



Annual Report 2013-2014

Office of the Secretary to the Governor General

September 26, 2014



25 YEARS
THE CANADIAN
HERALDIC AUTHORITY



The Viceregal Lion

The emblem used by the Office of the Secretary to the Governor General is the crest from the Royal Arms of Canada. It consists of a gold lion wearing the Royal Crown and holding in its right paw a red maple leaf. The lion stands on a wreath of the official colours of Canada, red and white.



The Shield of the Canadian Heraldic Authority

The shield features the maple leaf of Canada charged with a smaller shield, which indicates the heraldic responsibilities of the Canadian Heraldic Authority. June 2013 marked the 25th anniversary of the Authority, established in 1988, as part of the Office of the Secretary to the Governor General.

Photo credits

Canada Post: page 7

MCpl Vincent Carboneau, Rideau Hall: pgs. 3, 5, 7, 8, 13, 15, 17, 18

WO Kevin Daly: page 16

Department of Canadian Heritage: page 5

Sgt Ronald Duchesne, Rideau Hall: Cover Page, pgs. 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15

Sgt Serge Gouin, Rideau Hall: page 16

François Grenier, Traveling Exhibit: page 10

Sgt Eric Jolin, Rideau Hall: page 17

MCpl Jean-François Néron, Rideau Hall: page 9

Cpl Carbe Orellana, Rideau Hall: page 5

Cpl Roxanne Shewchuk, Rideau Hall: Cover Page, pgs. 5, 6, 8, 9, 10, 11, 12, 14, 15

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Open daily from 8 a.m. to one hour before sunset, the grounds of Rideau Hall have picnic areas, gardens, a play structure and interpretive panels for the public. In the summer, there are special events, including the Relief of the sentries of the Ceremonial Guard, and in the winter, there is outdoor public skating.

Tours of the residence and of the grounds are offered year-round, free of charge.

For more information, please consult www.gg.ca/visitus

Office of the Secretary to the Governor General

The Office of the Secretary to the Governor General supports the Governor General in fulfilling his constitutional, State and ceremonial responsibilities.

The Office is also responsible for planning and implementing the Governor General's program and the many activities undertaken with, and on behalf of, Canadians in communities across the country and abroad, as well as with the Canadian Armed Forces (CAF) in his capacity as commander-in-chief. These activities recognize outstanding achievement and the pursuit of excellence by Canadians, and foster national identity, unity and pride in Canadians.

To help Canadians and international visitors understand the role and responsibilities of the Governor General, the Office offers extensive visitor and interpretation programs at the Governor General's historic official residences at Rideau Hall, in Ottawa, and at the Citadelle, in Québec. In 2013-2014, these sites were visited by close to 130 000 people. In addition, since its debut on July 31 at the Queen City Ex in Regina, Saskatchewan, the new *It's An Honour!* mobile exhibit was visited by more than 26 000 people as it travelled throughout the Northwest Territories, Yukon, Alberta and British Columbia. Featuring interpretative panels, multimedia elements and artifacts, this traveling exhibit provides an opportunity for visitors of all ages to learn more about the Canadian Honours System and some of its recipients who have been recognized for their extraordinary achievement, bravery, valour and service.

The Office, through the Chancellery of Honours, administers all aspects of the Canadian Honours System, including the Order of Canada, the Decorations for Bravery, the Meritorious Service Decorations and Military Valour Decorations. The Chancellery is also home to the Canadian Heraldic Authority, which is headed by the Governor General, and which creates and records armorial bearings in Canada.

The three branches of the Office—Policy, Program and Protocol, the Chancellery of Honours, and Corporate Services—work together to support the Governor General in his role as the representative of Her Majesty Queen Elizabeth II in Canada and in carrying out his responsibilities.

The Office is headed by a secretary, who serves as senior advisor and deputy to the Governor General.

Accountability and Funding

The Office of the Secretary to the Governor General reports to Parliament through the Prime Minister, receives its funding from an annual parliamentary appropriation and publishes an annual report.

The Office works closely with the National Capital Commission (NCC), the Royal Canadian Mounted Police (RCMP), the Department of National Defence (DND), Public Works and Government Services Canada (PWGSC), the Department of Foreign Affairs, Trade and Development (DFATD) and the Department of Canadian Heritage (PCH).



Stephen Wallace
Secretary to the Governor General

Message from the Secretary

It is my pleasure to present this Annual Report for the Office of the Secretary to the Governor General.

2013-2014 was another memorable year with the Office supporting His Excellency the Right Honourable David Johnston in more than 650 activities.

The Office remains committed to ensuring the Governor General has the support he needs to represent the Crown in Canada, represent Canada, encourage excellence and achievement, serve as commander-in-chief, and bring Canadians together. We continue to work hard to be a smart and caring office that connects, inspires and honours Canadians.

I would like to take this opportunity to thank our partners across the country as well as the diplomatic and consular staff around the world who helped us support the mandate of the Governor General. I would especially like to thank the staff at Rideau Hall and the Citadelle for their dedication and unwavering commitment to service.

I invite you to read this report to learn more about our accomplishments over the past year; each section illustrates how the Office supports the Governor General in fulfilling his primary responsibilities.



