Media relations</u> -All of our documents destined to the media are produced in English and in French; -Our local media list includes a number of OLMC media outlets: <i>The Low Down to Hull and Back News</i>, <i>TFO</i>, <i>Le Reflet de Prescott-Russell</i>, <i>The Aylmer Bulletin</i> and the <i>Société Radio-Canada</i>; -Capital Experience, Communications and Marketing Branch's Memorandum of Understanding for 2008-2009 has specifically identified the goal of reaching more OLMC audiences in its media communications work plan;</p>	<p>Media documents Media list Memorandum</p>	<p>NCC reaches both Anglophone and Francophone communities</p>

NATIONAL CAPITAL COMMISSION (NCC)

<p>-NCC purchased a full page in English and French, and articles were published in various community newspapers.</p>	<p>Purchase of publishing space Articles published</p>	<p>Possibility of reaching OLMCs via media</p>
<p><u>Canada Day 2007</u></p>		
<p>-The Société Radio-Canada broadcasted coast to coast the French Canada Day show.</p>	<p>Broadcast</p>	<p>Extended OLMCs access to programs</p>
<p><u>Winterlude 2008</u></p>		
<p>-During the National Snow Sculpture Competition; NCC media relations team sent regionally tailored news releases in both official languages to every province and territory in Canada. Media lists are compiled and include as many media outlets as possible from the OLMCs;</p>	<p>Media outreach News releases</p>	<p>Increased OLMCs access to the information and programs</p>
<p>-TVA's "<i>Salut Bonjour Weekend</i>" produced a two-day live show during Winterlude (reaching Francophone minorities across the country);</p>	<p>Two-day live show</p>	<p>Almost 700,000 Francophone community members have been reached via this program</p>
<p>-Other telecasts including the Société Radio-Canada's <i>C'est ça la vie</i> and the Global National newscast also profiled Winterlude to a national audience that included Francophone minorities across Canada.</p>	<p>Broadcast</p>	<p>The broadcast <i>C'est ça la vie</i> reached almost 30 000 members of Francophone minority communities across Canada. Almost 1 million Francophone Canadians were reached via the Global National newscast</p>

NATIONAL CAPITAL COMMISSION (NCC)

--	--	--

NATIONAL CAPITAL COMMISSION (NCC)

Detailed status report

D. COORDINATION AND LIAISON (Does not include funding - Internal coordination and liaison with other government institutions)

[Coordination activities (research, studies, meetings, etc) carried out by the institution itself along with other federal institutions or other levels of government; participation in activities organized by other federal institutions, other levels of government, etc.; participation of official languages champions, national and regional coordinators, etc., in various government forums.]

Expected Result: Co-operation with multiple partners to enhance OLMC development and vitality, and to share best practices.		
Activities carried out to achieve the expected result	Outputs	Indicators to measure the expected result
<p>NCC participated in various interdepartmental and intergovernmental forums with regard to coordination and liaison activities directed to promoting linguistic duality and the enhancement of OLMCs. These include:</p> <ul style="list-style-type: none"> -NCC had regular meetings with Public Works Government Services Canada, Canadian Heritage, The City of Ottawa, <i>Le Regroupement des gens d'affaires de la Capitale</i>, and other private sector organizations to discuss steps to increase awareness of official languages issues in the National Capital Region and promote linguistic duality; -NCC encouraged its commercial tenants to participate in Business Assistance Project funded by Canadian Heritage; 	<p>Meetings with governmental and private sector partners</p>	

NATIONAL CAPITAL COMMISSION (NCC)

<p>-OL Champion attended meetings of the Council of the network of Official Languages Champions;</p> <p>-OL coordinators participated regularly in the meetings of the network of national coordinators from key federal departments and agencies responsible for the implementation of section 41 of the <i>Official Languages Act</i>;</p> <p>-OL coordinators and managers from several departments collaborated with Canadian Heritage and Francophone community organizations to promote the linguistic duality of Canada and the development of minority communities during the Olympic and Paralympic Games 2010 in Vancouver;</p> <p>-In the context of the Regional Youth Forum – Ottawa-Gatineau Region, the Vice-President, Capital Experience, Communications and Marketing, presented a workshop focussing on marketing in the context of his University of Ottawa project on “Humanitarian Aid in Africa: We can make a difference.” The project enabled the contribution of \$250,000 in medical equipment and \$40,000 in cash to Nigeria as well as establishing a collaborative relationship with the youth government of Nigeria. This demonstrated to communities at all levels that a personal initiative can make a difference.</p>	<p>National coordinators network meetings</p> <p>Internal meetings Internal and intergovernmental communication</p> <p>Regional youth forum</p>	<p>Extending the networking to promote linguistic duality and OLMCs development</p> <p>Involvement of youth from Francophone and Anglophone communities</p>
---	---	---

