

NATIONAL ARTS CENTRE

ANNUAL REPORT ON RESULTS IMPLEMENTATION OF SECTION 41 OF THE OFFICIAL LANGUAGES ACT 2009–2010

General information

Federal institution:	National Arts Centre
Web site:	www.nac-cna.ca
Minister responsible:	James Moore Minister of Canadian Heritage and Official Languages
Senior official(s) responsible for implementation of section 41 of OLA (e.g., Assistant Deputy Minister or Official Languages Champion):	Anne Tanguay Manager, Translation Services and Official Languages Champion
General mandate of federal institution (4 to 5 lines – This summary of the mandate will be published in the Annual Report on Official Languages tabled in Parliament):	To be a dynamic national performing arts centre with a focus on performance, creation, and learning.
National coordinator responsible for implementation of section 41: Exact title: Telephone no.: E-mail:	Anne Tanguay Manager, Translation Services and Official Languages Champion 613-947-7000, x546 atanguay@nac-cna.ca
Regional coordinators (if any): Exact titles: Telephone nos.: E-mails:	N/A

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Summary of the main progress made by your institution in 2009–2010

This report highlights the progress the National Arts Centre (NAC) has made in meeting the objectives set out in its *2007–2011 Action Plan for the Implementation of section VII of the Official Languages Act*. We are pleased to record significant progress in each of the six sections of the report.

In terms of **awareness**, in 2009 the NAC implemented an *Action Plan on Official Languages: Live Speech from the Stage* to ensure an appropriate balance of English and French content in all speeches and presentations delivered by NAC representatives, particularly at gala events. As well, the Official Languages Champion continued to raise awareness of NAC managers with the main official-language issues, and to inform employees of their rights and responsibilities regarding the active offer of services.

With regard to **consultations**, highlights include an important bilateral meeting between the NAC and the Fédération culturelle canadienne-française (FCCF), which was attended by 10 key NAC representatives (an unprecedented number). We continue to use surveys as a valuable tool for collecting audience feedback about our artistic programming (such as our TD Family Adventures with the NAC Orchestra) and education and outreach activities (including student matinee performances at the NAC, and visits to schools by musicians from the NAC Orchestra).

In the area of **communications**, the NAC used both traditional methods (e.g., press releases, publicity) and newer media (e.g., podcasts, blogs) to promote its activities, particularly Zones Théâtrales, a key event of the 2009–10 season. Teacher information sessions are proving increasingly effective as a way to promote our activities. Ticket giveaways for various events are also a good way to attract new audiences, and special offers (such as the discount on tickets to *Elephant Wake*, a play about a small Francophone community in Western Canada) are effective in targeting specific demographic sectors.

On the **coordination and liaison** front, the NAC took advantage of the media conference/launch of Zones Théâtrales to host the signing ceremony for the renewal of the *Agreement for the Development of Francophone Arts and Culture in Canada*. Another important event was the bilateral meeting with the FCCF. The Official Languages Champion and 41-42 Coordinator regularly attended various meetings on official-language issues, and made suggestions for potential NAC event partnerships with other organizations (such as the FCCF Forum scheduled for June 2011). The NAC also maintained its existing partnerships with other cultural institutions and agencies, including Radio-Canada, the Department of Canadian Heritage, the Canada Council for the Arts, and the National Capital Commission.

With regard to **funding and program delivery**, Zones Théâtrales, English Theatre's play translation program, French Theatre's Associated Authors program, and the statistical results of our education and outreach activities clearly demonstrate the NAC's ongoing commitment (as stated in the 2008–2013 Strategic Plan) to reaching out to OLMCs, despite the elimination of the special funding available prior to 2009 under the IPOLC.

Finally, turning to **accountability**, official documents such as the 2008–09 NAC Annual Report and the 2009 Zones Théâtrales final report illustrate the concrete and positive steps the NAC has taken to support the linguistic duality and vitality of OLMCs. Regular audience surveys allow us to gauge the level of customer satisfaction and adjust our programs and services accordingly.

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A. AWARENESS (In-house activities)

[Training, information, orientation, awareness, communication and other activities carried out **in-house** in order to educate employees and/or senior managers of the federal institution about linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; consideration of the viewpoints of OLMCs in research, studies and investigations carried out in-house.]