Our mission:

To support the Governor General as The Queen's representative in Canada and to serve Canadians

The Office of the Secretary to the Governor General provided the Governor General with the support he required to participate in more than 650 activities in 2013-2014.

Highlights

- Commander Chris Hadfield became the first Canadian to receive the Meritorious Service Cross in both the civil and military divisions. His Excellency presented the civilian decoration in recognition of the great honour Cmdr. Hadfield brought to Canada while in command of the International Space Station. Cmdr. Hadfield received the military decoration in 2001.
- In addition to visits to Ghana, Botswana, South Africa, the United States, China, Mongolia and India, His Excellency also travelled to the Netherlands to represent Canada at the investiture ceremony of His Majesty King Willem-Alexander.
- The Governor General marked the 250th anniversary of the *Royal Proclamation*, the 100th anniversary of the Canadian Figure Skating Championships, the 60th anniversary of the Korean War Armistice, the 50th anniversary the Rotary Club of Waterloo, and the 40th anniversary of the Famous PEOPLE Players, as well as the 25th anniversaries of the Edmonton Community Foundation and the Canadian Heraldic Authority.
- In keeping with his vision of Canada as a smart and caring nation, His Excellency launched My Giving Moment, a national campaign that encourages Canadians to recognize their opportunities for “giving moments” and then act on them.
- As commander-in-chief of Canada, His Excellency visited CFB Borden, 5 Wing Goose Bay, Garrison Petawawa, and 4 Wing Cold Lake, and participated in training exercises as part of Operation NANOOK in Whitehorse.
- His Excellency visited seven provinces and one territory, taking part in a variety of events, meeting with Canadians in their communities, and discussing issues of local and national concern.

Our vision:

connect, inspire and honour Canadians



On June 27, 2013, the Governor General presented Chris Hadfield with the Meritorious Service Cross (Civilian Division.)



During his State visit, the Governor General met with the President of Mongolia in the State Ger of the State Palace, in the capital city of Ulaanbaatar on October 25, 2013.



On December 12, 2013, His Excellency granted Royal Assent to various bills on behalf of The Queen during a traditional ceremony held in the Senate.



As commander-in-chief of Canada, His Excellency inspected the guard of honour upon his arrival at 4 Wing Cold Lake, on March 28, 2014.



On September 28, 2013, more than 8 000 harvest and food enthusiasts participated in Savour Fall at Rideau Hall.



Representing the Crown in Canada

One of the governor general's responsibilities is to ensure that Canada always has a prime minister. The governor general presides over the swearing-in of the prime minister, the chief justice of Canada and cabinet ministers; summons, prorogues and dissolves Parliament; delivers the *Speech from the Throne*; and gives Royal Assent to acts of Parliament. He acts on the advice of the prime minister, but has the right to advise, encourage and warn.



In May, Their Excellencies and Deepak Chopra, President and CEO of Canada Post, unveiled a stamp to mark the 60th anniversary of The Queen's coronation.



During a visit to Toronto in April, His Excellency presented the insignia of Companion of the Order of Canada to His Royal Highness The Prince Philip, Duke of Edinburgh.



In April, while in Amsterdam to attend the investiture ceremony of His Majesty King Willem-Alexander, His Excellency met with His Royal Highness The Prince of Wales.

In 2013-2014, close to 100 activities associated with representing the Crown in Canada were supported by the Office.

- His Excellency presided over the swearing-in of members of the Canadian Ministry in July.
- The Governor General, as the Queen's representative in Canada, read the *Speech from the Throne* to open the second session of the 41st Parliament. The speech set out the broad goals and directions of the government and the planned initiatives to accomplish those goals.
- His Excellency signed more than 2 100 official documents including Orders-in-Council, bills, election writs, proclamations, commissions, agréments for foreign heads of mission, letters of credence and letters of recall.
- The Governor General attended the conference of lieutenant governors and commissioners in Edmonton. This annual gathering of the viceregal community is a forum for the exchange of information of mutual interest.
- In October, His Excellency delivered the opening address at the Creating Canada: from Royal Proclamation of 1763 to Modern Treaties symposium, in honour of the 250th anniversary of the *Royal Proclamation*, the first constitutional act of Canada in which the British Crown recognized the rights of First Nations over a vast territory.



The Governor General read the *Speech from the Throne* in the Senate on October 16, 2013.



On July 15, 2013, His Excellency presided over the swearing-in of the Canadian Ministry.



The Governor General had the opportunity to examine the *Royal Proclamation* of 1763, which was on display at the Canadian Museum of Civilization, in October.



Coats of arms, flags and badges represent our rich history, geography and character through symbols, patterns and unique expressions of our past, present and future.

2013 marked the 25th anniversary of the Canadian Heraldic Authority, established in 1988, as part of the Office of the Secretary to the Governor General. The Authority is responsible for the creation and granting of new heraldic emblems, the registration of existing emblems—including those of First Nations—and the approval of military badges, flags and other insignia of the Canadian Armed Forces.

“Heraldry proudly speaks of who we are in a lively and meaningful way. I invite you to find out more about the work of the Canadian Heraldic Authority by exploring the online Public Register of Arms, Flags and Badges of Canada and by visiting our Facebook page.”

