



Annual Report 2014-2015

Office of the Secretary to the Governor General





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.

Photo credits

MCpl Vincent Carbonneau, Rideau Hall: Cover Page, pgs. 3, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 18

Department of Canadian Heritage: page 5

Sgt Ronald Duchesne, Rideau Hall: Cover Page, pgs. 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15

Sgt Eric Jolin, Rideau Hall: page 16

Rideau Hall, 1 Sussex Drive, Ottawa, Ontario K1A 0A1

Citadelle of Québec, 1 Côte de la Citadelle, Québec, Quebec G1R 4V7

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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 2014-2015, these sites were visited by close to 245 000 people. In addition, close to 33 500 people visited the *It's An Honour!* mobile exhibit as it travelled throughout Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia as well as Newfoundland and Labrador. Featuring interpretative panels, multimedia elements and artifacts, this travelling 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), Foreign Affairs, Trade and Development Canada (DFATD) and the Department of Canadian Heritage (PCH).

Message from the Secretary

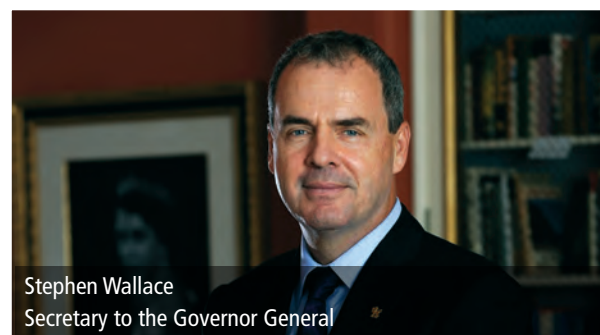
It is my pleasure to present this Annual Report for the Office of the Secretary to the Governor General.

2014-2015 was another successful year for the Office, supporting His Excellency the Right Honourable David Johnston in more than 550 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.



Stephen Wallace
Secretary to the Governor General



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 His Excellency the Right Honourable David Johnston with the support he required to participate in more than 550 activities in 2014-2015.

Highlights

- The Governor General undertook visits to the United States, Poland, Belgium, the Netherlands, Chile and Colombia, and also travelled to Saudi Arabia and Singapore. At Rideau Hall, Their Excellencies hosted the presidents of Peru, Ukraine, South Korea, Germany, Finland and France during their visits to Canada.
- His Excellency marked the 150th anniversary of the Charlottetown and Quebec conferences on Confederation; the 100th anniversary of Princess Patricia's Canadian Light Infantry, the Royal 22^e Régiment and the Battle of Ypres; the 90th anniversary of the Royal Canadian Air Force; the 70th anniversary of the battles of Monte Cassino, Normandy and Scheldt; the 50th anniversary of Canada's national flag; the 30th anniversary of the Corrections Exemplary Service Medal; and the 20th anniversary of Free the Children.
- As commander-in-chief of Canada, the Governor General took part in events marking the National Day of Honour to commemorate and recognize those who participated in Canada's military mission in Afghanistan. He also visited CFB Greenwood where he presented colours to 405 Long Range Patrol Squadron, and visited CFS Alert where he attended a change-of-command parade.
- In keeping with his vision of Canada as a smart and caring nation, His Excellency launched the Dare2Give challenge as part of the My Giving Moment campaign.
- Their Excellencies visited eight provinces and one territory, during which they took part in a variety of events, met with Canadians in their communities, and discussed issues of local and national concern.
- Her Excellency continued to be an advocate for mental health and to support families at home and abroad.

Our vision:

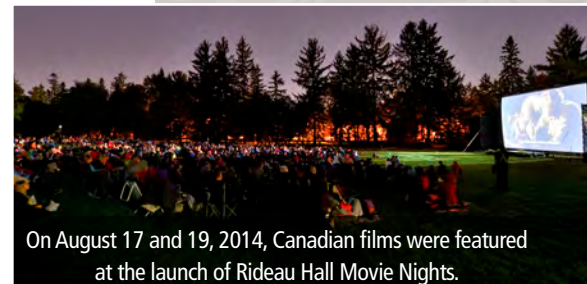
connect, inspire and honour Canadians



On May 9, 2014, as commander-in-chief of Canada, His Excellency participated in the National Day of Honour ceremony on Parliament Hill.



On May 18, 2014, His Excellency presided over the swearing-in of His Highness The Prince of Wales as a member of the Queen's Privy Council for Canada.



