

NATIONAL CAPITAL COMMISSION (NCC)

ANNUAL REPORT ON RESULTS

IMPLEMENTATION OF SECTION 41 OF THE *OFFICIAL LANGUAGES ACT* 2008-2009

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 John Baird Minister of Transport, Infrastructure and Communities and The Honourable Lawrence Cannon Minister of Foreign Affairs and Minister of State (National Capital Commission)
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 Official Languages Champion Peter Bulatovic Director, Human Resources Official Languages Co-champion

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<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>Stéphanie Rochon National Capital Commission Officer, Internal Communications and Human Resources Programs 202-40 Elgin St. Ottawa, ON K1P 1C7 srochon@ncc-ccn.ca</p>

NATIONAL CAPITAL COMMISSION (NCC)

Summary of the institution's main accomplishments during the reporting year

The National Capital Commission (NCC) is responsible for building the National Capital Region (NCR) 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 to applying the *Official Languages Act* (OLA) to all our sectors of operation, and 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 Canadian heritage, culture and achievements through varied services, events and programs, in support of the Canadian identity. Our public programs and services are offered in both official languages and 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 (Ontario and Québec), and offering visitors an opportunity to experience and discover Canada's cultural diversity in the NCR.

The mandate of the NCC links 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.

This year's report is highlighted by a consultation with local Official Language Minority Communities (OLMCs) to obtain their input into the development of the NCC's 2009-2012 Action Plan on the implementation of section 41 of the *Official Languages Act* and in strengthening our approach to reaching and partnering with these communities.

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Detailed report on results

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.		
Activities carried out to achieve the expected result	Outputs	Indicators to measure the expected result
<p>The 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"> - The Annual Report on official languages 2007-2008 submitted to Canadian Heritage is available in both official languages on the NCC intranet and Internet Web sites; - NCC employees, as well as the OL champion, participated in the Statistics Canada Language of work survey; 	<p>Information on intranet and Internet</p> <p>Survey results</p>	<p>Achieved an overall “exemplary” rating of A</p>

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<ul style="list-style-type: none"> - Results of the Statistics Canada Language of work survey were posted on the NCC intranet; - Information on official languages was available to NCC employees at all times on the intranet; - Reminders were sent to managers about official languages activities the NCC must report on; - New employees at all levels and students were advised of their obligations regarding official languages as part of the mandatory orientation program offered in a bilingual format; - OL champion played an active role in promoting official languages and OLMCs at the NCC; - The NCC organized <i>Les Rendez-vous de la Francophonie</i> event at its headquarters: an awareness intranet message from the OL champion announcing the event was posted; promotional materials were distributed at all NCC locations; a 	<p>Intranet message</p> <p>Intranet messages</p> <p>Reminder via e-mail</p> <p>Orientation session</p> <p>Messages and meetings</p> <p>Intranet message, promotional materials at all of the NCC locations,</p>	<p>Received a strong 85% level of satisfaction from the NCC Francophone employees</p> <p>Information on official languages legislation, policies and persons to contact is easily accessible and available in both official languages to NCC employees</p> <p>Two (2) messages</p> <p>Seven (7) orientation sessions in both official languages took place; approximately 170 employees attended</p> <p>Visibility of OL champion and co-champion</p> <p>High rate of staff participation (over 25% - 120 employees out of 450), visibility of OL campaign, presence of OL champion and</p>
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<p>special activity took place highlighting the Francophone community which included linguistic games, an exhibit of related materials, flags from Francophone countries around the world, a map of the world promoting this year's theme – Diversity, Francophone TV shows as well as Francophone music from around the world;</p>	<p>exhibit in the lobby at NCC headquarters</p>	<p>OL coordinator, positive feedback received from employees and managers, collaboration between different NCC departments to prepare and carry out this activity</p>
<p>- OL coordinator attended the launch of the 11th edition of <i>Les Rendez-vous de la Francophonie</i> at the Canadian Museum of Civilization;</p>	<p>External intergovernmental activity</p>	<p>Networking with partners from different governmental departments</p>
<p>- All NCC meeting rooms have bilingual OL posters promoting the use of both official languages during meetings and presentations;</p>	<p>Monitoring</p>	<p>Visibility of OL policies, promotion of linguistic duality</p>
<p>- All messages posted on the intranet or Internet, or sent to NCC staff are in bilingual format and of equal quality;</p>	<p>Monitoring</p>	<p>Visibility of OL policies, promotion of linguistic duality</p>
<p>- OL coordinator and OL champion met 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>Meetings with OL champion</p>	<p>On a regular basis, several times per year</p>
<p>- Lunchtime training program was successful in 2008-2009 and allowed 35 NCC employees to maintain or increase their knowledge of their second official language;</p>	<p>Training provided</p>	<p>Thirty-five (35) employees enrolled (8% - 35 out of 450 employees)</p>

