

NATIONAL CAPITAL COMMISSION (NCC)

2009-2012 ACTION PLAN

**IMPLEMENTATION OF SECTION 41 OF THE
*OFFICIAL LANGUAGES ACT***

RESULTS-BASED ACTION PLAN

IMPLEMENTATION OF SECTION 41 OF THE *OFFICIAL LANGUAGES ACT* 2009-2012

Section 41 of the *Official Languages Act* (the *Act*) commits the National Capital Commission (NCC) to take positive measures to enhance the vitality of the English and French linguistic minority communities in Canada and support and assist their development. The NCC must also take positive measures to foster the full recognition and use of both English and French in Canadian society.

The NCC is subject to the Accountability Framework for the implementation of sections 41 and 42 of the *Official Languages Act*, adopted by Cabinet in 1994. Therefore, the NCC is required to submit an annual or multi-year action plan to the department of Canadian Heritage. The NCC's plan is based on consultations with Official language minority communities (OLMCs) in order to take into account their priorities, all within the context of the NCC's mandate. It sets out planned activities in line with the expected results.

The activities are grouped into the following categories:

- **awareness** of linguistic duality and OLMC priorities on the part of employees and senior managers of your institution;
- **consultation** of OLMCs on their priorities or on new initiatives, policies or programs of your institution;
- **communications** with OLMCs about the programs and services of your institution;
- **coordination and liaison** with other federal as well as provincial and municipal government bodies;
- **funding and program delivery** to OLMCs; and
- **accountability**.

General information and period covered

<p>Federal department/agency: Address: Web site:</p>	<p>National Capital Commission (NCC) 202-40 Elgin St. Ottawa, ON K1P 1C7 www.canadacapital.gc.ca</p>
<p>Ministers responsible:</p>	<p>The Honourable John Baird Minister of Transport, Infrastructure and Communities and The Honourable Lawrence Cannon Minister of Foreign Affairs and Minister of State (National Capital Commission)</p>
<p>Senior officials responsible for implementation of Part VII of the <i>Act</i></p>	<p>Diane Dupuis Vice-President, Human Resources and Information Management Official Languages Champion Peter Bulatovic Director, Human Resources Official Languages Co-champion</p>
<p>Mandate of federal institution:</p>	<p>The mandate of the National Capital Commission 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 coordinator responsible for implementation of section 41: Exact title: Postal address: E-mail:</p>	<p>Stéphanie Rochon Officer, Internal Communications and Human Resources Programs National Capital Commission 202-40 Elgin St. Ottawa, ON K1P 1C7 srochon@ncc-ccn.ca</p>
<p>Period covered by the plan:</p>	<p>April 1, 2009 to March 31, 2012</p>

Summary of expected progress in achieving the results

The National Capital Commission (NCC) is responsible for building a great capital for Canadians. Specifically, the NCC must:

- 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
- organize, sponsor or promote such public activities and events in the NCR as will enrich the cultural and social fabric of Canada, taking into account the federal character of Canada, the equality of status of the official languages of Canada and the heritage of the people of Canada.

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 not only committed to applying the *Act* to all our sectors of operation, but also to preserving our two official languages in the NCR. In the delivery of our mandate, the importance of bilingualism is predominant in all aspects of our day-to-day operations.

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

In order to strengthen our role with Official Language Minority Communities (OLMCs), we will focus our efforts to build stronger relationships with these communities and look at the possibility of creating partnerships that will link both their mandates and ours. The starting point of the new approach is a consultation with OLMCs on this action plan. The NCC will continue to make concrete efforts to include representatives from OLMCs in programming themes, such as Canada Day and Winterlude.

The NCC is proud to play an important role in promoting both official languages in the NCR while doing business with partners, community leaders, municipalities and residents. The NCC ensures performance and compliance with respect to its obligations to provide services to the public in both official languages including any concessionaires and entrepreneurs who provide a service on its behalf. This being said, we recognize there is always room for improvement. One such area is the NCC leasing portfolio. Although we have made significant progress and have put various measures in place, we continue to strive to ensure an improved bilingual service in our leased properties. We are committed to pursuing our initiatives in order to ensure that commercial tenants in NCC leased properties comply with the official languages provisions of their leases. While working with our tenants, we will look at providing OLMCs with information on those who provide services in both official languages.

