REPORT FROM CANADA

ON THE IMPLEMENTATION OF THE
RECOMMENDATION CONCERNING THE PROMOTION AND USE OF
MULTILINGUALISM AND UNIVERSAL ACCESS TO CYBERSPACE

DECEMBER 2010

INTRODUCTION

The 2005 UNESCO General Conference decided by resolution 33 C/Resolution 54 that Member States should submit every 4 years a report on the current state of the implementation of *the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace.* This document is the second report of Canada.

In preparation for this report, the Canadian Commission for UNESCO requested a contribution from several federal government departments, as well as from all of the provincial and territorial governments. As a federal state, provinces and territories in Canada have the authority to develop policy, programs and measures related to information and communication technologies.

The Commission received replies from one federal department, Canadian Heritage, and three provincial governments: Saskatchewan, Québec and Newfoundland and Labrador. The information provided is contained herein. This report does not provide a comprehensive list of all measures taken by the Government of Canada and provincial and territorial governments in relation to the Recommendation.

REPORT CONTENTS

As requested in the Guidelines for the Preparation of Reports by Member States to the General Conference on the Implementation of the *Recommendation Concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace*, this report includes four elements for reporting on the specific provisions of the Recommendation: 1- Development of Multilingual Content and Systems; 2- Facilitating Access to Networks and Services 3- Development of Public Domain Content; and 4- Reaffirming the Equitable Balance between the Interests of Rights-Holders and the Public Interest.

RESPONSE FROM THE DEPARTMEN OF CANADIAN HERITAGE

Canadian Heritage - www.pch.gc.ca - is the federal department responsible for arts, culture, sport and participation of Canadians.

The Department and its legislative mandate are established by the *Department of Canadian Heritage Act*. The Department is also responsible for other legislation (see www.pch.gc.ca/eng/1266422576558/1266378854673), including the *Copyright Act, the Canadian Charter of Rights and Freedoms*; the *Library and Archives of Canada Act*; the *Canadian Radio-television and Telecommunications Commission Act*; the *Canadian Multiculturalism Act*, the *Official Languages Act* and the *Act to Amend the Copyright Act*.

The *Department of Canadian Heritage Act* sets out the Department's roles and responsibilities in matters relating to Canadian identity and values, cultural development and heritage. Included among those responsibilities are:

- the promotion of a greater understanding of human rights, fundamental freedoms and related values
- the arts, including cultural aspects of the status of the artist
- cultural heritage and industries, including performing arts, visual and audio-visual arts, publishing, sound recording, film, video and literature
- the advancement of the equality of status and use of English and French and the enhancement and development of the English and French linguistic minority communities in Canada
- broadcasting, except in respect of spectrum management and the technical aspects of broadcasting
- the formulation of cultural policy, including the formulation of cultural policy as it relates to foreign investment and copyright
- conservation, exportation and importation of cultural property
- national museums, archives and libraries

This report describes the activities and initiatives undertaken by Canada's Department of Canadian Heritage that may give effect to the *Recommendation Concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace* adopted by UNESCO in 2003. It should be noted that these initiatives and activities were not explicitly designed to give effect to the Recommendation, but a number of them nonetheless contribute directly or indirectly to its implementation.

This report will cover the following topics (not necessarily in this order): 1- Development of multilingual systems and content; 2 – Facilitation of access to networks and services; 3- Development of public domain content; and 4- Reaffirmation of the proper balance between the interests of copyright holders and the public interest.

1. Broadcasting and Digital Communications:
www.pch.gc.ca/pc-ch/org/sectr/ac-ca/bdc/index-eng.cfm

In February 2009 the Canadian Culture On-Line (CCO) Branch was merged with the Broadcasting Policy and Programs Branch to form the Broadcasting and Digital Communications Branch.

In 2009 the Partnership fund and the Gateway fund were deemed to have achieved their objectives and were not renewed. Rather they were replaced with the Canada Interactive Fund (CIF) to provide funding for the creation of online Canadian interactive content and applications developed by Official Language Minority Community, Aboriginal, ethno-cultural and other not-for-profit cultural organizations. The standardized set of rules of the CIF is based on the internationally accepted standards developed by the World Wide Web Consortium (W3C). The aim is to make online projects fully **accessible to all**, regardless of geographic location, technology, or disability. For additional information please refer to the following website:
www.pch.gc.ca/eng/1273769820147/1273769914568

2. Canadian Heritage Information Network (CHIN) - www.chin.gc.ca

International Context / Treaty Obligations

Canada is a signatory to the 1970 UNESCO *Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property.* In 1972, the Canadian Heritage Information Network (CHIN) was created to fulfil specific obligations of the treaty by establishing a national inventory of protected property, and a centre of expertise to ensure the preservation and presentation of cultural property held in Canadian museum collections. With content contributions from among CHIN's more than 1400 members, Artefacts Canada - www.pro.rcip-chin.gc.ca/artefact/index-eng.jsp - makes publicly accessible millions of records and over 700,000 images from heritage collections across Canada.