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<p>- An intranet message was sent out to remind managers and employees that the lunchtime training program was once again available in the new fiscal year. This program aims to maintain and develop language skills in both official languages;</p>	<p>Internal message</p>	<p>Managers and employees are aware that the linguistic training is available</p>
<p>- The OL coordinators regularly participated in internal meetings to respond to specific OL-related questions from managers and employees (examples: equal quality of English and French signage on NCC property, equal quality of printed documentation in both official languages provided to the public, employees' right to use the official language of his/her choice in the workplace, etc.);</p>	<p>Internal meetings or communications via e-mail</p>	<p>Five (5) meetings</p>
<p>- In order to encourage the promotion of bilingual services in the NCR, the NCC distributed to all its commercial tenants an environmental bag containing information for the promotion of <i>Business Assistance Program (Aide aux entreprises by Le Regroupement des gens d'affaires de la Capitale nationale - RGA)</i>. The environmental bag contained information regarding the following services: translation at an affordable cost, language training sessions at beginner and intermediate levels, French second language training with the focus on customer service, as well as assistance in recruiting bilingual staff. It also contained a handy lexicon full of useful expressions, an English / Français window sign (Open / Ouvert - Closed / Fermé), a magnet card for the counter, and</p>	<p>Higher rate of bilingual services by our commercial tenants</p>	<p>140 information kits were distributed</p>

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<p>a French pin for employees to wear. The property manager visited the establishment of each tenant to ensure that the public receives services in both English and French;</p> <p>- As part of <i>the Business Assistance Program (RGA)</i> mentioned above, various promotional items such as the bilingual window signs “Open / Ouvert - Closed / Fermé” were distributed to the different Winterlude sites to showcase our commercial tenants’ bilingual services. The Winterlude main sites are located in Confederation Park, Snowbowl, the 5th avenue of the Rideau Canal Sateway Jacques-Cartier Park as well as the Capital Infocentre.</p>	<p>Promotional items to showcase our commercial tenants’ bilingual services</p>	<p>Increase the rate of bilingual services offered by our commercial tenants during Winterlude and other events.</p>
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<p>- The OL coordinators subscribed to different Web sites to ensure they remain aware of the latest OL research, legislation and news in order to be able to transmit this information to staff;</p> <p>- The OL champion and co-champion participated in the Council of the Network of OL champions Survey;</p> <p>- The OL coordinator participated in a series of conferences and meetings touching many areas related to official languages including:</p> <ul style="list-style-type: none"> • a best practices conference presented by the Public Service Commission; • a live broadcast hosted by the Commissioner of Official Languages called <i>Sorry I don't speak French</i>; • the launch of the 2007-2008 Annual Report by the Commissioner of Official Languages; • meetings of national coordinators for the implementation of Section 41 of the <i>OL Act</i>; 	<p>Subscription to Web sites</p> <p>Survey results</p> <p>Meetings and networking</p>	<p>Two (2) Web sites related to official languages</p> <p>The results, relating to challenges and barriers OL champions face and recommendations to the Council of Network of OL Champions, were revealed at the OL Champions conference</p> <p>Increase OL coordinator's access to OL best practices and new initiatives</p>
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<ul style="list-style-type: none">• a meeting regarding the <i>Business Assistance Program</i> hosted by <i>Le Regroupement des gens d'affaires de la Capitale nationale (RGA)</i>;• a press conference with RGA regarding the launch of the <i>Business Assistance Program</i>;• Participation in two (2) meetings, along with the champion, with Canadian Heritage regarding the promotion of linguistic duality in the NCR and the initiatives that could follow.		
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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, the NCC participated 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:		
- The NCC held a consultation with local OLMCs to obtain input into the development of its 2009-2012 Action Plan;	OLMC Consultation	Four (4) local OLMCs were invited; three (3) participated.

