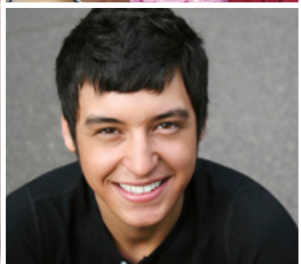


ANNUAL REPORT  
ON THE OPERATION OF  
**THE CANADIAN  
MULTICULTURALISM ACT**

**2010  
2011**

P R O M O T I N G   I N T E G R A T I O N





*Building a stronger Canada: Citizenship and Immigration Canada (CIC) strengthens Canada's economic, social and cultural prosperity, helping ensure Canadian safety and security while managing one of the largest and most generous immigration programs in the world.*

This Citizenship and Immigration Canada publication constitutes a report to Parliament on the implementation of the *Canadian Multiculturalism Act* in federal institutions.

Any explanation of the Act's provisions is meant for clarification and should not be taken as legal interpretations of the Act.

The electronic version of the report is available at [www.cic.gc.ca](http://www.cic.gc.ca).

### **Publications Feedback Survey**

We invite you to provide us with your comments on this publication by completing our electronic feedback survey at [cic.gc.ca/publications-survey](http://cic.gc.ca/publications-survey).

### **Visit us online**

Facebook: [www.facebook.com/CitCanada](http://www.facebook.com/CitCanada)

YouTube: [www.youtube.com/CitImmCanada](http://www.youtube.com/CitImmCanada)

Twitter: [@CitImmCanada](https://twitter.com/CitImmCanada)

Website: [www.cic.gc.ca](http://www.cic.gc.ca)

# TABLE OF CONTENTS

Foreword from the Minister.....	5
Introduction: The 2010–2011 Annual Report.....	7
<b>Part One: Multiculturalism in Canada</b> .....	10
<b>Part Two: Combating Anti-Semitism in Canada and Around the World</b> .....	14
<b>Part Three: The Multiculturalism Program 2010–2011</b> .....	16
Promoting Economic, Social and Cultural Integration.....	16
Supporting Federal and Public Institutions.....	24
Promoting Integration: Complementary Initiatives.....	26
<b>Part Four: Implementation of the <i>Canadian Multiculturalism Act</i> Across Federal Institutions 2010–2011</b> .....	31
Challenges to the Implementation of the Act.....	32
Partnerships.....	33
Promoting Intercultural Understanding and Embracing Diversity.....	35
Public Education and Outreach Activities.....	42
A Diverse and Responsive Work Force.....	45
Research and Dissemination Activities.....	46
Annex A: Federal Institutions That Provided a Submission.....	48
Annex B: Multiculturalism and Government Websites.....	49





## FOREWORD FROM THE MINISTER

As Minister of Citizenship, Immigration and Multiculturalism, I am proud to introduce this 23<sup>rd</sup> Annual Report on the Operation of the *Canadian Multiculturalism Act*. It highlights the initiatives undertaken in 2010–2011 by Citizenship and Immigration Canada and other Government of Canada institutions.

The Government of Canada updated the federal Multiculturalism Program to focus on intercultural and interfaith understanding, shared liberal values and the promotion of enhanced civic pride, and institutional responsiveness to the needs of a pluralistic society. It is also why, in March 2011, we updated *Discover Canada: The Rights and Responsibilities of Citizenship* – our popular citizenship study guide – to further strengthen its content on core Canadian values such as freedom, democracy, human rights, the rule of law and the equality of men and women.

This past February, as part of Black History Month, I was pleased to announce the launch of a new, online black history museum. Canadian Black History: An Interactive Experience was developed by the Department of Citizenship and Immigration in partnership with black cultural institutions and historical sites across the country. Visitors to the virtual museum can view photos, exhibits and videos, hear musicians and explore 360-degree views of significant locations.

Through the Community Historical Recognition Program, we continued in 2010–2011 to fulfil our commitment to support projects that acknowledge,

commemorate, and educate Canadians about historic immigration-related issues – like the internment of Italian Canadians and others during the Second World War, the *Komagata Maru* incident affecting South Asian immigrants, and the *Chinese Exclusion Act* and head tax. We must never forget the dark chapters in our immigration story. When we in Canada talk about multiculturalism, we envision pluralism, intercultural understanding and equality of opportunity. We must acknowledge the mistakes in our past so that we can ensure that those mistakes are never repeated and draw lessons to build a society defined by respect for Canadian values and traditions.

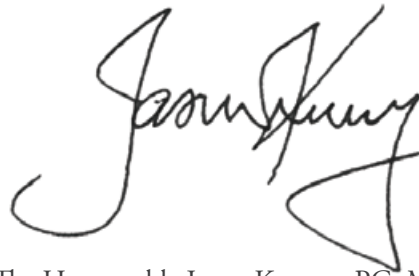
Another example is the voyage of the MS *St. Louis*, carrying Jewish passengers escaping the Holocaust during the Second World War. To commemorate this chapter in our history, I joined in the January 2011 unveiling of the “Wheel of Conscience” monument at Pier 21 in Halifax. The monument, designed by famed architect Daniel Libeskind, symbolizes the connection between hatred, racism, xenophobia and anti-Semitism.

Canada has been leading efforts to combat anti-Semitism through active involvement in the Task Force for International Cooperation on Holocaust Education Remembrance and Research (ITF). In December 2011, the ITF confirmed Canada as its Chair for 2013. Our leadership is also represented through our participation in the Inter-Parliamentary Coalition for Combating Antisemitism (ICCA). In November 2010, Canada hosted the second conference of the ICCA, which



brought together parliamentarians from over 50 countries and concluded with the ratification of the Ottawa Protocol, signalling a coordinated global effort to fight anti-Semitism. On September 19, 2011, I signed the Ottawa Protocol on behalf of our country, making Canada the first signatory to the protocol.

These and other initiatives are outlined in the pages that follow, as are the many ways in which the federal government has worked to meet its responsibilities under the *Canadian Multiculturalism Act*. I support such efforts and encourage the members of all communities to participate fully in Canadian society, and to promote integration, pluralism, and civic engagement.

A handwritten signature in black ink, appearing to read "Jason Kenney". The signature is fluid and cursive, with a large initial "J" and a stylized "K".

The Honourable Jason Kenney, PC, MP  
Minister of Citizenship, Immigration and Multiculturalism

# INTRODUCTION

## THE 2010–2011 ANNUAL REPORT

---

Both at home and throughout the world, Canada is recognized as a leader in championing the values of freedom, democracy, human rights and the rule of law. Throughout our nation, the contributions of Canadians and newcomers of all cultures, ethnicities and religions are what makes this country great. It is within this context that Canadians value diversity and celebrate its many positive impacts on our society.

The *Canadian Multiculturalism Act* provides a legal framework to guide federal responsibilities and activities in regard to multiculturalism in Canada. Enacted in 1988, the Act includes the Multiculturalism Policy of Canada, which reached its 40<sup>th</sup> anniversary in 2011.

As laid out in the *Canadian Multiculturalism Act*, the policy identifies a series of principles for achieving the equality of all Canadians in the economic, social, cultural and political life of Canada. The Multiculturalism Policy broadly encompasses the following themes.

### Equality and Inclusivity

- Equal treatment and equal protection of individuals under the law.
- Promotion of the participation of individuals and communities of all origins.
- Encouragement of Canadian institutions to be inclusive.

### Understanding

- Multiculturalism as a fundamental characteristic of Canadian heritage.
- Recognition of communities of common origin and their historic contribution to Canadian society.
- Interaction between communities of different origins to promote understanding.
- Promotion of the evolving expressions of the diverse cultures of Canadian society.

### Languages

- Preserving and enhancing the use of languages other than English and French, while strengthening the status and use of the official languages of Canada.

While the principles of the Multiculturalism Policy remain relevant today, the application of the policy has evolved in response to different needs and challenges as they have emerged over time. This year is no exception, and federal institutions have once again applied the Act in a variety of innovative ways.

Each year, the Minister responsible for multiculturalism is required to table in Parliament a report that outlines the Government of Canada's activities and achievements in implementing the Act.

This report highlights the activities carried out by the Department of Citizenship and Immigration and other Government of Canada federal institutions between April 1, 2010, and March 31, 2011.

The report is divided into four parts. This year, **Part One** opens with an overview of multiculturalism in Canada and reaffirms Canada's continuing commitment to multiculturalism as it evolves over time. **Part Two** outlines the Government of Canada's leadership on anti-Semitism in Canada and internationally.

**Part Three** highlights the key activities undertaken by the Department of Citizenship and Immigration through its Multiculturalism Program and complementary initiatives to promote integration. **Part Four** shifts the focus to other federal institutions and the successes and challenges they experienced in 2010–2011.

A list of institutions that provided submissions can be found in Annex A.





### “Canada’s Citizens”

Kanika Lawton  
Pinetree Secondary School, Coquitlam, British Columbia  
Winner: Mathieu Da Costa Challenge, Best Artwork 2010-2011, Ages 13-15 Category

Description: This pencil crayon drawing shows images representing the different people, cultures and ethnic backgrounds found in Canada. The artist has depicted Mathieu Da Costa and Samuel Champlain in the middle. The colourful background includes images of many Canadian landmarks, such as Parliament Hill.

# PART ONE

## MULTICULTURALISM IN CANADA

### Increasing Diversity

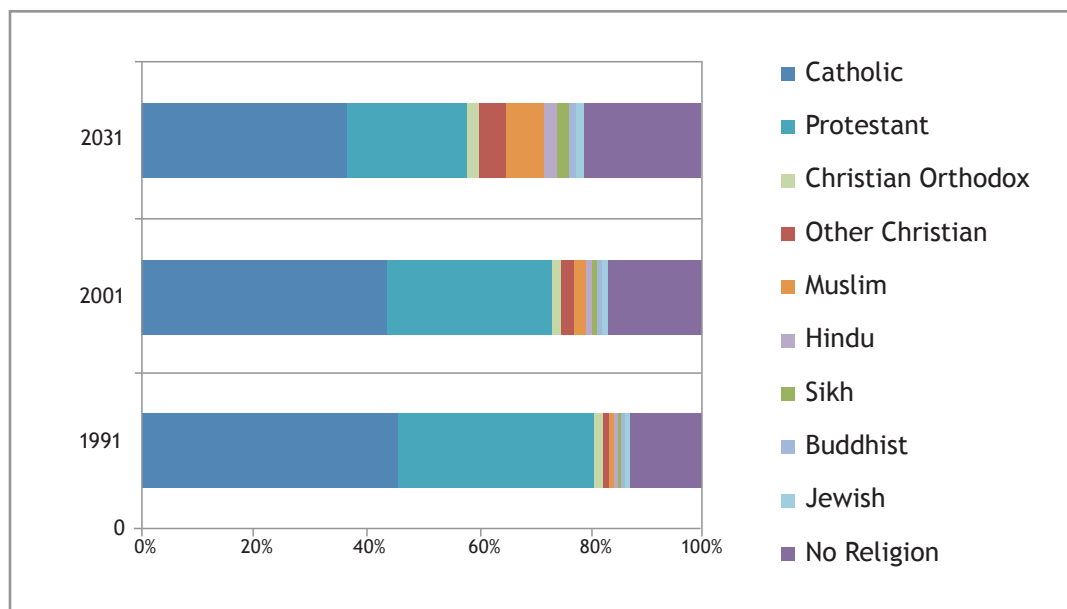
Canada, from the very beginning, has been a diverse society with a history of accommodating newcomers and its citizens. Diversity in Canada was built on three main pillars: the Aboriginal, French and British peoples. Over time, this diversity has been complemented by millions of newcomers to Canada with various ethnic and religious backgrounds.

Canadian society is becoming increasingly diverse. Canadians experience diversity every day, in their interactions with their neighbours or in the workplace, in the classroom or in their families, in the media or at sporting events. Diversity is a Canadian fact of life and is an integral part of our identity.

Part of that experience is shaped by demographic change: Canada is home to over 200 different ethnicities, and diversity varies greatly from region to region. According to the 2006 census, visible minorities, for example, accounted for 16.2% of Canada's total population. Projections from Statistics Canada indicate that this diversity is likely to continue to increase in the future, with 29% to 32% of Canada's population expected to belong to a visible minority group by 2031.

With increased immigration from non-European countries, Canada is also becoming a society that is more religiously diverse, and demographic projections indicate that this trend will also continue, as seen in Figure 1 below. By 2031, it is projected that non-Christian religious communities will represent about 14% of the total population of Canada (versus 6.3% in 2001).

Figure 1: Major faith groups in Canada (projected to 2031).



Source: Statistics Canada, 2010.

## Approaches to Multiculturalism

Multiculturalism is the Government of Canada’s policy framework aimed at managing diversity and the challenges that may arise. In so doing, the Government of Canada is helping all Canadians participate in society to their full potential. Canada’s approach to diversity has traditionally balanced two objectives: to encourage integration, and to ensure that the broader society is welcoming and that it accommodates diversity.

