

National Capital Commission (NCC)

ANNUAL REPORT ON RESULTS IMPLEMENTATION OF SECTION 41 OF THE *OFFICIAL LANGUAGES ACT* 2010-2011

General information

Federal institution: Web site:	National Capital Commission (NCC) 202-40 Elgin Street. Ottawa, Ontario K1P 1C7 www.canadascapital.gc.ca
Minister responsible:	The Honourable Chuck Strahl, P.C., M.P. Minister of Transport, Infrastructure and Communities and The Honourable Lawrence Cannon, P.C., M.P. Minister of Foreign Affairs and Minister of State (National Capital Commission)
Senior official(s) responsible for implementation of section 41 of OLA (e.g., Assistant Deputy Minister or Official Languages Champion):	Diane Dupuis Senior Vice-President, Public and Corporate Affairs Branch and Official Languages Champion Manon Rochon Vice-President, Human Resources Branch and Official Languages Co-Champion
General mandate of federal institution (4 to 5 lines – This summary of the mandate will be published in the Annual Report on Official Languages tabled in Parliament):	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.
National coordinator responsible for implementation of section 41: Exact title: Mailing address: Telephone no.: E-mail:	Stéphanie Rochon Officer, Internal Communications and Human Resources Programs National Capital Commission 202-40 Elgin Street Ottawa, Ontario K1P 1C7 613-239-5724 stephanie.rochon@ncc-ccn.ca

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Summary of the main progress made by The National Capital Commission in 2010–2011

Linguistic Duality Day

On September 9, 2010, in celebration of Linguistic Duality Day, the NCC, in collaboration with the Office of the Commissioner of Official Languages and the Council of the Network of Official Languages Champions, invited all Official Languages (OL) champions and co-champions, and members of organizations within official language minority communities (OLMC), to a special presentation of its new sound and light show *Mosaika* on Parliament Hill. The Commissioner of OL, the President of the Council of the Network of OL Champions, and the NCC's Chief Executive Officer gave a brief presentation regarding the significance of Canada's two OL and the role of linguistic duality in Canada's public service, to one hundred and twenty (120) special guests as well as the public, which was followed by a viewing of *Mosaika*.

Collaboration with OLMC members

The new sound and light show *Mosaika*, which promotes linguistic duality by alternating narration between both official languages, was preceded by an interactive prelude in which Canadians from coast to coast discussed their country in the language of their choice. The narratives were filmed by *Moment Factory*, a company based in the English-speaking community of Montréal (Quebec). During an onsite survey, nearly 90 per cent of the respondents indicated that they were very satisfied with the show's new bilingual format.

As a result of the NCC's OL champion involvement in interdepartmental networks, she discovered a francophone artist from Ontario, Andrea Lindsay. Ms. Lindsay was performing at the 2009 Best Practices Forum, while our OL champion was in attendance. Following Andrea's performance, the OL champion had the opportunity to meet her and her manager to exchange contact information, which was provided to the NCC's Program Operations and Celebrations team. This initiative led to Andrea Lindsay performing at the Canada Day Noon and Evening shows on Parliament Hill, in front of hundreds of thousands of residents and visitors.

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Promotion of the two OL within the NCC

For a period of two (2) weeks, in July 2010, the NCC hosted a travelling OL exhibition in its lobby at 40 Elgin Street. This cartoon exhibit, created by the Office of the Commissioner of Official Languages, recounted the forty (40) years of existence of the *Official Languages Act* (OLA). The exhibit was instrumental in informing and creating awareness among NCC employees, of the OLA as well as the importance of Canada's two (2) OL. It received great feedback from NCC employees.

NCC employees were also encouraged to integrate and promote OL in their regular workday, with the introduction of a new recognition award associated with OL. Henceforth, an NCC employee will be recognized during the NCC's "*Rendez-vous de la Francophonie*" annual event.

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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; consideration of the viewpoints of OLMCs in research, studies and investigations carried out in-house.]