Stewardship role / Presenting Canada's digital heritage -
www.virtualmuseum.ca

The Virtual Museum of Canada (VMC) is a major online initiative that presents Canada's history, heritage and culture to domestic and international audiences through online exhibits and other digital resources. Its two complementary activities – the operation of the VMC portal at www.virtualmuseum.ca and the investment in content – enable Canadian heritage institutions to collaborate in achieving an important and visible online presence. Virtualmuseum.ca features content produced by CHIN's more than 1,400 museum partners. Revamped and relaunched in 2009, this portal: employs a sophisticated Search Engine Marketing strategy that draws visits from nearly 200 countries; features detailed listings and events for 2,500 museums and other heritage attractions; showcases more than 550 online exhibits and 730,000 images of artefacts; features a Teachers' Centre which allows museum educators to engage teachers and students through Web 2.0 tools and customizable content.

Professional Exchange
www.pro.chin.gc.ca

The Professional Exchange, CHIN's website for professionals and volunteers, provides online skills development resources shaped by CHIN's research activities. These resources include: standards documents; online courses; bibliographies and databases; reports and studies; best practices.

In addition to its online learning tools and training, CHIN provides workshops for heritage professionals across Canada, to enable their use of innovative technologies.

Partnerships / Support for Digitization

Working with a growing museum network of more than 1,400 member institutions, CHIN enables professionals and volunteers to find collective solutions to critical issues in

the realm of digital heritage. CHIN also maintains working relationships with a variety of partners throughout the federal government, including the Parks Canada Agency, the National Research Council, and others. Outside of the federal government, Canada's museum associations are particularly valuable partners. In addition, CHIN enables Canada to play a leadership role in international digital heritage initiatives (e.g. CIDOC, AVICOM, Digital Cultural Content Forum).

3. Aboriginal Languages & Affairs

For over 35 years, the Department of Canadian Heritage (PCH) has been playing a unique role in the lives of Inuit, Métis and First Nations peoples living primarily off-reserve, contributing to a whole-of-government approach to Aboriginal issues that provides value for money, better results and improved well-being for Aboriginal Canadians.

Aboriginal peoples, their cultures and their contributions lie at the heart of Canadian identity. The Aboriginal Peoples Program (APP) administered by the Aboriginal Affairs Branch (AAB) at PCH works with Aboriginal peoples to celebrate and strengthen their cultural distinctiveness as an integral part of Canadian society. The APP focuses primarily on strengthening cultural identity, encouraging the full participation of Aboriginal peoples in Canadian life, and on supporting the continuation of Aboriginal cultures and languages as living elements of Canadian society.

The APP supports efforts of Aboriginal communities to develop innovative and culturally appropriate solutions to the social, cultural, economic and other obstacles that impede community and personal prospects. It incorporates Aboriginal values, cultures and traditional practices into community-driven activities designed to strengthen cultural identity and enable positive life choices. In supporting the preservation and revitalization of Aboriginal languages and cultures, the APP contributes to multilingualism in Canada.

The APP includes the following three funding elements, amounting to $16 million a year that contribute to the preservation and revitalization of Aboriginal languages and culture.

- **Aboriginal Languages Initiative (ALI)**
  Supports community-based projects that contribute to the preservation and revitalization of Aboriginal languages. Some projects create interactive Internet web content or digital-based resources that promote the learning of Aboriginal languages for those living in urban, remote and northern communities. Internet-based tools have also proven an effective means to archive and document critically endangered languages. The Aboriginal Languages Initiative element is available to First Nations peoples living on and off reserve, and to Inuit, and Métis peoples in their communities.

- **Northern Aboriginal Broadcasting (NAB)**

Supports not-for-profit Aboriginal broadcasting organizations to produce, distribute and broadcast Aboriginal programming and Aboriginal language content to Aboriginal communities in northern Canada.

- **Territorial Language Accords (TLA)**
Supports the Governments of the Northwest Territories and of Nunavut to preserve, develop and enhance Aboriginal languages through the provision of government services in Aboriginal languages.

The AAB also develops policies and conducts research to better serve the evolving needs of urban and other off-reserve Aboriginal peoples, with an emphasis on complementing federal reconciliation with Aboriginal peoples.

The Branch ensures that Department interests are met in other federal policy and program initiatives, and in treaty and self-government negotiations, including provisions for Aboriginal jurisdiction in culture and language. The Branch also contributes to the Government of Canada's responses on international indigenous matters.

