



VIVAT REGINA

Annual Report 2011-2012

Office of the Secretary to the Governor General





Emblem for the Diamond Jubilee of Her Majesty Queen Elizabeth II

This emblem was created to mark the 2012 celebrations of the Diamond Jubilee, or 60th anniversary, of Her Majesty Queen Elizabeth II's accession to the Throne as Queen of Canada. The anniversary is expressed by the central diamond shape. The Royal Cypher consists of the Royal Crown above the letters EII R (i.e., Elizabeth II Regina, the latter word meaning Queen in Latin). The maple leaves refer to Canada, while the motto VIVAT REGINA means "Long live The Queen!"



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

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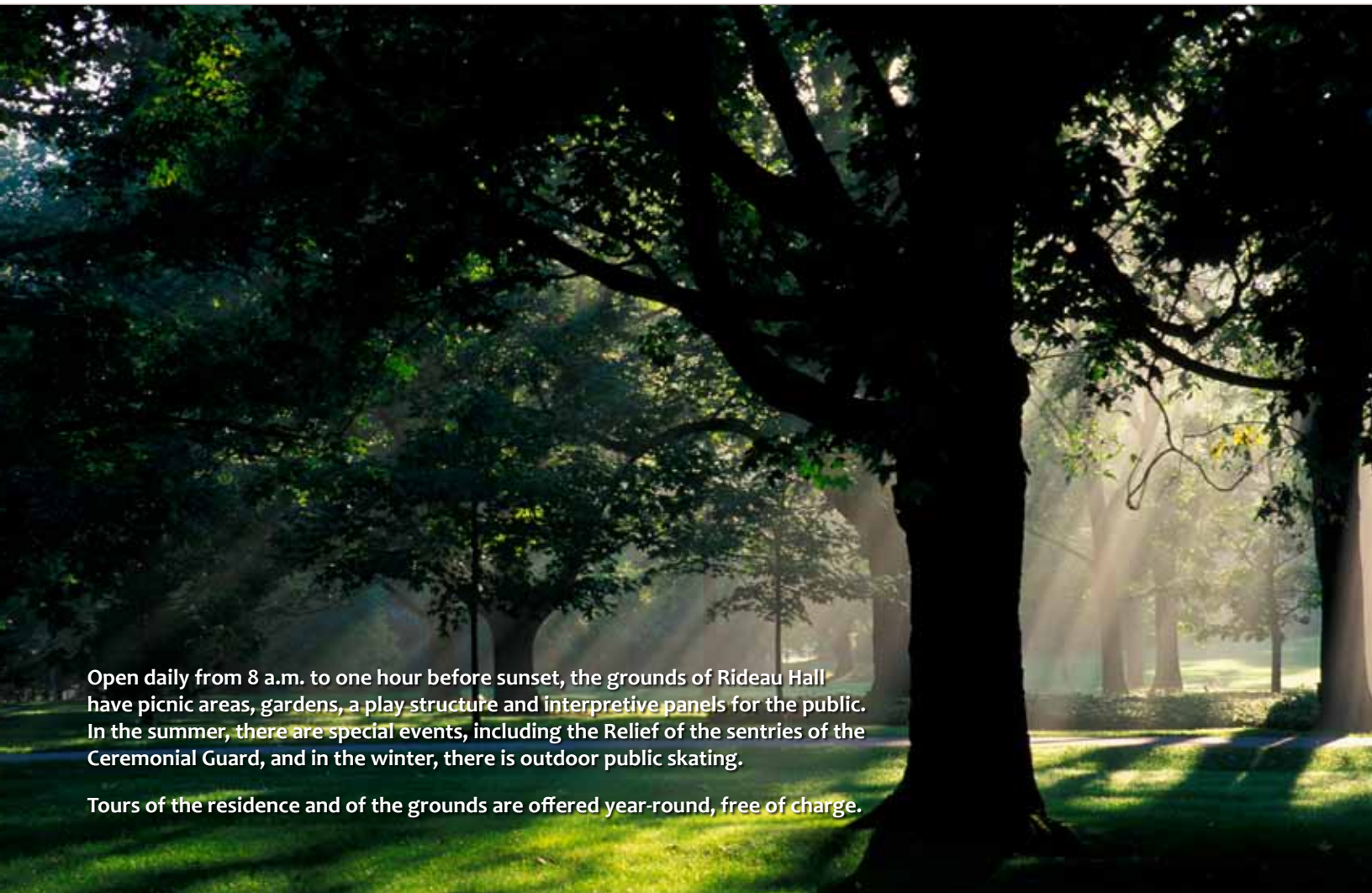
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Open daily from 8 a.m. to one hour before sunset, the grounds of Rideau Hall have picnic areas, gardens, a play structure and interpretive panels for the public. In the summer, there are special events, including the Relief of the sentries of the Ceremonial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

