

PARKS CANADA AGENCY

ANNUAL REPORT ON RESULTS IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT 2009-2010

General information

Federal institution: Web site:	Parks Canada Agency www.pc.gc.ca
Minister responsible:	The Honourable Jim Prentice, Minister of the Environment
Senior official(s) responsible for implementation of section 41 of OLA (e.g., Assistant Deputy Minister or Official Languages Champion):	Ms. Pat Thomsen, Chief Human Resources Officer
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):	To protect and present nationally significant examples of Canada's natural and cultural heritage, and foster public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations.
National coordinator responsible for implementation of section 41: Exact title: Telephone no.: E-mail:	Lynn Decarie Official Languages Analyst 819-953-5050 Lynn.Decarie@pc.gc.ca
Regional coordinators (if any): Exact titles: Telephone nos.: E-mails:	Lisbeth Savard Official Languages Specialist Western and Northern Service Centre 145 McDermot Avenue Winnipeg MB R3B 0R9 Lisbeth.Savard@pc.gc.ca Brenda Corrigan Advisor, Resourcing Strategies & Programs Western and Northern Canada 1550, 635-8 th avenue S.W. Calgary AB T2P 3M3 Brenda.Corrigan@pc.gc.ca Kim-Lai Wong Advisor, Resourcing Strategy and Programs Eastern Canada P.O. Box 6060 Haute-Ville Québec QC G1R 4V7 Kim-lai.Wong@pc.gc.ca

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Context and Responsibilities of the Parks Canada Agency

Mandate:

“On behalf of the people of Canada, to protect and present nationally significant examples of Canada’s natural and cultural heritage, and foster public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations.”

The Government of Canada Strategy to support official-language minority communities includes an accountability framework that requires departments and agencies to play a role in the following areas: awareness of linguistic duality and Official Language Minority Community (OLMC) priorities or new initiatives; communications with OLMC’s about programs and services; coordination and liaison with other federal/provincial/municipal government bodies; and accountability and to produce an action plan on the implementation of section 41 (Part VII) of the *Official Languages Act*.

Parks Canada protects, preserves and presents a magnificent system of national parks, national marine conservation areas and national historic sites all across this country. By working with minority language communities, it assists in promoting another aspect of section 41 of the *Official Languages Act*, which reads:

The Government of Canada is committed to enhancing the vitality of English and French linguistic minority communities in Canada and supporting and assisting their development and fostering the full recognition and use of both English and French in Canadian society.

The measures outlined in this plan aim to develop and enhance the vitality of official language minority communities. To ensure these goals are met, Parks Canada actions are based on the achievement of four objectives:

1. Develop and put in place heritage presentation programs that take into account the presence of Official Language Minority Communities.
2. Work jointly with representatives of official language minority communities for the development of local, regional and national tourism infrastructure.
3. Encourage and support the expression of Canadian linguistic duality by working jointly with the local and national leaders for the promotion of this duality.
4. Ensure representation of Official Language Minority Communities within the workforce of the Parks Canada Agency.

Public consultation is an essential element of the national park and national historic site management plan process. These consultations provide an opportunity to consult with minority language communities.

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Summary of the main progress made by your institution in 2009–2010

Parks Canada's business units implemented hundreds of activities across Canada. This report highlights some of the regional actions and programs that contributed to the promotion of English and French in Canada and to the development and enhancement of official languages minority communities (OLMCs).

Awareness

With a view to promoting the 40th anniversary of the *Official Languages Act* (OLA) and the activities of Parks Canada (PC) as part of the *Rendez-vous de la francophonie*, the official languages champion and the Chief Human Resources Officer combined their efforts to communicate with employees and members of senior management. For example, employees were invited to attend showings of films in French and answer a quiz on the Francophonie.

Canadian Heritage's (PCH) Bulletin 41-42 is distributed internally and posted in the section on Part VII of the Act on the Agency's intranet so employees could learn about good practices for applying section 41 of the OLA.

Employees were informed about the new Language Portal of Canada, a tool made available to them which represents the first national collection of Canadian language resources.

Consultation

PC continued its consultations with the Anglophone community in Quebec, including the Missiquoi Historical Society. The Western Quebec Field Unit decided to create an interpretation sign describing the involvement of Dunham citizens in the battle of Eccles Hill.

This FU, in partnership with the Anglophone community of Montreal, organized the unveiling of four commemorative plaques in the Montreal area. It also consulted with the members of the Anglophone community to improve the experience of visitors at the Manoir Papineau National Historical Site (NHS).

Parks Canada employees participate as volunteers in official language minority community (OLMC) associations, which allows them to join in their activities and discuss the issues and challenges of these communities. For example, a number of employees from the Western Arctic Field Unit are members of the Mackenzie Delta francophone association.

Communications

PC regularly uses minority language media, such as OLMC newspapers or brochures, to inform OLMCs of its programs. For example, the Coastal British Columbia Field Unit is included in the directory published by the Fédération des Francophones de la Colombie-Britannique and in the *Voyagez en français sur l'Île de Vancouver* brochure. Moreover, all of the four sites of the Northern Ontario Field Unit are mentioned in the *Direction Ontario* guide and on its Web site.

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Coordination and liaison

A network of regional coordinators is very active in the West and is working with regional representatives in the East, mainly in the Quebec Region, to examine the possibility of setting up a similar network in the Region to encourage a joint regional approach that would benefit the OLMCs.

The PC OL Champion is a member of the Official Languages Champions Network and played a key role during the organization of the Joint Conference of Official Languages Champions in Kingston in June 2009.

The Jasper Field Unit, representatives of the Alberta provincial government and of the Association provinciale française, as well as the Commissioner of OL, gave speeches about past and current conditions in Alberta's francophone community at an activity celebrating the 40th anniversary of the OLA.

Funding and program delivery

The Western Quebec FU contributed to the *Les amis du – Friends of boulevard Saint-Laurent* organization for the “La main, toujours de son temps / The Main, Forever in Tune” project, which reaches many members of Montreal's Anglophone community.

PC also assists OLMCs by making facilities available to them to carry out their projects. For example, since 2005, the Jasper FU has made an office available at no charge to the Jasper Branch of the Association canadienne-française de l'Alberta régionale. In exchange, PC employees in Jasper can attend French courses offered by the association free of charge. Similar agreements were entered into by the Cape Breton Island and Yukon FUs.

Accountability

This year, the Agency implemented a values-based approach for all aspects of the implementation of OL initiatives to ensure that the support and development of OLMCs is maintained and becomes a priority for field units. The Recruitment and Retention Programs Unit has also been working on a recruitment and retention strategy that takes into consideration the fact that many OLMCs are located in remote areas.

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Legend

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.]

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.]

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 Web site to communicate with OLMCs.]

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.]

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.]