<p>Activities carried out to achieve the expected result</p> <p><i>What activities were carried out during the reporting year? What was done?</i></p>	<p>Outputs</p> <p><i>What products or services came from the activities carried out during the reporting year?</i></p>	<p>Progress made in achieving the expected result</p> <p><i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<p>Fall 2009: Implemented an <i>Action Plan on Official Languages: Live Speech from the Stage</i>, specifying the required ratio of English/French content for all speeches and presentations delivered by NAC representatives, whether on- or off-stage (e.g., at gala events and season announcements).</p> <p>Distributed various information memos to the President & CEO and senior managers</p>	<p>Document submitted to members of Senior Management Committee (SMC).</p> <p>May 26: briefing note on the annual report of the Commissioner of Official Languages</p> <p>September 4: briefing note on document sent by the Champion of OL to Treasury Board summarizing official-language initiatives at the NAC</p>	<p>Managers more aware of the importance of issuing all communications in both official languages; improved guidelines for the ratio of English to French content required to enhance the NAC's image and fulfil our national mandate.</p> <p>Note of congratulations sent by the Official Languages (OL) Champion to SMC regarding the balance of English and French content at the NAC's 2009 fall Gala.</p> <p>President & CEO and senior managers kept informed of key OL issues.</p>	<p>Creation of lasting changes in federal institutional organizational culture; employees and management are aware of and understand their responsibilities regarding section 41 of the <i>Official Languages Act</i> and OLMCs.</p>

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<p>OL Champion invited the President & CEO and several members of SMC to meet representatives of the Fédération culturelle canadienne-française (FCCF)</p>	<p>December 15, 2009: Bilateral meeting with the FCCF and its member organizations</p>	<p>Very productive meeting between the NAC (10 delegates, highest number to date) and representatives from the FCCF and its member organizations.</p>
<p>Informed the Executive Chef of the NAC restaurant <i>le café</i> about the Rendez-vous de la francophonie</p>	<p>March 2010: Special themed menu offered by <i>le café</i> during the Rendez-vous de la francophonie</p>	<p>Reaffirmation of commitments set out in the NAC Strategic Plan, and discussion of FCCF concerns and issues.</p> <p>The meeting allowed NAC managers to learn more about the FCCF and its activities, and led to informal discussions, notably of the upcoming FCCF forum (June 2011).</p> <p>For the first time, the menu at <i>le café</i> was posted on the welcome page of the Rendez-vous website. The NAC was proud to be associated with this event, and restaurant staff responded very positively.</p>
<p>OL Champion provided information and suggestions to the management team of the upcoming <i>Prairie Scene</i> regional festival</p>	<p>Names of Francophone artists from the Prairie provinces; contact information for key Canadian Heritage representatives</p>	<p>OL Champion actively continues to support the NAC's <i>Scene</i> series of cultural festivals. Example: Sent senior managers a link to the April 23 arts segment of Radio-Canada's <i>Téléjournal</i> (evening news), broadcast live from Winnipeg.</p>
<p>OL Champion distributed various awareness materials to all staff</p>	<p>Information about the new Language Portal of Canada, the active offer, and the importance of issuing all memos in both official languages</p> <p>Bilingual lexicon (update circulated in June 2009)</p>	<p>Training sessions about the new Language Portal of Canada; some feedback received, several new users of this linguistic tool.</p>
<p>Familiarized the two new Francophone members of the NAC Board of Trustees with NAC official-language issues</p>	<p>Detailed welcome message from OL Champion to the two new members</p>	<p>Thank-you message received; better understanding of the NAC's linguistic environment.</p>
<p>Worked with the consultant selected by the NAC to coordinate initial meetings with artists and arts organizations to discuss the NAC's proposed National Creation and Learning Lab</p>	<p>Face-to-face meeting and e-mail exchanges between the OL Champion and the consultant</p>	<p>Increased awareness of the importance of including the FCCF and a Montreal-based arts organization in the consulting process, including exchange of key contacts.</p>

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B. CONSULTATIONS (Sharing of ideas and information with OLMCs)

[Activities (e.g. committees, discussions and meetings) through which the federal institution consults the OLMCs and interacts with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables and working groups) to explore possibilities for cooperation within the existing mandate of the federal institution or as part of developing a new program or new policy; participation in consultations with OLMCs coordinated by other government bodies; consultation of OLMCs by regional offices to determine their concerns and needs.]