His Excellency the Right Honourable David Johnston
June 4, 2013



Canada Post marked the 25th anniversary of the Canadian Heraldic Authority with a commemorative envelope featuring the Authority's armorial bearings.

Manon Labelle, Miramichi Herald

Heralds have quite the unusual job and in 2009, Manon Labelle became the youngest person in the world to hold the title. She has a master's degree in medieval history and is a member of an extremely unique community. She says that in Canada, there are seven full-time heralds and that there are only about 30 around the world, with the majority of them based in England and Scotland.

Heralds create armorial bearings—that is, coats of arms, flags and badges—for municipalities, schools and military units, but also for citizens who have served their communities. She says that the coats of arms created by the heralds should really represent the people who request them. The petitioners themselves also play a role in the creation process, which normally takes between 12 and 14 months, via telephone calls, emails or even meetings in person. Manon says it is very satisfying when people call her back to say they can't believe how well their coats of arms represent them.

Manon admits that she loves catching glimpses, here and there, of armorial bearings that she designed. She is also very proud of being responsible for putting the Public Register of Arms, Flags and Badges of Canada online. She says Canada is the only country whose armorial bearings are available online for free.

Her job sometimes allows her to live unique experiences. Two years ago, during Queen Elizabeth II's Diamond Jubilee celebrations, heralds from the Commonwealth were invited to England to take part in the pageant on the Thames. She says they had the opportunity to participate in something unique that would probably never happen again.



Representing Canada

The Governor General represents Canada at home and abroad, receiving visiting heads of State, conducting State visits abroad, accepting the credentials of foreign heads of mission and signing diplomatic documents.



In May, Their Excellencies paid homage to the late Dr. Kwame Nkrumah, former president of Ghana, by laying a wreath at his tomb.



In October, the Governor General met His Excellency Xi Jinping, President of the People's Republic of China, and discussed issues of mutual interest to both countries.



In February, Their Excellencies unveiled and presented an inuksuk to the people of India on behalf of the people of Canada; the gift symbolizes the friendship and co-operation between both countries.

In 2013-2014, the Office supported Governor General David Johnston as he represented Canada abroad, visiting eight countries.

- Throughout the State visits to Ghana, Botswana and South Africa, there were opportunities for the Governor General and delegates to further develop Canada's wide-ranging and multi-faceted relationship with Africa. The visits also promoted existing bilateral co-operation initiatives in innovation, economic development and education in all three countries.
- The State visit to China coincided with several high-profile Canadian events, including the 35th Annual General Meeting and Policy Conference of the Canada Chinese Business Council, as well as a performance by the National Arts Centre Orchestra during its educational tour of China. This visit helped further develop the bilateral relations that Canada has developed with China, particularly in the promotion of commerce, innovation, prosperity, education and culture.
- During the State visit to Mongolia, 40 years of Canada-Mongolia diplomatic relations were acknowledged as an important milestone in the evolving and strengthening relationship between both countries. His Excellency underscored Canada's commitment to the democratic future and prosperity of Mongolia.
- While in Bangalore, during their State Visit to India, Their Excellencies inaugurated the new Canadian consulate general at the World Trade Centre, which will oversee Canada's expanded presence in South India. The Canada-India economic relationship is strong and holds tremendous potential for broader and expanded collaboration.



Their Excellencies Quentin Bryce, Governor-General of Australia, and Mr. Michael Bryce visited Canada at the beginning of April.



In May, His Excellency Toomas Hendrik Ilves, President of the Republic of Estonia, and Mrs. Evelin Ilves, began their State visit to Canada.



In September, as part of a working visit to Canada, His Excellency Andris Berzinš, President of the Republic of Latvia, met with the Governor General.



On June 10, His Excellency Hau Do Suan, Ambassador of the Republic of the Union of Myanmar, presented his credentials.



On January 28, the Governor General received the credentials of four ambassadors (Saudi Arabia, Brazil, Ethiopia and Qatar) and one high commissioner (Uganda).

“Since becoming Governor General, I have received many credentials and have had the good fortune to meet with representatives from countries all over the world. I am always fascinated by the fact that, despite differences of culture or language, we can all find something in each other that strikes a common chord. This is essential to the practice of diplomacy.”

His Excellency the Right Honourable David Johnston
 June 10, 2013

In 2013-2014,

His Excellency participated in 220 activities, representing Canada at home and abroad in the Netherlands, Ghana, Botswana, South Africa, the United States, China, Mongolia and India.

Diplomats from 33 countries presented Letters of Credence to the Governor General.

Camille Lapalme, Program Planning Officer

When she first arrived at Rideau Hall in 2002, Camille Lapalme worked as a coordinator with Visitor Services. She became a program officer in 2009 and is currently acting as a senior program advisor. However, she believes that her role has ultimately remained the same. She says we are ambassadors for the institution and that our goal is to give people a memorable experience that will have an impact, all while respecting our mission and our values.

Most of her time is spent developing program activities for Their Excellencies, both here in Canada and abroad. Camille says she is grateful to have experienced so many wonderful moments in her job. She is continually impressed by the exceptional dedication of the people she meets and with whom she collaborates. According to Camille, she and her colleagues focus on the connection between people and ideas, and their goal is to develop relationships that encourage partnerships and exchanges between various organizations.

