

**NATIONAL CAPITAL COMMISSION (NCC)**

**2006-2009 ACTION PLAN**

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

Under the accountability framework adopted by Cabinet in 1994 to implement sections 41 and 42 of the *Official Languages Act* (the *Act*), the National Capital Commission (NCC) is one of 34 key federal institutions required to submit an annual status report to the Minister of Canadian Heritage. This plan sets out planned activities and expected results.

The activities are grouped into the following categories:

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

<b>General information</b>	
Federal department/agency: Address:	National Capital Commission (NCC) 202-40 Elgin St. Ottawa, ON K1P 1C7
Web site:	<a href="http://www.canadascapital.gc.ca">www.canadascapital.gc.ca</a>
Minister responsible:	The Honorable Lawrence Cannon, Minister of Transport, Infrastructure and Communities and Minister responsible for the NCC
Senior officials responsible for implementation of Part VII of the <i>Act</i>	Diane Dupuis, Vice President, Human Resources and Information Management Official Languages Champion
Mandate of federal institution:	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.
National coordinator responsible for implementation of section 41: Exact title: Postal address: E-mail:	Tatiana Avoce Human Resources Advisor, Human Resources and Information Management Branch National Capital Commission 202-40 Elgin St. Ottawa, ON K1P 1C7 <a href="mailto:tavoce@ncc-ccn.ca">tavoce@ncc-ccn.ca</a>
Period covered by the plan:	April 1, 2006 to March 31, 2009

### **Summary of main expected results**

National Capital Commission (NCC) 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 *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.

Concrete efforts will continue to be made to include representatives from OLMCs in its programming themes, such as Canada Day, Winterlude, Sound and Light Show on Parliament Hill and our Site Animation Program.

NCC is proud to play an important role in promoting both official languages in National Capital Region while doing business with partners, community leaders and residents. NCC also plays a leadership role in working with municipal governments to promote the important matter of linguistic duality in National Capital Region which, in turn, can serve as an example to the entire country.

NCC has communicated with business leaders in National Capital Region to discuss the topic of linguistic duality and to consider possible initiatives to reinforce and make the bilingual character of establishments, both in Ottawa and in Gatineau more present. This could include bilingual signs, menus, greetings and service. Service in both languages in the Capital's federal and commercial establishments is a goal that can be achieved and that can also serve as an example to the entire country.

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 for NCC deals with our leasing portfolio. Although we have made significant progress and have put various measures in place, we continue to strive to improve 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. We are prepared to work with our tenants and to give them access to the necessary tools to facilitate the process and to impress upon them the benefits of bilingualism.

NCC reiterates its strong commitment to pursue its efforts in meeting the highest standard of bilingualism requirements. 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 senior managers 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.]

Main expected results	Main activities planned in order to achieve expected results	Indicators to measure results
<ul style="list-style-type: none"> <li>• Employees and senior managers are aware of the importance of promoting the bilingual character of Canada.</li> <li>• Employees are informed about linguistic duality and OLMCs and they understand their responsibilities towards OLMCs.</li> <li>• Research undertaken or commissioned by NCC is done in such a way that it can yield conclusions pertaining to OLMCs.</li> </ul>	<ul style="list-style-type: none"> <li>• Present to Executive Management Committee (EMC) the Action Plan and the annual results-based status report.</li> <li>• Inform employees of the organized activities for the <i>Rendez-vous de la Francophonie</i>.</li> <li>• Include information on implementation of section 41 of the <i>Act</i> (promotion of official languages and development of OLMCs) in orientation sessions for new employees.</li> <li>• Increase employees' awareness of NCC Official Languages Policy.</li> <li>• Official Languages Champion plays an active role in promoting official languages and OLMCs within NCC.</li> </ul>	<ul style="list-style-type: none"> <li>• Official Languages Champion ensures that the planning for new projects, programs, and services submitted to EMC for approval take into account official languages considerations.</li> <li>• Number of awareness activities undertaken.</li> <li>• Level of increased awareness both internally and externally of the Official Languages Program by way of our Language of Work Survey (every 3 years).</li> </ul>

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

[Activities (e.g. committees, discussions, meetings) through which the NCC 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 NCC or as part of developing a new program or new policy; participation in consultations with OLMCs coordinated by other government bodies.]