RESPONSES FROM PROVINCIAL GOVERNMENTS

Saskatchewan

The Government of Saskatchewan has taken numerous measures to improve access to multilingual services and web content. The following provides an overview of some of the province's content and services.

The Government of Saskatchewan is developing innovative new ways to provide French language information and services. In January 2010, Saskatchewan launched the French-language Services Centre. A key component of the Services Centre is the Bonjour! website, www.bonjour.gov.sk.ca , a bilingual (French and English) portal that provides a single entry point for the public to access provincial government programs and services in French. The Bonjour! website has over 200 pages of content, organized around the following themes: education, immigration, justice, health, tourism and labour. New themes will be added as additional French content becomes available. Since January, there have been over 45, 000 hits on the Bonjour! website. In addition, the Office of the Provincial Secretary website is completely bilingual (French and English), www.ops.gov.sk.ca

The provincial government has developed web content to support international investment interest in the province. In 2010, Enterprise Saskatchewan- the provincial government's agency responsible for economic development- created a Chinese investment attraction page on its website, www.enterprisesask.ca . This page links to an economic overview brochure and key fact sheets in Mandarin. These documents support the Saskatchewan Government's trade and investment activities in China.

Enterprise Saskatchewan is also working with the Saskatchewan government's Francophone Affairs Branch to translate investment attraction materials into French to post on the agency's website. This is expected to be completed early in 2011.
The Saskatchewan Government has created web content and services to assist new Saskatchewanians. The new Saskatchewan immigration website, www.saskimmigrationcanada.ca , is the world's window to Saskatchewan and a key tool for attracting people to the province. The website is essential in connecting potential immigrants and newcomers as early as possible to the information, people, resources and services they need to live in Saskatchewan. Key settlement information is translated into a variety of languages to alleviate language barriers. Information in various languages can be accessed at www.saskimmigrationcanada.ca/information-in-various-languages

The province participates in ongoing activities to support Saskatchewan's historic relationship with its Ukrainian community. This includes the Saskatchewan-Ukraine Relations Advisory Committee, a community-based organization that provides advice on government and private sector activities to strengthen Saskatchewan's Ukraine community, business opportunities, cultural ties and student exchanges. Select pages on the Saskatchewan-Ukraine Relations Advisory Committee website are available in Ukrainian at www.ops.gov.sk.ca/Ukraine

Québec

This response is the result of consultations with the Ministère des services gouvernementaux du Québec and the Secrétariat à la politique linguistique du Québec.

1. Development of Content and Multilingual Systems

Policy governing the use of French in information and communication technologies

French is the official language of Quebec. Information and communication technologies (ICTs) are used in Quebec public administration mainly for managing programs and communicating with citizens, government departments, organizations and businesses.

The Policy governing the use of French in information and communication technologies, adopted in 2006, specifically requires departments and organizations to use French in all ICTs. The policy applies when an automated system is being developed and throughout the regular or early updating of data banks, information systems and software. Its aim is to support the use of precise French terminology and make mandatory the use of terms and expressions standardized by the Office québécois de la langue française. The Policy also provides for the development of mandatory standards to Gallicise ICTs. To date, all departments and agencies in the Quebec public administration must comply with nine standards.

This policy reaffirms the Quebec public administration's exemplary role in the promotion and survival of French in cyberspace and encourages the private sector to follow suit, motivating them to provide computer products in French.

Policy: http://www.spl.gouv.qc.ca/documentation/loisreglementspolitiques/puftic/

Mandatory standards: http://www.msg.gouv.qc.ca/normalisation/index.html#francais

Support for developing and networking linguistic data

The Secrétariat à la politique linguistique du Québec has supported the development and Internet networking of linguistic and corpus data banks produced by researchers at five Quebec universities (Université Laval, Université de Montréal, Université du Québec à Montréal, Université du Québec à Rimouski et Université de Sherbrooke). These 15 Quebec vocabulary collections (http://www.spl.gouv.qc.ca/languefrancaise/corpuslexicaux/description/) are available on line free of charge.

Regarding the development and use of Quebec word banks, the Quebec government has also financially supported the following projects:

- *Le français standard en usage au Québec*, proposed by Université de Sherbrooke's Centre de recherche FRANQUS. This dictionary is available online free of charge (http://franqus.ca/dictio/login.jsp).

- The digitization of an Internet access to the *Trésor de la langue française au Québec* (TLFQ) word bank. The *fichier lexical informatisé (FLI)*, with 400,000 files available on line, comprises an important corpus representing Quebec's linguistic heritage.