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> <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>
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A. AWARENESS (In-house activities)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
<p>Dissemination of information on the OLA in general and on the importance for implementing Part VII, more specifically.</p>	<p>The Official Languages Analyst regularly distributes <i>Bulletin 41-42</i> to regional coordinators and managers across the Agency. It also has a section on Part VII on its intranet site.</p> <p>It is also common practice for the OL Analyst to monitor the PC Intranet main page for articles, memos, announcements, etc. From the business units, CEO's office or from different FU that may involve or have a direct impact on OLMCs. If there are items of interest the authors are approached for further information as well as to offer ideas on how they may reach out to their local OLMCs and involve the communities.</p> <p>The Analyst also shares information on OL with all PC employees. For example an email was sent to all employees (5000) announcing the launch of the <i>Language Portal of Canada</i>, a Translation Bureau initiative as well as a memo underlining <i>Linguistic Duality Day</i> on September 10th, 2009.</p> <p>In June 2009, in light of the National Public Service week, the CEO distributed a message to all employees, within which opportunity was taken to underline the 40th anniversary of the <i>OLA</i> and thank recipients for their efforts in promoting linguistic duality in the workplace and welcoming our visitor in both OL.</p>	<p>Increased visibility of official languages within the various Field Units and Service Centres of PC.</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 Official Languages Act and OLMCs.</p>

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A. AWARENESS (In-house activities)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
<p>As a general practice, PC Field Units and Service Centres consult members of the OLMCs and their associations when they are holding public consultations to prepare their management plans, activities and programs. Once the documentation is ready, it is being presented to all other employees through brochures and/or official documents (reports) for their awareness This gives OLMCs an opportunity to make their needs known and to explain the obstacles in accessing the Agency's programs</p>	<p>Here is a sample of awareness made through documentation made available to all:</p> <ul style="list-style-type: none"> • The Northern Ontario Field Unit: <i>Displayed OLMC publications in Parks and Sites.</i> • The Coastal British Columbia Field Unit: <i>Distribution of publication L'Ouest canadien en français with contacts at Société devel économique de C-B. Vancouver Outreach has supply of publication and our sites and parks are included in the publication. Stocked our display rack the brochure Sur les traces de nos ancêtres/On the Path of our Ancestors, published by l'Association historique francophone de Victoria.</i> 	<p>Field Units, Sites and Parks take into consideration concerns of the OLMCs within their management plans, activities and programs.</p>	
<p><i>Colors and Traditions</i> event at Forillon National Park (Sept 26 & 27)</p>	<p>Presented for the 475th anniversary of Jacques Cartier's arrival in Gaspé, this activity brought together more than 450 people to celebrate the beauty of Forillon. Visitors were privy to activities and guided tours, of which were <i>L'hiver, ca se prepare!</i>, <i>The Beaver's Turf</i>, a hike on Mont Saint-Alban and a workshop on building star identifiers and star-gazing. Day two brought <i>Folklore et legends...d'automne</i>, which was brought to life by the park's team of interpreters and musicians of the region (Jeannot Preston and Bruce O'Connor).</p>	<p>Provided opportunity to the Park to establish new partnerships and fostered communication with the OLMCs.</p>	

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A. AWARENESS (In-house activities)

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<p>In January 2010, the OL Analyst invited all Field Units to submit articles to <i>Bulletin 41-42</i></p>	<p>62 individuals received the email and were encouraged to share it with their peers/colleagues across the Agency.</p> <p>1 article/submission was received and was published in the Spring Summer 2010 issue. (Fort Langley Winter Festival – “<i>The French Connection! Vive la différence</i>”). A version of the article was also posted on the PC Intranet Website for all employees (5000).</p> <p>3 article ideas were submitted and retained for future editions (Cours d’eau – Riding Mountain Field Unit, Bimose Kinonaagen Trail – Northern Ontario Field Unit, 2010 Public Service Award of Excellence awarded to Mrs. Lucie Beauchamp, Language Services Coordinator “Thanks to her leadership and dedication, the French-speaking community in Alberta is active and vibrant.”)</p> <p>2 articles were published in the Spring Summer 2009 issue. (“<i>Terroir, Identity and Seduction Symposium – A Pilot Project in teh Batoche Area</i>” & “<i>PC welcomes closer relations with the Francophone community in Nunavut</i>”). Both of which were also posted on the PC Intranet Website for all employees (5000)</p>	<p>Increased visibility of official languages at PC.</p> <p>Increased visibility of PC as a key partner in the promotion of Canada’s linguistic duality and as a leader in Official Languages.</p>	
<p>PC employees across the country actively participated in the activities of the <i>Rendez-vous de la Francophonie</i>.</p>	<p>National Office: In March, the Official Languages Analyst attended the launching press conference for the 2010 <i>Rendez-vous de la Francophonie</i> held in the National Capital Region. OL Analyst has</p>	<p>Official languages positioned as an important issue for PC.</p> <p>Increased participation, as demonstrated by</p>	

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	<p>proposed that next year Agency wide activities be developed and implemented for the week of the <i>Rendez-vous</i>. As in years previous, the Human Resources Directorate placed an ad on the Agency's behalf in the <i>Rendez-vous de la Francophonie</i> newspaper, which this year also had an English version printed. 2 million copies of the newspaper were printed and reached nearly 9.5 million francophones across the country. A national communiqué was also sent to all PC employees inviting them to participate in RVF activities that were available across the country.</p> <p>Coastal British-Columbia Field Unit: All staff received daily e-mail quiz with questions around francophone culture. Participated in Pacific Federal Council <i>Rendez-vous de la francophonie</i> activities, Mar/10. Fort Langley NHS received an Official Languages recognition award for the event from the Pacific Federal Council at the event.</p> <p>Western & Northern Service Centre: Organized a traditional French-canadian lunch for staff (30 participants), invited a guest speaker from la Société franco-manitobaine's 233-ALLO information service (4 participants) and sent a quiz on la Francophonie to all three WNSC office locations to raise awareness with staff about OLMCs and Francophonie (approximately 30 responses from staff per</p>	<p>number and types of activities attended.</p> <p>Meeting with OLMCs and opportunity to promote the Agency's program and recruitment.</p>	

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	<p>day for 8 days).</p> <p>Disseminated information and invited staff to participate in other Rendez-vous de la francophonie activities in other departments such as a presentation on the history of Franco-Manitobans at the Canadian Grain Commission (2 participants), a showing of a video on linguistic duality at Western Diversification (2 participants) and the presentation of the play "Of Songs and Battles" at the Public Health Agency (4 participants).</p> <p>Yukon Field Unit: PC employees located in Whitehorse were invited to attend Francophonie week celebrations organized by the local <i>Association Franco-yukonnaise</i>.</p> <p>Jasper Field Unit: The Jasper Field Unit has been participating in the setup of the <i>Rendez-vous de la francophonie</i> since it was first celebrated in Jasper in 1997. This year, the Field Unit provided its boardroom for free to present two movies during the <i>Rendez-vous</i>.</p>		
<p>PC was an active partner in the <i>Vancouver 2010 Olympic Games Torch Relay</i>.</p>	<p>The Coastal BC Field Unit led the coordination and liaison work for several initiatives for the 2010 Olympic Winter Games, including working with PC's National Official Languages Analyst to ensure they fully met their official language requirements (communication products, signage for the Torch Relay, Bilingual staff at Torch Relay events, developing a 2010</p>	<p>The OL Analyst ensured the involvement of OLMCs where possible and ensured increased visibility of PC as a key partner in the promotion of Canada's linguistic duality and as a leader in Official Languages.</p>	

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A. AWARENESS (In-house activities)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p>website.)</p> <p>During the Olympic Games in Vancouver, PC provided video to <i>La Place de la Francophonie</i> (on Granville Island) for their pavilion. The pavilion was sponsored by the Francophone Economic Development Council of Alberta and its mandate was to show materials, in French that promotes tourism opportunities across Canada. The videos (in bilingual format) were also shown on big screens at venues during the breaks in competitive action.</p> <p>A national 30 second television advertising campaign was also launched February 12, 2010, which ran for two weeks to coincide with the Olympic programming.</p> <p>The Quebec Field Unit held numerous activities related to the passing of the Olympic Torch. This included greeting anglophone and francophone athletes and guests providing them with guided visits of the sites and creating a bilingual video for You Tube on the celebrations. Bilingual animation was performed at kiosks located in Québec and Lévis.</p>		
<p>PC's employees are involved with the OLMCs of their region help sharing information about OLMCs to their co-workers.</p>	<p>Jasper Field Unit: The Language Services Specialist promoted the activities set up by the local French association to his colleagues using different media (e-mail, posters, etc.) in the workplace. To be well aware of the association's activities, the Specialist attended most of the association's monthly meetings throughout</p>	<p>Mutual opportunities for information sharing and partnerships.</p>	