Activities carried out to achieve the expected result <i>What activities were carried out during the reporting year? What was done?</i>	Outputs <i>What products or services came from the activities carried out during the reporting year?</i>	Progress made in achieving the expected result <i>What has changed as a result of the activities carried out during the reporting year?</i>	Expected result
<p>- The 2009–2010 Annual Report on Results and the 2009–2012 Action Plan for official languages (OL) were published on the NCC’s intranet and website;</p> <p>- OL information and tools were updated and made available to NCC employees on the intranet;</p> <p>- The NCC created a new official languages recognition award to promote the importance of OL to employees. This award will be given annually at the Rendez-vous de la Francophonie (RVF);</p> <p>- The OL coordinator maintained her subscriptions to different websites and various newsletters in order to be informed about the most recent laws and news on OL and sent this information to employees. This included:</p> <ul style="list-style-type: none"> • <i>Clés en main</i> magazine; • <i>Quebec Community Groups Newsletter</i>; 	<p>Online report and action plan;</p> <p>Section on the intranet for employees;</p> <p>One (1) recognition award, one (1) framed recognition certificate and one (1) message on the intranet announcing the winner;</p> <p>Newsletters and magazines;</p>	<p>Updated information available on the intranet and NCC website.</p> <p>Information on the <i>Official Languages Act</i> (OLA), OLMC and OL policies as well as information on the OL contacts. Employees were directed to this section when they had questions about OL.</p> <p>This new award encourages NCC employees to promote and integrate OL into their daily work and reinforces its importance.</p> <p>The OL coordinator and staff were regularly informed of OL related news through e-mails, intranet messages and internal events.</p>	<p>Creation of lasting changes in 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.</p>

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<p>the two languages, rather than presenting to two groups separately:</p> <ul style="list-style-type: none"> • The OL pin (<i>Social Fabric of Canada</i>) produced by the Office of the Commissioner of Official Languages, which represents the wealth of being bilingual, was included in the new employee kits handed out at the orientation sessions; • The same kit also contained a reference document for employees on telephone voice mail and e-mail signature (examples of scripts); <p>- Lunchtime language training was successful in 2010-2011 and allowed forty-three (43) NCC employees to maintain or improve their knowledge of their second OL;</p> <p>- The NCC developed an online tool for new employee orientation (employees were introduced to this system during their first day at the NCC). OL is promoted as follows:</p> <ul style="list-style-type: none"> • A section of this orientation focused on OL; this way, employees gained an overview of the OLA and could access useful links to language-related tools (e.g. Termium); and, • One of the questions included in an entertaining, interactive quiz for new employees asked them to estimate the number of bilingual positions at 	<p>Sixty-three (63) OL pins were handed out - One (1) to each new employee who attended the sessions;</p> <p>Sixty-three (63) copies were distributed - One (1) to every new employee who attended the sessions;</p> <p>Training delivered to forty-three (43) registered employees (9% - 43 out of 500 employees total);</p> <p>Consultations and online tool available for all employees via a quick link on the intranet;</p>	<p>Employees received the tools needed to provide an active offer and serve clients, including OLMCs, in the OL of their choice.</p> <p>The Language Training program courses enabled these employees to improve their second language skills to better serve the NCC's internal and external clients, including OLMCs. The program also promotes linguistic duality.</p> <p>The Online Orientation allowed all employees to be informed about the importance of OL and to have access to OL tools as soon as they begin working for the NCC.</p>	
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<p>the NCC. They then received the answer, with an explanation of the reason behind that high number.</p> <p>- The NCC promoted the 13th edition of the RVF with activities that were held in the lobby of 40 Elgin Street. Examples included:</p> <ul style="list-style-type: none"> • Fresh pastries from the <i>Boulangier Français</i> in the Byward Market in Ottawa were offered to employees; • Word game “<i>Mots mêlés</i>” (a giant word search); • French music (“<i>Ensemble pour Haïti</i>” CD); • Information on the lunchtime language training program and linguistic schools in the region for individual training; and • A door prize: DVD of the movie “<i>Incendies</i>”. <p>- For two (2) weeks in July 2010, the NCC hosted a travelling OL exhibition on the main floor of 40 Elgin Street. This political cartoon exhibition was created by the Office of the Commissioner of Official Languages to relate the story of the 40 years of the OLA;</p> <p>- In 2010-2011, many messages on OL and OLMCs were posted on our intranet site for employees. Here are the highlights of these messages:</p>	<p>One (1) participating OLMC; pastries onsite;</p> <p>Nearly one hundred (100) employees took part in this event;</p> <p>One (1) exhibition over two (2) weeks;</p> <p>Nine (9) intranet messages in 2010-2011;</p>	<p>This store, part of an OLMC, is now better known to NCC employees.</p> <p>The turnout demonstrated employees’ interest towards French culture and the OLMCs.</p> <p>This exhibition informed and made NCC employees aware of the OLA and the importance of the two (2) OL in Canada in an entertaining way. The organizers received very good comments about it.</p> <p>These occasional intranet messages made NCC employees aware of the different OL days and activities. These messages will also be used to remind employees about language obligations or to collect their feedback about OL.</p>	
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<ul style="list-style-type: none">• Travelling exhibition of political cartoons for the 40th anniversary of the OLA;• Linguistic Duality Day;• A reminder of the importance of the two (2) OL in employees' e-mail signature and voice mail greeting messages;• Registration to the lunchtime language training program;• Informing employees about the available language tools (e.g.: Termium);• In-house questionnaire on OL;• The RVF;• The International Francophonie Day; and• Official Languages Recognition Award.			
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B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

[Activities (e.g. committees, discussions and meetings) through which the federal institution consults the OLMCs and interacts with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables and working groups) to explore possibilities for cooperation within the existing mandate of the federal 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.]