The NCC reiterates its strong commitment to pursue its efforts to meet the highest standard of bilingualism. We recognize that this ongoing challenge will require constant effort on our part and we are prepared to meet that challenge.

Detailed action plan

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 <i>Official Languages Act</i> and OLMCs.		
Planned activities to achieve the expected result	Expected outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> • Present to the Executive Management Committee (EMC) the Action Plan and the annual report on results. • Organized activities for the <i>Rendez-vous de la Francophonie</i> and invite OLMC representatives to participate in these in-house activities. • Include information on the implementation of section 41 of the <i>Act</i> (promotion of official languages and development of OLMCs) in orientation sessions for new employees (i.e. encourage the reading of the 41-42 	<ul style="list-style-type: none"> • Employees and senior managers are aware of the importance of promoting the bilingual character of Canada. • Employees are informed about 	<ul style="list-style-type: none"> • Official Languages Champion ensures that the planning for new projects, programs and services submitted to EMC for approval takes into account official languages considerations. • Number of awareness activities undertaken.

<p>Bulletin by NCC staff; communicate initiatives.)</p> <ul style="list-style-type: none"> • Purchase OLMC newspapers and publications and invite employees to read them. • Increase employees' awareness of the NCC's Official Languages Policy. • Official Languages Champion plays an active role in promoting official languages and OLMCs within the NCC. 	<p>linguistic duality and OLMCs and they understand their responsibilities towards OLMCs.</p> <ul style="list-style-type: none"> • Research undertaken or commissioned by the NCC is done in such a way that it can yield conclusions pertaining to OLMCs. 	<ul style="list-style-type: none"> • Level of increased awareness of the Official Languages Program by way of a survey. • Number of orientation sessions.
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Detailed action plan

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.		
Planned activities to achieve the expected result	Expected outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> • Consult with local OLMCs (NCR - Year 1). • Analyze the participation of and reflect comments received from OLMCs in NCC consultations. • Receive and review the action plans from the OLMCs who participated in the consultations. • Participate in various formal and informal consultations with OLMCs coordinated by Canadian Heritage/other departments/central agencies. • Forward Action Plan to OLMCs for information. • Evaluate the interest in creating partnerships that will 	<ul style="list-style-type: none"> • The 2009-12 Action Plan is based on the feedback and priorities of OLMCs. • NCC programs and policies take into account the priorities of OLMCs. • OLMCs have an opportunity to make 	<ul style="list-style-type: none"> • Level of inclusion of OLMCs' needs in the policies, programs and services of the NCC. • Scope of OLMCs' participation in programs and services of the NCC. • Ratio of OLMCs who participated in consultation vs those invited.

<p>allow the NCC to better consult and obtain input from OLMCs during public consultations.</p> <ul style="list-style-type: none"> • Evaluate the possibility of collaborating with Encounters Canada and Canadian Parents for French by meeting with students visiting the NCR and promoting francophone activities. 	<p>their needs known.</p> <ul style="list-style-type: none"> • OLMCs are part of the NCC's regular clientele. 	<ul style="list-style-type: none"> • Activities developed following the evaluation of OLMC action plans. • Number of partnerships created with OLMCs.
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Detailed action plan

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.]

<p>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).</p>		
Planned activities to achieve the expected result	Expected outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> • Ensure communications advisors are aware of the issues of promoting linguistic duality and developing the OLMCs. • Make use of Canadian Heritage’s Bulletin 41-42 to inform OLMCs about the NCC’s programs. • Include OLMCs’ media outlets across the country on news release distribution list. • Specifically promote to OLMCs the NCC’s activities delivered in their official language. 	<ul style="list-style-type: none"> • Forward to OLMC media organizations information regarding NCC activities. • OLMCs receive up-to-date information on the NCC’s programs and services from its Web site. 	<ul style="list-style-type: none"> • Information from NCC news releases taken up by OLMC media outlets. • Submit an item to Canadian Heritage for consideration for publication in their Bulletin 41-42. • Number of OLMCs’ media outlets on our distribution list.

Detailed action plan

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.		
Planned activities to achieve the expected result	Expected outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> • Participate in departmental conferences on Francophone affairs. • Participate in meetings of national coordinators responsible for implementing section 41 of the <i>Act</i>. • Participate in the work of regional federal councils and their official languages subcommittees. • Establish working relations with other levels of government. • Participate in the network of Official Languages Champions. 	<ul style="list-style-type: none"> • National coordinator implements the best practices that have been presented at meetings of national coordinators responsible for the implementation of section 41 of the <i>Act</i>. • NCC works with multiple partners to meet the priorities of OLMCs. 	<ul style="list-style-type: none"> • Number of meetings at which NCC representatives attended.