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A. AWARENESS (In-house activities)

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	<p>the year.</p> <p>Southwestern Ontario: Woodside National Historic Site uses an electronic mailing list that includes French individuals, community centres and francophone schools in the Kitchener-Waterloo area.</p> <p>Banff Field Unit: The Field Unit Language Services Specialist now serves as a Park liaison to the local French association (Franco de la Bow). The viewpoint of these OL minority organizations will be sought on a regular basis.</p>		
<p>The Agency distributes its tool kit on service to the public in both official languages to commercial leaseholders that deal with the public. The kit includes advice and key sentences in English and French, and refers to the agreement's language clause.</p>	<p>Commercial lease holders continue to be supplied with Commercial Lessees Tool Kit – Official Languages PC:</p> <p>Northern Prairies Field Unit (10) Central Ontario Field Unit (30) Banff Field Unit (20) Jasper Field Unit (20) Lake Louise, Yoho, Kootenay (15) Waterton Lakes Field Unit</p>	<p>Commercial lease holders are aware of PC's obligations regarding service in the two official languages and are encouraged to offer bilingual services, using the tools the Agency had given them.</p> <p>Increased in the interest of lessees as per number of kits distributed.</p> <p>French-speaking visitors in the West can be served in their preferred official language.</p>	
<p>The Agency created the Hello! Bonjour! tool kit to increase the active offer in both official languages by employees across Parks Canada.</p> <p>A pocket card with useful sentences is also provided to employees.</p>	<p>4687 (94%) employees attended the QVE training (Quality Visitor Experience) and watched the DVD during their session.</p> <p>Some employees of business partners, such as Friends of Parks, received information training on the active offer via the tool kit to increase active offer in both official languages.</p> <p>Also, other departments/federal organization such as Air Canada, created</p>		

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	<p>their own active offer tools based on the Parks Canada Hello! Bonjour! project.</p> <p>The pocket card tool helps employee with simple sentences to greet visitors and referring them to bilingual employees when needed.</p>		

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EXAMPLES OF PARTICIPATION OF PC REPRESENTATIVES IN OLMCs' EVENTS
Nunavut Field Unit: Film crews for "A Park for All Seasons" spent time with francophone researchers in Quttinirpaaq National Park and went dog sledding with Odyssee Nunavut for the Auyiittuq episode. Both interviews are available in French for future French language episodes of the series.
Southern Saskatchewan and Northern Prairies Field Units: Has been working with partners such as the Assemblée communautaire fransaskoise (ACF). This program assists the ACF in achieving its economic and cultural goals for Francophone communities (this program is known as Terroir).
Atlantic Service Centre: Provided professional staff in support of public archaeology program and an archaeological university field school at Beaubassin and Grand Pré NHS respectively, both of which commemorate Acadian history as well as provided professional staff to undertake additional historical research in support of the UNESCO nomination proposal for Grand Pre NHS.
Eastern Ontario Field Unit: St. Lawrence Islands National Park of Canada: Island Quest – Interpretive partnership with Gananoque Boat Lines provided to schools in Montreal.

B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
PC's employees are involved with the OLMCs of their region which creates informal consultation with them.	<p>Jasper Field Unit: The Language Service Specialist attended most of the local French association's monthly meetings throughout the year.</p> <p>Western Arctic: Several field unit staff are members of the local Francophone association, L'Association francophone du delta du Mackenzie. This small organization has largely social objectives but provides a good opportunity for staff to practise French language skills through social events and movie nights.</p> <p>Cape Breton Field Unit: Participation in visioning workshops, training and meetings by several Acadian tourism and planning associations as well as in functions</p>	Mutual opportunities for information sharing and partnerships.	Creation of lasting changes in federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the Official

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Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>sponsored by local <i>La Fane</i> group to promote the French language in the area. Pro-active consultation with Cheticamp Acadian community on a variety of things including improving tourism & local economy, park-community relations, development of joint annual events, increased park participation in community events i.e. how can we work more closely together.</p> <p>Southwestern Ontario: Woodside National Historic Site uses an electronic mailing list that includes French individuals, community centres and francophone schools in the Kitchener-Waterloo area.</p> <p>Banff Field Unit: The Field Unit Language Services Specialist now serves as a Park liaison to the local French association (Franco de la Bow). The viewpoint of these OL minority organizations will be sought on a regular basis.</p>		Languages Act and OLMCs
<p>As a general practice, PC Field Units and Service Centres consult members of the OLMCs and their associations when they are holding public consultations to prepare their management plans, activities and programs. This gives OLMCs an opportunity to make their needs known and to explain the obstacles in accessing the Agency's programs</p>	<p>Here is a sample of Field Units and Service Centres who consulted OLMCs during public consultations for their management plan:</p> <ul style="list-style-type: none"> • Banff Field Unit • Western Newfoundland and Labrador Field Unit • Cape Breton Highlands NP: <i>Cheticamp (Les Trois Pignons, la société St -Pierre), in Sydney (le Centre Communautaire l'Étoile d'Acadie), and in Halifax (FANE)</i> 	<p>Field Units, Sites and Parks take into consideration concerns of the OLMCs within their management plans, activities and programs. This year there was a major increase in the consultations across the Agency, therefore increasing our representation and allowing for a more fluid and open conversation between the Agency and the OLMCs.</p>	

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<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p><i>and Fortress of Louisbourg NHS. Work jointly with Acadian tourism and planning associations in Cheticamp (e.g. Les Amis du Plein Air, Association Touristique de Cheticamp) to plan and provide tourism services, products and media and information centre fam tours; participate in local Acadian events such as annual parade in Cheticamp and St. Joseph du Moine. Promotion of weekly Acadian concert at outdoor theatre. Discuss park offer with Acadian community groups.</i></p> <ul style="list-style-type: none"> • Gaspésie Field Unit • Jasper Field Unit: <i>Special invitations were sent to local and provincial French association key members and, during the consultation events for the management plan, bilingual services were offered on-site by a park planner.</i> • Western Quebec Field Unit: <i>Within the frame work of a study on potential visitor needs at the Manoir-Papineau NHS, a discussion group comprised of members of the Anglophone community were consulted to capture their needs and expectations regarding improving the visitor experience. Four Plaque unveiling ceremonies for the Historic Sites and Monument Board were coordinated with representatives of the Montreal Anglophone community: The Atwater Library, The Champ d'honneur national du Fonds du souvenir, Philip Louis</i> 		

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Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p><i>Pratley et Sir John Kennedy.</i></p> <ul style="list-style-type: none"> • Atlantic Service Centre: 4 Southwestern Nova Scotia NHSs, Grand Pré NHS-Comité Consultatif Acadien and Kouchibouguac NP) • Ontario Service Centre • Prince Edward Island Field Unit • Riding Mountain National Park: During the consultations for the management plan, a bilingual employee was on-site to allow the public to talk in its language of preference. • Saskatchewan South Field Unit: The field unit works with the Conseil de la Coopération de la Saskatchewan (CCS) to help promote francophone attractions and those able to offer bilingual services such as the national parks and national historic sites. Also provides assistance including text and images to CCS in the development of a regional tourism brochure for the area around Batoche NHSC. L'assemblée communautaire fransaskoise (ACF) is interested in initiating their first "Terroir" pilot project in the Batoche and Bellevue area. Terroir is a community driven economic development rural initiative that highlights the authentic cultural and heritage character of a region. PC and Batoche NHSC site are involved in preliminary discussions and will continue to work with the group as the project 		