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 Forces 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 the City of Québec. These sites are visited by more than 114 000 people each year.

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), the Department of Foreign Affairs and International Trade (DFAIT) and the Department of Canadian Heritage (PCH).



Stephen Wallace
Secretary to the Governor General

Message from the Secretary

I am pleased to present this Annual Report for the Office of the Secretary to the Governor General.

2011-2012 was a remarkable year. In addition to supporting His Excellency the Right Honourable David Johnston in more than 600 activities, the Office completed an internal strategic review and outlined its strategic goals in *The Way Ahead: Strategic Directions for the Office of the Secretary to the Governor General*. We are increasing our strategic focus, expanding our connection to Canadians and continuing to modernize our operations.

The Office is committed to becoming more efficient and effective while 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 are also working towards being 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 who helped us support the mandate of the Governor General. I would especially like to thank the staff at Rideau Hall and the Citadelle whose dedication and professionalism bring credit to the Office each and every day.

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 600 activities in 2011-2012.

Highlights

- To mark the celebrations of the 60th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne, the Governor General unveiled Canada Post commemorative stamps at the Canadian Postal Museum, struck the Queen Elizabeth II Diamond Jubilee Medal at the Royal Canadian Mint, and presented the first 60 000 medals at a ceremony at Rideau Hall.
- His Excellency represented Canada internationally, including visits to Southeast Asia and Afghanistan.
- The Governor General recognized the 75th anniversary of the Governor General's Literary Awards, the 50th anniversary of the National Theatre School and the 10th anniversary of the Order of Merit of the Police Forces.
- Their Excellencies hosted Their Royal Highnesses the Duke and Duchess of Cambridge on their first royal tour, after having represented Canadians at their wedding.
- The Governor General presided over the swearing-in of new cabinet ministers and read the Speech from the Throne.
- As Commander-in-Chief of Canada, His Excellency participated in Operation Nanook in Nunavut, visited Canadian troops in Afghanistan and participated in Remembrance Day ceremonies at the National War Memorial.
- His Excellency visited eight provinces and two territories, 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 February 6, 2012, the Governor General presented the first of 60 000 Diamond Jubilee Medals, marking the 60th anniversary of Her Majesty's accession to the Throne.



His Excellency visited the Socialist Republic of Vietnam, from November 16 to 19, 2011.



Their Royal Highnesses The Duke and Duchess of Cambridge were welcomed at Rideau Hall, in Ottawa, on June 30, 2011.



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



Their Excellencies hosted the annual Winter Celebration at Rideau Hall on January 28, 2012. 2 800 visitors enjoyed snowshoeing, cross-country skiing, skating and other activities.



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.



The Governor General presided over the swearing-in of the Canadian Ministry on May 18, 2011, at Rideau Hall.



The Speech from the Throne was read in the Senate Chamber on June 3, 2011.

In 2011-2012 more than 95 activities associated with representing the Crown in Canada were supported by the Office.