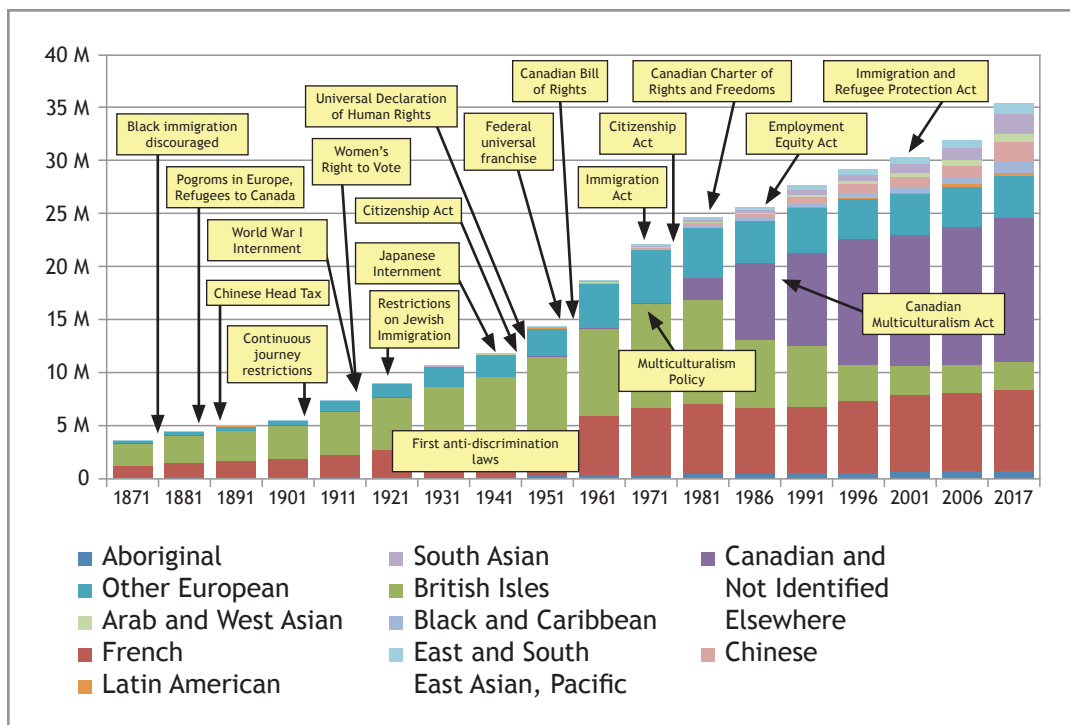
Multiculturalism in Canada is embedded in law in the form of the *Canadian Multiculturalism Act*. It is part of a larger legislative framework that includes the *Canadian Charter of Rights and Freedoms*, the *Canadian Human Rights Act*, the *Citizenship Act*, the *Employment Equity Act*, the *Official Languages Act* and the *Immigration and Refugee Protection Act*. In addition, most provincial and territorial governments have enacted their own multiculturalism legislation or policy frameworks.

However, “multiculturalism,” as a term or an ideal, has been subject to much debate recently, especially in Europe. Countries such as Germany, the Netherlands and the United Kingdom have declared that multiculturalism has failed to adequately integrate segments of their respective populations.

Similar debates are occurring in countries – like France, for example – that do not subscribe to multiculturalism, which suggests that the crux of the issues discussed is not directly related to an ill-defined notion of multiculturalism. Rather, the debate seems to point to other factors, including historical context, national or cultural identity, and immigration and integration policies. In contrast to the European climate, other countries, such as the Government of Australia, have reaffirmed their commitment to multiculturalism.

Canada is not immune to the kinds of debates witnessed elsewhere in the world. Almost since the inception of the Multiculturalism Policy in 1971, multiculturalism has elicited debate. In recent years, the issue of accommodating minority religious groups has thrust Canada’s approach to managing diversity to the forefront of public discourse. However, unlike other countries, Canada’s approach to diversity is embedded in a broad legislative framework and is supported by policies, programs and services developed and delivered by all levels of government across Canada. The Canadian approach to diversity has encouraged the evolution of a dynamic, successful and highly diverse society, which Canadians cite with pride.

**Figure 2:** Legislative changes concurrent with population shifts, historical events, increased equality, democratization and human rights - 1871 to 2017.



## CANADA'S LEGISLATIVE FRAMEWORK

- The *Citizenship Act* (1977) lays the foundation for the rights and privileges of Canadian citizens.
- The *Canadian Constitution Act* (1982) divides responsibility for immigration and integration between the federal government and the provinces and territories.
- Section 27 of the *Canadian Charter of Rights and Freedoms* (1982) specifies that the courts are to interpret the Charter “in a manner consistent with the preservation and enhancement of the multicultural heritage of Canada.”
- The *Canadian Human Rights Act* (1985) provides equal opportunity for all Canadians and protection from discriminatory practices based on age, sex, ethnicity, colour or disability.
- The *Canadian Multiculturalism Act* (1988) reaffirms multiculturalism as a fundamental value of Canadian society and establishes a unique model for inclusive citizenship.
- The *Immigration and Refugee Protection Act* (2002) affirms the fundamental principles of non-discrimination and universality in immigration.

### Building an Integrated and Socially Cohesive Society

Public opinion on diversity and multiculturalism indicates that Canadians are generally supportive of multiculturalism. A recent Focus Canada poll (2010) indicated that 86% of respondents viewed multiculturalism as important to Canada's national identity, in keeping with past survey results. Survey data also indicate that Canadians are concerned about issues related to immigrants and the long-term integration of ethnic and religious communities, including the adoption of Canadian values. More broadly, these issues have an impact on the ability of all Canadians to participate to their full potential in fostering an integrated, socially cohesive society.

Although Canadian society is generally cohesive, challenges remain. These include tensions over the “reasonable accommodation” of cultural and religious traditions; the persistence of racism and discrimination; marginalization and exclusion, which can result in poverty, as well as potentially foster extremism; limited socio-economic integration and opportunities for certain Canadians; and declining civic participation and an overall lack of knowledge of our history and political institutions.

The key objectives of the Department of Citizenship and Immigration's Multiculturalism Program were modified in

2009 to address the various challenges by placing more emphasis on building an integrated, socially cohesive society, while promoting intercultural and interfaith understanding and fostering citizenship, civic memory, civic pride and respect for core democratic values. Other countries are facing similar challenges and that is why the program is also focused on international efforts to address racism and discrimination, including anti-Semitism.

Although the Department leads Canada's Multiculturalism Policy, all federal government institutions have a role to play and must take into account Canada's growing diversity. Institutions are constantly adapting to provide services and implement policies that are relevant to and reflective of Canada's evolving society. They continue to work together, with other levels of government, with public and private institutions and with civil society on new initiatives and long-term solutions.

Debates over the nature of multiculturalism are not new. They have occurred consistently over Canada's history and will likely occur into the future. In many ways, it is a sign of a healthy, mature and cohesive society that these debates can occur in a peaceful and respectful manner. It is through these types of discussions that we continue to grow and progress as a nation.



**“Homage to a Woman, to a Country”**

Laura Restrepo

Cégep de Sherbrooke, Sherbrooke, Quebec

Winner: Mathieu Da Costa Challenge, Best Artwork 2010-2011, Ages 16-18 Category

Description: This oil painting consists of two parts: Michaëlle Jean on the right, who served as the 27<sup>th</sup> Governor General of Canada, is kissed on the cheek by a small child. The left depicts an orange, red and yellow background of maple leaves. In the top left corner, there is a picture of the Earth. In the middle, there are black and brown figures representing mothers and children, and in the bottom left corner, flags from different countries around the world.

## PART TWO

# COMBATING ANTI-SEMITISM IN CANADA AND AROUND THE WORLD

The Government of Canada encourages cross-cultural dialogue at national and international levels to combat all forms of discrimination and racism, including anti-Semitism, as a means of addressing the continued increase of hate crimes in Canada and around the world.

In November 2010, Minister Kenney led Canada in hosting the second Inter-Parliamentary Coalition for Combating Antisemitism conference in Ottawa. Officials from over 50 countries came together to develop mechanisms to combat anti-Semitism and issued the Ottawa Protocol. The Ottawa Protocol seeks commitments from governments to address hate crimes, counter hate speech, improve anti-Semitism education, uphold the Genocide Convention (1948) and take foreign policy stances on issues related to anti-Semitism when necessary.

On September 19, 2011, Minister Kenney and Foreign Affairs Minister John Baird signed the Ottawa Protocol as a demonstration of the Government of Canada's support and commitment to its goals.

Minister Kenney is an ex-officio member of the Canadian Parliamentary Coalition to Combat Antisemitism (CPCCA), which is a coalition of concerned parliamentarians aiming to confront and combat the global resurgence of anti-Semitism. From November 2009 to January 2010, the Inquiry Panel of the CPCCA held a series of ten domestic hearings into anti-Semitism in Canada. Released in July 2011, the CPCCA's report focuses on identifying and defining the nature of anti-Semitism in Canada, analysing the extent of the problem and making recommendations on how it can be addressed. For further information, visit [www.cpcca.ca](http://www.cpcca.ca).

The Department of Citizenship and Immigration works closely with the Department of Foreign Affairs on initiatives that aim to combat anti-Semitism internationally. Canada has been a member of the Task Force for International Cooperation on Holocaust Education, Remembrance and Research (ITF) since June 2009, and continues to demonstrate commitment to the Declaration of the Stockholm International Forum on the Holocaust. In March 2011, the Government of Canada signaled interest in assuming the chair of the ITF in 2013 and was accepted in December 2011. For more information, visit [www.holocausttaskforce.org](http://www.holocausttaskforce.org).

The Department also works closely with the Department of Foreign Affairs on supporting Canada's membership in the Organization for Security and Cooperation in Europe (OSCE). In June 2010, the former Parliamentary Secretary for Multiculturalism, Dr. Alice Wong, represented Canada as Head of Delegation at the OSCE's High-Level Conference on Tolerance and Non-Discrimination in Astana, Kazakhstan, and delivered statements on behalf of Canada. For further information on the OSCE, visit [www.osce.org](http://www.osce.org).

On March 25, 2011, the *National Holocaust Monument Act* received royal assent. The Government of Canada has pledged to establish a National Holocaust Monument, to be located in the National Capital Region, to ensure that Holocaust victims and lessons are never forgotten in Canada. The hope is that by teaching current and future generations of Canadians the roots and causes of this atrocity, future acts of genocide will be prevented. The Department of Citizenship and Immigration supports the Department of Foreign Affairs as a key partner in this initiative.

The Honourable Jason Kenney (left) and the Honourable John Baird sign the Ottawa Protocol on Combating Antisemitism (Ottawa), September 2011. Photo courtesy of the Department of Citizenship and Immigration.



## The Declaration of the Stockholm International Forum on the Holocaust

The members of the Task Force are committed to the Declaration of the Stockholm International Forum on the Holocaust, which reads as follows.

1. **The Holocaust (Shoah) fundamentally** challenged the foundations of civilization. The unprecedented character of the Holocaust will always hold universal meaning. After half a century, it remains an event close enough in time that survivors can still bear witness to the horrors that engulfed the Jewish people. The terrible suffering of the many millions of other victims of the Nazis has left an indelible scar across Europe as well.
2. **The magnitude of the Holocaust**, planned and carried out by the Nazis, must be forever seared in our collective memory. The selfless sacrifices of those who defied the Nazis, and sometimes gave their own lives to protect or rescue the Holocaust's victims, must also be inscribed in our hearts. The depths of that horror, and the heights of their heroism, can be touchstones in our understanding of the human capacity for evil and for good.
3. **With humanity still scarred** by genocide, ethnic cleansing, racism, anti-Semitism and xenophobia, the international community shares a solemn responsibility to fight those evils. Together we must uphold the terrible truth of the Holocaust against those who deny it. We must strengthen the moral commitment of our peoples, and the political commitment of our governments, to ensure that future generations can understand the causes of the Holocaust and reflect upon its consequences.
4. **We pledge to strengthen** our efforts to promote education, remembrance and research about the Holocaust, both in those of our countries that have already done much and those that choose to join this effort.
5. **We share a commitment** to encourage the study of the Holocaust in all its dimensions. We will promote education about the Holocaust in our schools, our universities and our communities, and encourage it in other institutions.
6. **We share a commitment** to commemorate the victims of the Holocaust and to honour those who stood against it. We will encourage appropriate forms of Holocaust remembrance, including an annual Day of Holocaust Remembrance, in our countries.
7. **We share a commitment** to throw light on the still obscured shadows of the Holocaust. We will take all necessary steps to facilitate the opening of archives in order to ensure that all documents bearing on the Holocaust are available to researchers.
8. **It is appropriate** that this, the first major international conference of the new millennium, declares its commitment to plant the seeds of a better future amidst the soil of a bitter past. We empathize with the victims' suffering and draw inspiration from their struggle. Our commitment must be to remember the victims who perished, respect the survivors still with us, and reaffirm humanity's common aspiration for mutual understanding and justice.