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	<p><i>proceeds.</i></p> <ul style="list-style-type: none"> • Northern Ontario Field Unit: <i>Displayed OLMC publications in Parks and Sites and will be sending a copy of our Park Management Bulletin to OLMCs.</i> • Coastal British Columbia Field Unit: <i>Distribution of publication L'Ouest canadien en français with contacts at Société devel économique de C-B. Vancouver Outreach has supply of publication and our sites and parks are included in the publication. Stocked our display rack with the brochure Sur les traces de nos ancêtres/On the Path of our Ancestors, published by l'Association historique francophone de Victoria.</i> • Southwest North West Territories: <i>Les Productions Rivard film crew from Winnipeg came to do a french production of Wood Buffalo National Park. With the assistance of Visitor Experience and External Relations staff, the film crew was able to travel in and around the park.</i> • Yukon Field Unit: <i>FU was invited to attend numerous sessions delivered by the Yukon Francophone Association about the Francophone Tourism Market and its potential for development. The Yukon Francophone Association was invited to participate in management planning for the SS Klondike NHS, Chilkoot Trail NHS, Vuntut National Park,</i> 		

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B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p><i>and Kluane National Park & Reserve. PC meets regularly with the Yukon Francophone Association about how to improve the french offer to visitors.</i></p> <ul style="list-style-type: none"> • Nunavut Field Unit: <i>Public consultations for the Auyuittuq Management Plan were held in all three official languages. A French language consultation session was held in Iqaluit in conjunction with the Francophone Association of Nunavut. Invitations to participate in public consultations for the management plan were advertised on the francophone radio station and sent to members of the association. An open house was held at the Franco-Centre. An invitation was also sent to the Francophone Association and to Odyssee Nunavut to meet individually to discuss the management plan. Fact sheets were available in all three official languages. Invitation to provide comments on draft plan were also sent to past visitors, many of whom were francophone. Information regarding management plan consultations were also included in Nunavoix – the francophone association newsletter which forms part of Aquilon newspaper.</i> 		
<p>Coastal British-Columbia Field Unit: 2010 Winter Games Celebrations</p>	<p>Parks representatives met with Olympic organizers and OCOL to discuss how the Agency could promote the French language and culture during the 2010 Winter games. The campaign was called</p>	<p>Involvement of OLMCs where possible and increased visibility of PC as a key partner in the promotion of Canada’s linguistic duality and as a leader in Official Languages.</p>	

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B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>“Raising our Game”. The Olympic Torch travelled across Canada, as did our efforts. The Commission of Official Languages acclaimed Parks Canada for being proactive and innovative with the creation of the <i>Hello! Bonjour!</i> DVD, which was developed and used to train staff prior to the arrival of the Olympic Torch to our sites.</p>		
<p>Nomination of Grand Pré National Historic Site as a UNESCO World Heritage Site.</p>	<p>A number of Acadian groups are represented on the Nomination Grand Pré advisory board, steering committee, and working groups for the purpose of nominating Grand Pré NHS as a World Heritage Site. They are consulted through the key associations, in Nova Scotia and Atlantic Canada. Updates, presentations and organizing activities at Acadian community events such as cultural events and the Congrès mondial acadien occurred. The Northern New-Brunswick Field Unit participated in the Congrès Mondial Acadien from August 16 to 22, 2009. The Field Unit had a kiosk in the Alliances Pavillion in order to emphasize the national historical places related to Acadian culture such as Kouchibouguac national park located in the vicinity. Partners such as <i>la Société Promotion Grand-Pré</i> and <i>la Société du Monument-Lefebvre</i> were invited to join Parcs Canada for this event. The Gaspésie Field Unit was also invited to participate. They also participated in animation activities (theatre</p>	<p>Involvement of OLMC and recognition of the community on an international stage.</p>	

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B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	piece) that emphasised the value of the Acadian history and parks/sites administered by PC.		
As reported in 2008-2009 the Cape Breton Field Unit identified and staffed one position whose incumbent's focus is specifically to liaise and foster collaborative initiatives with the Acadian Community of the Chéticamp area. This year, the Jasper Field Unit followed suit and created and staffed a full-time position dedicated to OL and the implementation of Section 41.	Incumbents in place	Stronger links with the Acadian community. On-going cooperation between PC and OLMCs.	
PC works in partnership with OLMC regional associations, organizations, etc.	<p>New Brunswick South Field Unit: Continued FU representation on l'Arc de Saint-Jean (Association régionale de la communauté Francophone de Saint-Jean).</p> <p>Jasper Field Unit: The Language Service Specialist attended most of the local French association's monthly meetings throughout the year to be well aware of its activities. To promote them he uses different medias (e-mail, posters, etc.) in the workplace.</p> <p>Prince Edward Island Field Unit: Maintained a direct cooperative consultative relationship with the following organizations regarding activities and initiatives undertaken in 2009-2010 regarding OLMCs: <i>The Societe Saint-</i></p>	Regular exchange of information between organizations.	

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B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p><i>Thomas-d'Aquin</i> (SSTA), as a provincial non-profit organization represents Acadian and Francophone minority rights on Prince Edward Island. To this end PC, has collaborated with the SSTA regarding a number of initiatives most notably the future redevelopment of Port-la-Joye/Fort Amherst where Park Canada has established a redevelopment committee representing various cultural groups on Prince Edward Island. <i>The Friends of Farmer's Bank</i> is a non-profit group, which owns and operates the Farmers Bank National Historic Site and is located in the Acadian Community of Rustico Prince Edward Island outside Prince Edward Island National Park. PC has provided advice to the <i>Friends of the Farmer's Bank</i> regarding technical services, heritage programming, Interpretation master planning and activities related Historic Sites and Monuments Board of Canada and PC Cost sharing programs.</p> <p>Director General, Western & Northern Canada: The Historic Sites and Monuments Board of Canada (HSMBC) plaque unveiling ceremony for Gabrielle Roy and Maison Gabrielle Roy held in Winnipeg, Manitoba in November 2009 was conducted in the French language. Gabrielle Roy was a great Canadian francophone novelist and 2009 was the 100th anniversary of her birth.</p> <p>Strategy and Plans Directorate: The</p>		

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B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>Informal Conflict Management Director was directly involved in developing a cross-departmental national conference and a public/private partnership that provided services in both official languages.</p> <p>Quebec Field Unit: Local language training schools are regularly invited and use our sites as training facilities and are provided services in both official languages.</p>		
<p>PC representatives participate actively to federal interdepartmental networks supporting official languages and OLMCs</p>	<p>Nunavut Field Unit: A number of employees are members of the Francophone Association of Nunavut.</p> <p>Saskatchewan South Field Unit: Representing Saskatchewan South and Northern Prairies Field Units, the SSFU External Relations Manager is an active member of the Saskatchewan Interdepartmental Network of Official Languages Coordinators (SINOLC), a sub-committee of the Federal Regional Council.</p>		
<p><i>French-Canadian Winter Festival</i> at Fort Langley National Historic Site of Canada.</p>	<p>Participants were able to attend traditional music concerts, take part in workshops such as finger weaving, jig dancing and playing spoons and sampled traditional French-Canadian food.</p>	<p>The event provided the Fort Langley team an opportunity to establish new partnerships, among others, with the Société Francophone de la C.-B. And renewed ties with groups such as les Scouts Francophones and la Société francophone de Maillardville. The event received enthusiastic support from the OLMCs.</p>	

