



RESULTS-BASED ACTION PLAN

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

2011-2012



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This Action Plan is designed to cover the period from April 1, 2011, to March 31, 2012

Federal institution: Website:	Federal Economic Development Agency for Southern Ontario (FedDev Ontario) www.feddevontario.gc.ca
Minister responsible:	The Honourable Gary Goodyear
Senior official(s) responsible for implementation of section 41 of <i>OLA</i> (e.g., Assistant Deputy Minister or Official Languages Champion):	Dr. Bruce Archibald, President Jeff Moore, Vice-President Infrastructure and Intergovernmental Affairs Official Languages Champion Jeff.Moore@feddevontario.gc.ca
General mandate of federal institution (This summary of the mandate will be published in the Annual Report on Official Languages tabled in Parliament)	The Federal Economic Development Agency for Southern Ontario (FedDev Ontario) will help Southern Ontario communities and businesses diversify and strengthen their local economies by helping them to become more competitive, innovative and productive. Through FedDev Ontario, we will provide the tools for our regional partners to build on their strengths, positioning Southern Ontario to succeed in the emerging knowledge-based economy.
National coordinator responsible for implementation of section 41: Exact title: Telephone No.: E-mail:	Grace Hodder Official Languages Coordinator 705-750-4821 Grace.Hodder@feddevontario.gc.ca



Summary of the Main Progress Expected During the Period Covered by the Action Plan

The Federal Economic Development Agency for Southern Ontario (FedDev Ontario) will make all employees aware of the obligations of the *Official Languages Act*. The Official Languages Champion will provide senior management with a monthly report on the application of section 41 of the *Official Languages Act*. The Official Languages Executive Committee will liaise between the Champion and the OL Working Group.

The Agency will hold regular dialogue sessions with the Official Language Minority Communities (OLMCs) of Southern Ontario in order to better understand their needs. These meetings will improve communication and allow us to acknowledge our respective mandates. Moreover, these meetings will help to influence and improve the Agency's services and programs.

The Agency will use various methods and tools to communicate with Southern Ontario's OLMCs. A communications plan will ensure that OLMCs are aware of the Agency's services and programs.

FedDev Ontario will take part in numerous interdepartmental coordination activities and thereby develop partnerships. These partnerships will provide tremendous support in the development of the Agency's services and programs.

As a new agency, FedDev Ontario will develop tools to support the analysis and evaluation of its programs and services. In addition, the OL grid will be applied to both new and existing programs.

FedDev Ontario's President and Official Languages Champion will guide the Agency in advancing and raising awareness of linguistic duality. To make this possible, the Official Languages Executive Committee and the Official Languages Working Group have been established. This accountability framework will allow all of the Agency's units to become involved in applying the *Official Languages Act*. By analyzing its services and programs, the Agency will be able to adjust and improve the application of its services and programs in order to better serve OLMCs.

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.]

<u>Planned activities</u> to achieve the expected result What activities will be carried out during the period covered? What will be done?	<u>Expected outputs</u> What products or services will flow from the activities carried out during the period covered?	<u>Indicators</u> to measure progress in achieving the expected result What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?	Expected Result
<p>A1. Employees and managers are made aware of and informed about their responsibilities under the <i>Official Languages Act (OLA)</i> and its application at the Agency</p> <p>A2. The Official Languages (OL) Working Group ensures that the official languages are taken into consideration and a part of the Agency's organizational culture, as well as in the corporate values and policy development. The Working Group supports the OL Champion and the OL Executive Committee</p> <p>A3. The OL Executive Committee liaises between the OL Champion and the OL Working Group and oversees the development of the Action Plan</p> <p>A4. Employees are given better access to information on official languages</p> <p>A5. Executives are encouraged to implement official languages</p> <p>A6. Ensuring employees and managers are aware of key Francophone organizations</p> <p>A7. The development of a bilingual culture within the Agency is promoted</p> <p>A8. Passive bilingualism is encouraged and promoted</p> <p>A9. The use of both official languages is promoted in-house and the importance of official languages to professional development is communicated</p> <p>A10. Employee innovation is fostered</p>	<p>The OL Champion and Coordinator tour the Agency's offices and share information through blogs, newsletters, articles and e-mails</p> <p>The OL Working Group meets every two months</p> <p>The OL Executive Committee meets on a quarterly basis</p> <p>Development of a section on the intranet with official languages links and resources</p> <p>Inclusion of an OL commitment in the executives' performance management agreements</p> <p>A list of key Francophone organizations is drawn up and distributed</p> <p>Organization of internal activities: Rendez-vous de la francophonie, Linguistic Duality Day, Journée franco-ontarienne, etc.</p> <p>Use of both languages in the Agency's activities</p> <p>Opportunities for second language courses are provided</p> <p>Consideration of the possibility of organizing an award for OL innovation in the workplace</p>	<p>Employees have a better understanding of the <i>OLA</i> (survey); the number of articles and meetings and amount of information distributed at the Agency</p> <p>The number of working group meetings and the tools developed</p> <p>The number of Executive Committee meetings and progress made in implementing the Action Plan</p> <p>The intranet site has a section with OL links and resources</p> <p>Executives are committed to the application of OL at the Agency</p> <p>Degree of knowledge of key Francophone organizations</p> <p>Employees have a better understanding of Francophone culture</p> <p>Extent to which both languages are used during Agency meetings and activities</p> <p>A greater number of bilingual employees</p> <p>A competition is held and awards are given out</p>	<p>Introduction to a Fed-Dev Ontario organizational culture. All employees and executives are familiar with and understand their responsibilities with respect to section 41 of the <i>Official Languages Act</i> and OLMCs.</p>

