

Official Languages Annual Report



2008–2009

<p>ANNUAL REPORT ON RESULTS</p> <p>IMPLEMENTATION OF SECTION 41 OF THE <i>OFFICIAL LANGUAGES ACT</i></p> <p>2008-2009</p>	

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Preface

For 158 years, Canada Post has been a pillar of the Canadian economy, connecting Canadians, their communities and their businesses. As a financially self-sustaining Crown corporation, Canada Post continues to play this essential role.

The 72,000 employees of the Canada Post Group deliver a full range of delivery, logistics and fulfillment services to customers in the official language of their choice. In these adverse economic times, we spend more than \$2.8 billion annually on goods and services, thereby supporting an additional 30,000 jobs.¹

Of all federal institutions, Canada Post operates the largest bilingual network, and services are generally provided in both official languages in 800 designated post offices.

As the only company that touches every Canadian, Canada Post also has the duty to ensure that its activities are conducted in a responsible manner. Our literacy activities and programs are the reflection of our willingness to contribute to the vitality of official language minority communities (OLMCs). In accordance with its mandate, Canada Post will continue to adopt practices that contribute to the growth of OLMCs in Canada.

¹ Conference Board of Canada study, 2007.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

General Information

Federal institution: Web site:	Canada Post http://www.canadapost-postescanada.ca
Minister responsible:	The Honourable Rob Merrifield, P.C., M.P. Minister of State (Transport)
Senior official responsible for implementation of section 41 of OLA (Official Languages Champion):	Bonnie Boretsky Vice-President, General Counsel, Corporate Secretary and Compliance Canada Post 2701 Riverside Drive, Suite N1200 Ottawa ON K1A 0B1 Phone: (613) 734-7508 Fax: (613) 734-7427 Email: bonnie.boretsky@canadapost.postescanada.ca
General mandate of federal institution:	Canada Post Corporation is a Crown corporation with a mission to serve all Canadian residents, businesses and organizations by providing protected conveyance of messages, information and parcels throughout Canada and by providing quality and value that earn customers' loyalty.
National coordinators responsible for implementation of section 41:	Robert A. Gauthier Manager, Official Languages Canada Post 2701 Riverside Drive, Suite N0170 (Mail N0165) Ottawa ON K1A 0B1 Phone: (613) 734-8596 Fax: (613) 734-7329 Email: roberta.gauthier@canadapost.postescanada.ca Jovane Drouin Officer, Official Languages Canada Post 2701 Riverside Drive, Suite N0170 (Mail N0165) Ottawa ON K1A 0B1 Phone: (613) 734-8754 Fax: (613) 734-7329 Email: jovane.drouin@canadapost.postescanada.ca

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

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Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

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Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Summary of the institution's contribution to achieving desired outcomes

Awareness

In 2008-2009, Canada Post's commitment to linguistic duality was maintained through internal activities for employees. We launched Canada Post's first official languages e-learning course. The course was mandatory for all non-retail employees in bilingual positions, including executives.

Consultations

OLMCs were given opportunities to share their needs and priorities with Canada Post. In addition to consultations, our Corporation reviewed annual reports, and the global development plans of all provincial and territorial OLMC associations were reviewed to better assess their needs.

Communications

Canada Post provided information on its products and services to OLMCs and the public in both official languages. Internet users can browse our Web site in the official language of their choice from anywhere, and they can access our annual report and action plan on Part VII at www.canadapost-postescanada.ca/officiallanguages.

Coordination and liaison

Representatives of Canada Post actively participated in interdepartmental meetings to discuss measures for the effective implementation of Part VII of the *Official Languages Act*.

Funding and program delivery

Canada Post supported the OLMCs through many initiatives, mostly in literacy. Canada Post was there to help create a stable ground by continuing to support the Rendez-vous de la Francophonie, the 2008 Canada Post Community Literacy Awards, CanWest CanSpell 2009 and several sponsorship/donation programs that directly impact OLMCs.