## PART THREE

# THE MULTICULTURALISM PROGRAM 2010–2011

As the diversity of Canada has changed, so has the implementation of the *Canadian Multiculturalism Act*. The Department of Citizenship and Immigration provides strategic direction for implementing the Act and its Multiculturalism Program focuses on the following policy objectives:

- Building an integrated, socially cohesive society;
- Making institutions more responsive to the needs of Canada’s diverse population; and
- Engaging in international discussions on multiculturalism and diversity.

This part of the report highlights the Department’s activities during the 2010–2011 reporting period, organized under three broad themes: promoting economic, social and cultural integration; supporting public and federal institutions; and complementary initiatives undertaken by the Department to promote integration.

### PROMOTING ECONOMIC, SOCIAL AND CULTURAL INTEGRATION

The Multiculturalism Program uses a range of tools and strategies to promote intercultural understanding and social and cultural inclusion. This includes supporting projects that address the specific needs of communities across the country, raising awareness of and informing the public discourse on multiculturalism through targeted initiatives, and giving guidance to federal institutions that provide services to Canadians.



Winners of the “Racism. Stop It!” National Video Competition (Ottawa), March 2011.  
Photo courtesy of the Department of Citizenship and Immigration.



## Inter-Action Grants and Contributions Program

**Inter-Action**, Canada's multiculturalism grants and contributions program, was relaunched in June 2010 with new terms and conditions. Funding is provided to support initiatives that contribute directly to the program's objectives through two streams: the Projects Stream and the Events Stream.

The Inter-Action Projects Stream provides funding for multi-year community development or engagement projects to promote integration. In June 2010, the Department launched the first Inter-Action Call for Proposals (CFP), for which approximately 750 proposals were received. With this CFP, priority was given to projects in which youths, youths-at-risk, faith communities and organizations or immigrants were the primary beneficiaries. Priority was also given to projects that addressed citizenship rights and responsibilities or that facilitated positive interaction among different cultural, ethnic and religious communities in Canada.

By the end of 2010–2011, the Multiculturalism Program had approved \$13,177,592 in funding for 46 projects undertaken by a broad range of organizations and institutions that address the needs of communities across the country.

The Inter-Action Events Stream provides funding for community-based events that foster one or more of the following: intercultural or interfaith understanding, civic memory and pride, and respect for core democratic values. The primary goal of this stream is to create concrete opportunities for interaction among cultural and faith communities. Events funded through this stream are intended for and open to all Canadians. By the end of 2010–2011, the Multiculturalism Program had provided \$901,753 to support 94 events across Canada.



Immigration Celebration:  
20 Years of Changing the Face  
of Manitoba (Winnipeg), 2011.

## Department of Citizenship and Immigration Multiculturalism Program

The following are examples of new and ongoing projects and events that were funded in 2010–2011.

### ***Support Your Community: New Canadians Working for Active Community Participation***

Central Alberta Immigrant Women's Association  
Red Deer, Alberta

This is a community action project with a secondary focus on institutional change. It is designed to train 120 new Canadian citizens from emerging communities of Africa, Asia and Latin America in Red Deer, Alberta, to develop skills for informal civic participation through the Education and Awareness Leadership Program.

As part of this project, new Canadians will participate in four civic engagement committees on health, education, justice and the employment sector to learn important skills for addressing issues that impact their families.

The 120 new Canadians will become engaged in supporting others in their communities to develop skills for informal civic participation, thereby creating a pool of leaders in Red Deer and the surrounding rural communities. The project will be conducted from January 1, 2010, to December 31, 2012.

### ***Canadian Citizenship Challenge***

Historica-Dominion Institute

Through its program entitled “Canadian Citizenship Challenge,” the Historica-Dominion Institute has developed a Canadian citizenship challenge to encourage middle and high school students across the country to read the citizenship study guide, *Discover Canada: The Rights and Responsibilities of Citizenship*, as well as to take a mock citizenship exam. The winning students and class will receive their prizes at a special ceremony. This entire project will directly reach between 80,000 and 95,000 students and will impact teachers and members of youth and multicultural organizations, as well as users of public libraries and cultural centres. For more information, visit: [www.historica-dominion.ca/](http://www.historica-dominion.ca/)

### ***Engage-Toi!***

Fondation de la tolérance  
Montréal, Quebec

“Engage-toi!” [get involved] started on August 1, 2011, and will run until July 31, 2014. Through this project, 30,000 Secondary III students from 75 schools in the province of Quebec will participate in workshops to raise awareness about prejudice and human rights. These students will develop an understanding of the concepts of prejudice, discrimination and intolerance. In addition, 120 young people from four types of communities (rural, multiethnic urban, Aboriginal and Anglophone) will be selected for training in leadership and citizenship. They will receive individual coaching from Fondation staff to carry out a civic engagement project that will foster intercommunity understanding. These young people will become ambassadors of tolerance in their communities. The partners—the participating schools (Augustin-Norbert-Morin, Henri-Bourassa, La Découverte and Saint Luc secondary schools, as well as Heritage High School)—are providing the necessary logistical support for the workshops and for post workshop follow up, and are supporting the concrete actions being undertaken by these young ambassadors. For more information, visit [www.fondationtolerance.com](http://www.fondationtolerance.com).

### ***Multiculturalism Achievement Program for Learning Employers (MAPLE)***

Ottawa Chinese Community Service Centre

The goal of this program is to address systemic barriers encountered by new Canadians in terms of finding professional employment and developing their careers. Through workshops, partnerships, unpaid internships and mentoring, the program will help new Canadians gain practical learning experience, cross-cultural communication skills and work experience in Canada. The program will involve participants of all ethnic origins and will provide many opportunities for new and established Canadians to come into contact with each other in a workplace environment. As a result, this program will promote intercultural understanding, decrease social distance between Canadian and ethnocultural groups, and reduce the likelihood of parallel communities. For more information, visit: <http://ocsc.org/>

### ***Black Loyalist Heritage Centre***

#### ***Interpretive Development***

Black Loyalist Heritage Society  
Birchtown, Nova Scotia

This project involves the development, fabrication and installation of the exhibit components of the centre. Target audiences include individuals of African descent, non-African Nova Scotian families, public and private school students, regional tourists, and immigrants of non-African descent. The development of interpretive concepts, depicting Birchtown's history and the contributions of Black Loyalists to Nova Scotia, will give the audience a mechanism to ask questions and confront fears through honest dialogue. These types of experiences open the door for deeper understanding, reflection and dialogue across cultures. For more information, visit: <http://www.blackloyalist.com/>

### ***SAME (Surrey Appreciates Multi-Ethnicity)***

Surrey, British Columbia

This project is designed to address the issues of intolerance, bullying, violence and cultural isolationism among youth, which have become prevalent in the culturally diverse city of Surrey, BC. The project involves both extensive research and practical components, including a mentorship program

where older secondary students are trained to mentor younger elementary students on diversity, self confidence, cultural pride, leadership, decision-making skills, and developing a cultural identity in a multicultural environment. In addition, workshops are held with parents of participating youth to help extend the lessons of the project into the community and the families of students involved. From a research perspective, Surrey School District has partnered with Simon Fraser University to carefully plan and implement strong evaluation tools, including ongoing focus groups, surveys and community forums. This not only allows for the project to be continually strengthened throughout its duration, but also provides tools for a comprehensive evaluation at the project's completion in order to enable synthesis of best practices and to encourage replication in other school districts across the country. The project serves all ethno-cultural groups in the district, but primarily focuses on the district's predominant ethnic groups, including the Punjabi, Chinese, Aboriginal, Korean, Filipino and Vietnamese communities. Ultimately, the project aims to enhance the capacity of youth, parents, extended family members, teachers and administrators in the district, and community workers to deal with the challenges faced by ethno-cultural youth, as well as to promote cross-cultural understanding in this diverse community.

## **Public Education and Outreach**

In collaboration with the public, community groups and partners in the educational sector, the Multiculturalism Program produces and disseminates educational materials and organizes events geared toward combating racism and strengthening cross-cultural understanding.

### **The Paul Yuzyk Award for**

**Multiculturalism** recognizes individuals and groups in communities across Canada that have made exceptional contributions to multiculturalism and diversity. Throughout his life, the late Senator Yuzyk worked tirelessly to call attention to the importance of multiculturalism and emphasized "unity in diversity" as a foundational concept in the continuing evolution of Canada. This award commemorates his achievements.

The year 2010 was the second year the award was given, but was the first year that nominations of candidates were solicited from the general public. The Department used social media to promote the award, reaching out to target audiences through YouTube, Twitter, Wikipedia and blogs. As a result, the Department was pleased to receive 88 nominations from across Canada.

The award recipient for 2010 was Paul Nguyen in the Outstanding Achievement category. The Outstanding Achievement award is given to an individual or a group that has demonstrated a significant contribution to Canadian multiculturalism.



The Honourable Jason Kenney (right) with Paul Nguyen, recipient of the 2010 Paul Yuzyk Award for Multiculturalism (Toronto), June 2010. Photo courtesy of the Department of Citizenship and Immigration.

### 2010 Paul Yuzyk Award Recipient for Outstanding Achievement: Paul Nguyen

Mr. Nguyen received the award for his dedication to improving race relations and promoting multicultural understanding in Canada. His work has contributed to breaking down stereotypes and barriers facing at-risk youths and visible minorities through social media and filmmaking. Mr. Nguyen created the Jane-Finch.com website, providing an online portal for youths and residents in the Jane-Finch community of Toronto.

The **Mathieu Da Costa Challenge (MDC)** is a national writing and artwork competition for youths that promotes cultural diversity in Canada. A total of 698 entries were received for 2010–2011.

In February 2011, the Department worked in partnership with the Halifax 2011 Canada Games Host Society to host the MDC awards. The awards ceremony was held outdoors in downtown Halifax and was open to the public.

The winners participated in a number of educational and cultural activities, including Acadian entertainment, a visit to the Black Cultural Centre of Nova Scotia, a bus tour of Halifax, a tour of the Maritime Museum of the Atlantic and an interpretative presentation on the MS *St. Louis*, and a tour of the Canadian Museum of Immigration at Pier 21.

In 2010–2011, together with the Canadian Library Association, the Department created a travelling exhibit that displayed a number of MDC winning and semi-finalist entries in both the artwork and written categories. The exhibit travelled to eight major Canadian cities (Ottawa, Vancouver, Edmonton, Regina, Winnipeg, Toronto, Montreal and Halifax) and was posted for approximately one month in a library branch in each city.

The **“Racism. Stop It!” National Video Competition (NVC)** is a wide-reaching program for youths between the ages of 12 and 20, inviting them to submit short videos expressing their thoughts on eliminating racism. A total of 293 videos were submitted from across Canada during 2010–2011. Often humorous and poignant, the videos provided commentary on the themes of unity in diversity and our common ties, creating a public dialogue about fighting racism by celebrating who we are.



Winners of the Mathieu Da Costa Challenge at the Award Ceremony with the 2011 Canada Winter Games Mascots (Halifax), February 2011. Photo courtesy of the Department of Citizenship and Immigration.

The semi-finalist videos were posted on YouTube for two weeks in early February 2011 for online voting. The video “Together” from the Junior Youth Group in Vancouver received the most “thumbs up” on YouTube’s voting system and was selected as the Public Choice Award winner. The 11 winning videos were edited from their original versions to 30-second public service announcements (PSAs). Citizenship and Immigration Canada branding was included in each video. The PSAs were distributed to Vrak.TV, Omni and Access for broadcast.

The NVC partners were Omni, Access, the Canadian Libraries Association, the Canadian Commission for Unesco (United Nations Educational, Scientific and Cultural Organization), the United Nations Association in Canada, the Canadian Race Relations Foundation, Panasonic and the National Film Board. The National Capital Commission, Corel and Carleton University also contributed to the initiative.

During **Black History Month**, held every year in February, Canadians take time to reflect on the rich history and important contributions of black Canadians in the continuing evolution of our country. The 2011 Black History Month was launched nationally in Ottawa on February 2, with a special ceremony hosted by Minister Kenney, and attended by more than 200 guests.

In 2010–2011, the Department continued to expand on the theme *Proud of Our History*, and three new celebratory initiatives were unveiled: a new poster honouring the accomplishments of prominent black Canadians John Ware, Carrie Best, Ferguson Jenkins and Jarome Iginla; a new online black museum entitled *Canadian Black History: An Interactive Experience*;

and the release of Ferguson Jenkins and Carrie Best commemorative stamps by Canada Post.

*Canadian Black History: An Interactive Experience*, an educational online tool on the Department’s “Teachers and Youth Web Corner” Web page, is a virtual museum treasure hunt, highlighting prominent black Canadians past and present, key locations and other factors of Canadian black history. The virtual museum can be accessed at [www.cic.gc.ca/english/games/museum](http://www.cic.gc.ca/english/games/museum).