On August 17 and 19, 2014, Canadian films were featured at the launch of Rideau Hall Movie Nights.



On December 1, 2014, during his State visit to Chile, the Governor General met with President Michelle Bachelet and took questions from members of the media.



Paul Gross, O.C. was one of 46 people invested into the Order of Canada on February 13, 2015.

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 January, the Governor General presided over the swearing-in of the Honourable Jason Kenney as minister of National Defence and minister for Multiculturalism.



His Excellency visited the Parliament Hill office used by his predecessors until 1940. This is one of the historic offices featured on tours of the East Block.



The Princess Royal inspected a guard of honour during the welcoming ceremony at Rideau Hall in November.



In March, Their Excellencies welcomed the Lieutenant Governor-designate of Manitoba, Janice Filmon, and her husband, former premier Gary Filmon, to Rideau Hall.

In 2014-2015, more than 75 activities associated with representing the Crown in Canada were supported by the Office.

- Throughout the year, the Governor General presided over seven swearing-in ceremonies and gave Royal Assent to 47 bills.
- His Excellency signed more than 2 100 official documents including Orders-in-Council, Instruments of Advice, bills, proclamations, commissions, agréments for foreign heads of mission, letters of credence and letters of recall.
- In May, Their Excellencies travelled to Halifax to welcome their Royal Highnesses The Prince of Wales and the Duchess of Cornwall at the start of their Royal Tour of Canada. His Excellency also presided over the swearing-in of His Royal Highness as a Member of the Queen's Privy Council for Canada.
- In June, the Governor General attended the conference of lieutenant governors and commissioners in Charlottetown. This annual gathering of the viceregal community is a forum for the exchange of information of mutual interest.
- In November, Her Royal Highness The Princess Royal and Vice Admiral Sir Tim Laurence stayed at Rideau Hall during their tour of the National Capital Region. Their Excellencies hosted a dinner in their honour. During a meeting with the Royal Canadian Hussars, His Excellency presented Her Royal Highness with the third clasp of the Canadian Forces' Decoration.



Participants of the annual conference of lieutenant governors and commissioners marked the 150th anniversary of the Charlottetown Conference by reproducing the historic Fathers of Confederation photo of 1864.



Announced in June 2014, the Canadian Queen Elizabeth II Diamond Jubilee Scholarships give Canadian students the opportunity to participate in internships or academic study for a period of three months to one year in another Commonwealth country. In turn, foreign Commonwealth students pursue masters and doctoral studies at Canadian universities. In March 2015, it was announced that 34 Canadian universities, representing every province, will manage projects that will offer scholarship opportunities to students selected to be Queen Elizabeth Scholars.

"This new scholarship program [will lay] the foundation for our next generation of leaders with innovative minds and a sense of engagement to Canada and to the Commonwealth... [T]his program will be an incredible and tangible tribute to Her Majesty The Queen"

His Excellency the Right Honourable David Johnston
June 13, 2014



While in Saudi Arabia, His Excellency had an opportunity to meet with Lieutenant General The Right Honourable Sir Jerry Mateparae, Governor General of New Zealand.



Their Excellencies had an opportunity to meet with some of the Queen Elizabeth Scholars.

Shelagh Cimpaye, Corporate Secretary and Special Advisor to the Secretary

Shelagh Cimpaye's job description can't be easily summarized.

But to name a few, Shelagh's responsibilities include liaising with the offices of Her Majesty The Queen and other members of the Royal Family, as well as with the offices of lieutenant governors and territorial commissioners representing each province and territory. That means she plays an important role in providing advice, preparing briefing material and coordinating the Governor General's annual conference with viceregal representatives, for example.

"One thing that's key is to establish good working relationships within all of these offices," she says. "It's quite an honour. You get to know people and become more familiar with the human side of things."

A substantial amount of time is spent working with partners who seek approval of new coins, stamps and bank notes bearing Her Majesty's effigy. And then there are the countless requests, gifts, statements of loyalty and requests for royal patronage which she handles in helping members of the public connect with the Royal Family.

By way of example, Shelagh pulls out a meticulously-compiled scrap book with newspaper clippings of Royal Tours to Canada in 1951 and 1953, sent by a woman from Kingston, Ontario, to be forwarded as a gift for The Queen.

"This is the type of thing you get," she explains. "That comes from the heart."

50 Guineas (approximately \$105 dollars in today's currency):

Amount Shelagh draws up in a traditional Bill of Exchange to be paid out to the winner of the Queen's Plate each year, on Her Majesty's behalf.