Main expected results	Main activities planned in order to achieve expected results	Indicators to measure results
<ul style="list-style-type: none"> <li>NCC programs and policies take into account the priorities of OLMCs.</li> <li>OLMCs have an opportunity to make their needs known.</li> <li>OLMCs are part of the regular clientele.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in various formal and informal consultations with OLMCs coordinated by Canadian Heritage/other departments/central agencies.</li> <li>Forward Action Plan to OLMCs for information.</li> </ul>	<ul style="list-style-type: none"> <li>Level of inclusion of OLMCs' needs in the policies, programs and services of NCC.</li> <li>Scope of OLMCs participation in programs and services of NCC.</li> </ul>

**C. COMMUNICATIONS (Transmission of information to OLMCs)**

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

Main expected results	Main activities planned in order to achieve expected results	Indicators to measure results
<ul style="list-style-type: none"> <li>Media purchases include acquisition of antenna time and advertising space in OLMC media.</li> <li>OLMCs receive up-to-date information on the NCC's programs and services.</li> <li>OLMCs obtain information on the NCC's programs and services from its Web site.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure communications advisors are aware of the issues of promoting linguistic duality and developing the OLMCs.</li> <li>Make use of Canadian Heritage's Bulletin 41-42 to inform OLMCs about the NCC's programs.</li> <li>Include OLMCs client groups on mailing lists for information documents and requests for proposals.</li> <li>Include OLMCs media outlets located in National Capital Region on news release distribution list.</li> </ul>	<ul style="list-style-type: none"> <li>Degree of use of minority media.</li> <li>Degree of use of communication tools.</li> <li>Publish one article in Canadian Heritage's Bulletin 41-42.</li> </ul>

**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 NCC along with other federal departments or other levels of government; participation in activities organized by other federal departments, other levels of government, etc.; participation of Official Languages Champion and national coordinator in various government forums.]

Main expected results	Main activities planned in order to achieve expected results	Indicators to measure results
<ul style="list-style-type: none"> <li>• National coordinator uses the best practices that have been presented at meetings of national coordinators responsible for the implementation of section 41 of the <i>Act</i>.</li> <li>• NCC works with multiple partners to meet the priorities of OLMCs.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in departmental conferences on Francophone affairs.</li> <li>• Participate in meetings of national coordinators responsible for implementing section 41 of the <i>Act</i>.</li> <li>• Participate in the work of regional federal councils and their official languages subcommittees.</li> <li>• Establish working relations with other levels of government.</li> <li>• Participate in the network of Official Languages Champions and National Coordinators.</li> </ul>	<ul style="list-style-type: none"> <li>• Partner and OLMCs perception of improvement in their cooperation.</li> <li>• Number and type of partnerships established.</li> <li>• Number of meetings attended.</li> </ul>

**E. FUNDING AND PROGRAM DELIVERY**

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

Main expected results	Main activities planned in order to achieve expected results	Indicators to measure results
<ul style="list-style-type: none"> <li>• OLMCs have access to NCC programs and are among its regular clientele.</li> <li>• NCC takes into account the geographical dispersion of OLMCs in delivering its programs.</li> <li>• Programming themes (i.e. Canada Day, Winterlude, Sound and Light Show on Parliament Hill, Site Animation Program) include representatives from OLMCs.</li> <li>• The participation of representatives of minority communities in NCC events in National Capital Region is ensured from existing financial resources, and the same applies to its participation in artistic and cultural conferences.</li> </ul>	<ul style="list-style-type: none"> <li>• The Winterlude theme for 2008 will be a celebration of Francophone culture in Canada to coincide with the 400<sup>th</sup> anniversary of the founding of Québec.</li> <li>• NCC will ensure its pedagogical materials (such as 'The Gathering Place : An Exploration of Canada's Capital') reach schools that are located within OLMCs.</li> <li>• When there are specific celebrations to commemorate minority community anniversaries, or when there are provincial or territorial anniversaries, NCC will feature artists from the minority communities of those regions during Canada Day celebrations in the Capital (for example, the 150<sup>th</sup> anniversary of the Capital of Canada in 2007).</li> <li>• NCC will continue to participate in conferences and to maintain its involvement in the artistic and cultural networks of the OLMCs.</li> <li>• NCC will explore the possibility of signing an agreement with Canadian Heritage under the Interdepartmental Partnership with the Official-Language Communities (IPOLC) and will propose development projects that would fall under this initiative, in an effort to</li> </ul>	<ul style="list-style-type: none"> <li>• Type and scope of activities and services provided to OLMCs (e.g. human and material resources).</li> <li>• Concrete examples of targeted actions.</li> </ul>

	<p>help raise awareness of its activities among the minority communities.</p> <ul style="list-style-type: none"> <li>• NCC will explore funding of projects jointly with one or more departments.</li> <li>• NCC will look into lending services for OLMC activities.</li> </ul>	
--	--	--

## F. ACCOUNTABILITY

[Activities through which the NCC integrates its work on the implementation of section 41 of the *Act* with its 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 *Act*, etc); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by senior managers of the NCC to ensure implementation of section 41 of the *Act*.]