<p><u>Activities carried out to achieve the expected result</u></p> <p><i>What activities were carried out during the reporting year? What was done?</i></p>	<p><u>Outputs</u></p> <p><i>What products or services came from the activities carried out during the reporting year?</i></p>	<p><u>Progress made in achieving the expected result</u></p> <p><i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<ul style="list-style-type: none"> - The NCC informed OLMCs of its public consultations and meetings, including its Annual General Meeting, and the Meeting between Interest Groups and the Board of Directors; - The public consultation distribution list was updated on a regular basis to ensure that new organizations representing OLMCs were added and that contact information is up-to-date; - The OL coordinator regularly received press releases or newsletters from the Fédération de la jeunesse franco-ontarienne (FESFO) and Communities-Universities Research Alliance – Knowledge-based Community Governance by the University of Ottawa; - The OL champion contacted provincial associations representing OLMCs and sent them the NCC Results Report for 2009-2010 in order to obtain their comments and suggestions; 	<p>Invitations to twelve (12) public consultations and public events (not including repetitive activities);</p> <p>Distribution list kept up-to-date;</p> <p>Press releases exchange;</p> <p>Distribution of report and action plan via e-mail to thirty-one (31) different organizations in OLMCs;</p>	<p>The OLMCs were invited to participate in all consultations and public events;</p> <p>The distribution list was comprised of thirty (30) OLMC organizations, compared to nineteen (19) organizations last year.</p> <p>These interactions fostered partnership opportunities between the NCC and the OLMCs.</p> <p>These organizations were informed of the initiatives accomplished by the NCC during the past year.</p>	<p>Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandates.</p>

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<p>- A partnership between la Société Radio-Canada (SRC) and the NCC for the show “Génies en herbe : l’aventure” helped the NCC show television viewers some of the treasures found in the National Capital Region (NCR), in particular in the “défis découvertes” (discovery challenges) during the two (2) semi-finals that were filmed in the capital in March 2011;</p> <p>- The NCC organized a learning fair for its employees. Thirteen (13) schools came to the lobby at 40 Elgin Street in the morning to promote their course outlines. One (1) of them represented OLMCs;</p> <p>- On May 18, 2010, the Virtual Museum of Canada, in partnership with the NCC and eight (8) national museums in the NCR, launched an interactive online exhibit called “Canada’s Got Treasures!” which featured video clips and social media. Significant cultural treasures were proposed online and Canadians were invited to propose their own treasures in the language of their choice;</p> <p>- In terms of recruitment, the NCC posted about seventy-five (75) competition notices for determinate and/or indeterminate positions over various networks, including the Government of Canada recruitment website, the NCC website and through various organizations such as Kitigan Zibi Anishinabeg representing OLMCs. Kitigan Zibi is an Aboriginal reserve in Quebec, near Maniwaki. This community speaks English and Algonquin.</p>	<p>One (1) television show;</p> <p>One (1) learning fair;</p> <p>Consultations with eight (8) national museums; One (1) interactive virtual exhibit, called “Canada’s Got Treasures!”, accessible at: www.virtualmuseum.ca/treasures;</p> <p>One (1) recruitment partnership with an OLMC;</p>	<p>A partnership between SRC and the NCC for a national program that reaches minority French communities throughout Canada. Average television viewers per show: 145,000.</p> <p>This event enabled an OLMC school to promote its services to approximately one hundred (100) employees.</p> <p>Fifty-two (52) culturally significant treasures proposed by the project partners are presented online and the OLMCs, amongst others, were invited to propose their own treasures. These treasures contribute to the development of the <i>Plan for Canada’s Capital</i>.</p> <p>Members of this OLMC are now familiar with the NCC and its career opportunities. These members may therefore apply to work for the NCC if they wish.</p>	
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<p>- During the open doors, the NCC launched the Capital Champion Community program and recruited four hundred (400) people who signed up to be part of our new online Champion Community. These champions will post the NCR's "hidden gems" or "must-experience" through the NCC's social media;</p>	<p>One (1) regional program;</p>	<p>These champions, including some from OLMCs, will be able to participate in the promotion of the NCR's attractions.</p>	
<p>- The NCC wrote and published an article in Bulletin 41-42 of Canadian Heritage. The article gave an overview of the NCC event surrounding <i>Mosaika</i>, organized during Linguistic Duality Day. It appeared in the Fall 2010 issue;</p>	<p>One (1) article;</p>	<p>The article focused on the success of the NCC's event in honour of the Linguistic Duality Day. It also mentioned that <i>Mosaika</i> promoted linguistic duality by alternating between English and French through the testimonials of more than 200 Canadians.</p>	
<p>- A partnership between the SRC and the NCC for the show "Génies en herbe : l'aventure" helped the NCC show television viewers some of the treasures found in the Capital Region, in particular in the "défis découvertes" (discovery challenges) during the two semi-finals that were filmed in the capital in March 2011;</p>	<p>One (1) television show;</p>	<p>A partnership between SRC and the NCC for a national program that reaches minority French communities throughout Canada. Average television viewers per show: 145,000.</p>	
<p><u>Media Relations</u> - Our list of local media included numerous media from OLMCs: The Low Down to Hull and back News, TFO, Le Reflet de Prescott-Russell, Le Bulletin d'Aylmer, L'Express Ottawa, Orléans Star, Le Droit, the West Quebec Post and the new FM radio station in Ottawa, CJFO 94,5;</p>	<p>Ten (10) OLMC medias were included in our media list;</p>	<p>The NCC reached Francophone and Anglophone communities across the NCR.</p>	
<p>- A paid subscription to Cision media database enabled the NCC to have access to targeted media lists. This ensured that all community newspapers were reached in both official languages, when we sent out national press releases;</p>	<p>One (1) subscription;</p>	<p>This database enabled the NCC to reach all Francophone and Anglophone communities across Canada.</p>	