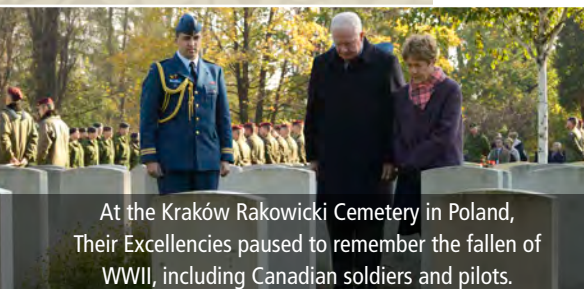


Representing Canada

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.



His Majesty King Philippe of the Belgians and Her Majesty Queen Mathilde hosted a dinner in honour of Their Excellencies' visit in October.



At the Kraków Rakowicki Cemetery in Poland, Their Excellencies paused to remember the fallen of WWII, including Canadian soldiers and pilots.



In Chile, His Excellency and President Michelle Bachelet observed Mr. Howard Alper and Mr. Jean Lebel sign an agreement on international research co-operation.

In 2014-2015, the Office supported Governor General David Johnston as he represented Canada abroad during visits to eight countries: the United States, Poland, Belgium, the Netherlands, Chile, Colombia, Saudi Arabia and Singapore.

- Throughout the State visit to Poland, there were opportunities for the Governor General and delegates to reinforce Canada's reputation as a strong partner and to emphasize bilateral relations, particularly in the energy sector. In addition, Their Excellencies marked key historic events such as the 70th anniversary of the battles of Monte Cassino and Normandy, as well as the Warsaw Uprising, the 75th anniversary of the beginning of the Second World War, and the 15th anniversary of Poland's membership in NATO.
- During their visit to the Netherlands, Their Excellencies participated in the inaugural ceremony of the Canadian Day of Memory to mark the 70th anniversary of the beginning of the Liberation of the Netherlands, and to highlight the valour of Canadian soldiers in the Battle of the Scheldt. His Excellency also highlighted diplomatic relations and innovation as a means to strengthen trade and investment ties between both countries.
- In Belgium, His Excellency was the highest-ranking representative of the Commonwealth in attendance at the ceremony commemorating the 100th anniversary of the beginning of the First World War and the First Battle of Ypres, and delivered remarks on the occasion. Their Excellencies also visited the Canadian War Cemetery of Adegem, the Passchendaele Canadian Memorial and Museum, and the John McCrae site in Ypres. In addition, the Governor General emphasized Canada's advantages as an attractive partner and destination for business.
- During the State visits to Chile and Colombia, the Governor General and his delegation focussed on deepening the well-established partnerships with their counterparts in the fields of education, innovation and trade. His Excellency also highlighted common principles of good governance, transparency and accountability, as well as rule of law and corporate social responsibility. Her Excellency participated in activities that underscored the importance of human diplomacy.

In 2014-2015,

His Excellency participated in 164 activities, representing Canada at home and abroad.

Their Excellencies hosted the presidents of Peru, Ukraine, South Korea, Germany, Finland and France during their visits to Canada.

Diplomats from 41 countries presented Letters of Credence to the Governor General.

Afghanistan • Algeria • Argentina • Australia • Bahrain • Belgium • Bosnia • Brunei Darussalam
Ecuador • Egypt • Finland • France • Germany • Ghana • Greece • Guinea • Hungary • Iceland
Mongolia • Nepal • Netherlands • Peru • Philippines • Poland • Russia • Saudi Arabia • Serbia
Tunisia • Turkey • Ukraine

"Part of what I do as governor general is speak and engage with the diplomatic corps at a number of events ... It's a job I take seriously. It's so vital to practise diplomacy, to engage in dialogue, to partner in diverse ways. That's also why I enjoy visiting other countries on behalf of Canada. There's no substitute, after all, for face-to-face discussion."

His Excellency the Right Honourable David Johnston
March 31, 2015

Mark Boucher, Assistant Pantry Manager

Patience. Flexibility. Attention to detail. A sense of humour. These are among the key qualities of a successful footman, says Mark Boucher.

Mark would know, having served as a footman (and now assistant manager to the Pantry) at Rideau Hall and the Citadelle for 34 years—or seven viceregal

mandates, beginning with the Right Honourable Edward Schreyer. It's a role that ranges from setting tables at State dinners to serving food and drink to Their Excellencies and guests to undertaking detailed inventories of silverware and dishes.