L'Office québécois de la langue française (OQLF) manages a program for Gallicising information technologies in businesses: http://www.oqlf.gouv.qc.ca/subventionTIC/subventionTIC.html

The Fédération des travailleurs et travailleuses du Québec (FTQ) has also created, with financial support from the OQLF, a portal for promoting French within the international French community in association with the CGT (France) http://www.languedutravail.org/modules/pages/index.php?id=14&langue=fr&menu=1&sousmenu=2

2. Facilitating Access to Networks and *Services*

The program *Appui au passage à la société de l'information, launched in 2008*, provides financial aid to projects and organizations promoting access to the Internet and information technologies to all Quebecers. With its $7 million annual budget, the program has targeted projects benefiting native communities, women, seniors and marginalized youth.

http://www.msg.gouv.qc.ca/gel/apsi/index.html

The *Communautés rurales branchées* program supports projects providing individuals, organizations and businesses in rural areas with high-speed Internet service offering the quality of analogue service at prices comparable to services in urban areas. The program, launched in 2008, has a budget of $24 million. Some aboriginal communities have benefited from this program.

http://www.mamrot.gouv.qc.ca/regions/regi_rura_comm.asp

Since December 2004, the government services portal has been the gateway for both individuals and businesses to all government information and services. It gives citizens direct access to government resources through a single Internet site at any time.

http://www.gouv.qc.ca/portail/quebec/pgs/citoyens/?lang=fr

Moreover, the *Cadre commun d'interopérabilité* sets out the standards that ensure the interoperability of Quebec public administration systems, clients, suppliers, partners and government agents. The framework expedites exchanges between ministerial information systems and agencies, providing individuals and companies with easier access and improved services.

http://www.msg.gouv.qc.ca/normalisation/interoperabilite.html

3. Development of Public Domain Content

Since November 2009, public agencies must, by virtue of the Regulation respecting the distribution of information and the protection of personal information, put up on a website any official documents and information, including studies, research reports or statistics produced by or for the public agency, which would be of interest to the public.

http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=2&file=%2F%2FA_2_1%2FA2_1R0_2.htm

For access to public information, the Quebec government has developed three recommended policies for websites, loadable documents, videos, audio content and Flash animation.

http://www.msg.gouv.qc.ca/normalisation/standards/accessibilite/index.html

Newfoundland and Labrador

1. Development of Multilingual Content and Systems

Newfoundland and Labrador is for all practical purposes a mono-lingual culture with English being the primary language of 97.7% of the Province's population.
The Government of Newfoundland and Labrador's Office of French Service (OFS) maintains a bilingual web site enabling the Francophone population of Newfoundland and Labrador to access information on some government programs and services in French. The OFS also provides Francophones with a point of contact within Government where they can be served in French. The OFS also works with other entities within Government to create and maintain bilingual (English and French) web sites, including Immigration and Multiculturalism, the Premier's Office, and the Provincial Court. Joint federal–provincial initiatives are usually made available in both official languages, and the Province has published other relevant documents in aboriginal languages from time to time.

NL Government does not have any policies respecting language survival in cyberspace.

2. Facilitating Access to Networks and Systems

The provincial government is building an advanced network to connect all provincial government institutions. This system will provide the basis for more services to be provided to the public and increase the collaborative development of systems amongst users.

NL has focused on improving internet access through its Government Broadband Initiative. Through this program the Province has committed $15M (of an eventually $52M) to the trans-gulf fiber-optic network. As a pre-cursor to this initiative, the NL Department of Education partnered with Industry Canada and Eastlink Communications in 2005 to build a cross-island fiber-optic link from St. John's to Stephenville - this project was completed in 2009. NL contributed $5M towards this initiative that saw over 100 communities receive access to broadband services. Also in relation to the Province's Northern Strategic Plan, two pilot projects to run a fiber optic cable to Labrador have also been undertaken.

The Province partnered with the federal government in the Community Access Program (CAP), which was designed by Industry Canada in 1995 to help communities in rural and remote areas obtain affordable public access to the Internet and the skills to use it effectively. CAP sites in Newfoundland and Labrador are located in public service institutions such as public libraries, schools, community centers, community museums, friendship centers, tourist facilities, and municipal centers.

The Province has contributed to federal programs whereby carriers are able to offer high speed Internet to communities where the business case to do so does not exist.

The OFS works with several areas of Government to increase Francophones' access to services in French, and some of the most widely used government forms are posted online in bilingual format.

3. Development of Public Domain Content
Government worked extensively with industry in the 1990's to promote ICT literacy and with the federal government established community access points for those without hardware. Many of these sites also established "how to" programs related to the use of computing technology.

4. Reaffirming the Equitable Balance between the Interests of Right-Holders and the Public Interest

Copyright and trade mark legislation are in the federal domain, however our NL fully recognizes intellectual property.