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<p>- The NCC regularly purchased advertising space in Francophone and Anglophone newspapers in the NRC;</p> <p>- For the “Raise Your Voice” National Student Banner Contest, the media outreach was tailored to every province and territory in Canada, in both OL by the NCC’s media relations team. Media lists were compiled and included as many media outlets as possible from the OLMCs;</p> <p><u>Canada Day 2010 Broadcasting</u> The NCC secured a number of broadcast partnerships for the Canada Day celebrations.</p> <ul style="list-style-type: none"> • The Evening Show on Parliament Hill was simulcast nationally on television on both the Canadian Broadcasting Corporation (CBC) and SRC, with a strong Web presence, and longer shows on CBC’s Radio 2 and SRC’s Espace Musique; • There also were national broadcasts on CBC Radio One and SRC television and radio during the day from Major’s Hill Park; • Once again, Sirius Satellite Radio was both sponsor and broadcaster, with the headline show carried across the Astral network on Rock Détente; and • Once again, both CBC and SRC broadcasted the Evening Show on Parliament Hill through multi-channel reach on: CBC Television, SRC Television, CBC Radio 2, SRC Espace Musique, ARTV, and CBC.ca. 	<p>Advertising space;</p> <p>Print and broadcast;</p> <p>Numerous broadcasts;</p>	<p>The NCC ensures that OLMCs in the NCR have access to its information.</p> <p>Programming targeted both Anglophone and Francophone communities.</p> <p>This initiative improved chances of reaching OLMCs through media. Canada Day was very successful with over 350,000 people participating this year and with the broadcast coverage, nearly twenty-six (26) million people were reached through radio, television or digital (web) technologies.</p>	
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<p><u>Winterlude 2011 Broadcasts</u> Winterlude welcomed a number of broadcasters representing a cross-section of mainstream and specialty media serving both French and English-language communities:</p> <ul style="list-style-type: none"> • Of particular note was our partnership with SRC whose regional station produced six (6) half-hour broadcasts which were aired nationally on “le Réseau de l’information” (RDI); and • Other broadcasters included MétéoMédia, la télévision francophone en Ontario (TFO), radio station NRJ, and the Chris Robinson Travel Show which produced television broadcasts for their respective OLMCs. <p>- The NCC conducted an audit of all its tenants regarding their linguistic obligations. During these visits, all tenants met the required criteria, i.e. having bilingual signage, offering bilingual menus, and at least one staff member was present to provide bilingual service;</p> <p>- NCC tenants also obtained a Business Assistance Program kit, designed by the Regroupement des gens d’affaires (RGA). These kits contained bilingual signage, a lexicon, badges, magnets and a business card for the program;</p>	<p>Television broadcasts;</p> <p>One (1) audit was held for one hundred and fifty (150) tenants;</p> <p>Ninety-five (95) kits were distributed;</p>	<p>This initiative improved chances of reaching OLMCs through the media. This media coverage complemented and extended the reach generated by earned media which represented forty (40) other news broadcasters as well as articles published in twenty-seven (27) newspapers.</p> <p>NCC tenants met all their linguistic obligations. Bilingual services were therefore assured.</p> <p>Tenants now have the necessary tools to provide bilingual services to the general public, including OLMCs.</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 federal institution itself along with other federal institutions or other orders of government; participation in activities organized by other federal institutions, other orders of government, etc.; participation of official languages champions, national and regional coordinators, and others in various government forums.]