Accountability

In 2008, all of Canada Post's policies were reviewed to assess their impact on OLMCs. For the fifth year in a row, the Commissioner of Official Languages gave Canada Post an "exemplary rating" in his report card in the category *Development of Official Language Minority Communities and Promotion of Linguistic Duality – Part VII of the Official Languages Act*.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Detailed Status Report

A. AWARENESS (internal 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.)

Expected result:

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.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
<p>Organization of activities to promote the 2009 edition of the Rendez-vous de la Francophonie (RVF)</p>	<ul style="list-style-type: none"> • We launched the <i>Défi d'orthographe</i>, a national contest to test employees' skills in French. • We held a draw among all participants and selected a winner among those who had the correct answers. • The winner of the contest was from an OLMC. • We sent messages, distributed RVF journals, handed out flyers and displayed posters to promote the activities of the Rendez-vous de la francophonie. • Multiple activities took place at Head Office: • We invited Michel Gauthier from the Translation Bureau, for a presentation, in French, on Clear and Effective Communications. 	<ul style="list-style-type: none"> • It created a greater awareness of francophone cultures among employees. • The results of our survey indicate a high level of satisfaction among participants. • The 2009 RVF activities were expanded to include awareness initiatives on Acadian culture in the four Atlantic provinces.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

<p>Organization of activities to promote the 2009 edition of the Rendez-vous de la Francophonie (RVF) (cont'd)</p>	<ul style="list-style-type: none"> • In collaboration with our Environment Committee, we presented a French documentary film on global warming produced by a Québec-based company. • In collaboration with our New Hire Network, we presented a French movie produced by a Québec-based company. • In the Atlantic Region, employees in each of the four Atlantic provinces were invited to complete an <i>Acadian Quiz</i>. 	<ul style="list-style-type: none"> • Employees have a better understanding of the needs and priorities of OLMCs and if necessary, adjust their work consequently.
<p>Launch of Canada Post's first Official Languages E-learning Course</p>	<ul style="list-style-type: none"> • This innovative course was launched in January 2009 and was mandatory for all non-retail employees in bilingual positions. • Thousands of employees were asked to take the course. • Executive employees were among employees who took the training. • Part VII of the <i>Official Languages Act</i> was part of this training program. 	<ul style="list-style-type: none"> • 2,400 employees have received the training to date. • Follow-ups have been made to ensure that employees have taken the course and to ensure that new employees undertake the course as well.
<p>Organization of activities to increase awareness on Part VII of the <i>Official Languages Act</i></p>	<ul style="list-style-type: none"> • The second national bilingual competition of the Canada Post Employee Spelling Bee was held on April 17, 2008 at the Head Office Conference Centre. • Signed by our President and CEO, Canada Post's 2007-2008 report on Part VII of the <i>Official Languages Act</i> was sent to the Corporation's chief operating officer and all vice-presidents. 	<ul style="list-style-type: none"> • Senior executives are considering the needs of OLMCs and are better informed of the Corporation's achievements and action plans towards them. • Canada Post employees are now in a better position to consider Part VII of the <i>Act</i> in their daily activities.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Meetings with executives took place to discuss the corporate official languages program.

- We forwarded the official languages compliance report to the Corporation's Board of Directors. This report described the responsibilities and achievements of the Corporation under Part VII of the *Official Languages Act*.
- Our annual reports and action plans on Part VII were made available to employees on our intranet site.
- All employee requests were handled without delay.
- Integration of Canada Post's commitment to Part VII into its corporate plan.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Detailed Status Report

B. CONSULTATION (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.)

Expected result:

Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandates.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
Consultations with OLMCs	<p>OLMCs were given opportunities to share their needs and priorities with Canada Post:</p> <ul style="list-style-type: none"> • In October 2008, our detailed report on results and our action plan on Part VII of the <i>Official Languages Act</i> were sent to OLMCs at the provincial and territorial levels. • They were asked to provide their feedback. • In May 2008, we met with representatives of the Congrès mondial acadien (CMA), an event that will be held in the Acadian Peninsula in August 2009. The purpose of the meeting was to identify courses of action or potential partnerships. Communications with the CMA have since been ongoing. 	<ul style="list-style-type: none"> • OLMCs are more aware of the Corporation's products, services and mandate. • Collaboration between the CMA and Canada Post. • OLMCs are more aware of the Corporation's bilingual network and have easy access to official languages contacts within the Corporation.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Consultations
with OLMCs
(cont'd)

- In November 2008, Canada Post consulted all OLMC provincial and territorial associations on our bilingual network.
 - In January 2009, Canada Post consulted OLMC provincial associations in the Atlantic Region to seek their interest in receiving information about the Corporation's external job opportunities.
 - In the fall of 2008 and early 2009, annual reports and global development plans of all provincial and territorial OLMC associations were reviewed by Canada Post Official Languages Coordinators to better assess their needs.
- The Fédération acadienne de la Nouvelle-Écosse (FANE) and la Société de l'Acadie du Nouveau-Brunswick (SANB) are now informed of the Corporation's external vacancies of bilingual positions.
 - Literacy has been identified as a priority by most OLMCs. For example, it is mentioned in the Quebec Community Groups Network's *Community Development Plan* that there is a need to "Increase support for literacy training for youth and adults in English". In the FANE's 2006-2007 annual report, it is indicated that literacy remains a critical issue for the community.
 - Canada Post has a better understanding of the needs of OLMCs and will continue to keep them informed of corporate literacy initiatives.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Detailed Status Report

C. COMMUNICATION (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.)

Expected result:

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&S).

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
Provision of information on the Corporation's products and services to OLMCs in the official language of their choice	<ul style="list-style-type: none"> • Internet users across Canada were able to browse our Web site in the official language of their choice at www.canadapost-postescanada.ca. • Users of www.canadapost-postescanada.ca can access our annual report and action plan on Part VII at www.canadapost-postescanada.ca/officiallanguages • Via our Web site, Internet users can access all our literacy initiatives that are open to the public, for example, La Dictée P.G.L. and CanWest CanSpell National Spelling Bee. • Press releases from Canada Post's Head Office were disseminated in both official languages. • At the national level, press releases were distributed by wire service and posted in the Newsroom section of the Corporation's Web site. 	<ul style="list-style-type: none"> • OLMCs are more aware of the Corporation's products, services and mandate. • We received no complaints in 2008-2009 on our advertising practices as the Corporation continued to ensure that our advertising campaigns reached both linguistic groups. • Increased external awareness of the Corporation's Official Languages Program.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Provision of information on the Corporation's products and services to OLMCs in the official language of their choice (cont'd)

- Advertisements published in the newspapers were presented in the language of each respective newspaper; our advertising service ensured that announcements were published in the minority press whenever possible.
- In the fall of 2008, an article was published in Canadian Heritage's *Bulletin 41-42*. The article concerned Canada Post's new official languages policy and literacy initiatives. The policy includes a section on Part VII.
- In February 2009, OLMC provincial and territorial associations were invited to encourage their members to participate into the Canada Post Community Literacy Awards.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Detailed Status Report

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.)

Expected result:

Cooperation with multiple partners to enhance OLMC development and vitality and to share best practices.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
<p>Canada Post's Official Languages Champion participated in the Joint Conference of Champions of Official Languages.</p> <p>Canada Post's representatives actively participated in meetings of national coordinators responsible for the implementation of <i>section 41</i> of the <i>Official Languages Act</i>.</p>	<ul style="list-style-type: none"> In June 2008, Canada Post's Official Languages Champion, who sits on the Corporation's management committee, participated in the annual meeting of the champions in Québec City. On May 21, 2008 and February 25, 2009, Canada Post representatives actively participated in meetings organized by the department of Canadian Heritage. Our regional coordinator in the Atlantic Region attended meetings of the Nova Scotia Federal Council sub-committee on Official Languages in January and October 2008 and March 2009. 	<ul style="list-style-type: none"> The corporation can better understand the needs and priorities of OLMCs and plan accordingly.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Conference calls with regional coordinators were held.