- The Governor General presided over the swearing-in of members of the Canadian Ministry in May.
- His Excellency read the Speech from the Throne to open the first session of the 41st Parliament. The Speech sets out the broad goals and directions of the government. Until the Speech is delivered, no public business can be conducted by either the Senate or the House of Commons.
- The Governor General signed more than 2 300 official documents including Orders-in-Council, bills, election writs, proclamations, commissions, agréments for foreign heads of mission, letters of credence and letters of recall.
- Their Excellencies welcomed Their Royal Highnesses The Duke and Duchess of Cambridge to Canada on their first royal tour. 6 700 visitors came to the grounds of Rideau Hall for the official arrival of Their Royal Highnesses.
- In January, His Excellency delivered opening remarks at the Crown-First Nations Gathering. More than 170 chiefs met with the Governor General, the Prime Minister and Cabinet members.
- His Excellency met with the Prime Minister, premiers, lieutenant governors, parliamentarians and other officials on numerous occasions.



Their Royal Highnesses The Duke and Duchess of Cambridge toured Canada from June 30 to July 8, 2011. A new personal flag for The Duke of Cambridge for use in Canada, created by the Canadian Heraldic Authority, was unveiled at Rideau Hall on June 29, 2011.



“I felt so happy that I thought my heart was going to explode”

Bryden Hutt, age 9, after being presented with one of the first Diamond Jubilee medals. He was recognized for his volunteer efforts on behalf of the Children’s Wish Foundation in Nova Scotia.

The Canadian Heraldic Authority designed the official emblem and the commemorative medal for the Diamond Jubilee year.

Catherine Fitzpatrick, Herald/Artist

As Coppermine Herald/Assistant Artist of the Canadian Heraldic Authority, Catherine Fitzpatrick works with clients, colleagues and artists, lending her creativity and direction to the distinctly Canadian tradition of heraldry.

“In some ways I have a medieval job,” Fitzpatrick explains, referring to the ancient tradition of heraldry, which has evolved in Canada to include the symbolic traditions of Aboriginal peoples and of more recent arrivals. “There is a permanency to heraldry that is rare today, but we also try to incorporate new symbols that speak to the age we live in.”

One example of this effort to blend the old with the new can be seen in the wavy band located at the base of Governor General David Johnston’s coat of arms, which features a succession of zeros and ones to represent digital communication and the flow of information in the 21st century.

“One of the most satisfying things about my job is the enthusiasm people have for heraldry, whether they are colleagues or clients,” she explains. “The individuals and organizations we work with are very happy to receive their coats of arms, and you know you are part of something lasting.”

Recent projects:

Coats of arms for The Honourable Edna Elias, Commissioner of Nunavut, and The Honourable Doug Phillips, Commissioner of Yukon.

On heraldry in Canada:

“Canadian heraldic artwork is very well-respected around the world, and I think one of the reasons is the amount of creative direction and collaboration we devote to it.”





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 Excellency conducted visits to Malaysia, from November 13 to 16; to the Socialist Republic of Vietnam, from November 16 to 19; and to the Republic of Singapore, from November 19 to 22, 2011. In honour of his visit, the Government of Singapore named an orchid after him during a ceremony at Singapore's famed National Orchid Garden.

In 2011-2012, the Office supported Governor General David Johnston as he represented Canada abroad, visiting eight countries.

- The Governor General led a delegation during his State visit to Malaysia, and raised Canada's profile as a commercial partner. His Excellency also spoke with students, academics and industry representatives about building smart and caring communities, and discussed innovation with experts from the Malaysian Industry-Government Group for High Technology.
- During his visit to Vietnam, the Governor General highlighted the important education, trade and investment linkages between Canada and Vietnam. His Excellency saw first-hand the innovations in skills training and agriculture that Canadian development assistance has supported in Hanoi and the Mekong Delta.
- While in Singapore, His Excellency underscored shared interests in promoting growth through innovation and increased productivity. He also laid a wreath at the Kranji War Cemetery in memory of the hundreds of Canadian soldiers who were killed in Southeast Asia during World War II.
- On December 23, 2011, the Governor General attended the State funeral for Václav Havel, former president of the Czech Republic. A leading intellectual who promoted respect for human rights on the world stage, Václav Havel was invested as an honorary Companion of the Order of Canada in 2004.