In communities across Canada, **Asian Heritage Month** (AHM) is celebrated every year in May. *Asian Canadians: A Proud History, a Promising Future* was the theme for Asian Heritage Month 2010. On April 29, 2010, Minister Kenney hosted a successful AHM launch on Parliament Hill, attended by nearly 275 guests from various cultural organizations and community groups. The 60<sup>th</sup> anniversary of the beginning of the Korean War was recognized during the launch.

For the first time, an AHM poster was developed to further promote and educate Canadians on the Month. The AHM poster featured Kim Thúy Ly and the Honourable Norman L. Kwong.

Overall, the Department participated in 27 AHM-related activities across the country between late April and early May 2010. The activities included various presentations and performances, receptions, a regional e-quilt poster featuring photographs of AHM events, an AHM-related tour bus, art displays, youth-focused forums and lectures, and meetings with well-known Asian writers. The activities fostered intercultural collaboration, networking and engagement.



The Honourable Jason Kenney (left) and Dr. Leslie Olivier, President of the Black Cultural Centre of Nova Scotia (Ottawa), February 2011. Photo courtesy of the Department of Citizenship and Immigration.



Dance performance by Crazy Smooth and Bboyizm Dance Company at the “Racism. Stop It!” award ceremony (Ottawa), March 2011. Photo courtesy of the Department of Citizenship and Immigration.



“Carrie Best” Black History Month Commemorative Stamp (2011). Photo courtesy of Canada Post Corporation.

The Department continued to partner with key cultural organizations to further provide Canadians with educational and promotional events. Some of the key organizations and community groups that the Department supported include the Ottawa Asian Heritage Society, the Asian Heritage Month Festival Society in Vancouver, the Asian Heritage Foundation, Asian Heritage Manitoba, the Canadian Multicultural Council – Asians in Ontario, the Council of Agencies Serving South Asians, the Ismaili Council for Ontario and the Asian Heritage Society of New Brunswick.

### Historical Recognition Programs

Historical Recognition Programs respond to the Government of Canada’s commitment to recognize and commemorate the experiences of communities affected by wartime measures or historical immigration restrictions or prohibitions, and to educate Canadians about these experiences and the contributions these communities have made to building Canada. The programs – the Community Historical Recognition Program and the National Historical Recognition Program – involve the affected communities in promoting reconciliation and supporting full engagement in Canadian society.

In 2008, the Government of Canada launched the four-year **Community Historical Recognition Program (CHRP)** to acknowledge, commemorate and educate Canadians about the historical experiences

and contributions of communities affected by wartime measures and immigration restrictions.

In 2010–2011, 34 projects worth more than \$4.6 million were approved for funding. Eleven projects were completed in 2010–2011. Chinese-, Jewish-, Italian- and Indo-Canadian community groups received funding for a wide range of projects, including the following:

- A website to house a permanent repository of information about the Chinese Head Tax, including stories and testimonials collected through CHRP projects;
- A documentary film focusing on Chinese-Canadian war veterans;
- A monument in Vancouver’s Harbour Green Park dedicated to the *Komagata Maru* incident;
- An historical centre in Toronto and an online exhibit recognizing and commemorating the internment of Italian-Canadians during the Second World War; and
- A permanent exhibit with a sculptural mural and wall-mounted photographs, a children’s book and a bilingual booklet commemorating the story of the MS *St. Louis*.

For more information on historical recognition programs, visit [www.cic.gc.ca/english/multiculturalism/programs](http://www.cic.gc.ca/english/multiculturalism/programs).

Captain Jung-Kwon Seo delivers a speech during Asian Heritage Month (Ottawa), May 2010. Photo courtesy of the Department of Citizenship and Immigration.



Yadong Guan, a pipa player, performs during Asian Heritage Month (Ottawa), May 2010. Photo courtesy of the Department of Citizenship and Immigration.



## Department of Citizenship and Immigration Community Historical Recognition Program

The following are examples of new and ongoing projects and events that were funded in 2010–2011.

### ***From C to C – Chinese Canadian Stories of Migration***

Simon Fraser University  
Vancouver, British Columbia

A website and educational material were created to recognize and commemorate the experiences of the Chinese-Canadian community affected by the Head Tax and other immigration restrictions while at the same time educating youths on an important part of Canadian history. The documentary was aired on CBC regionally and nationally. A station in China will also broadcast the documentary, which is expected to reach 500 million people. The film won the Leo Award for the Best Short Documentary program. Related educational material was distributed to Vancouver and Richmond schools. For more information, visit [www.sfu.ca/fromctoc](http://www.sfu.ca/fromctoc).

### ***Italian Canadians During World War II***

Columbus Centre  
Toronto, Ontario

The Columbus Centre is undertaking a national project to recognize and commemorate the internment of Italian-Canadians during the Second World War. The main project components include recording over 50 testimonials from individuals across Canada affected by the internment, and developing an online inventory of resources on the internment in various formats for use by students, researchers and the general public. The project will also feature a permanent exhibit on the internment, an online version of the exhibit, a commemorative wall and an academic paper on the project findings, which will serve as a project legacy. The Columbus Centre has partnered with the Multicultural History Society of Ontario, the Centro Scuola e Cultura Italiana, the Joseph D. Carrier Gallery, and several universities and community groups across Canada.

### ***St. Louis: Ship of Fate***

The Atlantic Jewish Council  
Halifax, Nova Scotia

The first phase of a two-phase approach project was completed, resulting in the creation of a travelling version of

its highly successful exhibit, “St. Louis: Ship of Fate.”

The exhibit was launched in 2009 in partnership with the Maritime Museum of the Atlantic during an event commemorating the 70<sup>th</sup> anniversary of Canada’s refusal of the MS *St. Louis* refugees. The exhibit will tour nationally. The first phase completed the conceptual design and costing of the travelling exhibit.

### ***Komagata Maru Monument and Museum***

Khalsa Diwan Society  
Vancouver, British Columbia

The Khalsa Diwan Society (KDS) is undertaking two projects commemorating the Komagata Maru (KM) incident of 1914, when 376 South Asian passengers were anchored outside Vancouver for two months after being refused permission to disembark from their ship and enter Canada. The KDS is creating the first public museum dedicated to this incident, showcasing the story of this tragic event, providing a background on Canadian immigration policy in the 1900s, while documenting the Indo-Canadian community’s struggle for equal rights over the years and the contribution of South Asians to contemporary Canadian society. The KDS is also erecting the first public monument dedicated to the KM incident in Vancouver’s Harbour Green Park, the closest point to where the KM was anchored.

### ***Beyond the Gardens’ Wall***

Grayhound Information Services  
Metcalfe, Ontario

This 45-minute, high-definition documentary film tells the compelling story of the Chinese and Indian Sikh immigrants who arrived in Canada in the early 1900s to work at the cement quarry of Tod Inlet, a now-vanished community near Victoria, British Columbia. Close-captioned copies of the film were distributed on DVD at the Toronto Spinning Wheel Film Festival and the film was presented at a number of other film festivals, including the Sikh Art and Film Festival in Hollywood, the Ehsaas South Asian Film Festival near Vancouver and the Edmonton and Calgary Asian Film Festival. It was featured at the Ontario Media Showcase.

## Other Initiatives

In January 2010, Minister Kenney announced that the Government of Canada had designated 2010 as the Year of the British Home Child in Canada to commemorate the over 100,000 children brought from Britain to Canada under the United Kingdom's Child Migration Scheme from 1869 through to the late 1940s. Sent to live with Canadian families, many of these children endured great hardship as they were frequently employed as domestic servants or farm labourers.

The British Home Child evening reception at Library and Archives Canada held on September 9, 2010, was successful with over 200 people in attendance. As well, a new section was created on the Department's website for the British Home Child initiative containing background information on the British Home Child scheme and citizenship for former home children, as well as resources.

For more information, visit [www.cic.gc.ca/english/multiculturalism/homechild](http://www.cic.gc.ca/english/multiculturalism/homechild).

## SUPPORTING FEDERAL AND PUBLIC INSTITUTIONS

To help federal and other public institutions respond to and meet their obligations under the *Canadian Multiculturalism Act*, the Department of Citizenship and Immigration provides support, resources and guidance.

### Working with Federal Institutions

The Department of Citizenship and Immigration operates as the secretariat for the **Multiculturalism Champions Network** (MCN). The key objective of the MCN is to further the implementation of the *Canadian Multiculturalism Act*. The MCN provides a forum for the discussion of shared challenges, best practices and lessons learned among federal institutions.

The network is made up of multiculturalism champions from federal institutions across the Government of Canada. Champions work to advance initiatives to help their institutions better meet their obligations under the Act, and to build awareness of the importance of multiculturalism in Canada.

In 2010–2011, this network of over 90 members identified and prioritized areas for further analysis and action. The priority themes in the short to medium term are applying multiculturalism, federal institution challenges, research and statistics, MCN administration and human resources practices.

The Department also provided assistance to federal institutions by offering three **Annual Report Writing Workshops**. Held in early spring 2011, the workshops assisted federal institutions in preparing their submissions to the annual report. In addition, the Department also responded to over 370 inquiries from federal institutions.

## Collaborating with Provinces and Territories

The **Federal-Provincial-Territorial Network of Officials Responsible for Multiculturalism Issues** provides an ongoing forum for federal, provincial and territorial government representatives to share information and engage in policy dialogue on programs, research and other issues concerning multiculturalism, diversity and anti-racism. In early 2011, a forward agenda was developed for guiding its future work. The priority areas identified for action included carrying out a comparative analysis of each jurisdiction's legislation and obligations, reviewing how legislation is implemented, sharing research and other data, and tracking trends and issues. These activities will assist in providing a clearer picture of multiculturalism activities across Canada.



## Research and Mobilization

The **Metropolis Project** has two main objectives: to build a national and international network of researchers working on migration and diversity, and to ensure mobilization of the research and knowledge transfer to federal policy makers and other end users.

A considerable amount of research on multiculturalism and the integration and well-being of ethnocultural groups and visible minorities was conducted at the five Metropolis Centres of Excellence across Canada. Over 45 research projects were funded in the 2010–2011 period, covering six priority areas. The papers for these research projects are available on the centre websites, which can be viewed at [www.canada.metropolis.net](http://www.canada.metropolis.net).

Metropolis implements its knowledge transfer and mobilization initiatives through face-to-face events and publications. During the 2010–2011 period, Metropolis collaborated with a number of partner agencies to organize the following events:

- October 2010, The Hague, Netherlands: 15<sup>th</sup> International Metropolis Conference on Justice and Migration: Paradoxes of Belonging, attended by over 900 delegates who participated in eight plenary sessions and 91 workshops.
- March 2011, Vancouver: 13<sup>th</sup> National Metropolis Conference on Immigration: Bringing the World to Canada, attended by approximately 1,200 delegates who participated in six plenary sessions on topics such as “Building an Integrated Society” and “Diaspora Politics and Imported Conflicts,” in addition to 80 workshops and 30 round tables.

The Metropolis Project produced a number of publications in 2010–2011. *Our Diverse Cities: British Columbia* included articles on community-based actions of ethnocultural communities in British Columbia, strategies to help integrate ethnic minority groups and communities, and analyses of diversity in residential areas of Vancouver and British Columbia at large. *Canadian Issues: Temporary Foreign Workers* involved a comprehensive collection of articles that analyse Canada’s policies and programs for temporary foreign workers. The *Canadian Issues: Immigrant Mental Health* publication brought together articles on the intersection of migration and mental health.

## Studies

In 2010–2011, the Department's Strategic Research Program pursued a number of research projects with a focus on particular aspects of multiculturalism, including research on religious diversity, Canadian attitudes toward multiculturalism and immigration, and association with collective identities.

Work was also completed on research studies that investigate various aspects of the economic and social integration of immigrants and visible minority groups. One project investigated the health status and social capital of recent immigrants to Canada using evidence from the Longitudinal Survey of Immigrants to Canada. It showed that the ethnic diversity of friendship networks had a significant and positive effect on immigrants' self-reported health status. As well, a study exploring minority enclave areas in Montreal, Toronto and Vancouver was released during the reporting period. This research examined changes in the residential geography of visible minorities. The reports are available at [www.cic.gc.ca/english/resources/research](http://www.cic.gc.ca/english/resources/research).

The Department's **Multiculturalism Program** undertook policy research projects to better understand the role of faith and religion in Canada, such as a review of the perspectives on citizenship by various faith groups, how these faith groups are portrayed in the media, and developing a review of the link between radicalization and social cohesion. Furthermore, the Department hosted panels and contributed to conferences and seminars related to ethnic youth gangs and diversity in France; the similarities and differences between multiculturalism and the model of interculturalism; and the impact of virtual enclaves.

## PROMOTING INTEGRATION: COMPLEMENTARY INITIATIVES

The Department of Citizenship and Immigration is also responsible for complementary policies, programs and services that assist the socio-economic integration of individuals in Canada.

In 2010–2011, the Department continued to promote the integration of individuals and communities into Canadian society by supporting a number of key initiatives that contribute to an integrated and socially cohesive society.