Detailed action plan

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 institutions’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.		
Planned activities to achieve the expected result	Expected outputs	Indicators to measure the expected result
<ul style="list-style-type: none"> • The NCC will ensure its pedagogical materials reach schools that are located within OLMCs. • The NCC will continue to feature artists from OLMCs during its various celebrations such as Canada Day. • The NCC will continue to participate in conferences and to maintain its involvement in the artistic and cultural networks of the OLMCs. • The NCC will explore the possibility of creating partnerships with organizations representing OLMCs. • The NCC will continue to work in partnership with 	<ul style="list-style-type: none"> • OLMCs have access to NCC programs and services and are among its regular clientele. • NCC takes into account the geographical dispersion of OLMCs in delivering its programs. • Programming themes (i.e. Canada Day, 	<ul style="list-style-type: none"> • Type and scope of activities and services provided to OLMCs. • Concrete examples of targeted actions. • Number and scope of joint projects. • The number of festivals not under the responsibility of the NCC who offer bilingual

<p>other government departments in joint projects that promote the linguistic duality and blossoming of OLMCs.</p> <ul style="list-style-type: none"> • The NCC will promote awareness to other festival organizers in the NCR of the importance of providing information and services in both official languages. This will increase the number of bilingual services offered in the NCR to meet the OLMCs needs. 	<p>Winterlude) include representatives from OLMCs.</p>	<p>services and documentation (influence role).</p> <ul style="list-style-type: none"> • Number of schools located in OLMCs that have been reached.
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Detailed action plan

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.]

<p>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.</p>		
<p>Planned activities to achieve the expected result</p>	<p>Expected outputs</p>	<p>Indicators to measure the expected result</p>
<ul style="list-style-type: none"> Incorporate the implementation of section 41 of the <i>Act</i> in NCC accountability mechanisms. 	<ul style="list-style-type: none"> Yearly review and reporting of performance 	<ul style="list-style-type: none"> Degree of implementing the items of the action plan.

<ul style="list-style-type: none"> • Precision on questions arisen, pertaining to section 41 of the <i>Act</i>, in the organization's reports • Use the performance measurement tool to prepare the status report on the year's achievements (implementation of section 41), in order to track progress and identify possible future actions. 	<p>in meeting 41.(1) of the <i>Act</i> to the CEO and the Deputy Minister of Canadian Heritage.</p> <ul style="list-style-type: none"> • Each year, The Capital Experience, Communications and Marketing Branch hires approximately fifty students to serve as guide-interpreters and contact persons for visitors to the NCR. Recruitment will be carried out in OLMCs' educational institutions to ensure these youth represent at least 10 % of young people hired over the next three years. 	<ul style="list-style-type: none"> • Review of stats relating to OLMCs. • Number of students hired from OLMCs.
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Distribution list

- Clerk of the House of Commons Standing Committee on Official Languages
See the Committee's Web site for the Clerk's contact information:
(<http://cmte.parl.gc.ca/cmte/committeelist.aspx?lang=1&parlises=392&jnt=0&selid=contact&com=13193>)
- Clerk of the Senate Standing Committee on Official Languages
See the Committee's Web site for the Clerk's contact information:
(http://www.parl.gc.ca/common/Committee_SenContact.asp?Language=E&Parl=39&Ses=2&comm_id=595)
- Commissioner of Official Languages
See the Web site of the Office of the Commissioner of Official Languages for contact information:
(http://www.ocol-clo.gc.ca/html/contact_e.php)
- OLMC groups and organizations as well as those who participated in the NCC consultation: Fédération de la jeunesse franco-ontarienne (FESFO), Fédération de la jeunesse canadienne française (FJCF) and Canadian Parents for French (CPF).

Federal institutions have the duty to publish their action plan on their Web site.

Precise Web address of federal institution's action plan:

http://www.canadascapital.gc.ca/bins/ncc_web_content_page.asp?cid=16302-22560-22579&lang=1

See Treasury Board Secretariat guidelines on Internet display
(http://www.tbs-sct.gc.ca/pubs_pol/sipubs/comm/comm02_e.asp)