<p><u>Activities carried out to achieve the expected result</u> <i>What activities were carried out during the reporting year? What was done?</i></p>	<p><u>Outputs</u> <i>What products or services came from the activities carried out during the reporting year?</i></p>	<p><u>Progress made in achieving the expected result</u> <i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<p>- As part of the Federal Public Service's Linguistic Duality Day, the NCC organized a special presentation of its new sound and light show, <i>Mosaika</i>, for the OL champions and co-champions and OLMC organizations in the NCR. A brief ceremony with a speech given by the CEO of the NCC, the Commissioner of OL, and the President of the Council of the Network of OL Champions preceded the viewing of <i>Mosaika</i>. Members of the general public were also in attendance;</p> <p>- The NCC held its annual meeting for the Rideau Canal Skateway stakeholders (private sector) at the Capital InfoCentre on December 7, 2010. Business Assistance Program kits were distributed to stakeholders.</p> <p>- The OL Coordinator attended a series of conferences and meetings on various aspects of OL:</p> <ul style="list-style-type: none"> • Official launch of the 2009–2010 annual report of the OL Commissioner; 	<p>One (1) external event;</p> <p>One (1) presentation to twenty-seven (27) stakeholders;</p> <p>Approximately ten (10) meetings and networking opportunities;</p>	<p>This event was a perfect networking opportunity for OL champions, co-champions and OLMC members. It was also an opportunity to promote the importance of OL in the capital and throughout Canada's public service. One hundred and twenty (120) people attended the event.</p> <p>About ten (10) kits were distributed to stakeholders and partners.</p> <p>These meetings enabled the OL Coordinator to enhance her access to OL best practices and new initiatives.</p>	<p>Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.</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 federal institution's programs and services.]

<p><u>Activities carried out to achieve the expected result</u></p> <p><i>What activities were carried out during the reporting year? What was done?</i></p>	<p><u>Outputs</u></p> <p><i>What products or services came from the activities carried out during the reporting year?</i></p>	<p><u>Progress made in achieving the expected result</u></p> <p><i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<p><u>Rotary Adventure in Citizenship 2010</u> The Rotary Club of Ottawa and its partners, in collaboration with the NCC, were proud to present the 60th Rotary Adventure in Citizenship Program in May 2010. The Capital Region hosted two hundred and twenty (220) young people from across Canada, aged 16 to 19 years old. Youth had the opportunity to discover and better understand their country's iconic institutions through workshops, special tours, debates and discussions with various political and media personalities. The NCC has been a proud partner with the Rotary Club of Canada for 41 years! As part of the jam-packed week, the NCC organized a unique capital tour including a "French Canadian" themed evening of entertainment;</p> <p>- During the Best Practices Forum in 2009, Franco-Ontarian artist Andrea Lindsay performed for those in attendance. The OL champion met with Andrea and her manager after her performance and gave this increasingly popular artist's contact information to the NCC's Program Operations and Celebrations team.</p>	<p>One (1) youth engagement initiative; Two hundred and twenty (220) participants from 16) to 19 years of age:</p> <ul style="list-style-type: none"> o One hundred and eighty-two (182) identified themselves as bilingual; o Nine (9) identified themselves as Francophone (3 from New-Brunswick, 1 from Ontario and 5 from Quebec) o Twenty-nine (29) identified themselves as Anglophone (1 from Quebec) <p>Collaboration with one (1) OLMC artist;</p>	<p>The NCC promoted French-Canadian culture to a predominantly Anglophone audience to inform and raise awareness of it among youth.</p> <p>Andrea Lindsay sang in French during the 2010 Canada Day Noon and Evening shows on Parliament Hill. She performed in front of hundreds of thousands of residents and visitors.</p>	<p>OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. geographic dispersion and development opportunities) are taken into account.</p>