### Foreign Qualifications

The Foreign Credentials Referral Office (FCRO) provides services and tools in Canada and overseas to help internationally trained individuals (ITI) put their skills to work in Canada more quickly. The removal of foreign credential recognition barriers faced by these individuals, who come from a variety of cultural backgrounds, improves their ability to integrate into the Canadian labour market and participate fully in Canadian society.

In 2010–2011, advancements were made in the implementation of the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications (the Framework). The Department, in conjunction with Human Resources and Skills Development Canada, Health Canada and provincial and territorial partners, implemented the one-year commitment to timely service with the initial eight target occupations under the Framework. ITIs working in these occupations will either have their credentials recognized, or know exactly what they need to have their credentials recognized, within one year.

The FCRO also advanced the following initiatives aimed at facilitating the removal of barriers faced by ITIs.

- The Federal Internship for Newcomers (FIN) Program provides eligible newcomers with opportunities to gain valuable Canadian work experience in the federal public service that aligns with their skills, training and experience. The FIN Program expanded to 11 participating departments and agencies in October 2010. In total, 71 work placements were provided over 2010–2011, more than tripling the number of placements provided in the previous year.
- The FCRO's *Employer's Roadmap to Hiring and Retaining Internationally Trained Workers* encourages employers to understand how their cultural expectations may affect their human resources practices. The Roadmap was updated to include video testimonials of employers' positive experiences with hiring ITIs. In addition, the development of sector-specific roadmaps advanced in 2010–2011 with the creation of a construction sector-specific roadmap available online at the Construction Sector Council website. For more information, visit [www.csc-ca.org](http://www.csc-ca.org).

## **Local Immigration Partnerships**

Local Immigration Partnerships (LIP) represent a new form of multi-level governance involving municipal, provincial and federal partners – and a new form of community collaboration for newcomer settlement and integration. LIPs actively engage many stakeholders to encourage a locally driven strategic planning process to assess needs, coordinate services and improve outcomes for immigrants and refugees.

Representation on the partnership councils includes schools, health centres, ethnocultural groups, police services, libraries, employers and business councils, social services, various levels of government, newcomers and many other stakeholders.

In 2010, the House of Commons Standing Committee on Citizenship and Immigration recognized LIP as a best practice and recommended that the model be expanded. Other regions are expressing interest in the LIP model, and many cities across Canada are actively developing community plans.

## **Settlement Program**

The Settlement Program funds projects to assist newcomers in making linkages with Canadians and their local community and fosters welcoming and inclusive communities in support of an integrated society. The range of applications received for funding highlighted settlement challenges in an environment where both host communities and newcomers themselves are increasingly diverse. In addition, newcomers are choosing to settle in a wider range of Canadian communities.

Under the Community Connections stream, the Department continues to encourage locally based approaches that support settlement and integration by addressing barriers, including the following:

- Working with mainstream organizations to address newcomer needs (e.g., Settlement Workers in Schools, Library Settlement Partnerships);
- Supporting welcoming, safe and inclusive spaces where newcomers can access information and services (e.g., welcome centres);
- Enabling local stakeholders to collaboratively develop plans, strategies and tools (e.g., Local Immigration Partnerships, Toolkit for Smaller Centres);
- Communicating best practices and sharing information and expertise; and
- Connecting vulnerable groups with their Canadian-born counterparts and established support networks (e.g., mentoring services, early childhood development networks, seniors' networks, business networks).

In 2010-2011, the Department of Citizenship and Immigration funded 44 related projects, including one at the Hospital for Sick Children (SickKids). The funding provided to this project improves access to health care and health information for new immigrant children and families at the SickKids hospital through the development and delivery of cultural competence education for hospital staff, and the translation of patient education materials and other documents into nine languages.

The Department has also funded the provision of welcoming services at Vancouver and Toronto international airports. Through funding provided to SUCCESS and delivered via the Community Airport Newcomers Network (CANN), newcomers, including refugees, arriving in Canada at the Vancouver International Airport have access to individualized reception, orientation, and general information and referral services in over 20 languages. Similar services are provided by Malton Neighbourhood Services for newcomers arriving at Pearson International Airport in Toronto. Supporting the establishment of welcoming communities means that new immigrants receive information on programs and services for newcomers, including the *Welcome to Canada* guidebook produced by the Department of Citizenship and Immigration.

## Citizenship Program

The purpose of the Citizenship Program is to administer citizenship legislation and promote the rights and responsibilities of Canadian citizenship. As a key part of its citizenship efforts, the Citizenship Action Plan aims to improve the integrity of the Citizenship Program and strengthen the value and meaning of Canadian citizenship by promoting increased civic memory, civic participation and a sense of belonging in Canada.

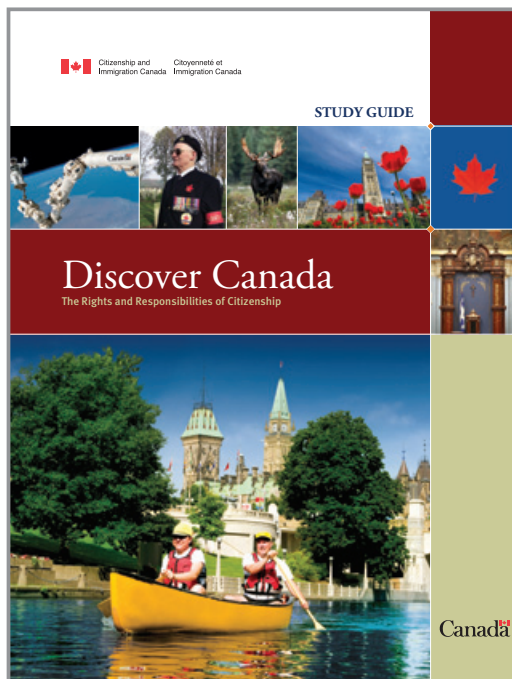
In March 2011, the Department revised *Discover Canada: The Rights and Responsibilities of Citizenship*. The updated version strengthens the content on common Canadian values such as freedom, democracy, human rights, the rule of law and the equality of men and women.

During the same period, an advertisement campaign on citizenship was launched which emphasized the meaning of being Canadian and the importance of Canada's values, symbols, institutions and history. In addition, an audio version of *Discover Canada* was developed to better assist newcomers in their preparation for the citizenship test.

Between April 2010 and March 2011, approximately 353,000 printed copies of *Discover Canada* were distributed. The website received more than 726,000 visits, resulting in more than 4,117,000 downloads of the electronic version of the guide. The audio version was downloaded approximately 486,000 times.

The citizenship Regulations were amended to provide greater flexibility in testing applicants on their knowledge of the characteristics of Canada and the responsibilities and privileges of citizenship. As a result, a new citizenship test was introduced in 2010.

The ability to communicate in one of Canada's official languages is important for newcomers to integrate. A new language screening tool was launched in the fall of 2010 to help determine whether a person had an adequate knowledge of one of the official languages of Canada, which is a requirement for obtaining citizenship.





**"Tecumseh - War of 1812"**

Lexi Hilderman  
Calgary Arts Academy, Calgary, Alberta  
Winner: Mathieu Da Costa Challenge, Best Artwork 2010-2011, Ages 9-12 category

Description: The artist used black pen to create a representation of Tecumseh and the War of 1812. Tecumseh looks over his right shoulder in the centre of the maple leaf in the middle of the drawing, with leaves blowing around him. In the top left corner, the artist drew a picture of Sir Isaac Brock riding a horse, and in the top right corner, there is a drawing of William Harrison.

## PART FOUR

# IMPLEMENTATION OF THE *CANADIAN MULTICULTURALISM ACT* ACROSS FEDERAL INSTITUTIONS 2010–2011

Federal institutions across Canada vary in size and mandate. However, whether large or small, national in focus or regional in orientation, the spirit of the *Canadian Multiculturalism Act* is reflected in a variety of interesting and original ways in their mandates, policies, programs, employment and operating practices.

Under the Act, all federal government institutions are required to:

- ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in those institutions;
- promote policies, programs and practices that enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada;
- promote policies, programs and practices that enhance the understanding of and respect for the diversity of the members of Canadian society;
- collect statistical data to enable the development of policies, programs and practices that are sensitive and responsive to the multicultural reality of Canada;
- make use, as appropriate, of the language skills and cultural understanding of individuals of all origins; and
- generally carry on their activities in a manner that is sensitive and responsive to the multicultural reality of Canada.

In the development of this 2010–2011 annual report, 134 institutions provided submissions. From these, the Department of Citizenship and Immigration selected a range of examples to illustrate multiculturalism at work in federal institutions. These examples are grouped thematically to best demonstrate the innovative and exciting ways in which federal institutions are working toward implementing the Act. Some of the major accomplishments of federal institutions that best exemplify the spirit of the Act are featured.

Over the reporting period, the Department observed that there were common themes in multiculturalism initiatives seen across multiple institutions. These activities have not been included in the following chapters, but rather are highlighted below.

- **Providing services in non-official languages:** a number of institutions implemented practices to leverage the language skills and cultural insights of staff who are versed in non-official languages.
- **Providing information in non-official languages:** many federal institutions are now providing information – such as audio guides, pamphlets and fact sheets – in non-official languages.
- **Cultural awareness or diversity training:** most federal institutions provide cultural awareness or diversity sensitivity training courses to their staff.
- **Internship programs:** some institutions implemented internship programs for different ethnocultural groups.
- **Keeping staff informed about multiculturalism initiatives and important cultural days:** many federal institutions make staff aware of upcoming religious holidays or other multicultural events through departmental messages.
- **Providing space for religious practices:** some institutions provide areas for prayer or quiet reflection for employees.

## CHALLENGES TO THE IMPLEMENTATION OF THE ACT

While federal institutions highlighted a number of achievements during the reporting period, over 40 federal institutions identified barriers and challenges to carrying out multiculturalism activities.

Half of these institutions indicated that **limited resources** affected their ability to implement the *Canadian Multiculturalism Act*. The reasons provided included budget constraints, lack of dedicated staff to implement multiculturalism, and additional pressures brought on by staff turnover, reorganizations and other reporting requirements. Small institutions – with fewer than 500 employees – reported that dedicating resources to address multiculturalism was a significant challenge.

A number of institutions identified **human resources issues** in meeting obligations under the Act, including attracting Canadians from different ethnocultural backgrounds who qualify for positions, particularly in remote locations. Also, fewer staffing processes due to budgetary constraints limited opportunities to hire candidates from various cultural groups. Lack of data on religion, national or ethnic origin, race and colour posed a challenge when it came to assessing performance on equal opportunity in the workplace and ensuring that work forces reflect Canadian diversity.

Some institutions highlighted the **overlap in reporting** on other federal legislation and policies, including on employment equity, official languages, values and ethics, and departmental staffing accountability.

Institutions pointed out that their **lack of knowledge** about the requirements and definitions outlined in the Act hindered their ability to implement multiculturalism and that more support and guidance were needed. Also, certain **existing policies** acted as barriers, such as financial policies on honorariums and hospitality preventing Aboriginal elders from acting in the capacity of consultants regarding many operational, culturally sensitive and spiritual issues.

Very focused **mandates and operational requirements** posed challenges to implementing multiculturalism policies, programs and practices. For example, some institutions do not provide programs or services to the public, hence limiting the types of activities that could be undertaken. The geographical location of various operations posed a difficulty for incorporating cultural considerations into policies, such as remote communities where the number of ethnocultural community groups is not significant enough to create partnerships.



## PARTNERSHIPS

Partnerships between federal institutions or other organizations, governments and community groups, among others, are valuable and necessary in the context of multiculturalism, particularly in a challenging fiscal environment. Partnerships between organizations result in a greater mix of ideas being brought to the table, leading to better multiculturalism initiatives. Below are institutions that carried out multiculturalism initiatives in partnership with other organizations during the 2010–2011 reporting period.

In March 2011, the Canadian Embassy in Stockholm, part of the **Department of Foreign Affairs and International Trade**, organized an event in cooperation with a Swedish think-tank to highlight the publication of a joint Canadian-Swedish document entitled *The Canadian Model: How Immigration Leads to Work*. Sweden's Minister of Integration and Canadian Howard Duncan of the Metropolis Project both spoke at the seminar, which was attended by approximately 80 people from the Swedish government, businesses and NGOs. The event showcased the value of a Canadian multicultural society.

The **Department of Justice** administers the logistics and organization of a component of the Canadian Association of Chiefs of Police (CACP) annual conference. In March 2011, the CACP, in collaboration with the Coalition on Community Safety, Health and Well-Being, held a national conference on family violence in Toronto. The conference – “A Dialogue on Family Violence in Culturally Diverse Communities: Practical Approaches to Prevention and Response” – was attended by representatives of justice, public health, education, immigration, victim services, culturally diverse communities and all levels of government.

**Export Development Canada** is continuing outreach initiatives with ethnocultural community organizations (Indo-Canadian Business Council, Chinese-Canadian Business Council, Nova Scotia Gambia Association, Halifax Indo-Canada Chamber of Commerce), business associations specific to various regions of the world (Canadian Council for the Americas) and community organizations (Hire Immigrants Ottawa and Halifax's Immigrant Settlement and Integration Services).



