

# Canadian Radio-television and Telecommunications Commission

**Action Plan 2008-2011**

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

**May 2008**

# Canadian Radio-television and Telecommunications Commission

## General Information and Period Covered

<p>Federal institution: Address: Web site:</p>	<p><b>Canadian Radio-television and Telecommunications Commission (CRTC)</b> Les Terrasses de la Chaudière Central Building 1 Promenade du Portage Gatineau, Quebec J8X 4B1</p> <p>www.crtc.gc.ca</p>
<p>Minister responsible:</p>	<p><b>The Honourable Josée Verner</b></p>
<p>Senior official(s) responsible for the implementation of Part VII of the OLA (e.g.: Assistant Deputy Minister, official languages champion):</p>	<p><b>Konrad von Finckenstein, Chairman</b> <b>Robert Morin, Secretary General</b> <b>Renée Fairweather, Director General, Strategic Communications, official languages champion</b></p>
<p>Mandate of the federal institution (4 to 5 lines):</p>	<p>The Canadian Radio-television and Communications Commission (CRTC) was established by Parliament in 1968. It is an independent public authority constituted under the Canadian Radio-television and Telecommunications Act (R.S.C. 1985, c. C-22, as amended) and reports to Parliament through the Minister of Canadian Heritage. The CRTC is vested with the authority to regulate and supervise all aspects of the Canadian broadcasting system, as well as to regulate telecommunications common carriers and service providers that fall under federal jurisdiction. The CRTC derives its regulatory authority over broadcasting from the Broadcasting Act (S.C. 1991, c. 11, as amended). Its telecommunications regulatory powers are derived from the Telecommunications Act (S.C. 1993, c. 38, as amended) and the Bell Canada Act (S.C. 1987, c. 19, as amended).</p>
<p>National co-ordinator responsible for the implementation of section 41: Exact title: Mailing address: E-mail address:</p>	<p>Annie Laflamme Director, French-language Television Policy and Applications CRTC Ottawa, Ontario K1A 0N2 annie.laflamme@crtc.gc.ca</p>

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<p>Period covered by action plan:</p>	<p>2008-2011</p>

# Canadian Radio-television and Telecommunications Commission

## Summary of the institution's main accomplishments during the reporting year

For the years 2008-2011, the CRTC plans to undertake the following activities in order to implement section 41 of the OLA: awareness, consultation, communications, co-ordination, liaison and accountability. As an administrative tribunal, the CRTC neither manages programs or services, nor does it provide funding. However, a wide range of activities aim at implementing section 41 of the Official Languages Act (OLA).

Training, information, orientation, research and data collection activities are planned in order to raise awareness among employees and senior management of the CRTC's mandate as a designated agency as regards section 41 of the OLA and of the importance of taking into account the realities of official language minority communities (OLMCs) in CRTC activities and decisions.

Consultations with the OLMCs are planned so that they can express their viewpoints and priorities. A discussion group has been created to that end.

Communications activities enable OLMCs to take part more effectively in public CRTC processes by providing them with up-to-date and relevant information on CRTC activities. An Internet page on CRTC activities regarding implementation of section 41 of the OLA will be created and updated.

Over the next three years, as stipulated in the CRTC's 2006-2009 work plan published on April 28, 2007, the CRTC will proceed with a review of various broadcasting policies. In connection with this review, a public process of written observations and hearings will enable the OLMCs and the general public to make their concerns known to the Commission.

Several CRTC activities, such as the issuing, renewal and amendment of licences, the development of new policies and the review of existing policies, and the regulation and monitoring of all aspects of the Canadian broadcasting system, which are pursuant to the Broadcasting Act, as well as some of the activities pursuant to the Telecommunications Act, will contribute to attaining the objectives set out in section 41 of the OLA.

The CRTC's day-to-day operations contribute, within the limits of its mandate, to the following objectives: promotion of access to broadcasting services in official language minority markets, encouragement of the efforts of broadcasting licensees to increase production and broadcasting of regionally produced programming, and promotion of the full recognition and use of English and French in Canadian society. In accordance with the reporting requirements, a detailed annual review of the CRTC's activities will be submitted to Canadian Heritage.