Ms. Lapalme is also responsible for sharing as much information as she can with Rideau Hall colleagues from various teams who all play a role in programming (including the aides-de-camp, the speechwriters, those in the press office, those who work at the Chancellery, the RCMP, etc.). She says that every event, regardless of size, involves a number of people. Even a short, 15-minute event requires several hours of preparation. Camille compares her job to that of a conductor. The performances that she and her colleagues give, together with outside partners and organizations, create a symphony.

She is also always on the lookout for unexpected hiccups that may cause the event to go “off-key.” This is essential, she says with a knowing smile, because we cannot allow any problems to be visible. It’s obvious this professional has more than a few tricks up her sleeve.





Encouraging Excellence and Achievement

The Governor General presents awards to people who have demonstrated excellence or dedicated service to Canada. Excellence and achievement are celebrated through the Canadian Honours System and in the granting of armorial bearings (coats of arms, flags and badges.)



Arnold Boldt, O.C., was one of 38 recipients invested into the Order of Canada on November 22, 2013.

After a farm accident cost him his leg, Mr. Boldt embarked on a career as a track and field athlete that saw him win gold medals at five successive Paralympic Games and set world records as a one-legged high jumper and long jumper. An iconic figure to paralympians, he returned to the games in 2012, as a member of Canada's para-cycling team. His story of achievement also extends to his professional career, where he serves as acting provost and vice-president of the Saskatchewan Institute of Applied Science and Technology.



The Office, through the Chancellery of Honours, administers all aspects of the Canadian Honours System, as well as the Governor General's Academic Medal, the Governor General's Caring Canadian Award, and the Governor General's Northern Medal.

- The Governor General presented insignia to 4 Companions, 48 Officers and 72 Members of the Order of Canada. The centrepiece of Canada's honours system, the Order of Canada recognizes a lifetime of outstanding achievement, dedication to the community and service to the nation.
- His Excellency presented the Star of Courage to 5 individuals for their conspicuous courage and the Medal of Bravery to 94 people.
- Close to 3 500 Academic medals for outstanding scholastic achievement were presented by participating educational institutions on behalf of the Governor General.

In 2013-2014,

Close to 9 500 honours and awards were presented. These include the Order of Canada and Bravery decorations, as well as Academic and Exemplary Service medals.



Assistant Commissioner Janice Rose Armstrong, M.O.M., was among 61 recipients invested into the Order of Merit of the Police Forces on May 24. Following the ceremony, her one-year-old son was captivated by the distinctive chain of office the Governor General was wearing in his capacity as chancellor of the Order.



On June 7, Mark Jeffrey Monture received a Medal of Bravery for his role in rescuing a 13-year-old boy from a burning house, in Mishkeegogamang, Ontario, on January 26, 2008. Although the victim suffered from burns and smoke inhalation, he survived, thanks to his rescuers.



The *It's An Honour!* mobile exhibit began travelling across Canada on July 31. Made possible by the generosity of The Taylor Family Foundation, the exhibit features interpretative panels, multimedia elements and artifacts, providing an opportunity for visitors of all ages to learn more about the Canadian Honours System and some of its recipients.



In 2013-2014, more than 50 activities encouraging excellence and achievement were supported by the Office.

- His Excellency invested 84 recipients into the Order of Merit of the Police Forces. The Order recognizes conspicuous merit and exceptional service by members and employees of the various Canadian police forces.
- The arms, flag and badge of the Town of Niagara-on-the Lake were unveiled in December. The Canadian Heraldic Authority created and recorded 244 heraldic emblems (coats of arms, flags and badges) for Canadian institutions and individuals during the year.
- Across the country, 210 Caring Canadian Awards were presented, including 26 at a ceremony held at Rideau Hall, during National Volunteer Week.
- In November, His Excellency presented the first Governor General's Academic All-Canadian Commendation to eight recipients. This new commendation recognizes student-athletes who maintained an average of 80 per cent or higher over the academic year while playing on one or more of their university's varsity teams.



During a visit to Vancouver in June, His Excellency presented the Caring Canadian Award to the Langley Little League team for their community service during the 2012 Pearl of Africa Series.



In April, five laureates were presented with the 2013 Killam Prizes. Administered by the Canada Council for the Arts, these prizes are awarded annually for the outstanding career achievements of Canadian scholars.



In March, Robert Lepage, C.C., O.Q., was awarded the Tenth Glenn Gould Prize at Rideau Hall, in recognition of his artistic excellence and lifetime devotion to the arts.

Chantal Lavigne, Events Coordinator

Chantal Lavigne says the experience of seeing recipients stand up to be recognized by the Governor General at honours and awards ceremonies is a bit like being "a mother on graduation day." That's because as an events coordinator, Ms. Lavigne's main responsibility is to ensure hundreds of recipients make their way from their homes across Canada to events at Rideau Hall and the Citadelle.

"I get to meet people from all walks of life," she explains. "The Order of Canada, the Decorations for Bravery, the Caring Canadian Award, State dinners and presentations of diplomatic credentials—we invite people to the ceremonies, work on logistics and seating plans, and advise them on things like attire. There's a lot of back and forth."