Also, during especially busy periods such as State visits, it can mean long hours—up to 17 hours per day.

"The details change all the time," Boucher explains. "Nothing ever goes 100 per cent according to plan, so you have to be able to go with the flow."

The most important thing, he says, is to make sure guests always feel

they're being taken care of and given personal attention. Sometimes that even means working with interpreters to meet the needs of foreign dignitaries and their delegations.

"It can be challenging but it's fun. You're meeting new people all the time."

Memorable Moment: Asking former NHLer and Order of Canada recipient Sheldon Kennedy if the Montreal Canadiens had a shot at this year's Stanley Cup. Kennedy's reply? "Only in your dreams."

First job at Rideau Hall: Dishwasher



In September, Their Royal Highnesses Crown Prince Frederik and Crown Princess Mary of Denmark were hosted by Their Excellencies during their official visit to Canada.



The Governor General met with Her Excellency Park Geun-hye, President of the Republic of Korea, on the occasion of her State visit to Canada in September.



His Excellency François Hollande, President of the French Republic, used the ceremonial spade to plant a tree at Rideau Hall during his State visit to Canada in November.



In April, the Governor General received letters of credence from the Ambassador of the United States of America and the Ambassador of the Argentine Republic.



His Excellency Pg Hj Kamal Bashah bin Pg Hj Ahmad, High Commissioner of Brunei Darussalam, presented his credentials to the Governor General in October.

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.)

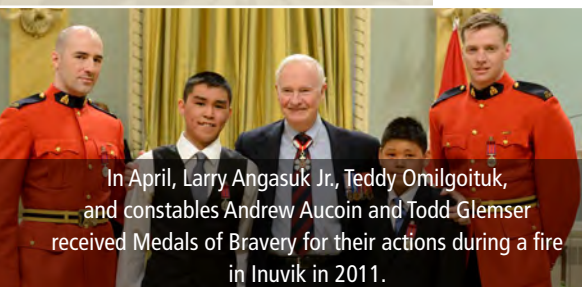
The Office, through the Chancellery of Honours, administers all aspects of the Canadian Honours System, as well as the Governor General's Academic Medal, the Governor General's Caring Canadian Award, and the Governor General's Northern Medal.



Forty-five people were invested into the Order of Canada on May 7, 2015.



Bruce Ubukata and Stephen Ralls were invested as Members of the Order of Canada on February 13, 2015.



In April, Larry Angasuk Jr., Teddy Omilgoituk, and constables Andrew Aucoin and Todd Glemser received Medals of Bravery for their actions during a fire in Inuvik in 2011.



In 2014-2015, more than 50 activities encouraging excellence and achievement were supported by the Office.

- The Governor General presented insignia to 8 Companions, 74 Officers and 99 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 6 individuals for their conspicuous courage and the Medal of Bravery to 146 people.
- His Excellency invested 77 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 Canadian Heraldic Authority created and recorded 280 heraldic emblems (coats of arms, flags and badges) for Canadian institutions and individuals during the year. Personal flags of the Princess Royal, the Duke of York and the Earl of Wessex, to be used in Canada, were among the emblems created.
- Across the country, 285 Caring Canadian Awards were presented, including 46 at a ceremony held at Rideau Hall, during National Volunteer Week.
- More than 3 300 Academic medals for outstanding scholastic achievement were presented by participating educational institutions on behalf of the Governor General.
- His Excellency also presented the Governor General's Performing Arts Awards, the Governor General's Medals in Architecture, the Killam Prizes, the Michener Awards, the Governor General's Awards in Commemoration of the Persons Case, the Governor General's History Awards, the Massey Medal, the Pearson Peace Medal and the NSERC Awards.

On June 30, 2014, after cycling with Clara Hughes as part of Clara's Big Ride for Bell Let's Talk, His Excellency presented the Meritorious Service Cross (Civil Division) to the Olympic medallist.

Clara Hughes has greatly contributed to changing social perceptions of mental health issues across Canada. In March 2014, she embarked on an epic cycling journey across the country. Over the course of 110 days, Clara's Big Ride travelled through 95 communities in every Canadian province and territory to promote mental health and to encourage Canadians to end the stigma attached to mental illness. Along the way, Ms. Hughes took part in 235 public events, including more than 80 school and youth events where she delivered a resounding message to break down the barriers surrounding mental health.