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Action Plan 2008-2011

## Detailed Action Plan

### A.AWARENESS

<p>Expected results: Expected Result:                  Creation of lasting changes on federal institution organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the Official Languages Act (OLA) and OLMCs.</p> <p>Employees and senior management are aware of and understand their responsibilities regarding section 41 of the OLA and OLMCs;                  The CRTC takes into account its obligations regarding implementation of section 41 of the OLA in conducting its activities under the Broadcasting Act and the Telecommunications Act.</p>		
Activities	Outputs	Indicators to Measure the expected result
<p>Hold awareness and training sessions for employees and senior management regarding Part VII of section 41 of the OLA and on the realities of OLMCs.</p> <p>-----</p> <p>Incorporate into the orientation sessions for new CRTC employees and commissioners information on the implementation of section 41 of the OLA.</p>	<p>Timetable for sessions planned; sessions delivered to employees and management; interactive events in which employees participate</p> <p>Info sheets</p>	<p>Number and % of employees, commissioners and regional offices aware of their responsibilities concerning section 41 of the OLA; degree of awareness of that commitment</p>
<p>Disseminate information on the objectives of section 41 of the OLA and on the benefits of, and best practices associated with, implementation of section 41 of the OLA (national/sectoral co-ordinators, official language co-ordinators, branches and regional offices).</p>	<p>Material for distribution</p>	

<p>Hold activities to:  promote the full recognition and use of English and French in Canadian society;  make employees and senior management aware of the importance of enhancing the vitality of English- and French-speaking minority communities in Canada and of supporting their development.</p>	<p>Recognition activities: launch activity, presentations, invitations extended to artists and guest speakers, La Francophonie celebrations</p>	<p>% of employees aware of the federal government's commitment to linguistic duality;  % of employees aware of the importance of enhancing the vitality of OLMCs and supporting their development</p>
<p>Gather information from OLMCs to better identify their needs and realities.</p> <p>Analyse data;  Identify barriers.</p>	<p>Questionnaires; meetings with discussion group;  Reports on outcomes;  Minutes;  Analysis reports;  List of barriers identified;  Recommendations</p>	<p>Extent to which employees are familiar with OLMC concerns and needs;</p>
<p>Develop and implement an internal policy and guidelines on official languages that take into account the CRTC's obligations under section 41 of the OLA, within the limits of its mandate, under the Broadcasting Act and the Telecommunications Act.</p> <hr/> <p>Publish and disseminate policy and guidelines within the organization.</p>	<p>Internal policies and guidelines; intranet, e-mail</p>	<p>Extent to which section 41 of the OLA is taken into account in CRTC reports, decisions and practices relating to OLMCs</p>

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### B. CONSULTATIONS

Expected results: Creation of lasting relationships between the federal institution and OLMCs; the institution and OLMCs understand each other's needs and mandate. OLMCs have forums for expressing their priorities; Lasting relationships are created between OLMCs and the CRTC, which understand each other's mandate; OLMCs have the opportunity to participate in public policy development processes and in public consultation processes for decision making.		
Activities	Outputs	Indicators to Measure the expected result
Create a discussion group with OLMCs.	Discussion group; specific mandate	Number of meetings per year; % of participants versus guests; Degree of exchanges and level of co-operation between OLMCs and CRTC staff; durability of relationships; Degree of awareness regarding OLMCs and their needs and realities; impact on attitudes, activities and decisions at the CRTC
Foster opportunities for contact and meetings between OLMCs and the CRTC at annual general meetings and/or at events.	Meetings and contacts (at least two annual meetings)	
Participate in various meetings with OLMCs, co-ordinated by the CRTC, Canadian Heritage and/or other departments or central/community agencies.	CRTC participation in these meetings at least twice a year	
Invite OLMC representatives to CRTC give presentations on the importance of enhancing their vitality and supporting and assisting their development.	Presentations (five over three years)	

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### C. COMMUNICATIONS

Expected results: 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 activities.  
The OLMCs receive up-to-date and relevant information on CRTC activities, particularly those affecting their vitality and development.