Main expected results	Main activities planned in order to achieve expected results	Indicators to measure results
<ul style="list-style-type: none"> <li>• Systematic evaluations and regular internal audits are carried out and include criteria pertaining to the way policies, programs and services have affected OLMCs.</li> <li>• The number of artists from official language minority communities who participate in Canada Day and Winterlude are taken into account and are considered.</li> <li>• Each year, the National Programming Branch hires approximately forty students during the summer season to serve as guide-interpreters and contact persons for visitors to National Capital Region. Recruitment will be carried out, among others, in Francophone universities and college networks outside Québec, or among Anglophones living in Québec, to ensure that these youth represent at least 10 per cent of young people hired over the next three years.</li> </ul>	<ul style="list-style-type: none"> <li>• Incorporate the implementation of section 41 of the <i>Act</i> in the NCC accountability mechanisms.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Audit/evaluation reports.</li> <li>• Scope of progress in implementation of section 41.</li> <li>• The number of artists from OLMCs who participate in Canada Day and Winterlude are taken into account and are considered.</li> </ul>

**Communication plan****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 NCC status report:**

[http://www.canadacapital.gc.ca/bins/ncc\\_web\\_content\\_page.asp?cid=16302-22560-22579&lang=1](http://www.canadacapital.gc.ca/bins/ncc_web_content_page.asp?cid=16302-22560-22579&lang=1)

**Appendix**

**Government of Canada's Horizontal Results-based Management and Accountability Framework on Official Languages**

**Privy Council Office of Canada (Intergovernmental Affairs)**

<b>Immediate horizontal results</b>	<b>Performance indicators</b>	<b>Possible association between federal institution and results</b>
Improved access to justice in both official languages	<ul style="list-style-type: none"> <li>- Capacity to provide services in both official languages</li> <li>- Awareness of service availability in the language of choice</li> </ul>	Justice Canada
Increased participation in and improved access to education and learning in support of linguistic duality	<ul style="list-style-type: none"> <li>- Availability of programs</li> <li>- Access to programs</li> <li>- Participation in programs in the official language of choice</li> </ul>	PCH, Justice Canada, Health Canada, HRSDC, Industry Canada, CIC, etc.
Improved access to health and social services in the language of choice	<ul style="list-style-type: none"> <li>- Capacity to provide services in both official languages</li> <li>- Access to services in the language of choice</li> </ul>	Health Canada, Social Development Canada
Enhanced cultural activities in support of Canadian identity	<ul style="list-style-type: none"> <li>- Community capacity to conduct cultural activities</li> <li>- Participation in cultural activities in support of Canadian identity</li> </ul>	PCH, Industry Canada, NAC, CCA, CBC, FAC, NCC, NFB, Parks Canada, Telefilm Canada
Strengthened community economic development and language industries	<ul style="list-style-type: none"> <li>- Participation of OLMC members in the economic development of their communities</li> <li>- Development of language industries</li> </ul>	HRSDC, Industry Canada, ACOA, WED
Enhanced community vitality	<ul style="list-style-type: none"> <li>- Composition and social capital of OLMCs</li> <li>- Perception with regard to OLMCs as welcoming and inclusive</li> </ul>	PCH, CIC, HRSDC, Social Development Canada
Linguistic duality is reinforced in the institutions of Canadian society and reflected abroad	<ul style="list-style-type: none"> <li>- Canadian institutions provide services in both official languages</li> <li>- Canadians utilize services in the language of their choice</li> </ul>	PSHRMA, PCH, CIC
Federal institutions respect the <i>Official Languages Act (OLA)</i> and the Constitution	<ul style="list-style-type: none"> <li>- Federal institutions offer programs and services that take into account and support the development of OLMCs while respecting the <i>Act</i>.</li> </ul>	All designated federal institutions