In 2014-2015,

Close to 8 800 honours and awards were presented. These include the Order of Canada and Bravery decorations, as well as Academic and Exemplary Service medals.



Charles Bilodeau, the French winner of the Kayak Kids' Illustrated History Challenge, was recognized during the Governor General's History Awards.



The Governor General presented the 2014 Vanier Medal to Lynton "Red" Wilson. The award is one of the highest forms of recognition for Canadian public administrators.

Patricia Girard, Program Officer, Decorations (Bravery)

Remarkable stories are part of Patricia Girard's day-to-day work. Patricia has been working at the Chancellery since November 1995, and as a program officer for the Decorations for Bravery program since 1999. Despite the passage of time, she continues to be amazed by the courage displayed by individuals. "They know it's dangerous, but they see someone who needs help, so they act and don't think about their own lives. It's incredible!"

Each year, she receives nearly 200 nominations. She answers questions every day from people looking to nominate potential recipients. She guides and advises them on the kind of important details to include in their request. Statements taken by police officers or newspaper clippings, for example, could be key components added to a nomination.

To document each nomination as thoroughly as possible, she has to sift through massive piles of documents provided with investigation reports. It's a long road to the presentation ceremony. "It can take up to six months before I have all of the information, but it can also take over two years; for example, if RCMP investigators experience difficulty or delays during their research."

Ultimately, one short paragraph has to capture the actions being recognized. Writing the citation for each recipient is an arduous task. "I take it all to heart. I know everything about the incident, and it's difficult to distill it all into just a few lines and accurately convey the magnitude of what took place," she notes.

She particularly enjoys the ceremonies. At long last, she is able to shake the hands of those extraordinary people whose stories she knows inside and out. "You read about a mother who stands between a polar bear and her child, then you see her, so tiny, so small!" she recalls, touched by these kinds of surprises that her job continues to have in store for her.

Nearing retirement, she loves her work as much as ever. The best advice she can offer whoever takes her place is to be curious, diligent and willing to dig deeper. Whenever she believes that someone deserves to be honoured, she goes the distance. "I feel a personal stake in the file. I really want certain people to be recognized," she states, determined to gather as much information as possible so that her managers and the Advisory Committee reach the same conclusion she has.



During a visit to British Columbia, His Excellency unveiled the armorial bearings of Langara College.



Made possible by the generosity of The Taylor Family Foundation, the mobile exhibit *It's An Honour!* travelled throughout nine provinces in 2014-2015.



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, prior to presenting colours to 405 Squadron at CFB Greenwood, His Excellency inspected the guard of honour.



In April, His Excellency participated in a meeting of the Armed Forces Council at Rideau Hall.



In short, if you ever wondered how the Governor General keeps up the busy pace that he does, Chloeann and her fellow ADCs are a big reason why.

"I was honoured to be nominated for this position, it's a window onto the country and I've learned so much about leadership from the Governor General" says Chloeann who will return to her role as Armour Officer with the Canadian Army following her posting at Rideau Hall.

Memorable Moment: Visiting Canadian Forces Station in Alert in January 2015. "It was such a low-key visit, but it was about the company, the people up there, and the respect the Governor General has for the Canadian Armed Forces."

On Standing Still and Facing Forward for Long Periods of Time at Awards Ceremonies: "It's an honour to stand up there and be a part of those ceremonies. You're a part of someone's very special day. You don't think of your own comfort."

In 2014-2015, the Office supported the Governor General as he participated in 75 activities as commander-in-chief of Canada.

- His Excellency marked the 100th anniversary of Princess Patricia's Canadian Light Infantry and the Royal 22^e Régiment, as well as the 90th anniversary of the Royal Canadian Air Force.
- In May, the Governor General participated in National Day of Honour events to commemorate the service and sacrifice of CAF personnel and employees of the public service of Canada who served in Afghanistan.
- On June 6, the Governor General marked the 70th Anniversary of D-Day and the Battle of Normandy by taking part in a ceremony of remembrance at the Canada Aviation and Space Museum.
- In July, at the Canadian War Museum, His Excellency reviewed a departure parade of CAF members participating in the 98th International Four Days Marches Nijmegen, in the Netherlands.

Major Chloeann Summerfield

Senior Aide-de-Camp to the Governor General

"This past year has renewed my profound respect for Canadians," says Major Chloeann Summerfield, mid-way through her two-year posting as aide-de-camp to the Governor General.