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<p>- The NCC continued to organize public consultations;</p> <p>- The 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. The NCC informed OLMCs of its Annual General Meeting and its meeting with interest groups and Board of Directors;</p>	<p>Public consultations</p> <p>Information provided</p>	<p>21 public meetings were held in 2008-2009 (10 with the general public and 11 by invitation – 15 000+ invitations sent – approx. 2 200 accepted)</p> <p>OLMCs were invited to all public consultations and meetings</p>
<p>- The OL champion contacted provincial associations representing OLMCs and sent them the NCC Status Report for 2007-2008 so that they could comment on it and make suggestions. We asked for their ideas regarding partnership activities that could be of mutual interest and inquired as to the needs and priorities of these communities;</p> <p>- The distribution list for public consultations was reviewed regularly to ensure any new organizations representing OLMCs are added;</p>	<p>Distribution of the report via e-mail</p> <p>Updated distribution list</p>	<p>Report sent to 15 provincial associations - No responses were received</p> <p>15 organizations representing OLMCs have been added to the distribution list</p>
<p>- The OL coordinator contacted regional OLMCs to introduce herself and inform them of the initiatives the NCC was undertaking regarding bilingualism in the NCR.</p>	<p>Information shared</p>	<p>Increase awareness of the role the NCC plays in promoting bilingualism in the NCR</p>

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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
The NCC carried out numerous communications activities which were aimed at reaching various media and stakeholders, including OLMCs. These activities included:		
- One article on Winterlude 2009 submitted and approved for publication in the 41-42 Bulletin (Winter-Spring 2009 Edition);		Article highlighting the Winterlude 2009 theme (the 225 th anniversary of New Brunswick) was approved for publication

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<p><u>Media relations</u></p> <ul style="list-style-type: none"> - BO-FM, a Francophone radio station was invited to participate in the activities relating to the 225th anniversary of New Brunswick during Winterlude 2009; - The <i>Société Radio-Canada</i> (SRC) interviewed the NCC to talk about our programs, particularly the <i>Business Assistance program</i>; - All of our documents destined to the media were produced in English and in French; - Our local media list included 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>, <i>L'Express d'Orléans</i>, <i>Orléans Star</i> and <i>Le Droit</i>; 	<p>Media invitation</p> <p>17 minute interview</p> <p>Protocol</p> <p>Media list</p>	<p>The Francophone radio station had to decline the invitation at the last minute</p> <p>Public awareness on NCC programs and official languages initiatives</p> <p>The NCC reaches both Anglophone and Francophone communities</p>
<ul style="list-style-type: none"> - A paid subscription to Cision media database enabled the NCC to have access to targeted media lists. This ensured that the release of national and targeted local news releases were reaching community newspapers in both official languages; - Media events organized by the NCC are delivered using a balance of both official languages; - All NCC spokespeople were bilingual; 	<p>Paid subscription</p> <p>Media events</p>	<p>Access to targeted media lists Access to both Anglophone and Francophone communities</p> <p>Media events target both Anglophone and Francophone communities</p> <p>Total of eight (8) spokespeople</p>

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<p><u>Winterlude 2009</u></p> <ul style="list-style-type: none"> - During the National Snow Sculpture Competition the NCC media relations team sent regionally tailored news releases in both official languages to every province and territory in Canada. Media lists were compiled and included as many media outlets as possible from the OLMCs; - TVA's "<i>Salut, Bonjour! weekend</i>" produced a two-day live show during Winterlude (reaching Francophone minorities across the country); - Other telecasts including the SRC'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><u>Broadcasting and New Media</u></p> <ul style="list-style-type: none"> - The NCC developed at least ten (10) national broadcasting opportunities as vehicles with which to share its bilingual programming such as Winterlude and Canada Day. Because NCC programming is produced in both official languages, broadcasters reflect Canadian linguistic duality, with subtitles in English if the French culture is showcased for English Canada or in French in the reverse case. For example, on Canada Day, broadcasters such as CBC and Rogers will carry programs, which include French-speaking artists, to their national English-speaking audience. Popular Québec French-speaking programs "<i>Salut, Bonjour! week-end</i>" and Astral Radio broadcasted events and 	<p>Media outreach, news releases</p> <p>Two-day live show</p> <p>Broadcast</p> <p>Broadcast opportunities</p>	<p>Increased OLMCs access to the information and programs</p> <p>Almost 700 000 Francophone community members have been reached via this program</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> <p>At least 10 broadcasting opportunities per year</p>
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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>The 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 included:</p> <ul style="list-style-type: none"> - The 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 nationale (RGA)</i>, and other private sector organizations to discuss steps to increase awareness of official languages issues in the NCR and promote linguistic duality; - NCC encouraged its commercial tenants to participate in the Business Assistance Project funded by Canadian Heritage; 	<p>Meetings with governmental and private sector partners</p> <p>Awareness</p>	

