



Annual Report 2012-2013

Office of the Secretary to the Governor General





VIVAT REGINA

Emblem for the Diamond Jubilee of Her Majesty Queen Elizabeth II

This emblem was created to mark the 2012 celebrations of the Diamond Jubilee, the 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 EIR (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

Canadian Space Agency: page 15

MCpl Vincent Carbonneau, Rideau Hall: pgs. 9, 13

Department of Canadian Heritage: page 5

Sgt Ronald Duchesne, Rideau Hall: cover page, pgs. 4, 5, 6, 7, 8, 10, 11, 12, 14, 15

Sgt Serge Gouin, Rideau Hall: pgs. 16, 18

MCpl Evan Kuelz, Rideau Hall: page 3

Sgt Eric Jolin, Rideau Hall: pg. 17

Pte Ariane Montambeault, Rideau Hall: cover page, pgs. 6, 14

Cpl Roxanne Shewchuk, Rideau Hall: pgs. 5, 8, 10, 11, 13, 15, 17

Chris Weicker, Rideau Hall: pgs. 16, 18

MCpl Dany Veillette, Rideau Hall: pgs. 5, 6, 8, 9, 10, 12, 13, 14, 15, 16

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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 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. In 2012-13 these sites were visited by more than 123 000 people, and an additional 35,000 people visited the Office's *From Far and Wide – Honouring Great Canadians* exhibit in downtown Ottawa. The exhibit, which ran from May until November 2012, provided an opportunity for visitors of all ages to learn more about Canada's national honours and some of their recipients.

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 and International Trade (DFAIT) 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.

2012-2013 was an extraordinary year. The Office supported His Excellency the Right Honourable David Johnston in more than 700 activities, including numerous events to mark the 60th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne.

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 are working 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 without whom the majority of these activities could not have been accomplished so successfully.

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 700 activities in 2012-2013.

Highlights

- From May until November, visitors of all ages had the opportunity to learn more about Canada's national honours and some of its recipients through the *From Far and Wide – Honouring Great Canadians* exhibit, located across from Parliament Hill. The Governor General presented the Queen Elizabeth II Diamond Jubilee Medal to numerous recipients at this location.
- In addition to visits to Mexico, Peru, Guatemala, Brazil, Barbados and Trinidad and Tobago, His Excellency represented Canada at the inauguration ceremony of Her Excellency Park Geun-hye, President of the Republic of Korea and at the inaugural Mass of His Holiness Pope Francis.
- The Governor General marked the 130th anniversary of the Royal Society of Canada, the 100th Grey Cup Championship Game, the 40th anniversary of the Bravery Decorations and the 20th anniversary of the Governor General's Performing Arts Awards.
- Their Excellencies welcomed Their Royal Highnesses The Prince of Wales and The Duchess of Cornwall on the occasion of their Royal Tour of Canada.
- As commander-in-chief of Canada, His Excellency presided over the ceremony marking the Change of Command of the Canadian Forces from General Walt Natynczyk to General Tom Lawson. He also marked the 150th anniversary of the The Black Watch (Royal Highland Regiment) of Canada and the 40th anniversary of the Order of Military Merit.
- His Excellency visited seven provinces, 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 May 17, 2012, the Governor General officially opened the exhibit *From Far and Wide – Honouring Great Canadians* in downtown Ottawa.



Following the Inaugural Mass on March 19, 2013, Their Excellencies were honoured with a brief audience with Pope Francis.



His Royal Highness The Prince of Wales met with the Governor General on May 24, 2012, during his Royal Tour of Canada.



His Excellency, as commander-in-chief, signed the Change of Command certificates at the Canadian Forces Change of Command ceremony on October 29, 2012.



On October 22, 2012, the public was invited to a Fall Celebration at the Citadelle of Québec. A wheelchair basketball game was one of the activities that highlighted the benefits of physical activity.



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 Right Honourable Edward Schreyer and Mrs. Lily Schreyer were presented with Diamond Jubilee medals.



In Regina, His Excellency met Her Honour the Honourable Vaughn Solomon Schofield, Lieutenant Governor of Saskatchewan.



The Right Honourable Michaëlle Jean celebrated the unveiling of her official portrait with her family, Their Excellencies and artist Karen Bailey.

In 2012-2013 more than 150 activities associated with representing the Crown in Canada were supported by the Office.

- The Governor General signed more than 2 400 official documents including Orders-in-Council, bills, election writs, proclamations, commissions, agréments for foreign heads of mission, letters of credence and letters of recall.
- His Excellency met with the Prime Minister, premiers, parliamentarians and other officials on numerous occasions and hosted the annual conference of lieutenant governors and commissioners at Rideau Hall.
- Throughout the year, His Excellency presided over seven swearing-in ceremonies and gave Royal Assent to a number of bills.
- In May, at Canadian Forces Base Gagetown, Their Excellencies welcomed Their Royal Highnesses The Prince of Wales and The Duchess of Cornwall on the occasion of their Royal Tour of Canada.
- In June, Their Excellencies travelled to London, England to take part in The Central Weekend to celebrate The Queen's Diamond Jubilee.
- In September, the official portrait of the Right Honourable Michaëlle Jean, 27th governor general of Canada, was unveiled at Rideau Hall.



His Excellency presented a Diamond Jubilee Medal to His Royal Highness The Duke of Edinburgh, a member of the Queen's Privy Council for Canada.



The Honourable Peter Milliken was sworn-in as a member of the Queen's Privy Council for Canada.



The participants of the annual conference of lieutenant governors and commissioners had the opportunity to meet with the Prime Minister at Rideau Hall.