Before they can carry out their official duties, new ambassadors and high commissioners are welcomed by the Governor General. There are more than 130 heads of diplomatic missions accredited to Canada.



In October 2011, His Excellency attended the XVI Pan American Games in Guadalajara, Mexico. He encouraged Canadian athletes, their families and volunteers, presented the gold medal to the Canadian Men's Rugby Sevens team, and participated in the closing ceremony. Canada will host the 2015 Pan American Games in Toronto.

“What an honour it is to attend the Pan American Games, and have the opportunity to see our top Canadian athletes compete against the best athletes in the Americas. Their determination and commitment inspire us to excellence and to live a healthy and active lifestyle.”

His Excellency the Right Honourable David Johnston
October 25, 2011

In 2011-2012:

His Excellency participated in 88 activities, representing Canada at home and abroad in the United Kingdom, Mexico, Malaysia, Vietnam, Singapore, Italy, the Czech Republic and Afghanistan.

Diplomats from 35 countries presented Letters of Credence to the Governor General.

José Moniz, Senior Cook

As a chef who happens to have a long-standing interest in Canada and the world, José Moniz is acutely aware of the unique working environment Rideau Hall provides.

“We are very fortunate to do what we do,” says Moniz, who as senior cook for the past four years has prepared dishes for countless State dinners, receptions and special events—not to mention meals for current and former Governors General and their spouses and guests.

“When you think about it, we’re part of Canadian history. We cook for members of the Order of Canada, or for those receiving medals for bravery or military merit. It’s an honour,” he enthuses.

The Order of Canada dinners in particular offer an opportunity for Rideau Hall chefs to express their talents in a culinary tribute to great Canadians.

“We always look forward to the Order of Canada events,” Moniz says. “It’s a plated service, and we get to use such amazing ingredients from across the country.”

Treasures of the Rideau Hall kitchen:

Copper pots. “Every cook dreams of working with copper pots. Some of them are close to 100 years old.”

In the past three years:

Rideau Hall chefs have prepared dinners for the President of China, the Emperor and Empress of Japan, The Queen and Prince Philip, The Prince of Wales and The Duchess of Cornwall, and The Duke and Duchess of Cambridge.

Prior to joining Rideau Hall:

José Moniz cooked for former Prime Minister Jean Chrétien at 24 Sussex Drive, and prior to that, for the Ambassador of France to Canada.





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).



In 2011-2012, the Governor General unveiled the new heraldic emblems of Capilano University, the B.C. Sheriff Services and citizenship judges. During the year, the Canadian Heraldic Authority created and recorded a total of 166 emblems (coats of arms, flags and badges) for Canadian institutions and individuals.

In 2011-2012, more than 40 activities to encourage excellence and achievement were supported by the Office.

- At a ceremony at Rideau Hall, the eight laureates of the Governor General's Performing Arts Awards were honoured.
- The Governor General recognized the six finalists of the 2010 Michener Award for meritorious public service in journalism, as well as the winner of the 2011 Michener-Deacon Fellowship.
- In October, the Governor General presented the 2011 Killam Prizes to five Canadian scholars in the disciplines of health sciences, engineering, humanities, natural sciences and social sciences.
- His Excellency celebrated the 75th anniversary of the Governor General's Literary Awards and honoured the 14 laureates for 2011.
- In December, His Excellency presented 11 Governor General's History Awards honouring exceptional achievements in the five areas of academic research, museums, community programming, teaching, and popular history.
- The Governor General celebrated outstanding researchers in natural sciences and engineering when he presented the Natural Sciences and Engineering Research Council of Canada (NSERC) awards.



