

PARKS CANADA AGENCY

RESULTS-BASED ACTION PLAN

IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT 2010-2013

General information

Federal institution: Web site:	Parks Canada Agency www.pc.gc.ca
Responsible Authority:	Alan Latourelle, CEO Parks Canada
Senior official(s) responsible for implementation of section 41 of <i>OLA</i> (e.g., Assistant Deputy Minister or Official Languages Champion):	Pat Thomsen, Chief Human Resources Officer Larry Ostola, Champion of Official Languages Carol Sheedy, Director General Eastern Canada Bill Fisher, Director General Western Canada
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, we 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 Federal Government 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 attractions.
3. Encourage and support the expression of Canadian linguistic duality by working jointly with 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 Expected During the Period Covered by the Action Plan

Parks Canada's mandate is in harmony with the spirit of Section 41 of the *Official Languages Act* (OLA), as the Agency protects and features representative examples of Canada's natural and cultural heritage. These two elements are closely linked with the values of Canadians, including members of official languages minority communities (OLMCs).

By delivering its mandate, the Agency makes a positive contribution to the promotion of the two official languages and of Canada's two linguistic communities. Parks Canada has identified specific measures to ensure its success in the implementation of Section 41 of the OLA.

Awareness

All Agency managers, employees and stakeholders know and understand their obligations under Section 41 and demonstrate an increased awareness with regards to the needs and concerns of the OLMCs.

Consultation

Informal and formal consultations take place on a regular basis in the different business units, especially in preparation of management plans for national parks and national historic sites.

Communications

The Agency will continue to reach OLMCs through the media.

Coordination and liaison

Parks Canada representatives will continue to actively participate in the various federal networks that support official languages in order to identify potential partners among networks members.

Funding and program delivery

The Agency will continue to explore and take advantage of undertaking joint projects with OLMCs.

Accountability

The Agency will ensure that departmental Report on Plan Priorities (RPP), Department Performance Report (DPR) and Management Accountability Framework (MAF) has taken into consideration and eventually integrated, activities related to the implementation of Section 41.

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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:

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	Performance Indicators
Disseminate information on the <i>OLA</i> and OLMCs	Relevant information disseminated and material distributed via PC's intranet or other means OL Accountability Framework underlines the responsibility of operational managers to consult OLMCs	Actual occurrences of information disseminated and material distributed Understanding, validation and use of OL Accountability Framework by operational managers
Encourage participation of PCA's employees to events related to OLMCs	The <i>Rendez-vous de la francophonie</i> and other events have been promoted and employees given the opportunity to participate	Various means to promote events Promotion targeting various internal and external communities Attendance at various events
Help employees involved with OLMCs to share information with co-workers	Various means have been used to enable exchanges of information within the Agency	Opportunities publicized internally and exchanges occurred
Nominate a new OL Champion	New Champion has been briefed on ways to raise awareness on issues related to OLMCs	Briefing sessions to the Champion by the Director, Recruitment and Retention and the National OL Analyst

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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.

Expected result:

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	Performance Indicators
Consult members of OLMCs on plans, programs and activities of Field Units and Service Centers	Close contact with OLMCs' groups maintained OLMCs' needs taken into account in PC's plans, programs and activities	Comments by OLMCs Meetings, contacts and exchanges with OLMCs
Participate in OLMCs' regional associations, activities and projects to better understand their needs	Close contact with OLMCs' groups maintained OLMCs' needs taken into account in PC's plans, programs and activities	Comments by OLMCs Meetings, contacts and exchanges with OLMCs

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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:

Broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services.