Inevitably, relationships begin to form in the months that pass between sending an invitation and the time of the ceremony itself. So what happens when recipients finally arrive at Rideau Hall or the Citadelle?

"Everybody's happy," says Ms. Lavigne, who has worked on events at OSGG for 13 years. "The recipients and guests arrive and they want you to meet their families and friends. It's a celebration and it's such a privilege to be part of it."

While stressing that numerous departments are involved in the successful execution of an event, Lavigne says she and her colleagues are often each coordinating at least four events at once, a workload that requires a high degree of organization.

"My life is organized, I've been that way since I was a kid," she says.

Tools of the trade: Databases; evening dress

Did you know? Ms. Lavigne's father, a retired captain in the Canadian Armed Forces, stood guard at the State funeral for General the Right Honourable Georges P. Vanier in 1967.





Serving as Commander-in-Chief of Canada

The Governor General visits Canadian Armed Forces personnel, their families and friends, at home and abroad, awards military honours and presents new colours to the CAF. He signs all commissioning scrolls of officers serving in the Forces, as well as scrolls for new generals and flag officers. In addition, on the recommendation of the Prime Minister, he appoints the Chief of the Defence Staff.



As commander-in-chief, His Excellency inspected the guard of honour and received the "Royal Salute" at the beginning of his visit to CFB Borden.



When the last members of the CAF to serve in Afghanistan returned home to Canada, Their Excellencies were there to greet them.



Fifty recipients of the Order of Military Merit receive a standing ovation led by His Excellency and General Tom Lawson, Chief of the Defence Staff.

In 2013-2014, the Office supported the Governor General as he participated in 58 activities as commander-in-chief of Canada.

- At a ceremony of remembrance in June, on the 60th anniversary of the Korean War Armistice, His Excellency laid a wreath on behalf of the people of Canada, to pay tribute to the 26 000 Canadian men and women who came to the aid of South Koreans during the Korean War, and to the 516 Canadians who lost their lives in service to their country.
- In Whitehorse, in August, the Governor General had the opportunity to witness the work of the CAF in collaboration with territorial and municipal authorities during Operation NANOOK 2013.
- Their Excellencies met with injured soldiers and other disabled athletes participating in the 2013 Canada Army Run. His Excellency also addressed athletes competing in the 5K and half-marathon events. The run supports the Soldier On program and the Military Families Fund.
- Their Excellencies participated in national Remembrance Day events and paid tribute to the 2013 Silver Cross Mother, Niki Psiharis. In 2007, her son, Sgt. Chris Karigiannis, and two of his fellow soldiers were killed when their vehicle struck an improvised explosive device in Afghanistan.
- In March, Their Excellencies joined the Prime Minister, the Minister of National Defence, and the Chief of the Defence Staff, in welcoming back to Canada the last 84 CAF members who were serving in Afghanistan.
- His Excellency visited CAF members stationed at CFB Borden, 5 Wing Goose Bay, Garrison Petawawa and 4 Wing Cold Lake.



In June, His Excellency had the opportunity to recognize those who served in the Korean War.



During the annual Remembrance Day ceremonies, on behalf of the people of Canada, Their Excellencies laid the first wreath at the National War Memorial.



During a visit to Garrison Petawawa in March, the Governor General participated in a ceremony to return colours to the 450 Tactical Helicopter Squadron.



In 2013-2014, the Governor General visited more than 8 900 troops and recognized 125 members of the CAF and reservists with honours from the Canadian Honours System.

“Whenever I have met with members of the Forces, here at home or overseas, I am particularly struck by the importance they place on service. You do so with little thought to your own safety, but plenty of thought for the safety of others.”

His Excellency the Right Honourable David Johnston
February 18, 2014

- Through the Order of Military Merit, His Excellency recognizes exceptional sustained service by members of the Canadian Armed Forces. He presented insignia to 2 Commanders, 9 Officers and 39 Members.
- His Excellency presented 75 Meritorious Service Decorations, specifically 8 Crosses and 67 Medals, to individuals whose specific achievements brought honour to the Canadian Armed Forces and to Canada.



On February 18, 2014, His Excellency presented Captain Aaron Noble with two Meritorious Service Decorations.

Captain Noble was presented with the Meritorious Service Cross for his role in rescuing two hunters stranded in Foxe Basin, near Igloolik, Nunavut, in October 2011. Despite aircraft limitations, adverse weather conditions, compounding operational complexities and over 2 000 kms of travel, Captain Noble’s expertly planned and executed rescue mission saved the lives of the two hunters, and recovered the three search and rescue technicians who had parachuted in to assist them.

Captain Noble was one of three members of the CAF presented with the Meritorious Service Decoration for successfully completing a medical evacuation of a sailor from a fishing vessel. Darkness, poor weather and sea conditions, as well as numerous obstacles in the surrounding area combined to make this a very hazardous rescue in February 2011.

Jim Picken, Program Officer

Having spent almost three decades as an air navigator with the CAF prior to joining the Chancellery of Honours three-and-a-half years ago, Jim Picken knows that details matter.

“Part of being a navigator is paying attention to detail,” Mr. Picken says, with some understatement, of his experience navigating Sea King helicopters and Aurora long-range patrol aircraft. It’s a skill that’s also essential in his role as a program officer working on the Order of Military Merit (OMM), the Order of Merit of the Police Forces and the Order of Canada.