Their Excellencies marked the 75th anniversary of the Governor General's Literary Awards on November 24, 2011. Rideau Hall also opened an exhibit entitled, *75 years of "GGreat" Books: Governor General's Literary Awards*, which showcased the more than 600 works that have won the award since 1936.



Lucie Giroux, Honours Program Analyst

A program analyst for the Order of Canada since 1999, Lucie Giroux is responsible for researching nominations from Quebec and Francophone communities. Working in support of a program that is unlike any other, she carries out investigative work on a day-to-day basis. The Chancellery of Honours receives nominations from Canadians from all walks of life, and this allows Ms. Giroux to explore a range of fields and discover exceptional people.

“Since I started doing this work, I have discovered a renewed sense of pride in being a Canadian and a Quebecoise,” Ms. Giroux says. “There is so much talent and richness in our country.” She finds it particularly fulfilling to see her work come to fruition, moving from the first moment of receiving a nomination to the culmination, when a citation is read out and a new recipient is invested.

Passionate about her work, Ms. Giroux admits that she is always on the lookout for stories about extraordinary Canadians, whether she is meeting new people, flipping through magazines, watching television or reading the paper. She is especially proud whenever she sees the iconic red and white snowflake adorning a lapel.

“I believe that the Order of Canada truly reflects Canadian accomplishment—this honour allows us to celebrate our ability to give of our time and energy, our creativity, innovation, scientific discovery and business acumen,” Ms. Giroux says. “It shines a spotlight on the best that we can be.”

A noteworthy recipient:

“I was so impressed by Chantal Petitclerc, Companion of the Order of Canada—the humanity and warmth this athlete exudes moved me deeply.”



His Excellency invested seven Officers and 36 Members into the Order of Merit of the Police Forces on June 8, 2011, the 10th anniversary of its creation. He also presented the Officer of the Order of Canada insignia to Michael J. Fox, O.C., during an Order of Canada investiture ceremony in May 2011.

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 one Companion, 37 Officers and 89 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 10 individuals for their conspicuous courage and the Medal of Bravery to 139 people.
- More than 3 400 Academic medals for outstanding scholastic achievement were presented by participating educational institutions on behalf of the Governor General.

In 2011-2012:

More than 14 000 honours and awards were presented. These include the Order of Canada, Bravery decorations as well as Academic, Exemplary Service and Diamond Jubilee medals.



Serving as Commander-in-Chief of Canada

The Governor General visits Canadian Forces personnel, their families and friends, at home and abroad, awards military honours and presents new colours to the Canadian Forces. He signs commission scrolls for new generals and flag officers and, on the recommendation of the Prime Minister, he appoints the Chief of the Defence Staff.



His Excellency, accompanied by the Honourable Peter MacKay, Minister of National Defence, and General Walter Natynczyk, Chief of the Defence Staff, visited Canadian troops and civilians deployed in Italy and Afghanistan, from December 22 to 25, 2011.

In 2011-2012, the Office supported Governor General David Johnston as he participated in 54 activities as Commander-in-Chief of Canada.

- In May, the Governor General officiated at a ceremony to consecrate and present the Queen's colours and the college colours of the Royal Military College Saint-Jean. Designed by the Canadian Heraldic Authority, these flags represent military honour and sense of duty.
- In July, Their Excellencies welcomed soldiers home from deployments in Afghanistan where they were helping to build the capacity of the Afghan National Army.
- As part of Operation Nanook, Their Excellencies observed training exercises performed by members of the Canadian Forces stationed in Canada's Arctic and saw first-hand their dedication and professionalism in emergency situations.
- His Excellency marked the 100th anniversary of the appointment of Canada's first judge advocate general.
- Their Excellencies participated in National Remembrance Day events and paid tribute to the 2011 Silver Cross Mother, Mrs. Patricia (Patty) Elaine Braun, whose son, Cpl David Robert William Braun, was killed by a suicide bomber in Afghanistan in 2006.
- In December, the Governor General met with troops of HMCS Vancouver, while on deployment, and thanked them for patrolling off the Libyan coast and for successfully contributing to the NATO mission.
- In Afghanistan, on December 24 and 25, 2011, His Excellency visited the Armed Forces Academy of Medical Sciences and engaged with Canadian Forces medical personnel mentoring Afghan medical staff. He also met with troops at Camp Alamo, Camp Black Horse and Canada House.