- Official languages best practices were shared, and specific applications of our official languages program were discussed and resolved.

- Regional coordinators know more about the Corporation's official languages program.
- For example, during a conference call with our regional coordinator for the Atlantic region, a new process is put in place to send information about the Corporation's external job opportunities to OLMC associations.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Detailed Status Report

E. PROGRAM FUNDING AND 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.)

Expected result:

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.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
Implementation of programs and initiatives that support OLMCs	<ul style="list-style-type: none"> • In June 2008, Canada Post issued the second set of stamps of the <i>Canadians in Hollywood</i> series. Norma Shearer, from the English-speaking community of Montréal, was recognized in the series. • In October 2008, we issued a stamp on La Francophonie. Issued to mark the XII Summit of la Francophonie, this stamp features a beautiful image of Québec City and the names of the countries participating in the summit. • As part of the celebration of the Rendez-vous de la francophonie, we invited all Canadians to participate in the contest <i>Écris-moi sans fautes!</i> • Participants who identified the correctly spelled word in each of 10 word pairs had the chance to win \$1,000. • We contributed to the event for the third consecutive year. 	<ul style="list-style-type: none"> • Our contributions raised the awareness of linguistic duality in the country. • The contest was very successful: more than 10,000 Francophones and Francophiles participated in this national contest.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Implementation of programs and initiatives that support OLMCs (cont'd)

Between April 2008 and March 2009, Canada Post contributed to the success of many OLMC initiatives.

- Canada Post continued its partnership with CanWest for the CanWest CanSpell National Spelling Bee. This national English spelling contest was open to all students across the country including the OLMC in Québec.
- Canada Post renewed its commitment to La Dictée P.G.L. (Fondation Paul Gérin-Lajoie) for the tenth year in a row. This French dictation is a great educational project designed for all elementary school pupils in French and French immersion classes across Canada, from kindergarten to 8th grade.
- Canada Post renewed its commitment to *La Dictée P.G.L. (Fondation Paul Gérin-Lajoie)* for the ninth year in a row.
- We sponsored the University of Ottawa's Telfer School of Management. Students are offered the opportunity to study, live and play in English, French or both, thus reinforcing the linguistic duality in the country.

- Our contributions were a strong reminder of our commitment to support and enhance the vitality and development of OLMCs.

- Canada Post gave its support to a large-scale project across Canada that contributed to the education of thousands of students from Kindergarten to Grade 8. This project played a great role in promoting the French language throughout Canada.

- The Dictée also provides support to families and teachers in their roles related to literacy and education.

- Canada Post's contribution was used to help French-speaking students buy promotional material for the contest.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

	<ul style="list-style-type: none"> • Canada Post Corporation sponsored the Literary and Historical Society of Quebec. The Society is now the main promoter and driving force behind the Morrin Centre project. The Morrin Centre strives to foster English-speaking culture in Québec City. 	<ul style="list-style-type: none"> • The support greatly helped the Society to publish the bulletin, <i>Society Pages</i>.
<p>Implementation of programs and initiatives that support OLMCs (cont'd)</p>	<ul style="list-style-type: none"> • Our Corporation sponsored Les Correspondances d'Eastman. The concept of Les Correspondances is to encourage an appreciation for the craft of writing by extending an open invitation to the general public to write letters in English and French in the town of Eastman, QC. • Sponsor of the Fondation canadienne pour le dialogue des cultures (Canadian Foundation for Cross-Cultural Dialogue). The foundation, which organizes the Rendez-vous de la Francophonie, strives to promote and sustain dialogue between Francophone and Acadian communities and the communities of Canadian society. • For the third year, Canada Post sponsored the Festival Franco-Ontarien. The biggest French festival outside of Québec took place in Ottawa. The Festival kicks off every summer with many activities for all ages, with entertainment provided by home-grown talent from French Ontario, Québec and Acadia. The three-day festival attracted more than 40,000 people in 2008. 	<ul style="list-style-type: none"> • With Canada Post's support, Les Correspondances d'Eastman promoted their event. • The Corporation contributed to the success of multiple activities that took place all across Canada. • For another year, Canada Post was a major sponsor and contributed to the vitality of the Franco-Ontarian community.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Implementation of programs and initiatives that support OLMCs (cont'd)