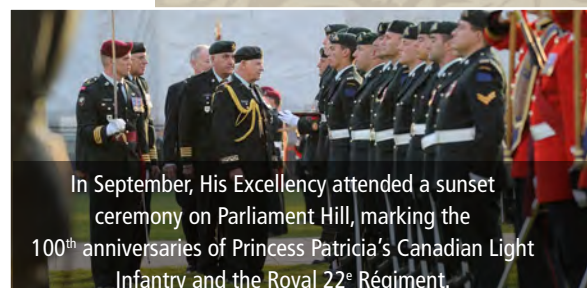
"Seeing greatness across the spectrum of Canadian citizens has been so inspiring, from local volunteers in a small town to members of national organizations, there are so many people out there who are trying to make this country better."

Chloeann's role—literally standing by the Governor General's side at awards ceremonies, events and gatherings across Canada and around the world—allows her a unique window onto this country and its people.

That doesn't mean she's a mere fly on the wall, however. Rather, Chloeann's job is to support Their Excellencies by paying close attention to countless small but important details. A partial list would include: preparing itineraries, briefing Their Excellencies on the sequence of events, coordinating logistics with colleagues and partners, liaising with the RCMP on travel and transportation, coordinating meal requirements, carrying speeches to and from events and even ensuring the Governor General has personal effects on hand such as his electronics and passport.

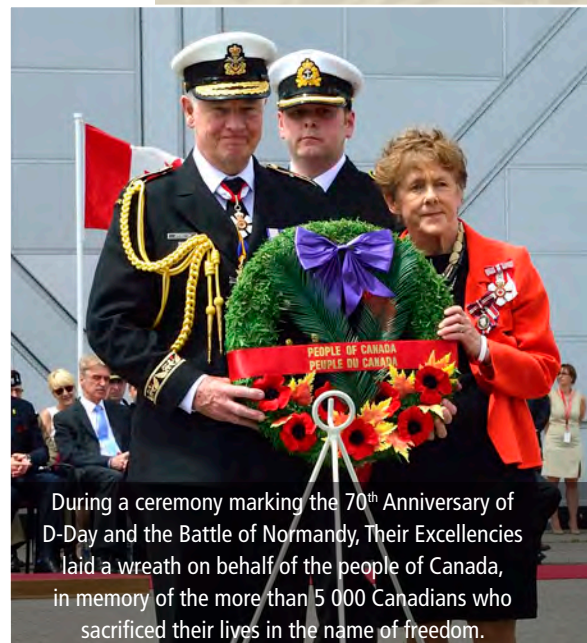
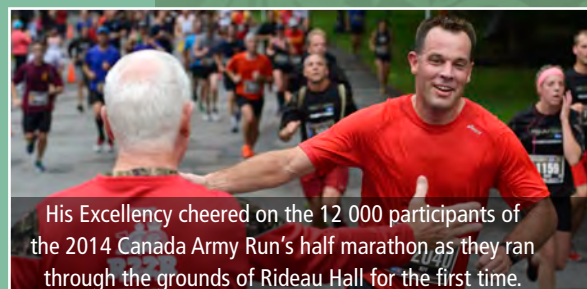
"I am proud to be your commander-in-chief, and on behalf of all Canadians, I would like to offer you my deepest thanks for your service and your sacrifice. Thank you for your contribution as soldiers, as ambassadors, as protectors and as contributors to civil society ... [Y]ou embody Canada's commitment to the rights and freedoms we cherish as a democratic society, and to the values of duty, honour and service."

His Excellency the Right Honourable David Johnston
May 9, 2014



In 2014-2015,
the Governor General visited more than 20 000 troops and recognized 198 members of the CAF and reservists with honours from the Canadian Honours System.

- On September 10, His Excellency marked the 75th anniversary of Canada's engagement in the Second World War and paid tribute to veterans.
- At CFB Greenwood, His Excellency presided over the presentation and consecration of a new standard to 405 Long Range Patrol Squadron; at CFB Alert, he attended a change-of-command parade.
- On Remembrance Day, His Excellency rededicated Canada's National War Memorial to include the dates of the South African War (1899-1902) and the mission in Afghanistan (2001-2014). Their Excellencies also paid tribute to the 2014 Silver Cross Mother, Gisèle Michaud, whose son, Master Corporal Charles-Philippe Michaud, was mortally wounded after stepping on an improvised explosive device while on patrol in Afghanistan in 2009.
- Through the Order of Military Merit, His Excellency recognizes exceptional sustained service by members of the Canadian Armed Forces. He presented insignia to 8 Commanders, 34 Officers and 108 Members.
- His Excellency presented 32 Meritorious Service Decorations, specifically 3 Crosses and 29 Medals, to individuals whose specific achievements brought honour to the Canadian Armed Forces and to Canada.