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<p><u>Canada Day 2010</u> For the fifth (5) consecutive year, the NCC welcomed the three (3) cities designated 2010 Cultural Capitals of Canada (Saguenay, Saint John and Winnipeg) to Major's Hill Park. The following performers were chosen to represent the 2010 Cultural Capitals of Canada program:</p> <ul style="list-style-type: none"> • Clément Jacques, Saguenay, QC (Francophone who sings in English); • Melanie Rocan (visual arts), Winnipeg, MB <p>The following artists from OLMCs participated in the 2010 Canada Day celebrations:</p> <ul style="list-style-type: none"> • Olivier Nadon (master of ceremonies), ON • Andrea Lindsay, ON • Jean-François Breau, NB • François Pelletier (chalk artist), ON • Gabriel Dubé (Six String Nation Guitar), ON • Hugues Beaudoin-Dumouchel (master of ceremonies), ON • Dalelle Mensour (stage manager), ON • Hey Rosetta!, NL • Shaut, QC • Montreal Jubilation Gospel Choir, QC • FESFO (jugglers), ON • Productions Fun Size Fits All (jugglers), QC 	<p>Twelve (12) artists from OLMCs;</p>	<p>The NCC helped in the development of OLMC artists.</p>	
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<p>The NCC distributed Business Assistance Program kits to companies that operated the NCC booths during Canada Day in the NCR;</p>	<p>Six (6) companies received kits;</p>	<p>These companies are now informed of the services offered by the RGA and can use them.</p>	
<p><u>Winterlude 2011</u> The following artists from OLMCs participated in the Winterlude 2011 celebrations:</p> <ul style="list-style-type: none"> • Olivier Nadon (master of ceremonies), Saint-Isidore, ON • Hugues Beaudoin-Dumouchel (master of ceremonies), Ottawa, ON • Vent en Fête (kite activity), Hawkesbury, ON • Mario Bélisle (storyteller), Ottawa, ON • Kaiva (Christine Lamothe – dancing company) Iqaluit, NT • Circus Montreal (Stiltwalkers), Montreal, QC • Antonio Asencio (DJ), Montreal, QC • Elmer Deagle (musical group), Gatineau, QC 	<p>Eight (8) artists from OLMCs;</p>	<p>Participation by OLMCs in NCC flagship programs.</p>	
<p><u>Sound and Light Show on Parliament Hill</u> The new sound and light show, <i>Mosaika</i>, tells the story of Canada and promotes linguistic duality by alternating between the two OL. It featured an interactive preshow, involving Canadians from coast to coast in a discussion about their country in the official language of their choice. Narratives were filmed by Moment Factory, a firm from Montréal, Quebec. The six (6) visited cities were: Vancouver, Winnipeg, Montreal, Ottawa, Toronto and Halifax;</p>	<p>One (1) sound and light show in collaboration with an OLMC company;</p>	<p>Participation by OLMCs in NCC flagship programs.</p>	

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<p><u>Orchestras in the Park</u> <u>(July 22 to 25, 2010)</u></p> <p>As a joint initiative agreement with the NCC, <i>The National Arts Centre (NAC) Orchestra</i> presented its fourth festival of outdoor concerts featuring guest musicians and orchestras, as well as the <i>Orchestre de la francophonie canadienne</i>, in Ottawa's LeBreton Flats Park. Members of the <i>Orchestre de la francophonie canadienne</i> were present, with the orchestra's founder Jean-Philippe Tremblay, professor at the NAC's Summer Music Institute. <i>L'Orchestre de la Francophonie canadienne</i> promotes Canada's linguistic duality and forges strong cultural links between Anglophones and Francophones.</p>	<p>One (1) festival with musical groups representing OLMC participation;</p>	<p>These concert series helped promote these artists to residents and tourists in the NCR.</p>	
<p><u>Traveling Capital Exhibit "Let's Talk! Canada's Capital" at the 2010–2011 Canada Pavilion</u></p> <p><i>Mosaika</i> was the focus of the traveling exhibit in the 2010-2011 edition of the Canada Pavilion, a program organized by Public Works and Government Services Canada. Video messages were filmed during the traveling exhibit. It was also possible to record video messages from home;</p>	<p>One (1) exhibition that traveled to five (5) cities nationwide:</p> <ul style="list-style-type: none"> • Winnipeg; • Calgary; • Regina; • Quebec City; and • Toronto <p>Five hundred and ninety four (594) video clips were recorded for Mosaika:</p> <ul style="list-style-type: none"> • English: 451 • French: 143 	<p>This application allowed Canadians from all regions to join the discussion and have their messages heard on Parliament Hill.</p>	