- Canada Post supported the Association de la presse francophone (APF). The APF is the only network of Canadian French-language newspapers published outside Québec.
 - We sponsored the Coalition ontarienne de formation des adultes, a non-profit organization promoting literacy and basic skills and offering support to Francophone service providers across Ontario.
 - Contribution to the Fédération canadienne pour l'alphabétisation en français (FCAF), a Canada wide organization that represents Francophone groups and associations that work toward French literacy in Canada.
 - We supported the Francophonie jeunesse de l'Aberta, a non-profit French-speaking organization for young people from 14 - 25 years old.
 - Sponsoring of the Celebration of People, which honours individuals and organizations in the National Capital Region (NCR) who promote inclusion of people with disabilities and excellence by their personal or corporate example.
 - We contributed to Racism. Stop It!, a national bilingual video competition.
 - Support of the Frye Festival in Moncton, NB, an annual bilingual celebration of words that brings local, national and international authors together with their readers while promoting the discovery and pleasure of reading to readers of all ages.
- Canada Post's financial support contributes to the success of the Gala des prix d'excellence.
 - The financial support to the Coalition contributed to the organization's 2008 forum.
 - This support from Canada Post contributed to the organization's annual forum.
 - These initiatives have also contributed to the diversity of OLMCs.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Implementation of programs and initiatives that support OLMCs (cont'd)

- Contribution to Le 100 nons, an organization that works on expanding the Francophone music industry and culture in Manitoba.
- Support of OCRI, an Ottawa-based bilingual economic agency, to encourage the advancement of a knowledge-based and internationally competitive economy at a regional level.
- We met with the representatives of the Congrès mondial acadien (CMA), an event that will be held in the Acadian Peninsula in August 2009. The purpose of the meeting was to identify courses of action or potential partnerships. Discussions were ongoing at the time this report was being drafted.
- We promoted the 2008 Canada Post Community Literacy Awards, a national program that pays tribute to the achievements of adult learners and those who helped them learn to read and write.
- To date, Canada Post has presented 370 awards, of which 22 % were awarded to OLMC members.
- In fall 2008, Canada Post presented 12 awards to people outside of Québec, three (25%) of whom are members of Francophone and/or Acadian communities.
- In Québec, the Corporation presented awards to four people, two (50%) of whom are members of the Anglophone community.

Winners of the 2008 Community Literacy Awards who are from OLMCs:

- Lisa Forest, Île-des-Chênes, MB
- Linda Landry, Saint-Arthur, NB
- Jacqueline Socquer, Alexandria, ON
- Doris LeBlanc, Saint-Grégoire, NB
- Adlyn Hall, Châteauguay, QC
- Gail Gagnon, Rigaud, QC

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Implementation of programs and initiatives that support OLMCs (cont'd)

- The panel that reviewed the applications for the 2008 Canada Post Literacy Awards was made up of members from both language groups and official language minority communities.
- The Corporation promoted the Santa Letter Writing Program. In 2008, Santa received over 1.4 million letters, an increase of 17% over the previous year. He also received over 63,000 emails, an increase of 40% over the previous year! Thanks to Canada Post's 11,000 elves, every child received a reply from the North Pole.
- Canada Post makes a major contribution to literacy as part of the Santa Letter Writing Program. Santa answered letters in more than 26 languages including Braille, a feat that has earned Canada Post a spot in *The Guinness World Records*. Children from OLMCs from coast to coast are encouraged to write to Santa in their official language and receive replies in this same language.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Detailed Status Report

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.)