NATIONAL CAPITAL COMMISSION (NCC)

Detailed status report

E. FUNDING AND PROGRAM DELIVERY

[Implementation of the federal institution's programs and delivery of its services; funding, alone or in cooperation with other federal institutions, of OLMC projects; inclusion of the needs of OLMCs in the delivery of the institution's programs and services.]

Expected Result: OLMCs are part of federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (eg. geographic dispersion, development opportunities) are taken into account.		
Activities carried out to achieve the expected result	Outputs	Indicators to measure the expected result
<p>NCC ensures the delivery of its programs and services meets the needs of various stakeholders in terms of representativeness, at both a national and provincial level, including those of OLMCs.</p> <p>NCC promotes pride and unity through various programs in National Capital Region:</p> <p>-SkiFest is an activity that initiates participants to Canada's nature and winter activities. An important</p>	<p>Welcome of new English</p>	<p>500 people welcomed</p>

NATIONAL CAPITAL COMMISSION (NCC)

<p>aspect of the program targets new immigrants who are currently learning one of Canada's official languages in the National Capital Region. In winter 2008, NCC welcomed more than 500 new arrivals;</p>	<p>and French immigrants in the National Capital Region</p>	
<p><u>Rotary Adventures in Citizenship 2007</u></p> <p>In May 2007, NCC welcomed 220 students as participants in this national program that is coordinated by the Rotary Clubs. Of these, 15 identified themselves as being bilingual. Two students were Anglophones from the province of Québec while two others were Francophones from outside Québec. These results revealed a gap with regard to the participation of young people from the OLMCs. We have explored, in collaboration with the national office of Rotary Club, a more proactive method of recruiting students from the OLMCs. However, it is a difficult task as the participants are selected by the respective local Rotary Clubs in partnership with local schools; furthermore, the organization is largely Anglophone and of a voluntary nature. NCC does present, as part of the Capital experience, a French-Canadian evening that introduces participants to French-Canadian culture and traditions.</p>	<p>National program for Anglophone and Francophone youth</p>	<p>Two hundred and twenty (220) young participants, including those from language minority communities Analysis of more proactive methods of recruiting to ensure equitable participation of Anglophone and Francophone OLMCs</p>
<p><u>2007 Canada Day</u></p> <p>-The following artists from OLMCs participated in 2007:</p> <ul style="list-style-type: none"> o Nikki Yanofsky (Anglophone, QC) o Becky Priebe (Anglophone, QC) o Dalelle Mensour (Francophone, ON) 	<p>OLMCs participation in NCC flagship programs</p>	<p>Fifteen (15) participants from OLMCs</p>

NATIONAL CAPITAL COMMISSION (NCC)

<ul style="list-style-type: none"> ○ Danny Boudreau (Francophone, NB) ○ Écho d'un peuple (Francophone, ON) ○ La Raquette à Claquette (Francophone, SK) ○ Martin Laporte (Francophone, ON) ○ Olivier Nadon (Francophone, ON) ○ Patrick Bourbonnais (Francophone, ON) ○ Justin Lacroix (Francophone, MB) ○ Cathy Mithcell (Anglophone, QC) ○ Josée Lajoie (Francophone, AB) ○ Don Ross (Anglophone, QC) ○ La Ligue du Bonheur (Francophone, ON) ○ Christine Atallah and the Bassalindos (Anglophone, QC) <p><u>Orchestras in the Park (July 19 - 22, 2007)</u></p> <p>The National Arts Centre (NAC) Orchestra, in a three-year joint initiative agreement with the National Capital Commission, presented its first festival of open air concerts showcasing musicians as well as invited orchestras including the <i>Orchestre de la francophonie canadienne</i> in the new LeBreton Flats Park in Ottawa. These concerts were part of the celebrations marking the 150th anniversary of the choice of Ottawa as the Capital. The 70 Francophone and Francophile members of the <i>Orchestre de la francophonie canadienne</i> were present with the orchestra's founder, Mr. Jean-Philippe Tremblay, professor at the NAC's Summer Music Institute, to perform Tchaïkovski's poignant Sixth Symphony and the Third Concerto for Piano by Beethoven;</p>	<p>Musical groups representing OLMCs participation in the festival</p>	<p>Seventy (70) Francophone and Francophile musicians</p>
---	--	---