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<p>- The NCC worked in collaboration with the Department of Canadian Heritage on the Vancouver 2010 Olympic and Paralympic Torch Relay as it passes through the NCR to ensure OLMCs from both the Ontario and Québec sides of the Ottawa River are showcased;</p>	<p>Coordination</p>	<p>Ensure OLMCs are represented in this historical event</p>
<p>- The OL champion attended meetings of the Council of the network of Official Languages Champions;</p>	<p>Champions network meetings</p>	<p>Extending the networking to promote linguistic duality and OLMCs development</p>
<p>- The OL coordinator 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>National coordinators network meetings</p>	<p>Extending the networking to promote linguistic duality and OLMCs development</p>
<p>- The 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>Internal meetings; internal and intergovernmental communication</p>	
<p>- The OL co-champion participated in the annual conference of OL champions in Québec City in honour of its 400th anniversary;</p>	<p>Champions network meetings</p>	<p>Best practices shared and networking</p>
<p>- The OL champion participated in the Working Group of the Council of the network of Official Languages Champions. This working group was established to support Public Service Renewal by identifying strategies to better integrate the notion of linguistic duality among public servants.</p>		<p>Strategies identified and report submitted to the Council of the network of Official Languages Champions</p>

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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>The NCC ensured 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>The NCC promoted pride and unity through various programs in NCR:</p> <p><u>Rotary Adventures in Citizenship 2008</u> In April 2008, the NCC welcomed students as participants in this national program that is coordinated by the Rotary Club of Ottawa. The NCC presented, as part of the Capital experience, a French-Canadian evening that introduced 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. Forty (40) identified themselves as being bilingual; two (2) identified themselves as Anglophones from Québec and three (3) 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.</p>

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<p><u>Canada Day 2008</u></p> <p>The following artists from OLMCs participated in Canada Day 2008:</p> <ul style="list-style-type: none"> • Gabriel Dubé (Francophone, ON) • Legz Crew (Anglophone, QC) • Michael Lai (Anglophone, QC) • Remesha Drum (Francophone, ON) • Nathalie Lavigne (Francophone, ON) • Oliver Jones (Anglophone, QC) • Swing (Francophone, ON) • Cathy Mitchell (Anglophone, QC) • Dalelle Mensour (Francophone, ON) 	<p>OLMCs participation in NCC flagship programs</p>	<p>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.</p> <p>Analysis of more proactive methods of recruiting to ensure equitable participation of Anglophone and Francophone OLMCs</p> <p>Nine (9) participants from OLMCs</p>
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<p><u>Orchestras in the Park (July 17 to 20, 2008)</u></p> <p>The National Arts Centre (NAC) Orchestra, in a three-year joint initiative agreement with the NCC, presented its second festival of open air concerts showcasing musicians as well as invited orchestras including the <i>Orchestre de la francophonie canadienne</i> in LeBreton Flats Park in Ottawa. The 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;</p>	<p>Musical groups representing OLMCs participation in the festival</p>	<p>Seventy (70) Francophone and Francophile musicians</p>
<p><u>Site Animation – Noon Under the Bridge</u></p> <p>In 2008, NCC presented the pilot music and theatre series, Noon Under the Bridge, to animate the downtown core area as well as providing artists from OLMCs with the opportunity to present their music to new audiences.</p> <p>The following artist from OLMCs participated:</p> <ul style="list-style-type: none"> • Andrei Krylov (Anglophone, QC) 	<p>Opportunity for OLMCs artists to present themselves to new audiences</p>	<p>One (1) artist from OLMCs</p>
<p><u>Winterlude 2009</u></p> <p>Winterlude, North America's greatest winter carnival, was presented for the 31st year in February 2009.</p> <p>For Winterlude 2009, the NCC included a linguistic duality component with Acadian programming to mark the 225th anniversary of the province of New Brunswick;</p>	<p>OLMCs participation</p>	<p>The Lieutenant-Governor of New Brunswick, the Honourable Herménégilde Chiasson, and the Premier of New Brunswick, the Honourable Shawn Graham, attended the festival as special guests, and a public</p>