“It’s a million-and-one little details.”



Mr. Picken’s military experience is particularly useful in his work on the OMM, which sees him fact-checking, summarizing and processing nominations to the Order at the levels of Commander, Officer and Member. Last year, 113 CAF members received the honour from the Governor General in ceremonies at Rideau Hall.

“I call it like I see it based on my military experience,” he explains. “It helps me to understand everything from acronyms to military writing style and the thinking behind the words, realizing that while all military members are ambassadors, these are the best of the best.”

Key partner:

National Defence’s Directorate of Honours and Recognition, from which nominations to the OMM are received.

Did you know?

In any year, the governor general may appoint to the OMM up to one-tenth of one per cent of the number of CAF members from the previous year.

Borden • Calgary • Cold Lake • Corner Brook • Edmonton • Gatineau •
• Kitchenuhmaykoosib • Lac-Mégantic • London • Montréal • Ottawa •
Québec • Sherbrooke • St. John's • St-Hubert • Toronto

Bringing Canadians Together

The Governor General participates in commemorative ceremonies and national celebrations, provincial and territorial visits, and community activities across the country. He also hosts events at both official residences: Rideau Hall in Ottawa, and the Residence of the Governor General at the Citadelle of Québec.



In June, His Excellency attended a community gathering at Amos Comenius Memorial School in Hopedale, Newfoundland and Labrador.



In August, the Governor General officially closed the 2013 Canada Summer Games in Sherbrooke, Quebec.



discover what you have to give

In November, His Excellency launched the My Giving Moment campaign.

In 2013-2014,

The Governor General and Mrs. Johnston visited Canadians in 28 communities in 7 provinces and 1 territory.

The Governor General delivered 245 speeches, remarks and video messages.

Close to 130 000 visitors and guests were welcomed at Rideau Hall and the Citadelle.

To date, Their Excellencies have granted viceregal patronage to 192 organizations.

In 2013-2014, the Office supported more than 225 activities related to bringing Canadians together.

- The Governor General visited Canadians in Newfoundland and Labrador, Nova Scotia, Quebec, Ontario, Manitoba, Alberta, British Columbia and Yukon.
- During National Volunteer Week, in addition to hosting a Google Hangout conversation on youth engagement and volunteerism, His Excellency visited Pembroke, where he gave a keynote address on the importance of volunteerism, assisted volunteers in preparing lunch at the Salvation Army, and participated in a community cleanup of the waterfront.
- In September, Savour Fall at Rideau Hall gave harvest and food enthusiasts a special opportunity to enjoy the fall season at the official residence of the Governor General.
- In November, in keeping with his vision of Canada as a smart and caring nation, His Excellency launched My Giving Moment, a campaign to encourage Canadians to act when they see opportunities for “giving moments.”
- In February, Their Excellencies marked the 40th anniversary of the Famous PEOPLE Players by attending a performance.
- *Canada Skates: 100 Years of Champions*, choreographed by Jeffrey Buttle, premiered on Rideau Hall's historic outdoor rink in January to mark the 100th Anniversary of the Canadian Figure Skating Championships.

“We are a country that cares and, as Canadians, it’s in our DNA to give. Big or small, every gesture counts, because when we help in any way, we are lifting someone else’s spirit.”

His Excellency the Right Honourable David Johnston
November 4, 2013

neau • Halifax • Happy Valley-Goose Bay • Hopedale • Kelowna
wa • Pembroke • Penticton • Petawawa • Portugal Cove-St. Philip's •
nto • Vancouver • Waterloo • Whitehorse • Winnipeg



Her Excellency addressed the Canadian Depression Research and Intervention Network Conference. She was also instrumental in bringing the Mad Couture Catwalk to Rideau Hall. The runway-style presentation challenges norms and engages viewers in a dialogue about mental health and addiction issues.



Her Excellency and Her Honour Ruth Ann Onley accepted an invitation from the youth of Kitchenuhmaykoosib Inninuwug First Nation to visit on National Aboriginal Day. The youth wanted to open their homes to Canadians in order to showcase the spirit of their culture and the spirit of their community.



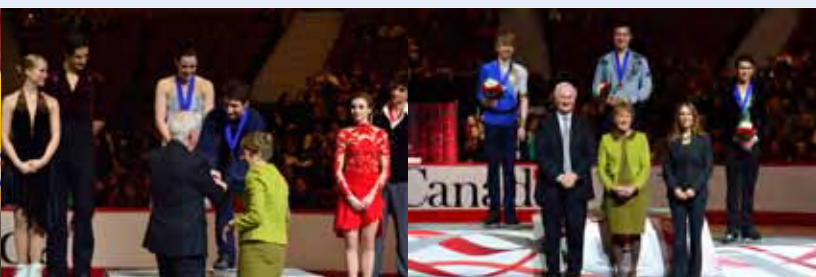
- *The Happening: An Evening Where Creativity and Mental Health Come Together* took place at Rideau Hall in October. Under Her Excellency's leadership, the evening was presented in collaboration with Workman Arts, a patron organization.