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<p>December 2009: Bilateral meeting between the NAC and the Fédération culturelle canadienne-française (FCCF)</p> <p>Community programming (Fourth Stage)</p> <p>Regular NAC activity surveys, all of which systematically include one or more questions about official languages</p>	<p>Session held at the NAC on December 15, 2009</p> <p>Ongoing communication with the Association des professionnels de la chanson et de la musique (APCM)</p> <p>May 2009: Audience survey, Saturday-afternoon <i>Family Adventures</i> bilingual concert series</p> <p>Ongoing survey of <i>le café</i> restaurant patrons</p>	<p>Unprecedented number (10) of delegates from the NAC . Active involvement of NAC President & CEO Peter Herrndorf.</p> <p>Constructive dialogue. Discussion of FCCF issues.</p> <p>Reaffirmation by the President & CEO of the NAC's commitments, particularly with regard to Zones Théâtrales.</p> <p>More frequent communication between OL Champion and APCM General Manager. Continued offer for the <i>Vendredis de la chanson francophone</i> concert series.</p> <p>2009 survey results:</p> <ul style="list-style-type: none"> - 86.5% of Anglophone respondents (379) satisfied or very satisfied with the ratio of English/French content - 73% of Francophone respondents (63) satisfied or very satisfied with the ratio of English/French content <p>The team is encouraged by these results, which validate our constant efforts to present bilingual concerts that are both educational and entertaining.</p> <p>This is now an ongoing activity. The vast majority of respondents report being served in their preferred language.</p>	<p>Creation of lasting relationships between the federal institution and OLMCs; federal institution and OLMCs understand each other's needs and mandates.</p>

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C. COMMUNICATIONS (Transmission of information to OLMCs)

[External communications activities to inform OLMCs about the activities, programs and policies of the federal institution and to promote the bilingual character of Canada; inclusion of OLMCs in all information and distribution lists; use of the federal institution's Web site to communicate with OLMCs.]

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<p>2009 edition of Zones Théâtrales (ZT)</p>	<p>Presentation of event (September 14–19)</p> <p>Website: www.zonestheatrales.ca, featuring notably an artistic director's blog and a photo gallery</p> <p>Press releases and media interviews</p> <p>Ticket giveaways</p> <p>August 2009: OL Champion invited a host of stakeholders in official-language communities to attend the event</p>	<p>The 2009 edition of ZT was the most successful yet: average attendance was over 85%; new shorter time frame (6 days) allowed for more networking, discussion, and project development.</p> <p>Broader reach: 42 producers and presenters (from venues across the country) attended ZT 2009. The vast majority of the touring shows attracted immediate interest.</p> <p>The free events offered in the <i>Zone de ralliement</i> ("gathering zone") proved very fruitful for many organizations and associations, including the Association des théâtres francophones du Canada (ATFC), Théâtre Action, and the Regroupement des éditeurs canadiens-français (RÉCF).</p>	<p>OLMC culture reflects a broad understanding of the federal institution's mandate; OLMCs receive up-to-date and relevant information about the federal institution's programs and services.</p>

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<p>Renewal of the <i>Agreement for the Development of Francophone Arts and Culture in Canada</i></p>	<p>September 14, 2009: Signing ceremony at the NAC during the opening of Zones Théâtrales</p>	<p>The NAC was actively involved in the preparations for the renewal of the Agreement, and organized the signing ceremony, which was attended by Shelley Glover, Parliamentary Secretary for Official Languages; Peter Herrndorf, NAC President & CEO; and the heads of the other signatory agencies, namely the FCCF, Société Radio-Canada, the National Film Board of Canada, Telefilm Canada, and the Canada Council for the Arts. Excellent visibility for the NAC.</p> <p>By scheduling the signing ceremony during the launch of ZT, we were able to inform the general public about the agreement.</p>
<p>Appointment of René Cormier as Artistic Director of Zones Théâtrales</p>	<p>NAC press release (April 20, 2010)</p>	<p>By appointing a leading figure in French-language theatre and the OLMC arts community in general, the NAC reaffirmed its support of ZT.</p>
<p>Special invitation to the NAC English Theatre presentation of the play <i>Elephant Wake</i></p>	<p>Press release sent to an expanded distribution list</p> <p>Invitation issued by OL Champion to a comprehensive list of people involved with official languages</p>	<p>Invitation <u>and ticket discount</u> for this one-man play about the sole remaining resident of a Francophone community in Saskatchewan, starring Franco-Saskatchewan actor Joey Tremblay.</p> <p>The NAC addressed the theme of French minority language: the play 1) gave Anglophone audiences insight into an aspect of the Francophone experience in Canada, and 2) attracted many Francophones, encouraging dialogue and interaction between the two linguistic communities.</p>