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<p>from across the country played nightly before the Sound and Light Show performance while spectators gathered onsite.</p> <p>The following artists from OLMCs were part of this recording:</p> <ul style="list-style-type: none"> • Daniel Lavoie (Francophone, MB) • Les Hardis Moussaillons (Francophones, ON/MB) • Hart-Rouge (Francophones, SK) • La Raquette à Claquette (Francophones, SK) • Nathalie Renault (Francophone, ON) • Ode à l'Acadie (Francophones, NB) <p>This bilingual format will be repeated in the summer of 2009;</p> <p><u>The Gathering Place</u> The 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 NCC;</p> <p>Le Chaînon scolaire/Classroom Connections on behalf of NCC, this resource depicts the role of the Capital throughout our nation's history and as a part of our national identity, including Canada's linguistic duality. The resource is promoted directly to school boards, as well as at educational conferences, faculties of education and in publications directed towards teachers throughout Canada;</p>	<p>News releases</p> <p>Advertisements in tourism media</p> <p>Brochures distributed throughout the NCR</p> <p>Educational product</p> <p>Educational product</p>	<p>The NCC reached schools across the country, including schools from OLMCs</p> <p>In 2008, schools in each province and territory, with the exception of Nunavut, ordered French and English copies of the resource. In Québec, 13% of the total copies ordered were in English. It should be noted that these figures represent the copies of the resource ordered in 2008 only, not the cumulative figures since its launch in 2006.</p>
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<p>The NCC participated in other Francophone activities including:</p> <ul style="list-style-type: none"> • From January to December 2008, "A Glimpse of Québec", a multimedia exhibit of artifacts, photos, and historical maps of Québec City, was presented at the Capital Infocentre across from Parliament Hill, in Ottawa; • All summer, Confederation Boulevard, in Ottawa, was decorated for the 400th anniversary of Québec; • The NCC was an official partner in <i>La Francoforce</i>, a national event in Major's Hill Park (Ottawa) held in July 2008 related to the 400th anniversary of the founding of Québec. Our Vice-President of Capital Experience, Communications and Marketing was the master of ceremony on the opening night; • The NCC contributed \$1,000 in financial support to the Council of the Network of Departmental Official Languages Champions for the 2008-2009 fiscal year. 	<p>Promote awareness</p>	
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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
The NCC integrated official languages requirements, including section 41, into the organization's planning and accountability mechanisms carrying out these activities: - Using the document entitled <i>Human Resources Management Integrated Framework</i> , which makes official languages one of the NCC's fundamental values and serves as its accountability framework. It deals with the 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;	<i>Human Resources Management Integrated Framework</i>	

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<p>- The OL champion met periodically with the Executive Vice-President of Operations and the Chief Executive 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>- The NCC completed 13 research projects, three (3) of which included questions relating to official languages. These included:</p> <ul style="list-style-type: none"> • Local public awareness survey asked which official language respondents learned first; • Awareness regional survey on the respondents' first language spoken at home (during the Capital Pathway research study); • NCC Contextual Research used information from the 2006 Census regarding the evolving linguistic profile of the region (touched bilingualism and allophones); • Focus group on the Sound and Light Show on Parliament Hill – Show is now bilingual instead of alternating between French and English. 	<p>Discussions at senior level</p> <p>Internal Audit</p> <p>Research Projects</p>	<p>54% English / 36% French (total of 975 respondents)</p> <p>Focus group demonstrated that most enjoyed the new bilingual format of the Sound and Light Show</p>
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Distribution list

- Clerk of the House of Commons Standing Committee on Official Languages
See the Committee's Website for the Clerk's contact information:
(<http://cmte.parl.gc.ca/cmte/committeelist.aspx?lang=1&parlses=392&jnt=0&selid=contact&com=13193>)
- Clerk of the Senate Standing Committee on Official Languages
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- Commissioner of Official Languages
See the Website 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 report on results on their Web site.

Precise Web address of federal institution's report on results:

http://www.canadacapital.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)