Peter Hall, Vice-President and Chief Economist of Export Development Canada, addresses members of the Indo-Canada Chamber of Commerce. Photo courtesy of Export Development Canada.

The **Business Development Bank of Canada's** (BDC) Vancouver branch has regular meetings with the Ethno Business Council of British Columbia to coordinate the annual New Canadian Awards that take place in May of every year. The Ethno Business Council comprises community leaders from different ethnic origins. The BDC has been involved with the creation of the Ethno Business Council and is one of the major sponsors of the annual awards, which are attended by over 300 people from the business community, politicians and other community influencers and leaders.

To create more awareness and increase traffic to the "Housing for Newcomers" microsite, the **Canada Mortgage and Housing Corporation** (CMHC) continued its partnership with Service Canada, Citizenship and Immigration Canada and settlement organizations, as well as developing new relationships with many immigrant settlement organizations across Canada. This was achieved by incorporating

content and links into their websites directing visitors back to CMHC's newcomers microsite for more information, and supplying pamphlets and publications to their various locations for distribution to new Canadians.

The **Atlantic Canada Opportunities Agency** continued to support exchanges and cooperation among diverse communities through engagement with those communities and their stakeholders on a number of significant activities, such as the establishment of the Africville Heritage Trust. This is a community-led organization that oversees the creation of a memorial to the former residents and descendants of the African Nova Scotian community of Africville.

"The diversity of language skills among Statistics Canada's employees has also allowed the bureau's regional offices to establish and maintain a rapport with ethnic media, who in turn present survey results in other languages, including, for example, Chinese, Spanish, Italian, Russian and Vietnamese." Statistics Canada, 2010–2011 submission.

## PROMOTING INTERCULTURAL UNDERSTANDING AND EMBRACING DIVERSITY

In the 2010–2011 reporting period, many links were built or strengthened between ethnocultural communities and federal institutions.

The **National Capital Commission** received an excellent public response to its new sound and light show, “Mosaika: Canada Through the Eyes of Its People 2010–2014.” Mosaika reflects the cultural diversity as well as the language duality that makes up the fabric of Canada, featuring Canadians from every province and territory, and instils strong emotion and pride in its viewers. At the closing of its first season on September 13, 2010, Mosaika had been seen by 213,700 people. According to a recent Harris Decima survey, visitor feedback was extremely positive.

In 2010–2011, the **Department of Agriculture and Agri-Food** developed the Aboriginal Agriculture Initiative (AAI) from the Strategic Partnership Initiative developed under the Federal Framework for Aboriginal Economic Development. The initiative is based on a whole-of-government approach with participation from many organizations,

including provincial governments. The three priority areas of the AAI are to work with Aboriginal youths in agriculture; build the agricultural capacity of Aboriginal producers; and support the innovation and competitiveness of Aboriginal businesses that are environmentally sustainable and viable in today’s marketplace. As part of the AAI, the Department has been working with Aboriginal agriculture clients to develop and implement federal pilot projects to increase economic development opportunities for Aboriginal communities and entrepreneurs, thereby contributing to the broader governmental objective of improving the socio-economic conditions of Aboriginal peoples.

The **Canadian Human Rights Commission** worked with six federal agencies to implement, as a pilot project, its Human Rights Maturity Model. The Model is designed to help employers create a self-sustaining human rights culture in the workplace. It will help foster a diverse and respectful workplace culture. For more information, visit [www.chrc-ccdp.gc.ca](http://www.chrc-ccdp.gc.ca).



An evening of sound and light on Parliament Hill: “Mosaika: Canada Through the Eyes of Its People,” a visual wonder (Ottawa). Photo courtesy of the National Capital Commission.

## Correctional Service Canada (CSC) Key Achievements in 2010-2011

An example of incorporating multiculturalism into policies, services and practices throughout the institution.

- The CSC created five full-time Regional Manager, Ethnocultural Services (RMES) positions in each regional headquarters, giving each region a better chance to develop strategic alliances with ethnocultural communities. The RMES delivered quality products such as effective intervention for ethnocultural offenders, a culturally competent approach for responding to victims with ethnocultural backgrounds, and developed services for the families of ethnocultural offenders.
- Each CSC site has a staff diversity committee dedicated to staff education, awareness and team building. Inmates also have ethnocultural committees dedicated to inmate education and awareness. In the Atlantic Region, a cultural competency learning session was held in Truro, Nova Scotia. It focused on improving understanding of African-Canadian offenders. The facilitators presented workshops on the issues the African-Nova Scotian community faces in the United States and throughout the Maritimes. The presentation provided information to service providers regarding some of the culturally specific issues and barriers which African-Canadian offenders face.
- The CSC developed a communication plan that includes recruitment messages for volunteers and citizen advisory committees (CAC). The plan specifies that “in our recruitment efforts, we must ensure that our ultimate goal is to attract a diverse (age, race, sex, etc.) group of volunteers to respond to the needs of our inmate population.” The CSC revised and distributed the brochure for CACs and volunteers.
- In the Prairies Region, ethnocultural inmate work positions were created within the institutions to promote awareness and diversity, and a call for interest was sent out in the Winnipeg parole offices to community parole officers to determine who would accept a caseload focused specifically on ethnocultural minority offenders, where feasible. Additionally, two community forums took place in the Prairies Region involving many ethnocultural communities and ethnocultural service providers. The forums celebrated Canada’s cultural heritage and focused on strengthening collaboration between the ethnic communities and Correctional Service Canada. The focus of one of the forums, entitled “Bridging the Gap Between Ethnic Offenders and Their Communities,” was to build relationships with ethnic community organizations that strive to enhance the CSC’s work to ensure that ethnicity is respected within the organization.
- The CSC’s Ontario Region examined offender population management issues through an ethnocultural lens. As a result, the Clinical-Level Cultural Competency course was developed and delivered by an international expert in anti-oppression practices.
- In February 2011, the Ontario Region’s Regional Ethnocultural Advisory Committee sponsored a one-day event to share and communicate areas of concern and interest affecting the CSC and the South-Asian community. The day included an overview of the criminal justice system, federal corrections and the Parole Board of Canada, and provided a review of the South-Asian community in Peel. Breakout group discussions covered areas of interest such as culturally appropriate correctional programs and offender reintegration upon return to the community.
- In the Quebec Region, visits were made to community agencies to establish and strengthen partnerships with various community organizations, such as the Centre culturel haïtien, Trans-Art 2000, COPATLA (the Centre d’orientation et de prévention de l’alcoolisme et la toxicomanie latino-américaine), the Centre communautaire Services à la famille chinoise, the Centre La perle retrouvée, and others.

At the **Department of Human Resources and Skills Development**, the Community Inclusion Initiative (CII) aims to promote the inclusion of people with intellectual disabilities in mainstream Canadian society by developing and implementing strategies to enable communities to become more inclusive of all members. Through the CII, the Alberta Association for Community Living established a successful partnership with families, the community, community agencies and the government to enable immigrant and refugee families to access the support and services they require. This enables them to raise children with intellectual disabilities at home, facilitates their inclusion into community life, and improves the quality and accessibility of inclusive education.

The Embassy of Canada in Bangkok, part of the **Department of Foreign Affairs and International Trade**, supported two initiatives promoting understanding and tolerance between different ethnic and religious groups in Thailand. The projects were “The Art of Peace: A Theatre for Peace-Building and Conflict Transformation Training and Advocacy Program for Youth Leaders in the Deep South of Thailand” and the “Networking for Peace: A Youth Strategy for Peace-Building in the Deep South” project. Their objective was to promote interreligious and intercultural understanding among Muslim and Buddhist youths in the south of Thailand. The three southernmost provinces of Thailand are home to a Muslim minority and have been the site of an insurgency that has claimed the lives of more than 4,500 people since 2004.

The Building Communities Through Arts and Heritage (BCAH) program at the **Department of Canadian Heritage**

provides grants and contributions for local arts and heritage events, such as festivals and commemorative activities that enrich local community life and give Canadians the opportunity to engage in their community. As part of its outreach strategy, the program ensures that the tools it creates for outreach purposes are available to all communities, including ethnocultural communities. In 2010–2011, the BCAH program supported 914 events in 561 communities across the country that celebrated and reflected Canada’s diverse cultural and historical heritage. BCAH funding in 2010–2011 also allowed for communities to commission art installations and to restore heritage buildings that commemorate important local events and people, including the commemoration of the first settlement of African-Canadians in Regina, Saskatchewan.

On March 14, 2011, the Honourable Peter Kent, Canada’s Environment Minister and Minister for **Parks Canada**, commemorated the importance of the founding of the Canadian Jewish Congress. A special ceremony was held at the Gelber Conference Centre in Montreal in the presence of the Honourable Larry Smith, Senator, with representatives from the city of Montreal and the Historic Sites and Monuments Board of Canada.

At the **Department of Justice**, the Réseau de chercheuses africaines conducted a project entitled “Pour une parenté responsable.” The project aims to offer workshops, information sessions and a reflection day to help young ethnic and racial minority Francophones experiencing the separation and divorce of their parents to learn about the family justice process and community resources available to them.



The Honourable Peter Kent (left), Minister of the Environment and Minister Responsible for Parks Canada, commemorates the national historic significance of the founding of the Canadian Jewish Congress in the company of Mark Freiman, Canadian Jewish Congress National President (Montreal), March 2011. Photo courtesy of Parks Canada Agency.

## Statistics Canada 2011 Census and the National Household Survey

Initiatives that took multiculturalism into account:

### Non-Official Languages

Statistics Canada translated the census questions and the National Household Survey (NHS) into 11 Aboriginal languages and 20 non-official (ethnic) languages, and included all 31 translations on the census website (census2011.gc.ca) so that they could be widely distributed. Also prepared were fact sheets in 20 ethnic languages on how we do a census in Canada and why it is important to participate. The fact sheets were also posted on the website.

### Support Materials

Statistics Canada prepared a collection of support materials to assist interviewers if they met a householder who did not

speak an official language and used language cards that identified the language of the householder so that an interviewer speaking that language could return to the dwelling. Information was also provided to assist the Census Help Line in offering services in the 20 ethnic languages.

### Media Outreach

Statistics Canada contacted multicultural immigration and religious organizations across the country to tell them about the census and to request their support in giving this message to their members. It also contacted the ethnic media to get their support for the census and the NHS.

**Status of Women Canada** plays an important role in raising awareness of gender-based violence. In furthering this priority, the Minister for Status of Women sent out a strong message that harmful cultural practices that accept, condone or perpetuate violence against women and girls will not be tolerated in Canada. In July 2010, the Minister for Status of Women held round table consultations, urging women's groups and community organizations to address violence against women and girls.

“Violence directed at women and girls, which may be viewed as culturally acceptable, has no place in Canadian society.” – The Honourable Rona Ambrose, Minister for Status of Women, July 2010.

At the **Department of Human Resources and Skills Development** (HRSDC), the New Horizons for Seniors Program (NHSP) is currently funding 10 pan-Canadian projects that are increasing awareness of elder abuse in ethnocultural communities. In January 2011, HRSDC hosted a meeting

of NHSP recipients of pan-Canadian elder abuse awareness project funding to encourage networking, the dissemination of project information, and a broader transfer or replication of best practices, including those that have had an impact in ethnocultural communities.

At the **Department of Justice**, the Access to Justice in Both Official Languages Support Fund has funded a project developed by the French Common Law Section of the University of Ottawa's Faculty of Law aimed at helping Francophone immigrants from ethnocultural communities integrate into Canadian society. This pre-law program is intended for immigrant students registered in the French Common Law Program who have never studied in Canada. The purpose of the program is to give participating students a greater chance of success by giving them an opportunity to adapt to the realities of life at the university, informing them of the various tools available and providing them with an overview of course structure. The program takes a comparative look at some of the world's major legal systems and the terminology of common law versus those of the legal systems in the students' countries of origin.

The **Department of Foreign Affairs and International Trade**'s mission in Kuala Lumpur promotes education in Canada to Malaysian students and their families. In doing so, the mission emphasizes Canada's multicultural and open society and promotes an organizational culture that embraces diversity. During the reporting period, the mission organized educational fairs that were accompanied by a media campaign in Malay, Chinese and English-language papers in each city. In attracting Malaysian students to Canada, the mission is helping to enrich the educational experience of Canadians by increasing diversity in our classrooms and campuses.

At the **Public Health Agency of Canada** (PHAC), the Canadian Diabetes Strategy Community-Based Program has identified ethnocultural communities as a priority target population. The PHAC in the Alberta/Northwest Territories Region is currently funding one diabetes project targeting ethnocultural communities and called "Culturally Responsive Diabetes Management Support: A Community-Based Model." Although results are not yet available, the project's initial goal is to establish effective diabetes prevention and control strategies targeted at ethnocultural communities, which involves raising awareness of diabetes and its risk factors. The project has been conducting several community consultations with five ethnocultural communities (South Asian, Chinese, East African, Spanish-speaking and Filipino) on diabetes risk factors, testing and management. The feedback gathered will help inform program design that is culturally sensitive and that builds on identified community assets.