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Teacher information sessions in all disciplines	Bilingual sessions for Music and Dance (unilingual sessions for English Theatre and French Theatre)	As usual, the sessions were very popular. Extremely effective way to promote the NAC's education and outreach activities. In 2009-10, students from 46 Francophone schools in Ontario (an all-time high) attended student matinees of NAC Orchestra performances. (See <i>Finance</i> section.)
Pre-concert talks	Brochure sent to all elementary and secondary schools in the NCR 9 in English, 9 in French (vs. 8 and 6 respectively in 2008–09)	Continued quantitative improvement. Ongoing commitment to achieving an appropriate balance of English and French.
Community Programming: Promotion of French-language events presented in the Fourth Stage	Ads in social media and in <i>LeDroit</i> , <i>Voir</i> entertainment weekly, Radio-Canada La Première Chaîne, and various Franco-Ontarian periodicals and newspapers (<i>Liaison</i> , <i>Express d'Ottawa</i> , <i>Perspectives Vanier</i>); joint promotion with event partners, especially the APCM	Tangible support of emerging artists. Concrete way to promote new talent from OLMCs and boost the careers of regional artists. Awards and honours received by artists featured at the Fourth Stage.
Podcasts in all NAC disciplines	Podcasts in both official languages available on the NAC's general website (www.nac-cna.ca) and arts education website (www.artsalive.ca)	This technology allows the NAC to connect with viewers and listeners across the country, particularly in OLMCs. As well, the podcasts help the NAC to fulfil its national mandate and to contribute to the education of Canadian youth. The NAC offers an ever-increasing number of informative podcasts, not just for young people but for all ages (e.g., separate English and French versions of the new <i>NACmusicbox</i> section of the Arts Alive website). Podcast downloads increased 20% over 2009–10.
NAC contribution to Canadian Heritage <i>Bulletin</i> 41-42 Newsletter	NAC articles in every issue in 2009–10 (3 issues)	Sustained visibility for the NAC.

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<p>Various special events and ticket giveaways</p>	<p>NAC Orchestra Week (May 2010); French Theatre presentation at the University of Ottawa (February 2009); “Go Canada Go” event during the 2010 Winter Olympics</p> <p>Tickets donated to a University of Ottawa activity for students from French-immersion senior high schools</p>	<p>These events are concrete evidence of the importance the NAC places on respecting linguistic duality in every aspect of its operations.</p> <p>For example: NAC Orchestra Week contest on CBC and Radio-Canada; two giant screens (CTV and TSN) installed in the NAC Main Foyer during the Winter Olympics.</p> <p>Offering free tickets to various performances is a tangible way for the NAC to promote its artistic programs and the artists appearing on its stages.</p>	
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D. COORDINATION AND LIAISON

(Does not include funding – Internal coordination and liaison with other government institutions)

[Coordination activities (research, studies, meetings, etc.) carried out by the federal institution itself along with other federal institutions or other orders of government; participation in activities organized by other federal institutions, other orders of government, etc.; participation of official languages champions, national and regional coordinators, and others in various government forums.]