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 co operation 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.]

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B1. OLMCs and Francophone organizations are engaged in consultations with FedDev B2. FedDev programs and services are presented and the needs of provincial Francophone organizations in Southern Ontario are targeted B3. Attendance of consultation meetings with OLMCs in co-operation with other government institutions B4. Attendance of the meetings of bilingual CFDCs B5. Attendance of various meetings led by Francophone organizations B6. Participation in various networks, Francophone issue tables (immigration, CFDCs, etc)	Development of an OLMC consultation strategy Meetings of the OL Champion and Coordinator with key Francophone organizations in Southern Ontario (AFMO, AFO, RDÉE Ontario, FCFA, CCO, etc.) Conferences, meetings and activities that consult OLMCs (e.g., dialogue on linguistic duality organized by Canadian Heritage) Attendance of meetings of Boards of Directors, annual general meetings and awareness-raising meetings with OLMCs Activities of the funders' forum, general meetings and/or special events led by OLMCs Various networks that consult OLMCs	Implementation of a consultation strategy Number of meetings and degree of familiarity with the concerns and needs of OLMCs	Creation of lasting relationships between FedDev Ontario and OLMCs; FedDev Ontario and OLMCs understand each other's needs and mandates.

C. COMMUNICATIONS (Transmission of information to OLMCs)

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

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C1. Implementation of the Official Languages Communication Plan C2. Identification and use of Francophone media in Southern Ontario C3. The public receives quality services of substantive equality in both official languages through the promotion of its programs and services C4. The success stories of Francophone communities are published C5. If necessary, all public events take official languages into consideration	External communication activities FedDev activities and announcements are published in Francophone media Brochures and fact sheets on various programs and services are published in both official languages and are distributed to OLMCs All promotional materials from bilingual CFDCs, including their Web sites, are produced in both official languages Success stories are gathered and published in the newsletter and on FedDev's Web site When required, all speeches, signs and promotional tools are produced in both official languages	The activities identified in the Communication Plan are carried out The number of published articles promoting the Agency's services and programs with OLMCs The number of meetings or brochures, and fact sheets are distributed in OLMCs Bilingual CFDC materials give OLMCs access to their services The number of success stories published The extent to which tools have been published in both official languages	OLMC culture reflects a broad understanding of FedDev Ontario's mandate; OLMCs receive up-to-date and relevant information about FedDev Ontario's programs and services.