At the **Department of Human Resources and Skills Development**, the Aboriginal Skills and Employment Training Strategy (ASETS), launched in April 2010, is the successor strategy to the Aboriginal Human Resources Development Strategy. ASETS expands the employment opportunities of Aboriginal people across Canada. Under this strategy, Aboriginal organizations design and deliver employment programs and services best suited to meet the unique needs of their communities. Through ASETS, programs are designed and delivered by Aboriginal organizations to help Aboriginal people prepare for, obtain and maintain sustainable employment, assist Aboriginal youths in transitioning from school to work or to return to school, assist Aboriginal people living with disabilities, and support child-care programs. All Aboriginal people, regardless of status or location, may access programs and services.

At the **Royal Canadian Mounted Police**, in January 2011, all four Egyptian Coptic Christian churches in the Greater Montreal area were visited after Internet threats were made on Coptic leaders around the world, including in Montreal. In addition, a meeting of Egyptian Muslims and Coptic Christian leaders was organized to determine how to best support the Coptic community in Montreal following the New Year's Day attack in Egypt.



Educational fair in Kuala Lumpur. Photo courtesy of the Department of Foreign Affairs and International Trade.



Stirling Agricultural Village National Historic Site of Canada (Alberta). Photo courtesy of Parks Canada Agency.

At the **Department of Justice**, funding was provided to the YWCA of British Columbia to conduct a project entitled “Custody and Access for Mothers Leaving Abusive Relationships.” The project includes updating and distributing a booklet entitled *Leaving an Abusive Relationship: Information on Custody and Access for Women with Children*. Translations in several languages, including French, Tagalog, Japanese and Russian, will be made available online, therefore addressing the information needs of those communities that face barriers in accessing the family justice system.

At the **Department of Public Works and Government Services**, the Advertising Coordination and Partnerships Directorate’s Capacity Building Program provides information and training sessions on advertising and marketing-related topics, including two sessions specifically on multiculturalism. These sessions, one addressing cultural and racial diversity and the second dealing with diversity in Canada, were presented to the Government of Canada communications and marketing community by 18 federal departments and agencies.

Under the **Parks Canada** National Historic Sites Cost-Sharing Program, four National Historic Sites of Canada (NHSC) associated with the history of ethnocultural communities in Canada received funding, including Neuberghthal Street Village NHSC, a living illustration of a Mennonite village on the Canadian Prairies; the Little Dutch (Deutsch) Church NHSC, which many recognize as the oldest Lutheran church building in Canada; St. Patrick’s Basilica NHSC, a church located in a busy commercial sector of downtown Montreal that became the heart of the Irish community in Montreal; and Stirling Agricultural Village (Michelsen Historic Farmstead) NHSC, the best surviving example of a Mormon agricultural village.

The Online Learning Toolkit is a **Library and Archives Canada** (LAC) initiative that focuses on immigration to Canada. Immigrant multicultural groups were chosen to highlight the diverse nature of Canadian society. The tool kits are comprised of LAC material such as documents, photographs, art, maps, etc., and provide a “window” into the collection for anyone wishing to learn about the history of Canadian immigration. A pilot project is under way to determine how kits can be delivered online to provide access to all Canadians. LAC will be



Expansion of the Multicultural Helping House (Vancouver). Photo courtesy of Infrastructure Canada.



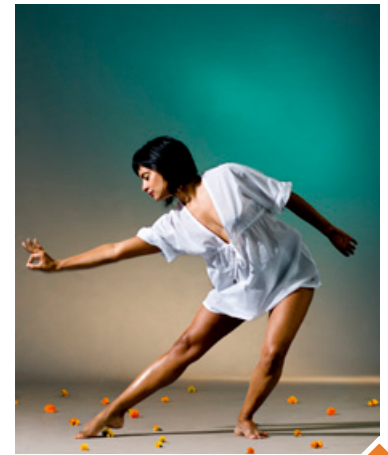
working in collaboration with cultural communities and associations to ensure that these online resources respond to the needs of diverse communities in Canada. This initiative contributes to the promotion of Canadian multiculturalism.

At **Canada Post**, a new practice was instituted called “Accommodating Requests Related to Religion.” The practice was developed as a result of Canada Post’s diverse work force and the need to be respectful of individuals’ religious practices and allow for full participation and equal opportunity in the workplace. The practice provides team leaders and employees with guidelines for accommodation. Examples of potential religious accommodations are listed in the practice, under titles such as “prayer requests,” “religious holidays,” “dress or appearance requirements” and “practices on premises,” which includes prayer rooms or spaces.

At the **Royal Canadian Mounted Police**, following the arrest of individuals under the *Anti-Terrorism Act* in Ottawa in August 2010, a meeting was arranged with the Montreal Police Arab Focus Group for the purpose of advising Arab community leaders of the arrests and their implications. Community leaders had concerns regarding how the media would portray them as a whole. An overview of the facts in the case, as reported to the media, was revised and discussed during this meeting, with an emphasis on giving accurate information to the community leaders.

**Infrastructure Canada** funds projects that result in better public infrastructure, including ones that help promote and enhance multiculturalism. In 2010–2011, the Department contributed toward projects, including essential renovations at the Multicultural Helping House Society in Vancouver and the Bruyère Centre for Immigrants in Ottawa, as well as the Winnipeg Chinese Cultural and Community Centre and the Musée acadien du Québec in Bonaventure.

The **National Arts Centre** continues to promote multiculturalism by producing and presenting shows that reflect Canada’s cultural diversity. The biennial Canada Dance Festival, co-produced by the National Arts Centre in June 2010, is a celebration of Canadian contemporary dance as diverse and unique as the country itself. The 30 performances by renowned and emerging dancers, choreographers, companies and composers included, among many others, Vancouver’s Wen Wei Dance with dancers from the Beijing Modern Dance Company, the Coyote Arts Percussive Performance Association featuring Byron Chief Moon, Sinha Danse, Sampradaya/Sampad, the COBA/Collective of Black Artists, and Nova Bhattacharya.



Nova Bhattacharya, Ipsita Nova Dance Projects. Photo by John Lauener.

## PUBLIC EDUCATION AND OUTREACH ACTIVITIES

In the continuing evolution of Canadian society, public education and outreach activities are undertaken by federal institutions to reinforce and increase the participation of all Canadians in diverse communities across this country. Outreach and educational activities, such as advertising or communications in non-official languages, are among the initiatives that were undertaken by federal institutions in the past year. These serve not only to disseminate information and to raise awareness of issues, but also to celebrate multiculturalism in Canada.

The **National Film Board** (NFB) launched *Glimpses/Impressions* at the Canada Pavilion during the 2010 World Exposition in Shanghai. *Glimpses/Impressions*, whose theme is “The Living City: Inclusive, Sustainable, Creative,” showcased Canada’s diverse, bilingual and multicultural society to the world, giving both Chinese and international audiences the opportunity to experience life in Canadian cities. A five-minute film, *Glimpses: A Human View of the Living City*, directed by Jean-Francois Pouliot, was the key component of the NFB’s contribution to this exhibition. Depicting 24 hours in the life of an imagined composite city that draws on all Canadian cities, *Glimpses* was viewed by millions of visitors at Expo and is now available for viewing online at [www.nfb.ca/expo-2010-shanghai](http://www.nfb.ca/expo-2010-shanghai).

### Canadian Air Transport Security Authority (CATSA) Targeted Communications

During its annual Holiday Passengers Campaign aimed at informing air travellers before they go to the airport during the busy Holiday travel season, CATSA targeted several ethnic media outlets, particularly in Toronto and Vancouver. As a result, several media reports were published or aired in foreign languages such as Cantonese, Mandarin, Hindi, Punjabi and Russian. Acknowledgment of the cultural diversity and language preferences of the travelling public allows CATSA to offer better service to the air travelling public during a busy travel period.

CATSA also piloted a trial language partnership within the airport community at the Montreal Pierre Elliott Trudeau International Airport. Screening officers (SOs) who are fluent in a foreign language were encouraged to proactively approach foreign travellers in their mother tongue to explain the screening process. SOs were well received by passengers; the friendly voice of someone speaking in a familiar language or showing knowledge of and respect for their cultural differences has made a big difference to their travel experience. The reduction in the number of searched bags, as well as enhancements to the client service experience and to the job satisfaction of SOs, have made this trial a success.

The **Public Health Agency of Canada** funded a project with the Canadian Ethnocultural Council to develop culturally appropriate hepatitis C information modules for community care, health and social service providers who work in ethnocultural communities where hepatitis C prevalence rates have been identified as high in their country of origin and further confirmed in Canada. The project results are conclusive and indicate increased knowledge of and awareness levels about hepatitis C in vulnerable ethnocultural communities and enhanced access to culturally appropriate health information and services.

The **Department of National Defence and the Canadian Forces** implemented a new youth program abroad for males aged 15 to 25. A program first implemented by American forces in Iraq gave the Canadian Forces an idea for a community outreach program, and the Culturally Structured Youth Employment Program (CSYEP) was born. The announcement of its launch excited the maliks (leaders) of three villages — Belanday, New Mashor and Zor Mashor — because it meant that 10 workers and one supervisor in each village would be hired to work with the local civic leaders, cultural mentors and representatives of the Canadian Forces. Each CSYEP team works in its own village to identify projects that either benefit the entire community or that focus on its poorest segment. For more information, visit [www.forces.gc.ca](http://www.forces.gc.ca).

**Western Economic Diversification Canada** committed \$333,000 to the Spo7ez Cultural Centre and Community Society to aid in the completion of the Squamish Lil'wat Cultural Centre in British Columbia.

Western Diversification's contributions enabled the Squamish and Lil'wat Nations to build intercultural understanding and respect for Canada's diversity. Highlights of the project include the installation of a central showcase of Squamish Lil'wat cultural artifacts, traditional works of art and interactive story telling. Upon completion, the Centre will be positioned as an international tourist destination and one of the finest Aboriginal cultural tourism venues in Canada by showcasing the history and culture of the Squamish and Lil'wat First Nations. The Centre is part of a comprehensive program developed to provide economic stimulus to surrounding communities, creating or maintaining 64 jobs directly, and creating, maintaining or expanding 61 businesses. For more information, visit [www.wd.gc.ca/eng/77\\_12753.asp](http://www.wd.gc.ca/eng/77_12753.asp).

The "Canada Remembers" section of the **Department of Veterans Affairs (VAC)** website continued to add components that further advanced the goal of engaging all Canadians in the commemoration of Canadian veterans and military history. In 2010–2011, the features "Black Canadians in Uniform – A Proud Tradition" and "Aboriginal-Canadian Veterans" were added to the VAC website. "Black Canadians in Uniform – A Proud Tradition" provides an overview of the military contribution of black Canadians from the days before Canada was even a country of its own, to the current efforts in Afghanistan; and "Aboriginal-Canadian Veterans" includes various components focusing on Aboriginal Canadian military history, remembrance and a new learning module. For further information, visit [www.veterans.gc.ca](http://www.veterans.gc.ca).



Black Canadian soldiers during the Second World War. Photo courtesy of the Department of Veterans Affairs.

The goal of the **Public Health Agency of Canada's** National HIV/AIDS Voluntary Sector Response Fund is to enhance and sustain an effective voluntary sector response to HIV/AIDS in Canada. It provides funding in recognition of the strong role the voluntary sector continues to play in responding to HIV/AIDS in Canada. In 2010–2011, this fund provided support to the Interagency Coalition on AIDS and Development (ICAD) and the Canadian AIDS Society to work with affected communities, both on a national and international level. Together, they have produced a body of resource materials relevant to the community while working with several ethnocultural partners across Canada to build and maintain national networks of organizations working with affected communities. ICAD was also funded to represent these ethnocultural organizations at a national level to enhance domestic programs through greater exposure to international models of best practices.

The **Department of Justice** led a Canada-wide Victims of Crime television and newspaper advertising campaign accompanied by a Web portal ([www.victimsmatter.gc.ca](http://www.victimsmatter.gc.ca)). The portal was designed to provide users with access to information about federal, provincial and territorial services and information relevant to victims of crimes, including hate crimes. Hate crimes typically target groups of people based on race, ethnic or national origin, sexual orientation, gender, mental or physical disability, age, religion or any other similar identifying factor. The Victims Matter Web portal includes a Web page dedicated to

providing information to victims of hate crimes. Actors from various visible minority groups appeared in television and newspaper ads and on the website.

At the **Royal Canadian Mounted Police** (RCMP), the National Youth Services (NYS) Engagement Team consulted with its National Youth Advisory Committee and discussed issues of discrimination and racism. As a result, the NYS revised and updated its fact sheets on discrimination and racism for a national youth audience. The fact sheets are posted on the RCMP's website for youths at [www.deal.org](http://www.deal.org). Additional articles and fact sheets were produced that provided information on how youths can be engaged in dealing with discrimination and racism. Also, in addition to updating the [deal.org](http://www.deal.org) fact sheets, various blogs were written and posted on the [deal.org](http://www.deal.org) website throughout 2010–2011, including “Celebrate Our Cultures: Far and Wide” and “Colourless.”