On October 3, 2014, at the Citadelle of Québec, His Excellency presented Warrant Officer Joseph Claude Camille Pelletier with the Meritorious Service Cross in recognition of the leadership, professionalism, initiative and dedication he demonstrated during the aftermath of the devastating earthquake that struck Haiti on January 12, 2010. Warrant Officer Pelletier provided life-saving first aid to several local nationals immediately following the earthquake, and subsequently organized the evacuation of over 4 000 Canadian citizens. He also delivered crucial assistance to Canadian embassy staff and to governmental and non-governmental aid specialists coordinating the Canadian relief effort.



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 2014-2015, the Office supported more than 185 activities related to bringing Canadians together.



In June, His Excellency attended the regimental funeral for fallen RCMP officers in Moncton, New Brunswick.



In June, Her Excellency participated in a discussion about families at the launch of the Vanier Institute's Listening Tour.



On National Aboriginal Day, His Excellency attended the 4th Annual International Competition Pow Wow at the Summer Solstice Aboriginal Arts Festival in Ottawa.



Before officially closing the 2015 Canada Winter Games in Prince George, His Excellency presented the gold medal to the winners of the men's hockey competition.

- The Governor General visited Canadians in Prince Edward Island, New Brunswick, Nova Scotia, Quebec, Ontario, Manitoba, Alberta, British Columbia and Nunavut.
- Her Excellency continued to be an advocate for mental health and to support families. She participated in a mental health first aid course; visited Anderson House Shelter in Charlottetown; attended the launch of the Vanier Institute for the Family's Listening Tour; and spoke to attendees at the Canadian Psychiatric Association's annual conference, LiveWorkPlay's annual general meeting and the Psychology Foundation of Canada's 10th Annual Breakfast for Champions.
- As patron of Free the Children, His Excellency participated in National We Day in April. Free the Children celebrated its 20th anniversary helping young people achieve their fullest potential as agents of change.
- In September, the Governor General took part in the opening of the Canadian Museum for Human Rights in Winnipeg. His Excellency is patron of the museum.
- The Governor General took part in celebrations marking the 150th anniversary of the Charlottetown and Quebec conferences on Confederation.
- During a visit to Haida Gwaii, His Excellency met with members of the Council of the Haida Nation, visited the Haida Heritage Centre at Kaay' Llnagaay, and attended a community gathering.
- In November, His Excellency launched the Dare2Give challenge as part of the My Giving Moment campaign.
- In February, the Governor General delivered remarks at a ceremony marking the 50th anniversary of the National Flag of Canada, and assisted in unveiling a commemorative coin and stamp to mark the occasion.
- Throughout the year, visitors to Rideau Hall participated in Story Time, Savour Fall and Winter Celebration activities, and joined Their Excellencies to watch Canadian films under the stars at the launch of Rideau Hall Movie Nights in August.

"Together, we must be champions who make sure Canada remains the best place on the planet to grow up in, the best place for kids to enjoy healthy childhoods, the best place for them to get ready to enjoy successful, fulfilling, meaningful lives and adulthood. "

Her Excellency Sharon Johnston
November 18, 2014

"Over this past year, my wife, Sharon, and I have met with thousands of Canadians. And everywhere we have been, we have met impressive, hard-working people. Time and again, we saw how much you care. How much you care for each other, for your communities, and for your country."

His Excellency the Right Honourable David Johnston
July 1, 2014

In 2014-2015,

The Governor General and Mrs. Johnston visited Canadians in 31 communities in 8 provinces and 1 territory.

The Governor General delivered 241 speeches, remarks and video messages.

Close to 245 000 visitors and guests were welcomed at Rideau Hall and the Citadelle.

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

Claude Fillion, Databases and Systems Administrator

Claude Fillion was a student when he was hired in 2000 to work at the Helpdesk. A few years later, he worked as a programmer before moving into his current position.

His primary task is ensuring that the computer systems and databases used by Rideau Hall employees are working properly.