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<p><u>“Raise Your Voices”</u> For the second year in a row, the NCC, in partnership with Classroom Connections, organized a public art competition across Canada. We asked students from grades 5 to 8 (5th year of primary to 2nd year of secondary school in Quebec) to create and submit a one-of-a-kind banner design for the National Student Banner Contest "Raise Your Voices!" on an issue or topic of importance to young Canadians;</p> <p><u>Capital Think Tank 2010 – 2011</u> The second edition of Capital Think Tank developed as part of “Horizon 2067”, was launched in September 2010 in partnership with <i>Encounters with Canada</i>. The goal of the program is to capture youth’s fresh ideas on how to make the NCR more inspiring and interactive. Bilingual weekly workshops were held in the NCR with youth from each province and territory.</p> <p><u>The Gathering Place</u> The NCC continued to promote its educational product entitled, <i>"The Gathering Place: An Exploration of Canada's Capital,"</i> created in partnership with Classroom Connections. It depicts the role of the Capital throughout our nation's history and as part of our national identity, including Canada's linguistic duality. The resource is promoted to school boards, as well as at educational conferences, educational faculties and in publications targeting teachers across Canada;</p>	<p>One (1) contest with seven (7) winning designs from Ontario, Quebec, New Brunswick and Saskatchewan which was announced in May 2011;</p> <p>Workshops;</p> <p>One (1) national educational product, available in English or French;</p>	<p>Submissions were received from almost every province and territory. The winning banners will be exhibited at Major’s Hill Park in the heart of the capital from May to October 2011. They will also include bilingual interpretation signs.</p> <p>An average of 130 youths per week participated each week. These workshops provided opportunities for youth from OLMCs to participate and express themselves.</p> <p>So far, this instructional resource tool has been ordered and downloaded two thousand, two hundred and forty-five (2245) times in English and five hundred and ninety-four (594) times in French by Anglophone and Francophone teachers across Canada.</p>	
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National Capital Commission (NCC)

<p><u>Youth Dialogues at Rideau Hall</u> On August 10, 2010, Her Excellency the Right Honourable Michaëlle Jean, Governor General of Canada, and the NCC hosted a joint Youth Dialogue. The objective was to ask how to make the NCR relevant to youth;</p>	<p>The bilingual dialogue was attended by over two hundred (200) local youth between the ages of 16 and 30;</p>	<p>This dialogue involved Canadian youth with assorted first languages. A video recap was created and posted on a variety of social networks. The link is provided below: http://www.canadacapital.gc.ca/bins/ncc_web_content_page.asp?cid=16297-24521-106225&lang=1</p>	
<p><u>Christmas Lights Across Canada 2010</u> The Christmas Lights Across Canada program illuminated the NCR from December 2, 2010, until January 7, 2011. The following artists from OLMCs participated in the 2010 celebrations of Christmas Lights Across Canada:</p> <ul style="list-style-type: none"> • Dalelle Mensour (Stage Manager) Ottawa, ON • Chorale “Les Deux Rives” (Children's Choir Group) 	<p>Two (2) artists from OLMCs;</p>		
<p><u>Contribution</u> Once again, the NCC contributed \$1,000 to the Council of the Network of OL Champions.</p>	<p>\$1,000 contribution;</p>	<p>This funding helped the Council of the Network of OL Champions reach its objectives.</p>	

National Capital Commission (NCC)

F. ACCOUNTABILITY

[Activities through which the federal institution integrates its work on the implementation of section 41 of the OLA into departmental planning and accountability mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan and status report on implementation of section 41 of the OLA); 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><u>Activities carried out to achieve the expected result</u></p> <p><i>What activities were carried out during the reporting year? What was done?</i></p>	<p><u>Outputs</u></p> <p><i>What products or services came from the activities carried out during the reporting year?</i></p>	<p><u>Progress made in achieving the expected result</u></p> <p><i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<p>- Use of the document entitled <i>Human Resources Management Integrated Framework</i>; this document makes OL one of the NCC's fundamental values and is part of its accountability framework. It deals with the NCC's responsibilities with respect to OL, language training, equitable participation, and internal communications. It describes measures to promote the use of both OL within the organization and in Canadian society;</p> <ul style="list-style-type: none"> The Human Resources (HR) Division is currently reviewing this document in order to update it. OL will be taken into account during the review. <p>- The NCC is currently reviewing its OL policy. The HR Division held consultations with other departments to discuss their OL policies;</p> <p>- The OL champion regularly met with the CEO, Executive Vice-President of Operations and other senior managers to discuss OL issues;</p>	<p><i>Human Resources Management Integrated Framework</i> document;</p> <p>Examples of OL policies;</p> <p>Discussions at senior level;</p>	<p>This document will strengthen OL obligations within the NCC's HR.</p> <p>This policy will enhance the importance of OL at the NCC and clearly establish the action to be taken.</p> <p>These discussions strengthened senior management's OL commitment.</p>	<p>Full integration of the OLMC perspective and section 41 of the OLA into the federal institution's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective.</p>

National Capital Commission (NCC)