<p>Activities carried out to achieve the expected result</p> <p><i>What activities were carried out during the reporting year? What was done?</i></p>	<p>Outputs</p> <p><i>What products or services came from the activities carried out during the reporting year?</i></p>	<p>Progress made in achieving the expected result</p> <p><i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<p>Unveiling of the <i>Agreement for the Development of Francophone Arts and Culture in Canada</i></p> <p>Organization of a bilateral meeting with the FCCF (see <i>Consultations</i> section)</p> <p>First follow-up meeting regarding the <i>Agreement for the Development of Francophone Arts and Culture in Canada</i></p> <p>Collaboration on Zones Théâtrales (See also <i>Communications</i> and <i>Funding</i> sections)</p>	<p>Signing ceremony in the NAC Fourth Stage (September 14, 2009)</p> <p>Meeting held at the NAC on December 15, 2009</p> <p>Meeting of all signatories on November 19, 2009</p> <p>Informal meetings and discussions</p>	<p>Successful event organized by the NAC. The ceremony attracted even greater attention for being part of the opening of Zones Théâtrales, an event attended by representatives of many sectors directly targeted by the Agreement, as well as the general public.</p> <p>This very constructive meeting was attended by 10 NAC executives, several representatives of the FCCF and its member organizations, and two delegates from Canadian Heritage.</p> <p>Major internal coordination job for the OL Champion, who mobilized all concerned members of NAC management in support of the project.</p> <p>Active NAC involvement; opportunity for all participants to describe their respective initiatives and lay the foundations of the next stages for the duration of the Agreement.</p> <p>Very fruitful partnership with the Canada Council for the Arts and the Department of Canadian Heritage for event funding, and with Radio-Canada for publicity and promotion of ZT activities.</p>	<p>Co-operation with multiple partners to enhance OLMC development and vitality and to share best practices.</p>

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<p>Co-production with the National Capital Commission of <i>Orchestras in the Park</i> free concert series</p>	<p>4 concerts presented July 23–26 in LeBreton Flats Park</p>	<p>Repeat success for this project, which illustrates the NAC Orchestra’s presence in the community and its desire to reach out to a large audience from both sides of the Ottawa River. The fourth concert prominently showcased the Orchestre de la francophonie canadienne.</p>
<p>Participation in various activities for OL Champions and 41-42 National Coordinators</p>	<p>Best Practices Forum (December 3)</p> <p>Coordinators meetings (June 4 & October 8, 2009)</p> <p>All-day meeting in connection with submission of the annual report of the Commissioner of Official Languages (May 26)</p>	<p>The NAC continues to participate actively with questions and comments. The Commissioner of Official Languages’ positive remarks about the NAC encourage us to continue our efforts with regard to the active offer.</p> <p>Implementation of best practices at the NAC, such as the introduction of a special Francophone-themed menu during the Rendez-vous de la francophonie.</p> <p>Following the October 8 meeting, the OL Champion contacted the general manager of the Assemblée de la francophonie de l’Ontario to discuss the celebrations for the organization’s centenary.</p>
<p>Participation in preliminary discussions for the FCCF’s upcoming forum (June 2011), <i>Être artiste dans la francophonie canadienne : forum sur les pratiques artistiques</i></p>	<p>Telephone conversations with Catherine Voyer-Léger of the FCCF</p>	<p>OL Champion suggested event scenarios and provided contact information for key resource people at the NAC, particularly the Fourth Stage. Still in the early stages, but discussion is underway.</p>
<p>Liaison with school boards throughout the NCR (including OLMCs)</p>	<p>Brochures and promotional material; telephone follow-up; teacher information sessions in all disciplines; feedback forms (client needs and satisfaction)</p> <p>Example: February 18, 2009 – meeting in Hawkesbury with a group of elementary and secondary school teachers to present and promote NAC programs and activities for student audiences</p>	<p>All these outputs strengthen the NAC’s close connection to our student audience. (See <i>Funding</i> section.)</p>

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E. FUNDING AND PROGRAM DELIVERY

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

<p><u>Activities carried out to achieve the expected result</u> <i>What activities were carried out during the reporting year? What was done?</i></p>	<p><u>Outputs</u> <i>What products or services came from the activities carried out during the reporting year?</i></p>	<p><u>Progress made in achieving the expected result</u> <i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<p>2009 edition of Zones Théâtrales (September 14–19, 2009), produced by the NAC</p>	<p>Tripartite agreement (NAC, CCA and PCH) entered into on February 14, 2009</p> <p>All event components: 7 stage productions; 4 workshops, 2 readings; conference and round table</p>	<p>ZT 2009 was the result of the tripartite agreement, under which the NAC has agreed to produce the 2009, 2011 and 2013 editions, thereby ensuring the survival of this important and inclusive Francophone theatre event.</p> <p>The most successful edition yet, as noted by artistic director Paul Lefebvre in the wrap-up press release: 85% attendance (several sold-out performances); enthusiastic participation by artists and members of the general public; 42 producers and presenters from across the country attended.</p> <p>It should be noted that the vast majority of the touring shows attracted immediate interest, confirming ZT's important role as a springboard for French-language theatre in Canada.</p> <p>Co-productions by theatre companies from Quebec and other regions (e.g., Théâtre l'Escaouette [Moncton] and Théâtre Blanc [Quebec City]) fostered interesting exchanges between Quebec and OLMCs.</p> <p>One good example of an innovative collaboration/partnership: the Rideau</p>	<p>OLMCs are part of the federal institution's regular clientele and have adequate access to its programs and services; OLMC needs (e.g. geographic dispersion and development opportunities) are taken into account.</p>