"I can speak for my entire family when I say mental health is a lifelong practice. We want to be part of the national effort to reduce stigma and show that mental illness is a matter of health like any physical disease."

Her Excellency Sharon Johnston
March 26, 2014



Their Excellencies celebrated Team Canada's first goal in the gold-medal game of the 2013 IIHF Ice Hockey Women's World Championship. Their Excellencies were patrons of the event.



Their Excellencies were also patrons of the 100th Anniversary of the Canadian Figure Skating Championships, which took place in Ottawa in January. Their Excellencies participated in the victory ceremonies.

Jocelyne Pasquier, Occupational Health and Safety, and Special Project Officer

Jocelyne Pasquier's title could easily include the phrase "always has your best interests at heart." Since 2007, she has been responsible for the health and safety of all employees working at Rideau Hall, the Chancellery of Honours and the Citadelle, as well as that of the many visitors and guests who visit the residences. She is passionate about the multiple aspects of her job and says they fit in with her personal values: she cares about other people's well-being.

Her broad mandate includes everything from the ergonomics of a workspace to the Employee Assistance Program, from accident and incident investigations to sanitation, especially in the kitchen. She diligently makes sure that all of the institution's programs are compliant with the laws and regulations in place.

The occupational health and safety intranet page that she developed contains a wealth of information on the legislation, emergency procedures and programs in place to ensure the well-being of all employees. She says that because we work for the governor general, our programs need to be of the highest quality and that she works very hard to get them to that level.

She has recently begun to provide training on emergency procedures to the employees and volunteers who are involved in public events. She says if something serious happens, the public will turn to us and expect us to know what to do, so it is important for us to be able to convey instructions. And even after all this, she already seems ready to take on the next challenge.





Office Operations

The Office of the Secretary to the Governor General consists of 154 employees in three branches: Policy, Program and Protocol; the Chancellery of Honours; and Corporate Services. These three branches work together to support the Governor General in his role as the representative of Her Majesty Queen Elizabeth II in Canada and in carrying out his primary responsibilities.

In addition to supporting the Governor General, in 2013-2014, the Office focused on continuing to improve its overall operations and providing additional support to employees.

- The Office improved the accessibility of www.gg.ca to ensure a wider range of people with disabilities are able to obtain information about the Governor General, the Office and activities taking place at Rideau Hall and the Citadel.
- The Office developed a strategy and multi-year action plan to increase the number of visitors to Rideau Hall.
- 100 employees of the Office participated in dialogues about the future of the public service as part of Blueprint 2020, an initiative of the Clerk of the Privy Council.
- The two-year project to streamline and renew the Office’s suite of internal policies was completed.
- The Leveraging Technology Committee met regularly to discuss ways to best use technology to work as efficiently as possible. Committee members, representing all three branches, also tested new software, such as Microsoft Lync and Office Professional 2010, to address any issues before they were rolled out office-wide.
- The Office held information sessions for employees on a variety of topics including Well-Being and Mental Health, Canadian Forces 101, Employee Assistance Program (EAP), Compensation Web Applications, the Monarchy, and “Behind the Hedges of Royal and Viceregal Gardens—Hidden Treasures, Thorny Issues.” The sessions attracted more than 230 participants.

Figure 1: 2013-2014 Financial Summary for the Office (in millions)

Governor General Support	\$11.70
Internal Services	\$5.57
Statutory (non-discretionary) Expenditures	\$3.03
Total:	\$20.3

(The complete **2013-2014 Financial Statements** of the Office of the Secretary to the Governor General are available on our website at www.gg.ca.)

In 2013-2014,

Some 22 600 birthday and wedding anniversary messages were sent on behalf of The Queen and the Governor General.

On behalf of the Governor General and the Office, Editorial Services prepared close to 5 000 letters, emails and messages in response to requests from the public.

www.gg.ca had 643 756 visits.

22 440 people follow @GGDavidJohnston and 1 420 follow @RideauHall on Twitter.





Support from Other Government Departments

In addition to the support provided by the Office, six federal government departments and agencies are also mandated to support the activities of the Governor General. In 2013-2014, this additional support had a total value of \$26.28 million (see figure 2.) These funds are allocated to and spent directly by those departments and agencies and are not transferred to the budget of the Office to the Secretary to the Governor General.

- The National Capital Commission (NCC) is responsible for preservation, maintenance and capital construction projects for all the official residences located in the National Capital Region, including Rideau Hall.
- The Royal Canadian Mounted Police (RCMP) provides support in matters related to the security and personal protection services for the Governor General and his spouse, domestically and abroad.
- The Department of National Defence (DND) provides logistical support to and transportation for the Governor General in an official capacity.
- Public Works and Government Services Canada (PWGSC) provides the Office with support for the Citadelle of Québec and accommodation for the Chancellery of Honours, as well as such services as those of the Receiver General.
- The Department of Foreign Affairs, Trade and Development (DFATD) advises the Governor General on all matters related to foreign policy and funds activities related to incoming State visits, as well as the Governor General’s international program and activities undertaken at the request of the Prime Minister.
- The Office also works closely with other agencies such as the Department of Canadian Heritage (PCH), which is the lead department for activities including Royal tours, State funerals, national memorial services and special anniversary celebrations.