Their Excellencies participate in numerous events that support the military and their families.



“It was a privilege to extend my heartfelt gratitude and support to the Canadian men and women in uniform, and the many diplomats, aid specialists and police officers deployed abroad, who are committed to making parts of the world a safer and better place. The sacrifice of troops and civilians who are away from their families and friends at this time of the year is tremendous and I wish them the best of luck in the completion of their missions.”

His Excellency the Right Honourable David Johnston
December 25, 2011

In 2011-2012, His Excellency David Johnston visited more than 9 100 troops and recognized 263 members of the Canadian Forces and reservists with honours from the Canadian Honours System.

- Through the Order of Military Merit, His Excellency recognizes exceptional sustained service by members of the Canadian Forces. He presented insignia to 5 Commanders, 17 Officers and 72 Members.
- His Excellency presented 20 Military Valour Decorations to members of the Canadian Forces who displayed gallantry and devotion to duty in combat and 129 Meritorious Service Decorations to individuals whose specific achievements brought honour to the Canadian Forces and to Canada.



While under enemy fire in Afghanistan, in 2009, Master Warrant Officer Richard Stacey led the recovery of vehicles disabled by improvised explosive devices. Throughout eight hours of intense combat, his gallantry, perseverance and selfless dedication to his soldiers were critical to defeating a ferocious and determined enemy.

His Excellency presented MWO Stacey with the Star of Military Valour on June 10, 2011.

Jonathan Lafontaine, Aide-de-Camp

Upon his arrival in September 2010, Lieutenant-Commander Jonathan Lafontaine had no idea what his role as aide-de-camp to the Governor General would entail. A naval engineer by profession, he now says that his time at Rideau Hall has been an enriching experience, both professionally and personally.

“Being an aide-de-camp is a unique role in a unique work environment,” LCdr Lafontaine explains. “We have the opportunity not only to serve our Commander-in-Chief, but also to have a front-row seat at major events. At the same time, there is a wide range of opportunities to develop as an officer, and each project presents new challenges to overcome.”

Whether in the residence or on the road, LCdr Lafontaine has worked with several sections within the Office, as well as with a number of external partners. “I have had the honour of working alongside colleagues devoted to the institution,” LCdr Lafontaine says. “They are incredibly motivated people!”

After two years at Rideau Hall, LCdr Lafontaine has learned to “recognize the impact that a visit from the Governor General can have on a community and the people he meets. I am very proud to have been a part of this adventure.”

Advice for a future aide-de-camp:

“Keep an open mind—remain flexible and know how to adapt to various scenarios.”





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 and the Residence of the Governor General at the Citadelle of Québec.



During their official visit to Nunavut, Their Excellencies visited Repulse Bay and joined the community in its annual Terry Fox School Run.

In 2011-2012:

The Governor General and Mrs. Johnston visited Canadians in 45 communities in eight provinces and two territories.

230 speeches, remarks and video messages were delivered by the Governor General.

More than 114 000 visitors and guests were welcomed at Rideau Hall and the Citadelle.

To date, Their Excellencies have granted viceregal patronage to 170 organizations.

“I dream of a Canada where families and children are supported and given the chance to thrive; where learning and innovation are strengthened to provide for a prosperous tomorrow; where volunteerism and philanthropy are encouraged as part of our daily routine.”

His Excellency the Right Honourable David Johnston
Canada Day 2011

In 2011-2012, the Office supported more than 300 activities related to bringing Canadians together.