<p>- The NCC conducted an employee survey to obtain feedback on their satisfaction towards the NCC's OL program;</p> <p>- The NCC conducted three (3) research projects with an OL component:</p> <ul style="list-style-type: none"> • Mosaika Sound and Light Show 2010 Survey: On-site surveys conducted by the NCC asked respondents to specify their mother tongue in order to identify the target audience and to ensure that the NCC's programs were meeting the linguistic requirements of its clientele, including OLMCs. It also asked respondents to identify their level of satisfaction regarding the bilingual format of the show; • Branding the Capital Strategy 2010 - Creative Concept Testing: A national online survey and onsite survey conducted by the NCC asked respondents to specify the language they spoke most often at home in order to identify the target audience and to ensure that the NCC's programs were meeting the needs of its clientele, including OLMCs. 	<p>One (1) internal survey over two (2) weeks;</p> <p>Three (3) research projects</p>	<p>One hundred and fifty-five (155) employees participated in the survey, which represented 35% of NCC's workforce. The results demonstrated that 90-95% agreed that they frequently received services, tools and others, in the OL of their choice. Many NCC employees are also part of OLMCs.</p> <p>Here are the survey results that will be used when updating programs or when developing new NCC programs, projects and/or events.</p> <p><u>Mother tongue:</u> English = 59% French = 14% English and French = 2% Other = 24%</p> <p><u>Satisfaction towards the show's bilingual format:</u> Extremely satisfied = 62% Very satisfied = 27% Partly satisfied = 7% Not satisfied = 2%</p> <p><u>Language spoken at home:</u> English = 82% French = 16% Other = 2%.</p>	
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<ul style="list-style-type: none">• Gatineau Park Exhibit Survey 2009-2010: Onsite surveys conducted by the NCC asked respondents if they were satisfied with the availability of services in their official language of choice in order to ensure that the NCC's programs were meeting the linguistic requirements of its clientele, including OLMCs.		<p><u>Satisfaction towards the availability of service in the visitor's official language of choice:</u> Very satisfied = 92% Generally satisfied = 7%</p>	
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National Capital Commission (NCC)

Distribution list

In addition to submitting your report on results to Canadian Heritage, you should also send it to interested parliamentary and community stakeholders.

- **Clerk of the House of Commons Standing Committee on Official Languages**
See the Committee's Web site for the Clerk's contact information:
(<http://www2.parl.gc.ca/CommitteeBusiness/CommitteeHome.aspx?Cmte=LANG&Language=E&Mode=1&Parl=40&Ses=2>)
- **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#ho)
- **Community organizations** (OLMC and other interested organizations)
Association franco-yukonnaise (AFY), Fédération des francophones de la Colombie-Britannique (FFCB), Société franco-manitobaine (SFM), Société nationale de l'Acadie (SNA), Association de la presse francophone (APF), Quebec Community Newspapers Association (QCNA), Comité jeunesse du Nunavut (CJN), Conseil jeunesse provincial (CJP), Assemblée de la francophonie de l'Ontario (AFO), Fédération de la jeunesse franco-ontarienne (FESFO), Franco-Jeunes de Terre-Neuve et du Labrador (FJTNL), Association des Francophone du Nunavut (AFN), Fédération des francophones de Terre-Neuve et du Labrador (FFTNL), Conseil jeunesse francophone de la Colombie-Britannique (CJFCB), Assemblée communautaire fransaskoise (ACF), Fédération des jeunes francophones du Nouveau-Brunswick (FJFNB), Fédération de la jeunesse canadienne-française (FJCF), Conseil jeunesse provincial de la Nouvelle-Écosse (CJP), Association canadienne-française de l'Alberta (ACFA), Fédération acadienne de la Nouvelle-Écosse (FANE), Jeunesse Acadienne (JA), Comité Action Jeunesse (CAJ), Quebec Community Groups Network (QCGN), Comité Espoir Jeunesse (CEJ), Francophonie jeunesse de l'Alberta (FJA), Fédération franco-téNOise (FFT), Fédération des communautés francophones et acadienne du Canada (FCFA), Association jeunesse fransaskoise (AJF), Société de l'Acadie du Nouveau-Brunswick (SANB), Société Saint-Thomas d'Aquin (SSTA), Regional Association of West Quebecers (RAWQ) and Canadian Parents for French (CPF).

Federal institutions should publish their report on results on their Web site.

Exact Web address of your institution's report on results:

http://www.capitaleducanda.gc.ca/bins/ncc_web_content_page.asp?cid=16302-22557-22579&lang=1&bhcp=1

See Treasury Board Secretariat guidelines on Internet posting – Communications Policy of the Government of Canada:

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12316>