Planned activities to achieve the expected result	Expected Outputs	Performance Indicators
Use OLMCs' media to disseminate information on parks, sites and marine conservation areas	OLMCs are duly informed of PC's programs, services and activities of interest for them	Advertisements, publications or other promotional items sent to OLMCs' media
Use media to promote tourism and economic development to OLMCs	Media are duly informed of PC's programs, services and activities of interest for OLMCs Touristic affluence accrued in locations of OLMCs	Advertisements, publications and other promotional items sent to media Growth of touristic affluence (based on availability of growth)
Use parks, sites and marine conservation areas to disseminate information on OLMCs	Users of PCA's services and facilities are duly informed on OLMCs	Advertisements, publications and other promotional items on OLMCs available in parks, sites or marine conservation areas
Update and adapt OL Communication Strategy (including implementation of section 41)	Targeted communication activities and messages	Strategy approved, distributed and explained to various managers, staff and stakeholders

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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 within activities organized by other federal institutions, other orders of government, etc.; participation of official language champions, national and regional coordinators, and others in various government forums.

Expected result:

Enhanced OLMC development and vitality through co-operation with multiple partners and sharing of best practices

Planned activities to achieve the expected result	Expected Outputs	Performance Indicators
Support Western and Northern OL Coordinators' Network and further develop Eastern Network	PC's OL networks are operational and effective	Improved knowledge of regional OL coordinators Improved coordination of efforts and exchange of best practices
Involve new Champion in interdepartmental OL initiatives	Interventions and undertakings of Champion	Initiatives promoted and supported by Champion
Participate in federal networks supporting OL and OLMCs	Interventions and undertakings of PCA's representatives	Attendance and contribution to meetings

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Funding and Program Delivery

Implementation of the federal institution's programs and delivery of its services; funding alone or in cooperation of other federal institutions of OLMCs' projects; inclusion of the needs of the 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.

Planned activities to achieve the expected result	Expected Outputs	Performance Indicators
Develop and maintain partnerships with OLMCs and contribute to their projects	Active and productive partnerships Exchange of services	Field Units and Service Centers involved in partnerships and exchanging services with OLMCs
Work with OLMCs to offer programs/services recognizing their contribution to our natural and cultural heritage and/or the positive impact on their economic development	Active and productive partnerships Exchange of services Sustainability and vitality of various OLMCs' groups	Field Units and Service Centers involved in partnerships and exchanging services with OLMCs Activity level and importance of membership of various OLMCs' groups with whom PC is in contact

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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

Planned activities to achieve the expected result	Expected Outputs	Performance Indicators
Ensure that PC has in place various mechanisms to assess its performance in implementing OL program and related activities (including the ones related to OLMCs)	Effective, efficient and economical mechanisms in place	Data to evaluation performance in implementing O.L. Program and related activities is readily available
Provide OL reports and plans to administrative unit responsible of departmental RPP, DPR and MAF	Initiatives and priorities related to the implementation of Section 41 are considered when preparing official departmental documents	Major O.L. initiatives and priorities included in RPP, DPR, MAF

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Distribution list

In addition to being submitted to Canadian Heritage, your action plan should also be sent to interested parliamentary and community stakeholders.

- **Clerk of the House of Commons Standing Committee on Official Languages**
See the Committee's Web site for the Clerk's contact information:
(<http://www2.parl.gc.ca/CommitteeBusiness/CommitteeContact.aspx?Language=E&Mode=1&Parl=40&Ses=2&Cmte=LANG>)
- **Clerk of the Senate Standing Committee on Official Languages**
See the Committee's Web site for the Clerk's contact information:
(http://www.parl.gc.ca/common/Committee_SenContact.asp?Language=E&Parl=39&Ses=2&comm_id=595)
- **Commissioner of Official Languages**
See the Web site of the Office of the Commissioner of Official Languages for contact information:
(http://www.ocol-clo.gc.ca/html/contact_e.php#ho)
- **Community organizations** (OLMC and other interested organizations)
Indicate to which community organizations you will be sending your action plan. In addition to existing partners, you might want to include potential partners, i.e. groups that could be interested in your institution's work. Among other things, this information will allow Canadian Heritage to have a better understanding of your institution's partners.

Federal institutions should publish their action plan on their Web site.

Exact Web address of your institution's action plan: www.pc.gc.ca