Activities	Outputs	Indicators to Measure the expected result
Inform OLMCs about CRTC activities and processes/contribute to Bulletin 41-42 /Internet page dedicated to OLMCs.	Articles for Bulletin 41-42 (at least three articles over three years); Internet page	Degree of use of Web page; degree of OLMC access to up-to-date information; quality and relevance of content of material disseminated; Level of visibility of CRTC processes and activities; Level of mutual co-operation, exchanges and interaction between OLMCs and CRTC contacts; degree of knowledge about each other's mandates
Create and manage Internet page content and create an electronic information kit.	Web site pages; electronic information kit	
Identify contacts within various CRTC sectors to answer queries from OLMCs.	Contacts identified	

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### D. CO-ORDINATION AND LIAISON

Expected results: Co-operation with multiple partners to enhance OLMC development and vitality, and to share constructive practices. Partners, national and sectoral co-ordinators, federal institutions and actors concerned work together to promote OLMC development and vitality and to share constructive practices.		
Activities	Outputs	Indicators to Measure the expected result
<p>Create and maintain regular contacts with other partners for implementation of section 41. Take part in interdepartmental groups; meetings of national co-ordinators.</p> <p>Hold regular meetings between sectoral co-ordinators within the CRTC to exchange information about and co-ordinate outcomes of meetings.</p>	<p>Interdepartmental meetings, public and private contacts</p> <p>Information gathered regarding implementation of section 41 of the OLA</p> <p>Meetings; documents collated</p>	<p>Level of co-operation and exchanges of information; extent to which constructive practices are shared; Level of OLMC satisfaction with federal initiatives</p>
<p>Conduct studies and collaborative research projects as required (basic data; trends; OLMC diversity and geographic distribution; impact of technology).</p>	<p>Study and research reports</p>	

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### E. FUNDING AND PROGRAM DELIVERY

As an administrative tribunal, the CRTC neither manages programs or services, nor does it fund activities. However, the CRTC, in the carrying out of its broadcasting mandate, issues, renews or amends broadcasting licences, develops new policies and examines existing policies, and regulates and monitors all aspects of the Canadian broadcasting system. These activities are pursuant to the Broadcasting Act. Also, the Commission exercises the powers and performs the duties conferred on it by the Telecommunications Act (TA) so as to achieve the Canadian telecommunications policy objectives and ensure that the services and tariffs of Canadian common carriers are in compliance with section 27 of the TA. Several of these activities contribute to achieving the objectives set out in section 41 of the OLA. The following list is not exhaustive.

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### F. CRTC ACTIVITIES AFFECTING OLMCs

Expected results: The issuing, renewal and amendment of broadcasting licences, policy development, the regulation and monitoring of the Canadian broadcasting system, the attainment of Canadian telecommunications policy objectives and the maintenance of compliance of the services and tariffs of Canadian common carriers enable the CRTC to take into account, within the limits of its mandate, the objectives set out in section 41 of the OLA.		
Activities	Outputs	Indicators to Measure the expected result
<p>Examine CRTC broadcasting policies in the light of section 41 of the OLA, in accordance with timelines contained in the CRTC's three-year plan.</p> <p>Determine which broadcasting licence issuing, renewal and amending policies and processes could have a major impact on OLMCs and/or on the promotion of linguistic duality in Canada and ensure that section 41 of the OLA is taken into account when they are reviewed.</p>	<p>Policies identified and updated</p>	<p>Level of OLMC participation; extent to which their concerns and priorities are taken into account in CRTC decisions</p>
<p>Inform OLMCs about upcoming public hearings in order to maximize their participation in hearings affecting OLMCs regarding: the issuance, renewal and amendment of broadcasting licences; development of new policies and/or reviews of existing policies and other decisions.</p>	<p>Public hearings held and licences issued, amended and renewed New policies developed, existing policies reviewed, decisions made</p>	

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### G. ACCOUNTABILITY

Expected result: CRTC's status report, three-year action plan and Report on Plans and Priorities take into full account section 41 of the OLA and OLMC status.		
Activities	Outputs	Indicators to Measure the expected result
Produce an annual status report.	Status report	Extent to which recommendations of assessments are taken into account in CRTC policies and plans; degree of CRTC's compliance with requirements
Develop an assessment strategy (have OLMCs participate).	Strategy approved	
Incorporate objectives of section 41 of the OLA into annual reports (Report on Plans and Priorities and Performance Report).	Inclusion of objectives of section 41 of the OLA	

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