E. FUNDING AND PROGRAM DELIVERY

[Implementation of the federal institution's programs and delivery of its services; funding, alone or in co-operation 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>Planned activities</u> to achieve the expected result</p> <p>What activities will be carried out during the period covered? What will be done?</p>	<p><u>Expected outputs</u></p> <p>What products or services will flow from the activities carried out during the period covered?</p>	<p><u>Indicators</u> to measure progress in achieving the expected result</p> <p>What information will you use to show progress in achieving the above result? How can you demonstrate and measure this change?</p>	<p>Expected Result</p>
<p>E1. Review of OL obligations in the context of renewing agreements with Community Futures Development Corporations (CFDCs)</p> <p>E2. Increase in the Agency's capacity to deliver programs in both official languages through third parties (CFDCs) and becoming acquainted with their needs</p> <p>E3. Provide support to for program officers and managers to apply the <i>OLA</i> to Agency services and programs</p> <p>E4. Use of the Info Kit on the Active Offer in the Agency's services and program delivery</p> <p>E5. Becoming acquainted with OLMCs; the concentration of the Francophone population, the territory of bilingual CFDCs, bilingual municipalities and Francophone organizations</p> <p>E6. Recognition of how projects funded by FedDev Ontario support OLMC development</p> <p>E7. Identification of whether OLMC needs are included in program submissions and development</p> <p>E8. Ensuring that Agency programs and services take OLMC needs into consideration</p> <p>E9. Encouraging partnership, innovation, diversification and the development of OLMCs through delivery of the Economic Development Initiative</p>	<p>Updated OL clauses in contribution agreements</p> <p>The ability of third parties (i.e., CFDCs) to provide the active offer is identified</p> <ul style="list-style-type: none"> - performance measurements are developed for the six bilingual CFDCs - options for delivering bilingual services through all of the CFDCs in Southern Ontario are explored <p>A policy on OL for the delivery of programs and services is developed</p> <p>The active offer is provided and applied by employees</p> <p>A map identifying the location of OLMCs, the territory of bilingual CFDCs, and the location of Francophone organizations and municipalities is created</p> <p>Application and evaluation forms and contribution agreements contain sections that identify how projects support the development of OLMCs</p> <p>Industry Canada's OL lens is used for submissions to TBS and Memoranda to Cabinet</p> <p>The evaluation grid for all FedDev programs and services is applied</p> <p>Contribution agreements with OLMCs are developed</p>	<p>Contribution agreements have appropriate OL clauses</p> <p>Francophones in rural areas have access to CFDC services and a review of CFDCs' needs is completed</p> <p>A policy is developed and implemented</p> <p>Extent of understanding and use of the active offer</p> <p>A map is created and made available to Agency employees</p> <p>Number of documents that include a section on support for the development of OLMCs</p> <p>Submissions consider the needs of OLMCs</p> <p>The Agency offers programs and services that are of substantive equality</p> <p>Number of projects, amount of funding</p>	<p>OLMCs are part of FedDev Ontario'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>

E10. Through various Agency programs, provision of funding for projects that support the development of OLMCs	A report on funding that supports the development of OLMCs is produced		
E11. Evaluation of contribution agreements with third parties that encourage development through funded support	A report on contribution agreements with third parties that support the development of OLMCs		

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*.]

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F1. Employees, managers and the executive are informed of OL obligations	An accountability framework for OL is developed, and - A vision is developed - A list of expectations related to OL management responsibilities is created	Employees, managers and the executive are acquainted with their OL obligations	Full integration of the OLMC perspective and section 41 of the <i>OLA</i> into FedDev Ontario's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective.
F2. The Executive Committee monitors the progress made in the Agency's Integrated Action Plan on Official Languages	A report on the results is created	Results report and summary of results	
F3. Evaluation of the impact of the Action Plan and Performance Indicators	A performance management strategy for the Action Plan on Official Languages is developed -The use of the active offer within the Agency is assessed -A logical framework for OL is developed	Evaluation tools are created to monitor progress and assess performance	
F4. Production of reports on the delivery of the EDI for the OL Secretariat, Canadian Heritage	Collection of data, quarterly report	Data are gathered and reviewed and reports are submitted	
F5. Production of a report on Action Plan activities, section 41, 2011–2012	Collection of data, annual report	Data are gathered and reviewed and reports are submitted	
F6. Submission of an Action Plan, section 41, 2012–2013	Internal consultation and inclusion of knowledge of OLMC needs in the development of the Action Plan	An Action Plan is written and submitted	

F7. Evaluation of services offered by bilingual CFDCs	Evaluation Report	Degree of satisfaction with the quality of services	
F8. Evaluation of projects that support the development of OLMCs	Analysis grid to evaluate projects	Degree of evaluation of projects that meet OLMCs' needs	



Distribution list

- Clerk of the House of Commons Standing Committee on Official Languages
- Clerk of the Senate Standing Committee on Official Languages
- Commissioner of Official Languages
- Community organizations: AFO, RDÉE Ontario, AFMO, La Clé d'la Baie. A comprehensive list will be developed after consultation with the OLMCs.

The Action Plan is also available online at www.feddevontario.gc.ca.