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C. COMMUNICATIONS (Transmission of information to OLMCs)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
<p>PC continues to use OLMCs' media to disseminate information on parks and sites, such as ads, press releases, television video clips, etc.</p>	<p>The following media were used:</p> <p><i>L'Express du Pacifique, Le Soleil</i> (British Columbia)</p> <p><i>L'Aurore boréale, Echo</i> (Yukon)</p> <p><i>Le Nanuvoix, L'Aquilon</i> (Nunavut)</p> <p><i>Le Franco, Le Franco Albertain, Le Chinook</i> (Alberta)</p> <p><i>L'eau vive, Revue-fransaskois heritage magazine</i> (Saskatchewan)</p> <p><i>Joie de vivre, La Liberté</i> (Manitoba)</p> <p><i>Le Régional, Le Rempart</i> (Ontario)</p> <p><i>The Gaspé SPEC, The Gazette, The Chronicle</i> (Quebec)</p> <p><i>Le Courrier</i> (Nova Scotia)</p> <p><i>Le Gaboteur</i> (Newfoundland and Labrador) <i>La Voix Acadienne</i> (Prince-Edward-Island)</p> <p><i>Le Supra (Bas St-Laurent et Gaspésie)</i></p> <p>Eastern Ontario Field Unit: Promotion of curriculum-based school programs to French schools in Kingston - delivery of programs in French a success. Information on Bellevue House submitted to a French directory for the City of Kingston "<i>La francophonie</i>".</p> <p>Coastal British Columbia Field Unit: Arranged for a listing in <i>L'Annuaire</i> published by the Fédération des Francophones de la Colombie-Britannique; as well as in the brochure <i>Voyagez en</i></p>	<p>PC consistently informs members of OLMCs of its program by using their media to communicate with them.</p> <p>Increase of OLMCs' level of knowledge of PC's programs and services, as demonstrated by the number of shared events presented in this annual report.</p> <p>Monitoring indicates that unilingual advertisements that target their audiences are more effective than bilingual advertisements in English newspapers.</p>	<p>OLMC culture reflects a broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services</p>

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C. COMMUNICATIONS (Transmission of information to OLMCs)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p><i>français sur l'île de Vancouver</i>, published by Western Economic Diversification Canada.</p> <p>Northern Ontario Field Unit: All four sites in FU are listed in French language <i>Direction Ontario</i> Guide and website (www.voyagesontario.com) for 2010. <i>Direction Ontario</i> is a tourism marketing publication targeting francophone travellers.</p> <p>Western Newfoundland and Labrador Field Unit: Advertises and provides information to the French Language Tourist Guide for Newfoundland & Labrador.</p>		
PC promotes the OLMCs by having their documentation available to the public at their sites.	The Northern Ontario Field Unit: <i>Displayed OLMC publications in Parks and Sites.</i>		
PC's public Internet Website is available in both official languages at all times.	The general public, including OLMCs, can access information on all of our sites, parks and marine conservation areas at all times in both official languages.	Increased access to information on all aspects of the Agency (activities, hours of operation, historic facts, details, etc.).	
PC uses OLMCs medias and publications to advertise its national parks and sites and to promote tourism/economic development of OLMCs.	National Office, Public Information and Education Branch: Production of a documentary series entitled " <i>La Part du Monde</i> " 15 half-hour episodes on Canada's World Heritage Sites. Was the result of an unsolicited proposal to PC from Les Productions Rivard and TFO. In presenting the 15 UNESCO World Heritage Sites in Canada, <i>La Part du Monde</i> aims to share the beauty and uniqueness of these places with all Canadians and with the world and	<p>PC is visible as a partner for local economic development, including OLMCs'.</p> <p>The Agency is perceived as a bilingual institution, respectful of Canada's linguistic duality.</p> <p>In March, PC launched a Multimedia Gallery and Social Media section on its Internet Web site. On these sub pages visitors can view videos and up to date information on PC's sites, parks and marine</p>	

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C. COMMUNICATIONS (Transmission of information to OLMCs)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>to underscore the importance of their continued protection. It will take the form of a travelogue, following the first-person experience of 30-something adventurer Elia Saikaly as he travels the country, experiencing each of the Sites. Through this device, the series will not only showcase the sites, but invite the viewer to reflect on their importance. As each place is discovered through the course of the series, it will become clear that it is a key piece in the puzzle that is the story of Canada and of the world.</p> <p>Quebec Field Unit: Welcomed PBS for the taping of an episode of <i>“Moment of Luxury”</i>. Participation in Familiarisation tours, reception for organisers Anglophone Québec, Anglophone Canadians, Americans and Europeans. (tour operators) so that they may become acquainted with our historic sites, parks and marine conservation areas and so that we become aware of their needs and particular requirements.</p> <p>Nunavut Field Unit: <i>L’Association des francophones du Nunavut</i> represents the francophone minority community in Nunavut. PC works closely with Odyssee Nunavut and RDÉE, their tourism sector, to target francophone tourists from Canada and Europe. We provide in-kind support to francophone travel media and tour operators. We work closely with travel and tour agents in France via Odyssee</p>	<p>conservation areas in both official languages (YouTube, Yahoo Video, MySpace, Facebook and Twitter). All are part of a video-sharing pilot, whose aim is to explore and evaluate the use of video-sharing websites as a way to increase PC’s exposure to broader internet-based audiences. The videos showcase a diverse array of material ranging from fun educational clips to inspirational videos of beautiful scenery and announcements of special milestones like the expansion of the Nahanni National Park Reserve.</p>	

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C. COMMUNICATIONS (Transmission of information to OLMCs)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>Nunavut. In January 2010, we were invited to deliver a presentation to potential visitors at Soirées Boréales, an event held in Montréal and organized by Odyssee Nunavut. We also met individually to discuss PC's offer with potential travel and tour operators. This event was also organized by Odyssee Nunavut.</p> <p>Mainland Nova Scotia Field Unit: Kejimikujik carried out a regular information spot on a local Acadian radio station targeting the local OLMC.</p> <p>Northern Ontario Field Unit: All media communications are distributed in both official languages, including Radio Canada (Sudbury). As a result, we regularly conduct interviews with Radio Canada. (North ON)</p> <p>Jasper Field Unit: Responded to specific requests for interviews and information by Radio-Canada, and any other requests in French. On behalf of the Mountain Parks, the OL Specialist coordinated the placement of two ads in the French tourism guide "<i>L'Alberta, l'autre belle province</i>", prepared by the Conseil de développement économique de l'Alberta. The Field Unit (JFU) has been a member of the <i>Conseil de développement économique de l'Alberta</i> (i.e. the French provincial chamber of commerce) for several years. As part of the membership, the Conseil provides a link to PC website, which increases Jasper National Park's visibility</p>		

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C. COMMUNICATIONS (Transmission of information to OLMCs)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p>amongst the larger French community.</p> <p>Saskatchewan South Field Unit: The field unit placed ads on the Gravelbourg community francophone radio station, CFRG, to promote special event days at Motherwell Homestead NHSC. French media is regularly contacted for special events and media releases.</p> <p>Southwestern Ontario- Point Pelee National Park: Low-power FM radio station was launched that advertises special events, programs and general park information in both official languages to the immediate commuting area.</p> <p>Banff Field Unit: Media coaching is provided to PC employees in preparation for French language interviews.</p> <p>Manitoba Field Unit: Arranged for a listing in <i>L'Annuaire</i> published by the <i>Société Franco-Manitobaine</i>.</p>		

EXAMPLES OF COOPERATION/INFORMATION SHARING WITH SCHOOL BOARDS AND SCHOOLS OF OLMCs

Jasper Field Unit: The Language Services Specialist gave a presentation on the advantages of being bilingual to the local high school's grade 10 French class students. Amongst other advantages, job and travel opportunities were profiled. She also continued to serve as a Park liaison to the local French school, to the immersion program of the Jasper Elementary School and to the local French association. The viewpoint of these organizations is sought on a regular basis on a variety of subjects. In the spring of 2010, a special presentation was offered to the local French school teachers by the Palisades Centre interpreter and the OL specialist. The goal of the meeting was to present the full range of services offered in French at the Palisades Centre and to have an open discussion on what PC could offer the school in terms of programming. Following that meeting, the PC Regional Education Specialist gave a presentation to the elementary school children.