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<p>French Theatre Associated Authors</p>	<p>Workshops given by the participating playwrights Staged readings of new works</p>	<p>Project/Projet Rideau, produced by Ottawa's Théâtre la Catapulte in collaboration with Zones Théâtrales and the Magnetic North Theatre Festival and in partnership with the National Capital Commission.</p> <p>Direct result: The free activities offered in the <i>Zone de ralliement</i> ("gathering zone") proved very fruitful for many organizations and associations, including the Association des théâtres francophones du Canada (ATFC), Théâtre Action, and the Regroupement des éditeurs canadiens-français (RÉCF).</p> <p>This was the second year of French Theatre's Associated Authors program. Playwright Emma Haché gave a workshop in January 2010 in Moncton (Théâtre l'Escaouette).</p> <p>The other two playwrights gave their workshops in May: Luc Moquin in Ottawa (Théâtre la Catapulte) and Gilles Poulin-Denis in Vancouver (Théâtre La Seizième). Mr. Poulin-Denis also gave a staged reading on May 6, 2010 at the Festival du Jamais Lu in Montreal.</p> <p>The three playwrights will submit a final report at the end of the 2010–11 season.</p> <p>Concrete results to be realized in February 2011: premiere production of Emma Haché's play <i>Wolfe</i>, produced by Théâtre l'Escaouette in co-production with the NAC French Theatre; staged readings of scripts by Luc Moquin and Gilles Poulin-Denis in the NAC Fourth Stage.</p>	
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<p>Community Programming: Return of the <i>Vendredis de la chanson francophone</i> and Ottawa Folk Festival (OFF) concert series</p>	<p>5 <i>Vendredis</i> 1 Anglo-Quebec artist presented by OFF</p>	<p>Excellent visibility for artists from OLMCs, thanks to the publicity surrounding each event (see <i>Communications</i> section).</p>
<p>English Theatre</p>		
<p>Performances by a Montreal theatre company (April 2010)</p>	<p>Shakespeare's <i>The Comedy of Errors</i>, presented at the NAC April 7–24, 2010</p>	<p>NAC English Theatre/Centaur Theatre (Montreal) co-production involving several Anglophone and a few Francophone artists and designers from Quebec.</p>
		<p>Concrete illustration of linguistic duality.</p>
<p>English translations of plays</p>	<p><i>Holy Cow!</i> (children's play)</p>	<p>The play was first presented in French (<i>Ah la vache!!</i>) during NAC French Theatre's 2009–10 season.</p>
	<p>Commissioned translation</p>	<p>Linda Gaboriau is working on a translation of a play by Michel Tremblay, to be presented by NAC English Theatre in 2010–11.</p>
		<p>Increased visibility of Quebec playwrights and artists beyond Quebec and in the other official language.</p>
<p>English Theatre – Education</p>		
<p>March Break Program</p>	<p>Week-long workshop</p>	<p>3 students from Grande-Rivière Secondary School (Aylmer, Quebec) were selected to participate in the workshop in Ottawa. Each participant also received a one-year membership to the NAC English Theatre Student Club, and attended an English Theatre performance. This initiative raises interest for theatre among young Anglophones in the Outaouais region.</p>
<p>Special workshop about the play <i>The Comedy of Errors</i></p>	<p>Performance followed by a workshop</p>	<p>Montreal's Royal West Academy attended the performance and the workshop.</p>
<p>Participation by Quebec English-language schools in NAC education activities</p>	<p>English Theatre student matinees</p>	<p>1,963 students from schools in Gatineau and Montreal.</p>