- The Governor General visited Canadians in the provinces of Newfoundland and Labrador, Nova Scotia, Quebec, Ontario, Saskatchewan, Manitoba, Alberta and British Columbia, as well as in Nunavut and the Northwest Territories. His Excellency engaged Canadians in his vision for a smart and caring nation.
- In June, His Excellency participated in the 10th annual Ceremony of Remembrance at the National Aboriginal Veterans Monument.
- The Governor General addressed the Canadian Bar Association's Canadian Legal Conference in Halifax, in August.
- His Excellency spoke about learning and innovation at the grand opening of the Stephen Hawking Centre, at Perimeter Institute.
- In October, His Excellency spoke at the Philanthropic Foundations of Canada Conference.
- The Governor General celebrated the 50th Anniversary of the Massey Lectures in Toronto on October 26.

“Since coming to Rideau Hall [in 2010], we have travelled to every province and territory, and seen many successful initiatives in Aboriginal communities. This fills us with hope and optimism for the future. But no amount of optimism will resolve the problems of Aboriginal families without education, one of the cornerstones of sustainable well-being.”

Her Excellency Sharon Johnston
March 27, 2012



As patron of the National Theatre School of Canada, the Governor General celebrated its 50th anniversary at Rideau Hall, in April. The event showcased student performances and His Excellency spoke on the importance of culture and learning.

In Québec, Their Excellencies spoke with students at École secondaire de la Seigneurie who are committed to denouncing and standing up to bullying and intimidation. Their Excellencies demonstrated their commitment to non-violence in schools by leaving a symbolic handprint on the "Mur qui frappe."

- In December, His Excellency marked International Volunteer Day and celebrated the 50th anniversary of CUSO International.
- Her Excellency hosted the round table Taking Action to Improve the Health and Healing of First Nations, Inuit and Métis Families and Communities, at Rideau Hall, in March.

- Rideau Hall is open year-round to the public for tours and other educational activities. In late January, Their Excellencies hosted the annual Winter Celebration at the official residence when approximately 2 800 visitors enjoyed activities such as snowshoeing, cross-country skiing and skating.



As patron of the Rick Hansen 25th Anniversary Relay, His Excellency welcomed the paralympian and Companion of the Order of Canada back to Rideau Hall on October 26, 2011.

His Excellency dressed up as a "Mad Scientist" and welcomed the 1 600 trick-or-treaters who visited the "Slimy Chemistry Lab" set up on the grounds of the official residence.

Julia Nethersole, Guide-Interpreter

"You can never predict a day at Rideau Hall," says Julia Nethersole, who has spent two summers as a guide-interpreter. "We meet so many different people from across Canada and around the world—you never know what's in store."

As an "ambassador" for Rideau Hall during tours and special events, Nethersole sees her role primarily as that of a storyteller, highlighting the unique history and responsibilities of the Governor General. At times, she finds herself engaged in dialogue with visitors, who are often keen to ask questions and share their own stories.

"You get to meet such inspiring people," she says, highlighting the Decorations for Bravery ceremony as particularly moving. "We are there to interpret the residence and make people feel at home, and we get to meet ordinary Canadians who have done such amazing things."

"What I find interesting is how much the role of Governor General has evolved. It's the oldest public office in Canada, and it really is unique and important."

Visitors are often surprised to know that:

The Governor General works and lives at Rideau Hall!





Overall Office Operations

The Office of the Secretary to the Governor General consists of 165 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 five responsibilities.

In addition to supporting the Governor General, in 2011-2012 the Office focused on improving its overall operations.

- In May, the Office completed an internal review and committed to the fulfillment of the strategic goals it outlined in *The Way Ahead: Strategic Directions for the Office of the Secretary to the Governor General*. An action plan was also developed to help the Office increase its strategic focus, expand its connection with Canadians and continue to modernize its operations.
- In collaboration with the National Capital Commission, a Rideau Hall Green Team was established to promote environmental initiatives for both employees and the public; composting was introduced at Rideau Hall and paperless initiatives were adopted office-wide.
- Service standards for internal and external services were documented and implemented.
- A security awareness program was developed and the Business Continuity Plan for emergency preparedness was updated.
- The Office began publishing quarterly financial reports online.