Eastern Ontario Field Unit: French language school boards in the Field Unit are contacted on a yearly basis to promote our curriculum based

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<p>programs. There is also a National Park partnership with the private sector that offers a guided island experience to the French schools in Montreal and French Catholic school boards in general.</p>
<p>Northern Ontario Field Unit: We continue to invite local French schools to take part in interpretation programs at the park in French.</p>
<p>Quebec Field Unit: Anglophone tourism training school, St-Lawrence College, is regularly invited to visit our National Historic Sites and the Anglophone school boards received our marketing material on our activities and programs geared to students in both official languages.</p>
<p>Banff Field Unit: The Alberta Education Coordinator communicates regularly with the local French school in Canmore to offer presentations to the students. In 2009-2010, occasional presentations were offered in French through the separate and the public school division students.</p>
<p>Mount Revelstoke & Glacier Field Unit: Delivery of outreach and education programs to local and visiting school districts (French or French immersion) has continued over this fiscal year. The implementation of the ERVE organizational structure has allowed increasing our participation to outreach and education programs and to community initiatives and therefore ensuring Official Languages requirements are met.</p>
<p>Northern Prairies Field Unit: School program brochures continue to be reviewed by French immersion teacher</p>
<p>Nunavut Field Unit: The French Avalanche Awareness Training was offered to the francophone school in partnership with Odyssee Nunavut. The Environmental Stewardship Certificate Program for schools is available in French.</p>
<p>Riding Mountain NP: Outreach staff coordinated and participated in presentations at the provincial Immersion and Francophone teacher conferences. Teacher surveys were collected for our database.</p>
<p>Southwestern Ontario - Point Pelee National Park: Promotional brochures for Formal Education Programs offered in both official languages are distributed to French language schools and those with immersion classes.</p>
<p>Cape Breton Island Field Unit: Promote French school programs (classroom and field trips to park) to French schools and immersion classes in the region. Provision of French school programs to French schools and immersion classes within Cape Breton, spring and fall. Provision of bilingual roves and French programs as part of regular summer visitor interpretation offer. Provision of weekly bilingual Acadian concert at outdoor theatre in summer to promote Acadian culture to visitors and for residents to enjoy, as well as weekly program about Acadian culture and history.</p>
<p>Southwest Nova Scotia Field Unit: Education outreach is offered and delivered to schools in the Conseil scolaire acadien provincial, by SWNS. Promotion of visits to SWNS sites also occurs at that time.</p>
<p>Southwest Northwest Territories Field Unit: Wood Buffalo National Park annual school outreach program, Visited 2 French schools and conducted a French presentation which was entitled "Magnificent Moose of the Boreal Forest" to Grades 1-6 and ECS/1/2 classes.</p>

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D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
PC was an active partner in the <i>Vancouver 2010 Olympic Games Torch Relay</i> .	<p>The Coastal BC Field Unit led the coordination and liaison work for several initiatives for the 2010 Olympic Winter Games, including working with PC's National Official Languages Analyst to ensure they fully met their official language requirements (communication products, signage for the Torch Relay, Bilingual staff at Torch Relay events, developing a 2010 website.)</p> <p>During the Olympic Games in Vancouver, PC provided video to <i>La Place de la Francophonie</i> (on Granville Island) for their pavilion. The pavilion was sponsored by the Francophone Economic Development Council of Alberta and its mandate was show material, in French, that promotes tourism opportunities across Canada. The videos (in bilingual format) were also shown on big screens at venues during the breaks in competitive action. This required exchanges between federal and provincial government.</p>	The OL Analyst worked with other governmental institutions to increase PC visibility as a key partner in the promotion of Canada's linguistic duality and as a leader in Official Languages.	Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.
In January 2010, the OL Analyst invited all Field Units to submit articles to <i>Bulletin 41-42</i>	62 individuals received the email and were encouraged to share it with their peers/colleagues across the Agency.	Increased collaboration between PC and PCH as key partners in the promotion of Canada's linguistic duality.	
Presentation, by the Official Languages Analyst, at the June 4 th , 2009 Meeting of national coordinators responsible for the implementation of Section 41 of the <i>OLA</i> . Theme was: Federal Action in the	Two page handout for participants and presentation on PC highlighting our mandate, organisational structure, location of offices, communication / coordination strategy with our regional offices to ensure	Bridging with the communities in the regions, better understanding and integration of their needs in the development of the programs and policies.	

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D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
Regions – Communications and coordination: a challenge?	that facilitation of the development of the communities and the enhancement of OL, type of activities and objectives aligned with strategy (meetings, conference calls, projects, etc.), benefits and concrete examples of the impact on the development of the communities.		
A network of Official Languages Coordinators was created at PC.	<p>As in years previous, the Western Network is running efficiently. In April, the Western Official Languages Specialist and the National Official Languages Analyst met with members of the Quebec Field Unit management team to discuss OL in their region and the development of an Eastern OL Network.</p> <p>The Western OL Specialist shares and distributes information on OL to the Western OL Coordinators via the network. For example, the Specialist sent an email to the network informing them every Friday morning on CKSB (Manitoba French Radio), there is a language capsule called "<i>Chronique linguistique</i>" with Suzanne Kennelly and Guy Bertrand.</p>	<p>PC is very active in the Western Provinces, as demonstrated by this and previous Annual Reports.</p> <p>Francophone Communities across Canada consider PC as a partner.</p> <p>Increased visibility of official languages in the various work units and sharing of best practices</p>	
Champion and managers involved in interdepartmental leadership initiatives on official languages.	<p>The Official Languages Champion is a member of the Council of the Network of OL Champions. He also regularly raises OL issues at the Agency's Senior Management Committee.</p> <p>Parks was a key partner in the organisation of the Joint Conference of Official Languages Champions, in Kingston, in</p>	<p>PC is perceived as a leader in the implementation of Part VII of the OLA by other federal institutions. Senior managers are kept aware of OL issues for PC.</p>	

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D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>June 2009.</p> <p>The Manager, Diversity, Competencies, Official Languages, Recruitment and Retention of Intergenerational Workforce, is a member of the <i>OCOL's Young Professionals Network</i>.</p> <p>From National Office, a National Parks Directorate employee participated in a study led by the Office of the Commissioner of Official Languages, called "Leadership in a Bilingual Public Service". The study is led by a consulting company called PGF, but a staff member of the Office of the Commissioner of Official Languages was also present to observe the meeting. Other departments also took part at the meeting such as Canada Border Services Agency, Revenue Canada, Transport Canada, External Affairs, Commission de la Fonction Publique, Agence de Santé Publique Canada, etc. The goal of the discussions were to do a "study of behaviours and best practices that promote the use of both official languages at work". All this centered around Part V of the <i>Official Languages Act</i></p>		
PC was very involved with the <i>Vancouver 2010 Games</i> .	Because of the very high importance of the 2010 Games for the Agency, Parks created the 2010 Winter Games Outreach and Engagement Committee (OEC); the OL Analyst was an active member of this committee and provided advice and	Increased awareness of PC who was honoured to welcome the torch at 34 of our national historic sites and national parks on the official route of the Vancouver 2010 Olympic Torch Relay.	