Expected result:

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' perspectives.

Activities carried out to achieve the expected result	Outputs	Progress made in achieving the expected result
All Canada Post's policies were reviewed to assess their impact on OLMCs.	<ul style="list-style-type: none">• In November 2008, a tool was created to review all policies.• In November 2008, all corporate policies were reviewed to determine their impact on OLMCs. When improvements were identified, recommendations were made to the policy owners.	<ul style="list-style-type: none">• Some policies were modified to better reflect the needs of OLMCs.• For example, our Corporate Stamps Selection Policy was modified to include that the Stamps Advisory Committee will reflect English-speaking and French-speaking populations of the country.

Annual Report on Results

Implementation of Section 41 of the *Official Languages Act*

Meetings were held with internal stakeholders.

- The Manager, Official Languages, reviewed the Corporation's submissions to the Treasury Board and briefs to Cabinet.
- The section pertaining to Official Languages in the document *A Guide to Preparing Treasury Board Submissions* was given during meetings with stakeholders.
- The business plan submitted by the Canada Post Corporation to the Treasury Board included a clear statement on the Corporation's commitment to Part VII.
- Canada Post tabled a report on Corporate Social Responsibility, including a section on Part VII of the *Official Languages Act*.

- Canada Post ensured that linguistic duality was taken into consideration.

The Commissioner of Official Languages issued report cards on the linguistic performance of major federal institutions, including Canada Post:

- The Commissioner gave Canada Post an "exemplary" rating in the category for *Development of Official Language Minority Communities and Promotion of Linguistic Duality* in his 2008-2009 annual report, which was tabled on May 26, 2009.
- This is the fifth year in a row that Canada Post has received an "exemplary" rating.
- The section in the Corporate Social Responsibility Report serves to promote Canada Post's continued commitment and achievements under Part VII.

<p>RESULTS-BASED ACTION PLAN IMPLEMENTING SECTION 41 OF THE <i>OFFICIAL LANGUAGES ACT</i> 2009-2010</p>	

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Summary of the institution's planned contribution to achieving the desired outcomes

Awareness

Our continued efforts to raise employee awareness of Canada Post's commitment to the *Official Languages Act* will continue in 2009-2010. New employees occupying bilingual positions will be required to complete our mandatory E-learning Official Languages Course.

Consultation

Canada Post will continue to be present at meetings organized by the Department of Heritage Canada. Meetings will take place with provincial/territorial OLMC associations. Our annual status reports and action plans on Part VII of the *Official Languages Act* will be sent to OLMCs for their feedback.

Communication

Our annual status reports and action plans on Part VII of the *Official Languages Act*, as well as our initiatives, will be available to OLMCs at www.canadapost-postescanada.ca.

Coordination and liaison

Canada Post's national and regional official languages representatives will attend meetings organized by the Department of Canadian Heritage. Our Official Languages Champion will participate in the Joint Conference of Champions of Official Languages.

Program funding and delivery

In accordance with the Corporation's mandate, we will implement programs to support OLMCs. Our support will be mostly in literacy.

Accountability

In order to take linguistic duality into consideration, Cabinet memorandums and submissions to the Treasury Board by the Corporation will continue to be reviewed. Follow-ups on change recommendations regarding internal policies will be made.

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Detailed Action Plan

A. AWARENESS (In-house activities)

(Training, information, orientation, awareness, communication and other activities carried out in-house in order to educate employees and/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.)

Expected result:

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.

Planned activities to achieve the expected result	Expected outputs	Indicators to measure progress in achieving the expected result
Organization of activities to increase employee awareness on Part VII of the <i>Official Languages Act</i>	<ul style="list-style-type: none"> • Organization of activities to promote the 2010 edition of the Rendez-vous de la Francophonie (RVF) • Send the Official Languages E-learning Course to new employees in bilingual positions. • Promote activities as part of our Official Languages Strategic Communications Plan to raise employee awareness of Part VII of the <i>Official Languages Act</i>. 	<ul style="list-style-type: none"> • Level of participation in the activities. • Measures will be taken to better assess the impact of our initiatives. • Internal interventions to targeted groups by the Official Languages Team at Canada Post. • Number of external complaints from the OLMCs on Part VII.