Troubleshooting takes up most of his time. "I'm alone in front of my computer, cursing and trying to fix the problem," he says with a grin. He adds without hesitation that it's what he likes best, even though working alone isn't easy: "That's the worst part for someone like me, who likes to talk and be with other people."

Fortunately, his work also allows him to meet with colleagues from every section at Rideau Hall to better identify their needs, whether to fix a bug or create a new tool.

One of the projects he's working on these days is redesigning the honours portal. "There will be a single database, which is the model we'll be adopting for the future development of our tools."

He is especially proud of having helped to computerize the process used by the members of the Advisory Council of the Order of Canada to consider nominations. The project took about a year to complete.

"Generally speaking, people have no idea of what's involved, the time and effort put in [to a project]. For every page of text you see on screen, there are four pages of programming that are hidden," he added, clearly pleased to be working as part of a team that embraces a good challenge.



Office Operations

The Office of the Secretary to the Governor General consists of 148 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 2014-2015, the Office focused on continuing to improve its overall operations and to provide support to employees.

- The Office implemented its multi-year action plan to increase the number of visitors to the official residence of the Governor General. This resulted in a record-breaking 225 000 people visiting Rideau Hall, while 20 000 visitors were welcomed at the Citadelle.
- The Office undertook a comprehensive exercise to develop a long-term vision, or “Viceregal Blueprint”, for the office of the Governor General. A vision was articulated, challenges were identified and a series of aspirations were developed to address the challenges and enhance the continuity, impact and sustainability of the office of the Governor General. The document will help to inform future decision making.
- The Office developed a plan for celebrating 2017 that reflects the personal priorities of the Governor General and its mission to connect, honour and inspire Canadians. In addition, preliminary plans were established to celebrate the 50th anniversary of the Order of Canada, also taking place in 2017.



Rideau Hall



The Residence of the Governor General
at the Citadelle of Québec

- Numerous memoranda of understanding with other government departments and letters of agreement with non-profit/private sector organizations were developed to anchor partnerships for one-time or multi-year activities.
- The Office held information sessions for employees on a variety of topics including MS OneNote, military life and the *It's An Honour!* travelling exhibit.

Figure 1: 2014-2015 Financial Summary for the Office (in millions)

Governor General Support	\$12.45
Internal Services	\$5.50
Statutory (non-discretionary) Expenditures	\$2.91
Total:	\$20.86

(The complete **2014-2015 Financial Statements** of the Office of the Secretary to the Governor General are available on our website at www.gg.ca.)

In 2014-2015,

Some 22 750 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 more than 2 000 letters, emails and messages in response to requests from the public.

www.gg.ca had 832 643 visits by 616 545 unique users.

29 417 people follow @GGDavidJohnston and 2 064 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 2014-2015, this additional support had a total value of \$22.06 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 and accommodation for the Citadelle of Québec and for the Chancellery of Honours, as well as payroll and cheque issuance services.
- Foreign Affairs, Trade and Development Canada (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: 2014-2015 Support from Other Government Departments (in millions)

NCC	RCMP	DND	PWGSC	DFATD	PCH
\$6.74	\$6.59	\$6.81	\$0.73	\$1.16	\$0.03

Carrie Snider, Visits Coordinator, Foreign Affairs, Trade and Development Canada

Carrie Snider is with Foreign Affairs, Trade and Development Canada's Office of Protocol of Canada, where she plans, coordinates and executes incoming visits to Canada by foreign heads of State and government. "I love what I do. I get to work with so many wonderful and talented people. I enjoy the pressure, the preparation, and the attention to detail," she says. "When the visit unfolds, the part I hold closest to my heart is the welcoming ceremony with military honours at Rideau Hall. Particularly after having worked there."

Carrie is referring to her one-year secondment as an events coordinator with the Office of the Secretary to the Governor General. "I had been looking for an opportunity to work at Rideau Hall for quite some time," explains Carrie. "It was a memorable and valuable experience, both personally and professionally. I work with colleagues from Rideau Hall on every State visit, so my experience helped me put all the pieces together."

Besides informing her work as a visits coordinator at DFATD and deepening her relationships with staff of the Office, Carrie says her experience working at Rideau Hall opened her eyes to the accomplishments of Canadians in a wide range of fields.

"I met amazing people from across our great country. Speaking with recipients and hearing their stories was very moving and something that I will always cherish. It was truly an honour to work at Rideau Hall."

Definition of Rideau Hall: A friend once told me "Being at Rideau Hall is like being at the heart of Canada." I couldn't agree more.



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