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D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>assistance to sub-committees and to concerned directorates.</p> <p>The Chief Human Resources Officer sent regular communications to the Field Units ensuring that all services were available in both OL and encouraged each to involve their local OLMCs in Olympic celebration events.</p> <p>The OL Analyst participated in many meetings organised by other departments on the Games.</p> <p>To support the torch relay, PC provided free admission to our national parks and national historic sites on the day the flame was visiting.</p> <p>The torch travelled to all parts of the country, including Pacific Rim National Park Reserve (British Columbia) in the West; Vuntut National Park (Yukon) in the North; the most easterly point of land in North America at Cape Spear Lighthouse National Historic Site (Newfoundland and Labrador); and the most southerly point of mainland Canada at Point Pelee National Park (Ontario). Olympic Torch Relay stops ranged from full community celebrations to photo opportunities at iconic Canadian landmarks. PC employees across the country worked closely with local communities to celebrate this inspiring event leading up to the 2010 Winter Games.</p> <p>After each Torch visit the OEC held debrief</p>		

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D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>teleconferences for underlining lessons learned and to provide advice/guidance to future sites. For OL they underlined the importance giving the staff a refresher by showing them the <i>Hello! Bonjour!</i> active offer DVD, using a buddy system of a bilingual and unilingual employee at all stations, positioning of bilingual staff at entrance and other key places, identifying all bilingual staff to volunteers and staff ahead of time and that any signage created for the day (directional, etc.) must be bilingual.</p>		
<p>PC representatives participate actively to federal networks supporting official languages and OLMCs</p>	<ul style="list-style-type: none"> • Alberta Federal Council • Alberta Federal Council, Linguistic Duality Network • Manitoba Federal Council, Manitoba Interdepartmental Network of Official Languages Coordinators • Manitoba Federal Council, Official Languages Subcommittee • New Brunswick Federal Council, New Brunswick Human Resources Interdepartmental Subcommittee • New Brunswick Federal Council, Official Languages Subcommittee • Newfoundland and Labrador Federal Council, Official Language Subcommittee • North West Territory Federal Regional Council • Nova Scotia Federal Council • Nunavut Federal Council • Ontario Federal Council • Pacific Federal Council, Official 	<p>Co-operation with multiple partners to enhance OLMC development and vitality, and to share best practices with other institutions (Federal, Regional, Provincial).</p> <p>One of the best practices PC is recognised for is the <i>Hello! Bonjour!</i> suite of training tools and URL on the active offer of services, for which the Agency won for both the 2010 Public Service Award of Excellence in Official Languages and the PC CEO Award of Excellence. The OL Analyst was invited and made numerous presentations on the tool with Federal Institutions, Crown Corporations, Interdepartmental Committees, Federal Councils and Regional Interdepartmental Committees on Official Languages. The analyst also was a key speaker, at the 2009 OL Best Practices Forum in December, on the <i>Hello! Bonjour!</i> Toolkit.</p> <p>The Agency believes that making an active offer is an essential and crucial component to promoting</p>	

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D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>Languages Subcommittee</p> <ul style="list-style-type: none"> • Prince Edward Island Federal Regional Council, Official Languages Subcommittee • Quebec Regional Council of Federal Executives • Saskatchewan Federal Council, Language Retention Subcommittee • Saskatchewan Senior Managers Council • Yukon Federal Council 	<p>Canada's linguistic duality.</p> <p>Atlantic Service Center: Supports staff to participate in Learning Centre Plus French Language training courses offered in Halifax by the Federal Council.</p> <p>Infrastructure and Realty Property Directorate: Feb 5, attended a meeting with the Commissioner of Official Languages as part of a Nova Scotia Federal Council meeting, (EX Community Form). April 16, provided PC "Hello / Bonjour" kits (50) to Ms. Debbie Windsor, Vice-President, Nova Scotia, Atlantic Canada Opportunities Agency to be shared with members under the auspices of the NS Federal Council.</p> <p>Jasper Field Unit: In November 2009, the monthly meeting's theme was "Celebrating the 40th anniversary of the OL Act". The PC Agency video on Active Offer (Hello! Bonjour!) was presented by the representative of the Commissioner of OL and recognized as a very useful tool to engage in discussion with staff. Representatives from the provincial government, the provincial French association and the Commissioner of OL gave presentations on the history and current situation of the French language and culture in Alberta. Afterwards, this information was passed on to key senior and middle managers in all business units within the province of Alberta (i.e. field units, Service Centre, and Director General's office).</p>	

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D. COORDINATION AND LIAISON (Does not include funding – Internal coordination and liaison with other government institutions)

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
<p>Parks Canada representatives participate actively to federal interdepartmental networks supporting official languages and OLMCs</p>	<p>National Office: The Analyst consulted PCH's Interdepartmental Coordination Network on the establishment of a network of regional coordinators in Eastern Canada. This initiative continues and the analyst maintains an open communication policy with the PCH representative.</p> <p>Banff Field Unit: Language Services Specialist represents the Field Unit in the <i>Interdepartmental Network of Official Languages Coordinator of Alberta</i> (INOLCA). The network meets a few times a year to exchange best practices in terms of communications with the public and advancement of English and French.</p> <p>Jasper Field Unit: Two employees attended the InterACTION meeting, where INOLCA members met with various French community organizations representatives to exchange on priorities and discuss potential partnerships. Worked in conjunction with Canadian Heritage.</p> <p>Saskatchewan South Field Unit: Representing Saskatchewan South and Northern Prairies Field Units, the SSFU External Relations Manager is an active member of the Saskatchewan Interdepartmental Network of Official Languages Coordinators (SINOLC), a sub-committee of the Federal Regional Council.</p>		

PARKS CANADA AGENCY

E. FUNDING AND PROGRAM DELIVERY

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
<p>PC works in partnership with OLMCs and other federal institutions and contributes to special projects.</p>	<p>Quebec Field Unit: Held a bilingual Kiosk at the “Salon du livre” which showcased the PC book <i>Quebec Military City</i>. Also held a Kiosk at the Banff Film Festival in Quebec.</p> <p>Western Quebec Field Unit: Provided a contribution to the organisation «Les Amis du – Friends of boulevard Saint-Laurent » for the project <i>La Main, toujours de son temps / The Main, Forever in Tune</i> whose focus is to tell the story of the merchants and their cultural history. This project touched a large number of members of the Anglophone community of Montreal.</p> <p>Western Newfoundland and Labrador Field Unit: Participated in « Place aux Jeunes» in the Port au Port Peninsula, an event organised by the <i>Réseau de développement économique et d'employabilité de Terre-Neuve-et-Labrador</i> to increase awareness of job opportunity in the province and the importance of learning and maintaining French as a second language.</p> <p>Saskatchewan South Field Unit: The Field Unit participated in the <i>Journées du patrimoine</i>, a heritage festival organized by <i>La Fédération des Aînés Fransaskois</i> and <i>l'Assemblée communautaire fransaskoise</i> (ACF)</p> <p>Saskatchewan South Field Unit: <i>The field unit works with the Conseil de la</i></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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E. FUNDING AND PROGRAM DELIVERY

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p><i>Coopération de la Saskatchewan (CCS) to help promote francophone attractions and those able to offer bilingual services such as the national parks and national historic sites. Also provides assistance including text and images to CCS in the development of a regional tourism brochure for the area around Batoche NHSC. L'assemblée communautaire fransaskoise (ACF) is interested in initiating their first "Terroir" pilot project in the Batoche and Bellevue area. Terroir is a community driven economic development rural initiative that highlights the authentic cultural and heritage character of a region. PC and Batoche NHSC site are involved in preliminary discussions and will continue to work with the group as the project proceeds.</i></p>		
<p>Parks work closely with OLMCs to offer programs and services that recognise their contribution to national, regional or local development.</p>	<p>Jasper Field Unit: Has been providing an office to the <i>Association canadienne-française de l'Alberta régionale de Jasper</i> at no cost to the association since the spring of 2005. In exchange, interested park employees are given the opportunity to attend the association's French classes for free (23 employees attended in 2009-2010).</p> <p>Cape Breton Field Unit: Board member of Association Touristique de Cheticamp; assistance with co-publishing area activity guide (Acadian Region). Assistance with recording of Acadian music by lending indoor theatre to Cheticamp recording</p>	<p>Parks is an important partner in the organisation of special events and commemorations; the Agency enjoys a special status where on some occasions, it will be proactive in seeking the OLMCs' input and, on others, they will approach the Agency with a specific request.</p> <p>Mrs. Lucie Beauchamp, Language Services Coordinator was awarded the <i>2010 Public Service Award of Excellence</i> as it is "Thanks to her leadership and dedication, the French-speaking community in Alberta is active and vibrant."</p>	