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Detailed Action Plan

B. CONSULTATION (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.)

Expected result:

Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandates.

Planned activities to achieve the expected result	Expected outputs	Indicators to measure the desired outcome
<p>Provide opportunities to OLMCs to voice their needs.</p> <p>Organize consultations with OLMCs.</p> <p>Carry out marketing campaigns in both official languages.</p>	<ul style="list-style-type: none"> Attend meetings organized by the Department of Canadian Heritage. Official language minority communities will also be present. Meetings will take place with provincial/territorial OLMC associations. Submit annual status reports and action plans on Part VII of the <i>Official Languages Act</i> to official language minority communities and ask for their comments. 	<ul style="list-style-type: none"> Comments by OLMCs. Number of complaints related to advertising practices.

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Detailed Action Plan

C. COMMUNICATION (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.)

Expected result:

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&S).

Planned activities to achieve the expected result	Expected outputs	Indicators to measure progress in achieving the expected result
Inform OLMCs of the existence of the Corporation's literacy initiatives.	<ul style="list-style-type: none">• Send OLMCs documents concerning the Canada Post Community Literacy Awards.• Promote the 2009 Canada Post Community Literacy Awards.• Provide information to OLMCs through Canada Post's Web site.	<ul style="list-style-type: none">• Members of OLMCs participate in the Canada Post Literacy Awards.

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Detailed Action Plan

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.)

Expected result:

Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.

Planned activities to achieve the expected result	Expected outputs	Indicators to measure progress in achieving the expected result
Coordinate implementation of Part VII of the <i>Official Languages Act</i> with regional coordinators.	<ul style="list-style-type: none"> • Hold ad hoc conference calls and/or meetings with regional official languages coordinators to share best practices and ensure a better understanding of corporate requirements under Part VII of the <i>Official Languages Act</i>. • Attend regional and national coordinators' meetings organized by the Department of Canadian Heritage. • Canada Post's Official Languages Champion will participate in the Joint Conference of Champions of Official Languages 	<ul style="list-style-type: none"> • Attend meetings organized by the Department of Canadian Heritage.

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Detailed Action Plan

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 OLMC needs in the delivery of the federal institution's programs and services.)

Expected result:

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.

Planned activities to achieve the expected result	Expected outputs	Indicators to measure progress in achieving the expected result
In accordance with the Corporation's mandate, implement programs to support OLMCs.	<ul style="list-style-type: none"> • Continue to support literacy organizations. • Continue to develop and sponsor initiatives that support OLMCs. 	<ul style="list-style-type: none"> • OLMCs benefit from the Corporation's participation in literacy programs. • OLMC activities that can be organized, due in part to Canada Post support.

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Detailed Action Plan

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.)

Expected result:

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.

Planned activities to achieve the expected result	Expected outputs	Indicators to measure progress in achieving the expected result
Integration of Part VII of the <i>Official Languages Act</i> into Corporate policies and programs	<ul style="list-style-type: none">Ensure that Cabinet memorandums prepared by CPC and submissions to Treasury Board are reviewed to consider linguistic duality.	<ul style="list-style-type: none">Assessment of the Corporation's progress in implementing Part VII of the <i>Official Languages Act</i>.

Results-Based Action Plan

Implementation of Section 41 of the *Official Languages Act*

Distribution List

Canada Post's action plan for implementing Part VII of the *Official Languages Act* will be submitted to the Department of Canadian Heritage, the Commissioner of Official Languages, Canada Post coordinators responsible for the initiative and members of senior management.

Copies of the plan will be made available to official language minority communities throughout Canada.

Web address of the annual report:

<http://www.canadapost-postescanada.ca/officiallanguages>



Moya Greene
President & CEO

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