NATIONAL CAPITAL COMMISSION (NCC)

<p><u>Sound and Light Show on Parliament Hill</u></p> <p>The show features various leaders from our major regions and from various sectors of Canadian society. Some of these public figures, for example Antonine Maillet, Gabrielle Roy, Daniel Lavoie, Edith Butler, Buffy Ste-Marie and Jim Corcoran, represent our rich cultural fabric, flourishing within a linguistic or cultural minority. Furthermore, a musical recording of artists from across the country is played nightly before the Sound and Light performance while spectators gather on site. The following artists from OLMCs were part of this recording:</p> <ul style="list-style-type: none"> o Daniel Lavoie (Francophone, MB) o Les Hardis Moussaillons (Francophones, ON/MB) o Hart-Rouge (Francophones, SK) o La Raquette à Claquette (Francophones, SK) o Nathalie Renault (Francophone, ON) o Ode à l'Acadie (Francophones, NB) <p>The bilingual format will be repeated in the summer of 2008;</p>	<p>Advertisements in local newspapers and on local radio stations</p> <p>News releases</p> <p>Advertisements in tourism media</p> <p>Brochures distributed throughout the National Capital Region</p>	<p>Six (6) artists from OLMCs participated in this event</p>
<p><u>The Gathering Place</u></p> <p>NCC continued to promote a new educational product launched in September 2006 entitled <i>The Gathering Place : An Exploration of Canada's Capital</i>. This resource is available in English and French and is intended for use by teachers across the country. Designed and distributed by the organization Le Chaînon scolaire/Classroom Connections on behalf of NCC, this resource depicts the role of the Capital</p>	<p>Educational product</p>	<p>NCC reached schools across the country, including schools from OLMCs</p>

NATIONAL CAPITAL COMMISSION (NCC)

<p>throughout our nation's history, and as a part of our national identity, including Canada's linguistic duality. With the exception of Saskatchewan and Yukon, all the provinces and territories ordered French and English copies of the resource. In Québec, 1/3 of the products were distributed to English school boards.</p>		
---	--	--

NATIONAL CAPITAL COMMISSION (NCC)

Detailed status report

F. ACCOUNTABILITY

[Activities through which the institution integrates its work on the implementation of section 41 of the OLA with the institution's planning and accountability mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan, status report on implementation of section 41 of the OLA, etc); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by senior managers of the federal institution to ensure implementation of section 41 of the OLA.]

Expected Result: Full integration of the OLMC perspective and OLA section 41 into federal institution's policies programs and services; the reporting structure, internal evaluations, policy reviews determine how to better integrate OLMC's perspective.		
Activities carried out to achieve the expected result	Outputs	Indicators to measure the expected result
<p>NCC integrated official languages requirements, including section 41, into the organization's planning and accountability mechanisms carrying out these activities:</p> <p>-Using the document entitled <i>Human Resources Management Integrated Framework</i> which makes official languages one of NCC fundamental values and serves as its accountability framework. It deals with Commission's responsibilities with respect to official languages, language training, equitable participation, and internal communications. It describes measures to promote the use of both official languages within the organization and in Canadian society;</p>	<p><i>Human Resources Management Integrated Framework</i></p>	

NATIONAL CAPITAL COMMISSION (NCC)

<p>-OL Champion met periodically with the Executive Vice-President and Chief Operating Officer, as well as other members of senior management, to discuss official languages issues;</p> <p>-Internal Audit of the NCC Information Management Framework (IMF) included an audit criterion on compliance with the OLA.</p>	<p>Discussions at senior level</p> <p>Internal Audit</p>	
---	--	--

NATIONAL CAPITAL COMMISSION (NCC)

Distribution list

- House of Commons Standing Committee on Official Languages
- Senate Standing Committee on Official Languages
- Commissioner of Official Languages
- OLMC groups and organizations

Precise Web address of federal institution's status report:

See Treasury Board Secretariat guidelines on Internet display (http://www.tbs-sct.gc.ca/communications/internet_e.asp)

Appendix

Results Graphic - Links Between Direct, Intermediate, Ultimate, and Societal Results