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<p>French Theatre – Education</p> <p>French Theatre Labs</p>	<p>Applications received and applicants selected</p> <p>Theatre research and development workshop</p>	<p>6 applicants from Francophone communities outside Quebec (vs. 10 in 2008); all 6 were accepted.</p> <p>Proportion of total number of participants who were from OLMCs: 50% (vs. 42% in 2008 and 33% in 2007). Higher percentage of artists from OLMCs.</p>
<p>Dance – Education</p>	<p>Dance workshop</p>	<p>Students from École secondaire De La Salle (Ottawa) attended a dance workshop given by choreographer Christopher House (November 2009)</p>
<p>Music – Education</p> <p>NAC student matinees</p>	<p>NAC performances</p>	<p>46 Franco-Ontarian school groups (15 last year) – a phenomenal increase!</p> <p>3 Anglo-Quebec school groups (3 last year also).</p> <p>We presented separate English and French student matinees. Thanks to our teacher information sessions, local and regional school boards are well aware of our activities.</p>
<p>Musicians in the Schools</p>	<p>School visits by NAC Orchestra musicians</p>	<p>6 Franco-Ontarian schools visited (5 last year); no Anglo-Quebec schools (1 last year).</p>

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Music Alive program	Visits to French-language and immersion schools in Saskatchewan and Alberta	<p>14 schools visited (16 last year).</p> <p>We continue to compile detailed statistics on OLMC schools, even if we have no control over their budget. These data allow us to:</p> <ul style="list-style-type: none">- gauge the appeal of our activities and adjust them accordingly- assess the results of our teacher information sessions- maintain contact with schools- attract more schools <p>Our main objective is to introduce as many young Anglophones and Francophones as possible to the performing arts. Results to date are encouraging.</p> <p>With respect to our education activities, our findings indicate that despite the elimination of the IPOLC, the NAC's efforts to reach young people from OLMCs are still effective.</p>	
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F. ACCOUNTABILITY

[Activities through which the federal institution integrates its work on the implementation of section 41 of the OLA into departmental planning and accountability mechanisms (e.g. report on plans and priorities, departmental performance report, departmental business plan and status report on implementation of section 41 of the OLA); internal audits and evaluations of programs and services; regular review of programs and services as well as policies by senior managers of the federal institution to ensure implementation of section 41 of the OLA.]

<p><u>Activities carried out to achieve the expected result</u> <i>What activities were carried out during the reporting year? What was done?</i></p>	<p><u>Outputs</u> <i>What products or services came from the activities carried out during the reporting year?</i></p>	<p><u>Progress made in achieving the expected result</u> <i>What has changed as a result of the activities carried out during the reporting year?</i></p>	<p>Expected result</p>
<p>Follow-up of the NAC's 2007–2011 <i>Action Plan for the Implementation of section VII of the Official Languages Act</i></p> <p>Summary of official-language programs and initiatives included in NAC Annual Report</p> <p>Summary of Zones Théâtrales</p> <p>Inclusion of at least one question about OL in every NAC audience survey, and detailed statistical reporting (see <i>Consultations</i> section)</p> <p>Customer complaints follow-up</p>	<p>The present annual report on results</p> <p>Separate section on OL (page 19 of the NAC 2008–09 Annual Report)</p> <p>Full report circulated in May 2010</p> <p>Survey results Precise yearly statistics</p> <p>Memos, telephone calls</p>	<p>This report confirms that the NAC is making good progress in meeting the objectives set out in the 6 key accountability areas of the <i>Action Plan</i>.</p> <p>The summary clearly indicates the importance placed by NAC management on official-language issues.</p> <p>Detailed summary, including notably conclusions and recommendations.</p> <p>Every NAC audience survey now includes at least one question about official languages. Positive results. Information sharing: departmental successes, customer feedback.</p> <p>Very comprehensive statistics on education activities in all disciplines, as noted in <i>Funding</i> section of this report.</p> <p>In 2009–10 the NAC received only one complaint from the Office of the Commissioner of Official Languages (OCOL). It was quickly dealt with by the OL Champion, using OCOL's "fast-track" system.</p>	<p>Full integration of the OLMC perspective and section 41 of the OLA into the federal institution's policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how to better integrate OLMCs' perspective.</p>