“Responsible Citizenship and Canada's Tax System,” an interactive educator-led learning unit at the **Canada Revenue Agency** (CRA), was developed to teach Canada's tax system fundamentals to secondary and post-secondary students and raise their awareness of the pivotal role Canada's tax system plays in the quality of life of Canadians. The CRA has upgraded this program by extending its early audience to include ethnocultural groups. The CRA has actively sought partnerships with multicultural and community organizations, and local CRA representatives offer to assist educators and organizations with the presentation of the educational material.

## A DIVERSE AND RESPONSIVE WORK FORCE

This section highlights activities undertaken by federal institutions to reflect Canada's multicultural reality in their human resources programs, policies and practices, and to create a responsive and representative work force.

At **Export Development Canada (EDC)**, the Newcomer Work Experience Program (NWEP) was launched in the fall of 2010. The NWEP is an innovative pilot program that offered eight-month contract placements to four recent Canadian immigrants in one of four different groups – International Business Development, Business Solutions and Technology, Human Resources and Finance – depending on their skill set. Under NWEP, newcomers gain professional work experience in their field, and EDC benefits from their unique international skills and experience.

**Canada Post** incorporated multiculturalism and diversity elements into training courses developed in 2010. As an employer of approximately 70,000 employees, Canada Post strives to reflect the Canadian population, which impacts programs being developed that are geared toward employees who identify as LGBT (Lesbian, Gay, Bisexual or Transgendered). In coordination with the Canadian Union of Postal Workers, Canada Post has developed a new employee orientation program with specific sections on human rights and dedicated sections on sexual orientation and gender identity. Last year, a new section on “Understanding Transgenderism” was added to an existing sexual harassment module.

In 2010, for the first time, the **Canadian Forces** base in Halifax hosted the Aboriginal Pre-Recruit Training Course on the East Coast. As a result, 27 of the 28 candidates opted to join the Canadian Forces. Successes like this are a testament to the Department of National Defence's ongoing commitment to creating an inclusive, barrier-free and accommodating work environment.

During Black History Month in February 2011, the **Treasury Board of Canada Secretariat (TBS)** celebrated the contributions that the black community has made to our history and identity. TBS received distinguished guests such as Senator Donald H. Oliver, who gave a talk on “Diversity Today: Big Hopes for the Future,” and CBC journalist Adrian Harewood, who recounted the personal stories of several pioneers in the fight for equality for black citizens in society.

“The Canadian Forces are one of Canada's most important and recognized national institutions, which strive to be reflective of Canada's cultural, ethnic and linguistic makeup, as well as its regional diversity. It is also an all-volunteer force, drawn directly from the Canadian population it serves. Its members, male or female, regardless of race, religion or culture, share the same goal of protecting the country, its interests and values, while contributing to international peace and security.” Department of National Defence and the Canadian Forces, 2010–2011 submission.



Aboriginal Pre-Recruit Training Course candidate Connor Longjohn (centre), Chief Petty Officer First Class Jeffery S. Morrison (left), and a member of the Royal Canadian Mounted Police, salute during Remembrance Day ceremonies at Millbrook First Nation (Truro, Nova Scotia), November 2010. Photo courtesy of the Department of National Defence.



The Honourable Senator Donald Oliver presents on diversity in Canada and the public service to kick off Black History Month (Ottawa), February 2011. Photo courtesy of the Treasury Board of Canada Secretariat.

## RESEARCH AND DISSEMINATION ACTIVITIES

This section highlights multiculturalism research and data collection during the reporting period.

**Statistics Canada** carried out a number of projects that promoted the understanding of multiculturalism in Canada. Some key research initiatives focused on the recognition of newcomers' foreign credentials and work experience; the recent evolution of immigrant-language transmission; a series of profiles on official language minorities in Canada (e.g., Francophones in Ontario, British Columbia and the Territories and Anglophones in Quebec); and labour market outcomes of Canadian-born children of immigrants and immigrants who came at young ages.

The **Canadian Forces** (CF) conducted Phase I of a multi-year research project that examined various military factors that may encourage or dissuade members of specific cultural groups from joining the CF. Phase I focused on Chinese-Canadians. Findings will be analysed to make recommendations for increasing representation of this group. Subsequent phases of the research will focus on different cultural groups.

### Canadian Human Rights Commission 2010 Discrimination Prevention Forum

At this forum held in Winnipeg, Manitoba, participants from the private sector, government, Aboriginal organizations and non-profit organizations across Canada came together to focus on the advancement of Aboriginal people in the workplace. The forum conveyed that knowledge and cultural sensitivity are key to fostering positive relationships in the workplace.

The Commission is responsible for ensuring that federally regulated organizations put in place practices that enable them to meet their employment equity obligations. The Commission improved its approach in 2010–2011, which enabled it to nearly double the scope of its program and help more employers discover the advantages that come with greater representation of designated groups, including members of visible minorities, among their employees. For more information, visit [www.chrc-ccdpc.gc.ca](http://www.chrc-ccdpc.gc.ca).

The **Canada Mortgage and Housing Corporation** conducted a research project on housing finance that used key informants from ethnocultural communities to capture their perspectives and experiences in seeking and obtaining mortgage financing in various Canadian locations.

The **Economic Development Agency of Canada for the Regions of Quebec** has written a study paper that includes a proposal for action on the application of the *Canadian Multiculturalism Act* in the implementation of its programs. The purpose of the paper is to determine how the Agency could improve cultural communities' access to its various programs and services. The Agency is working on an action plan to

increase newcomers' participation in the economic development of Quebec's regions by 2013. Implementation will begin in 2011–2012.

**The Department of Canadian Heritage** Canadian Studies Program supported research and the coordination of the Association for Canadian Studies publication entitled *Canadian Issues/Thèmes canadiens*, which featured several thematic articles pertinent to the social and integration aspects of diversity in Canada, such as Temporary Foreign Workers (Spring 2010), Immigrant Mental Health (Summer 2010), Newcomers' Experiences of Housing and Homelessness in Canada (Fall 2010); and Canada's Diverse Histories (Winter 2010).

### **Department of Public Works and Government Services Standing Offer for Public Opinion Research**

The Standing Offer, which came into effect on April 1, 2010, contains special streams for research with Aboriginal people and research with ethnocultural minorities. Specific streams for research with Aboriginal and ethnocultural groups were created to ensure that specific expertise and skills were available for conducting research with Aboriginal and ethnocultural groups. Specialized skills include general cultural sensitivity, knowledge and awareness of a group's history and culture, as well as specific sampling techniques and knowledge of the issues of concern to various ethnocultural and Aboriginal groups.

The Ethnocultural Stream is used on the standing offer when conducting public opinion research with ethnocultural groups such as newcomers to Canada and allophones, for projects that were conducted in languages other than Canada's official languages or with immigrants from any country or ethnic origin, refugees, visible minorities or groups from various cultural backgrounds regardless of their immigration status, length of time in Canada, mother tongue or whether they are part of a visible minority group.

## ANNEX A: FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION

---

Assisted Human Reproduction Agency of Canada  
Atlantic Canada Opportunities Agency  
Atlantic Pilotage Authority  
Atomic Energy of Canada Limited  
Bank of Canada  
Blue Water Bridge Canada  
Business Development Bank of Canada  
Canada Council for the Arts  
Canada Deposit Insurance Corporation  
Canada Development Investment Corporation  
Canada Industrial Relations Board  
Canada Lands Company Limited  
Canada Mortgage and Housing Corporation  
Canada Pension Plan Investment Board  
Canada Post Corporation  
Canada Revenue Agency  
Canada School of Public Service  
Canada Science and Technology Museum Corporation  
Canada-Newfoundland and Labrador Offshore Petroleum Board  
Canadian Air Transport Security Authority  
Canadian Artists and Producers Professional Relations Tribunal  
Canadian Broadcasting Corporation  
Canadian Centre for Occupational Health and Safety  
Canadian Citizenship Commission  
Canadian Commercial Corporation  
Canadian Cultural Property Export Review Board  
Canadian Environmental Assessment Agency  
Canadian Food Inspection Agency  
Canadian Forces Grievance Board  
Canadian Grain Commission  
Canadian Human Rights Commission  
Canadian Human Rights Tribunal  
Canadian Institutes of Health Research  
Canadian Intergovernmental Conference Secretariat  
Canadian International Development Agency  
Canadian International Trade Tribunal  
Canadian Museum of Civilization Corporation  
Canadian Museum of Nature  
Canadian Nuclear Safety Commission  
Canadian Race Relations Foundation  
Canadian Radio-Television and Telecommunications Commission  
Canadian Security Intelligence Service  
Canadian Space Agency  
Canadian Tourism Commission  
Canadian Transportation Agency  
Canadian Wheat Board  
Commission for Public Complaints Against the RCMP  
Correctional Service Canada  
Courts Administrative Service  
Defence Construction Canada (1951) Limited  
Department of Aboriginal Affairs and Northern Development  
Department of Agriculture and Agri-Food  
Department of Canadian Heritage  
Department of Citizenship and Immigration  
Department of Finance  
Department of Fisheries and Oceans  
Department of Foreign Affairs and International Trade  
Department of Health  
Department of Human Resources and Skills Development  
Department of Industry  
Department of Justice  
Department of National Defence and the Canadian Forces  
Department of Natural Resources  
Department of Public Safety  
Department of Public Works and Government Services  
Department of Transport  
Department of Veterans Affairs  
Economic Development Agency of Canada for the Regions of Quebec  
Elections Canada  
Enterprise Cape Breton Corporation  
Export Development Canada  
Farm Credit Canada  
Farm Products Council of Canada  
Federal Bridge Corporation Limited  
Federal Economic Development Agency for Southern Ontario  
Financial Consumer Agency of Canada  
Financial Transactions and Reports Analysis Centre of Canada  
First Nations Tax Commission  
Freshwater Fish Marketing Corporation  
Great Lakes Pilotage Authority  
Immigration and Refugee Board of Canada  
Infrastructure Canada  
International Development Research Centre



Jacques Cartier and Champlain Bridges Incorporated  
Laurentian Pilotage Authority  
Library and Archives Canada  
Military Police Complaints Commission  
National Arts Centre  
National Battlefields Commission  
National Capital Commission  
National Energy Board  
National Film Board of Canada  
National Gallery of Canada  
National Research Council of Canada  
National Round Table on the Environment and the  
Economy  
Natural Sciences and Engineering Research Council  
Office of the Auditor General of Canada  
Office of the Commissioner for Federal Judicial  
Affairs  
Office of the Commissioner of Lobbying  
Office of the Commissioner of Official Languages  
Office of the Correctional Investigator of Canada  
Office of the Federal Ombudsman for Victims of  
Crime  
Office of the Information Commissioner  
Office of the Privacy Commissioner of Canada  
Office of the Public Sector Integrity Commissioner  
Office of the Superintendent of Financial Institutions  
Canada  
Pacific Pilotage Authority  
Parc Downsview Park Inc.  
Parks Canada Agency

Parole Board of Canada  
Patented Medicine Prices Review Board  
Privy Council Office  
Public Health Agency Canada  
Public Prosecution Service of Canada  
Public Sector Pension Investment Board  
Public Servants Disclosure Protection Tribunal  
Canada  
Public Service Commission of Canada  
Public Service Labour Relations Board  
Public Service Staffing Tribunal  
Registry of the Competition Tribunal  
Registry of the Specific Claims Tribunal of Canada  
Royal Canadian Mint  
Royal Canadian Mounted Police  
Royal Canadian Mounted Police External Review  
Committee  
Seaway International Bridge Corporation Limited  
Social Sciences and Humanities Research Council  
Standards Council Canada  
Statistics Canada  
Status of Women Canada  
Telefilm Canada  
Transportation Safety Board of Canada  
Treasury Board of Canada Secretariat  
VIA Rail Canada Incorporated  
Western Economic Diversification Canada

## **ANNEX B: MULTICULTURALISM AND GOVERNMENT WEBSITES**

---

### **Multiculturalism at the Department of Citizenship and Immigration**

[www.cic.gc.ca/multiculturalism](http://www.cic.gc.ca/multiculturalism)

### **Annual Report on the Operation of the Canadian Multiculturalism Act**

[www.cic.gc.ca/english/resources/publications/index.asp#multi](http://www.cic.gc.ca/english/resources/publications/index.asp#multi)

### **Discover Canada: The Rights and Responsibilities of Citizenship**

[www.cic.gc.ca/english/resources/publications/discover](http://www.cic.gc.ca/english/resources/publications/discover)

### **Police-Reported Hate Crimes**

[www.statcan.gc.ca/daily-quotidien/110607/dq110607a-eng.htm](http://www.statcan.gc.ca/daily-quotidien/110607/dq110607a-eng.htm)