Figure 2
2013-2014 Support from Other Government Departments (in millions)

NCC	RCMP	DND	PWGSC	DFATD	PCH
\$9.46	\$6.76	\$6.89	\$0.88	\$2.29	Nil

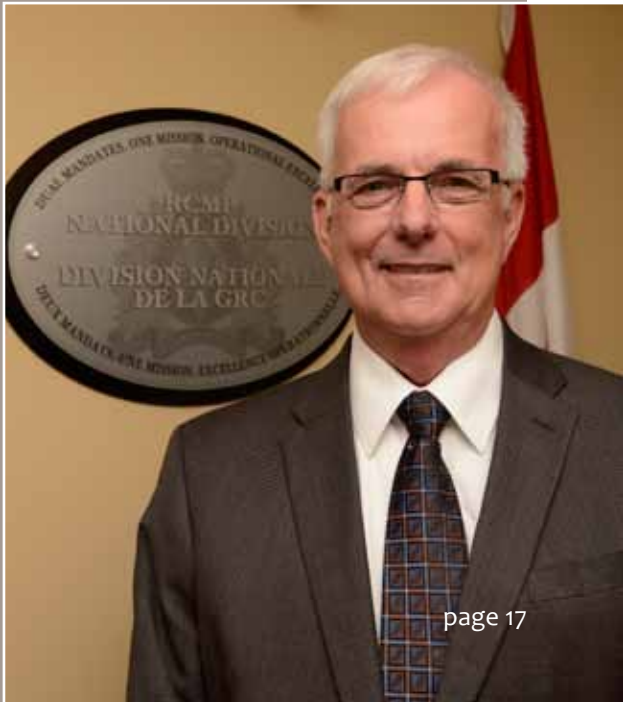
Bob Monette, Constable and Coordinator, Administrative and Operational Operations

In a manner of speaking, Robert Monette embodies stability for the Royal Canadian Mounted Police (RCMP) team at Rideau Hall. He proudly says that as soon as someone calls, he’s there. From Monday to Friday, he answers the calls and emails that are sent to the detachment. He also ensures that there are sufficient resources, that the RCMP’s internal communication system is up to date, and that any required repairs have been made to the vehicles used during official escorts or to the detachment’s facilities and equipment. Basically, he always makes sure that his team has everything it needs to do its job properly.

Mr. Monette believes that it is essential to share information. This became obvious when he began working here in 2005 as a bodyguard and chauffeur. He says that when you take part in events like major ceremonies, you see all the work that goes into them and you realize that it needs to be a team effort. He says events can only succeed if people aren’t too individualistic.

And so, as soon as he arrives every morning, he checks to see whether any changes have been made to the governor general’s schedule so he can notify his Rideau Hall colleagues as soon as possible, as well as his colleagues in other RCMP divisions involved.

He does not hesitate to say that it is a privilege to work so closely with the Office of the Secretary to the Governor General. He sincerely appreciates the support he receives and says it is a pleasure to work with such alert, dynamic and proactive RCMP colleagues. He says that they want to be here, which makes the work all the more interesting.



Located within minutes of downtown Ottawa and Gatineau, Rideau Hall has been the official residence and workplace of every governor general since Confederation in 1867.

Tours of the Residence

Visit the public rooms where the governor general fulfills official duties, where dignitaries are welcomed and Canadians are honoured.

The residence is home to a magnificent collection of Canadian art and furniture. On display are the works of such renowned Canadian artists as Jean Paul Lemieux, Emily Carr and Allen Sapp.

General Public

November to April:

- Tours available daily (by reservation)

May and June:

- Weekdays, 10 a.m. to 4 p.m. (by reservation)
- Weekends, 10 a.m. to 4 p.m. (without reservation)

July and August:

- Daily, 10 a.m. to 4 p.m. (without reservation)

September and October:

- Weekdays, 10 a.m. to 4 p.m. (by reservation)
- Weekends, noon to 4 p.m. (without reservation)

Group Tours

Tours offered year-round (by reservation)

*Please note that hours of operation are subject to change due to official events.

Reservations and Information:

Tours are free of charge
613-991-4422 or 1-866-842-4422 (toll-free)
guide@gg.ca
www.gg.ca/visitus

Located within the Citadelle of Québec, the Residence of the Governor General is a remarkable heritage attraction that has been the second official residence of Canada's governors general since 1872.

Tours of the Residence

Visit the State rooms where the governor general fulfills official duties, where dignitaries are welcomed and Canadians are honoured.

The Canadian character of the furnishings and works of art enrich the value of the residence's heritage. The marriage of period furniture and contemporary artwork creates a décor that reflects the country's history, as well as its various artistic and cultural traditions.

General Public

May, June, September and October:

- Weekends, 10 a.m. to 4 p.m. (without reservation)

June 24 to Labour Day:

- Daily, 11 a.m. to 4 p.m. (without reservation)

Group Tours

April to October (by reservation)

School Program

Educational tours are offered in September and October, and from April to June (by reservation)

*Please note that hours of operation are subject to change due to official events.

Reservations and Information:

Tours are free of charge
418-648-4322 or 1-866-936-4422 (toll-free)
citadelle@gg.ca
www.gg.ca/visitus