Figure 1: 2011-2012 Financial Summary for the Office (in millions)

Governor General Support	\$11.84
Internal Services	\$7.05
Statutory (non-discretionary) Expenditures	\$2.84
Total:	\$21.73

(The complete [2011-2012 Financial Statements](#) of the Office of the Secretary to the Governor General is available on our website at www.gg.ca.)

In 2011-2012:

Some 23 000 birthday and wedding anniversary messages were sent on behalf of The Queen and the Governor General.

More than 3 100 letters, emails and messages in response to requests from the public were prepared by the Editorial Services section on behalf of the Office and the Governor General.

www.gg.ca had 601 479 visits.

10 278 people follow @GGDavidJohnston and 603 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 2011-2012, this additional support had a total value of \$24.1M (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 services such as those of the Receiver General.
- The Department of Foreign Affairs and International Trade (DFAIT) 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 visits, State funerals, national memorial services and special anniversary celebrations.

Figure 2: 2011-2012 Support from Other Government Departments (in millions)

NCC	RCMP	DND	PWGSC	DFAIT	PCH
\$8.86	\$6.10	\$5.11	\$2.79	\$0.84	\$0.40

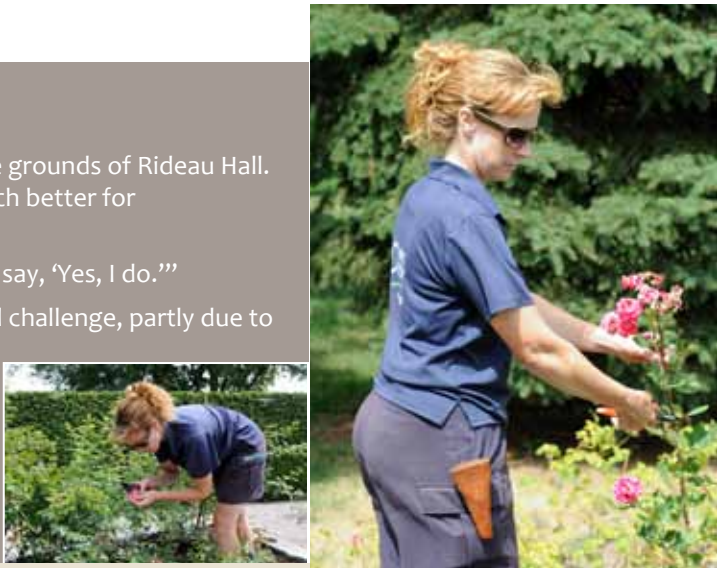
Jennifer McNamara, NCC Gardener

“It’s almost 80 acres of heaven,” says Jennifer McNamara, describing the grounds of Rideau Hall. Now in her fifth year with the NCC, McNamara says work doesn’t get much better for professional gardeners.

“People often say to me, ‘You must have the best job in the world.’ And I say, ‘Yes, I do.’”

For McNamara, caring for the rose garden is a labour of love and no small challenge, partly due to the threat posed by Japanese beetles—which love roses. Given that Rideau Hall is pesticide- and herbicide-free, that means hand-picking beetles from the roses.

Visitors to the grounds of Rideau Hall often ask:
“Where’s William and Kate’s tree?”



Rideau Hall

Official Residences of the Governor General

Located within minutes of downtown Ottawa, 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 welcoming dignitaries and honouring Canadians.

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
gg.ca/visitus

The Citadelle of Québec

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 welcoming dignitaries and honouring Canadians.

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. Tribute is paid to Canadian artists throughout the residence.

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, October and 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
gg.ca/visitus