PARKS CANADA AGENCY

E. FUNDING AND PROGRAM DELIVERY

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p>artists. Worked in conjunction with <i>Les Amis du Plein Air</i> in the provision of an outdoor theatre as a venue for Acadian music concert by local Acadian musicians (Sylvia LeLièvre and Gervais Cormier). Provision of French school programs for French schools.</p>		
<p>Parks work closely with OLMCs to offer programs and services that contribute to their economic development.</p>	<p>Western Quebec Field Unit : The Field Unit collaborated with representatives of the <i>Missisquoi Historical Society</i> for the creation of a commemorative panel detailing the participation of the citizens of Dunham in the battle of Eccles Hill, during the Fenians raids in 1870. This organization brings together many members of the Anglophone community in the region of Frelighsburg.</p> <p>A cost sharing agreement was signed with the <i>Masonic Memorial Temple, l'Atwater Library, le Musée des Beaux-Arts de Montréal (Erskine and American Church) et la Saint-Patrick Cathedral</i> in order to protect these historic buildings.</p> <p>Northern Prairies Field Unit: Letter of support provided for <i>Accès Emploi</i> so they could continue with their services and receive funding from whatever sources they are funded by.</p> <p>Yukon Field Unit: Provides access for the local Francophone Association to the PC image database for the use in their French</p>		

PARKS CANADA AGENCY

E. FUNDING AND PROGRAM DELIVERY

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result	Expected result
	<p>tourism publications.</p> <p>Banff, Nunavut, Riding Mountain and Mount Revelstoke Field Units: Helps with translation and proofreading to partners and non-profit community members. For example, the translation of interpretive panels for the Chateau Lake Louise and translations for the Friends of Yoho and the Confluence Heritage Society (Rocky Mountain House National Historic Site), translation of information for the Friends of Riding Mountain NP.</p> <p>Jasper Field Unit: The Language Services Specialist provides regular editing and reviewing services as well as linguistic advice to the local French association.</p>		
PC works in partnership with OLMC regional associations, organizations, etc.	<p>Prince Edward Island Field Unit: Maintained a direct cooperative consultative relationship with the following organizations regarding activities and initiatives undertaken in 2009-2010 regarding OLMCs: <i>The Societe Saint-Thomas-d'Aquin</i> (SSTA), as a provincial non-profit organization represents Acadian and Francophone minority rights on Prince Edward Island. To this end PC, has activity collaborated with the SSTA regarding a number of initiatives most notably the future redevelopment of Port-la-Joye/Fort Amherst where Park Canada has established a redevelopment committee representing various cultural groups on Prince Edward Island. <i>The</i></p>	Regular exchange of information between organizations.	

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E. FUNDING AND PROGRAM DELIVERY

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p><i>Friends of Farmer's Bank</i> is a non-profit group, which owns and operates the Farmers Bank National Historic Site and is located in the Acadian Community of Rustico, PEI outside Prince Edward Island National Park. PC has provided advises to the <i>Friends of the Farmer's Bank</i> regarding technical services, heritage programming, Interpretation master planning and activities related to Historic Sites and Monuments Board of Canada and PC Cost sharing programs.</p> <p>Strategy and Plans Directorate: The Informal Conflict Management Director was directly involved in developing a cross-departmental national conference and a public/private partnership that provided services in both official languages.</p> <p>Quebec Field Unit: Local language training schools are regularly invited and use our sites as training facilities and are provided services in both official languages.</p>		
<p>PC's employees are involved with the OLMCs of their region, this relationship often ends up in an exchanges of services.</p>	<p>Southwestern Ontario Field Unit (Discovery Centre & HMCS Haida NHS): Expansion of the French Film Festival held at the PC Discovery Centre to a multi-day event – festival is organized by the local Francophone community and hosted by PC.</p> <p>Quebec Field Unit: They have translated the Internet Site that was launched by the « Association touristique régionale » in collaboration with « la Grosse-Ile et les</p>	<p>Mutual opportunities for information sharing and partnerships.</p>	

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E. FUNDING AND PROGRAM DELIVERY

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	<u>Expected result</u>
	<p>Croisières Lachance » (www.grosseile.ca).</p> <p>Jasper Field Unit: The Jasper Field Unit has been participating in the setup of the Rendez-vous de la francophonie since it was first celebrated in Jasper in 1997. This year, the Field Unit provided its boardroom for free to present two movies during the Rendez-vous.</p> <p>Eastern Ontario Field Unit: Promotion of curriculum-based school programs to French schools in Kingston - delivery of programs in French a success. Information on Bellevue House submitted to a French directory for the City of Kingston "La francophonie".</p>		
<i>French-Canadian Winter Festival at Fort Langley National Historic Site of Canada</i>	<p>Participants from the public were able to attend traditional music concerts, take part in workshops such as finger weaving, jig dancing and playing spoons and sampled traditional French-Canadian food.</p>	<p>Festival highlighted history of Fort: 17 of the Forts first 25 workers were of Francophone origin and that French was the most widely used language within the palisade.</p> <p>On March 19, the Pacific Federal Council recognized the efforts of the Fort by awarding it the OL Excellence Award for outstanding contribution, through the festival, to advancing OL in British Columbia.</p>	.

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F. ACCOUNTABILITY

<u>Activities carried out to achieve the expected result</u>	<u>Outputs</u>	<u>Progress made in achieving the expected result</u>	Expected result
<p>PC has in place various mechanisms to monitor its performance in implementing its official languages programs.</p>	<p>PC's Field Units and Service Centres implement the OLA and contribute what they have accomplished by means of a process put in place to prepare the annual report to the Department of Canadian Heritage and the report to the Treasury Board Secretariat.</p> <p>The Agency is the object of an annual audit by the OCOL in the context of the report card process.</p>	<p>Parks managers and employee, as well as members of the OLMCs and the public at large, are informed of the Agency's performance via the Internet and Intranet posting of the reports</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>

PARKS CANADA AGENCY

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**

Committee Clerk
House of Commons Standing Committee on Official Languages
House of Commons of Canada
131 Queen Street, 6th Floor
Ottawa, Ontario K1A 0A6

- **Clerk of the Senate Standing Committee on Official Languages**

Committee Clerk
Senate Standing Committee on Official Languages
Senate of Canada
Chambers Building, Room 1051
40 Elgin Street
Ottawa, Ontario K1A 0A4

- **Commissioner of Official Languages**

Mr. Graham Fraser
Commissioner of Official Languages
Office of the Commissioner of Official Languages
Canada Building
344 Slater Street
Ottawa, Ontario K1A 0T8

- **The Minister of the Environment**

The Honourable Jim Prentice
Minister of the Environment
Les Terrasses de la Chaudière
10 Wellington Street, 28th Floor
Gatineau, Quebec K1A 0H3

- **Fédération des communautés francophones et acadienne du Canada (FCFA)**

- **Quebec Community Groups Network (QCGN)**

Web address of your institution's report on results:

www.pc.gc.ca