“The Diamond Jubilee is as much a celebration of Canada as it is a celebration of The Queen’s lifetime of service. By remembering this as Canadians, we honour Her Majesty’s devotion to our country. Her Majesty has always embraced her role with dignity and grace. Her 60 years of dedicated service is a source of inspiration to us all.”

His Excellency the Right Honourable David Johnston
June 1, 2012



While in London to celebrate The Queen’s Diamond Jubilee, His Excellency toured a photographic exhibit of The Queen’s visits to Canada.

Michelle Bérubé, Information Holdings Officer

At the heart of an information society are its records and archives—a fact Michelle Bérubé knows well, having spent more than 30 years working in information management with the Office of the Secretary to the Governor General.

“This is a unique place, and it’s important that we keep records of everything,” she says, listing the many types of records she helps maintain at the Dome building, located on the grounds of Rideau Hall, and at several off-site locations. That list includes records relating to the current and previous vice-regal mandates, as well as information and objects relating to all aspects of Office operations and history.

“Recently, I was asked to find out who owned the landau—Rideau Hall or the RCMP?” Ms. Bérubé explains by way of example. After researching the matter she learned that while the vehicle is stored by the RCMP, it belongs to Rideau Hall. Knowing this is crucial to determining responsibility for maintaining the landau, a historic treasure used for State occasions.

It’s just one example of the need for accurate record-keeping at the Office of the Secretary to the Governor General, an institution with roots in the past and operations in the present.

“It’s a privilege to work here,” says Ms. Bérubé, who has served seven governors general. “The most fun is the research. You get to see and read material that you’ll never see anywhere else.”

Tools of the trade (1982):

Telex machine, index cards, Lindex, manuals

Tools of the trade (2013):

Computers, Records Documents and Information Management System (RDIMS), scanners



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.



From April 22 to May 2, His Excellency conducted visits to Brazil, Barbados, and Trinidad and Tobago. He also visited the United Mexican States, Peru, and Guatemala from November 30 to December 5. While in Guatemala, the Governor General was honoured to place a white rose at the Peace Monument to mark another day of peace. This daily ceremony began in 1996 when Peace Accords were signed to end 36 years of civil war.

In 2012-2013, the Office supported Governor General David Johnston as he represented Canada abroad, visiting 11 countries.

- Throughout the official visit to Brazil, His Excellency was joined by parliamentarians and Canadian delegates whose exchanges with their Brazilian counterparts further developed the wide-ranging and multi-faceted relationship with Brazil, a major economic player and priority market for Canada, particularly in terms of strategies promoting education and economic development.
- During his State visit to Trinidad and Tobago, the Governor General marked 50 years of bilateral relations between the two Commonwealth countries and congratulated Trinidad and Tobago on its 50th anniversary of independence. The visit concluded with a keynote address by His Excellency on “Educating and Innovating in a Connected World” at the University of the West Indies.
- Their Excellencies represented Canada at various official events on the occasion of the inauguration of His Excellency Enrique Peña Nieto, President of the United Mexican States. While in Mexico City and Querétaro, the Governor General also promoted further co-operation in areas such as innovation, technology, education and local development.
- During the State visit to Guatemala, His Excellency discussed the continuation of Canada’s relationship with the country in areas such as transitional justice, improvement of citizen security, access to justice, combating organized crime, and improving trade and investment, while promoting human rights and corporate social responsibility.



On May 7, His Excellency Shimon Peres, President of the State of Israel, began his State visit to Canada.



Her Excellency Dr. Angela Merkel, Chancellor of the Federal Republic of Germany, met with Their Excellencies on August 16.



His Excellency Jayaka M. Kikwete, President of the United Republic of Tanzania, began his State visit to Canada on October 3.



Upon their arrival in London for the XXX Olympic Summer Games, Their Excellencies toured the Canadian Athletes' Village in Olympic Park, and met with Canadian Olympic Team athletes and coaching staff.

“Sharon and I are honoured to represent Canada at the Opening Ceremony of the London 2012 Olympic Games. Our athletes personify a symbol of excellence in our nation and contribute to nurturing our sense of pride as Canadians. With their remarkable determination of becoming the best of the best, they inspire us to achieve our goals.”

His Excellency the Right Honourable David Johnston
July 23, 2012

In 2012-2013:

His Excellency participated in 162 activities, representing Canada at home and abroad in the United Kingdom, France, Belgium, Brazil, Barbados, Trinidad and Tobago, Mexico, Peru, Guatemala, South Korea and Italy.

Diplomats from 27 countries presented Letters of Credence to the Governor General.

Marie-Ève Létourneau, Media Officer

Marie-Ève Létourneau joined the Rideau Hall Press Office six years ago. Since that time, often working behind the scenes, she has helped to keep the well-oiled machine of the Public Affairs Directorate of the Governor General's Office running smoothly.

“Ever since I came to Rideau Hall, I have had the pleasure of working with such qualified and caring colleagues.”

Ms. Létourneau's duties include communicating the official activities of Their Excellencies to the media; providing strategic communication advice to senior management; working with various organizations during events; and adapting to conditions that can change in the blink of an eye, both in Canada and abroad.

“You need to be very flexible and be able to juggle many situations at the same time,” she says. “The work day can sometimes be very long, which is why staying in good physical and mental shape is also an asset. Practising a number of different sports and keeping active gives me the energy to keep up with Their Excellencies' very busy schedule and manage the high stress levels entailed by some of my responsibilities.”

“The Office of the Secretary to the Governor General is a unique institution which has enabled me to live some unforgettable experiences. Rising to the different challenges that come up every day is one of the most gratifying aspects of my job. At the same time, it's also one of the most demanding, but the positive results and the personal satisfaction I get from it are well worth it.”





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).



Superintendent John Schmidt, M.O.M., was invested into the Order of Merit of the Police Forces at a mixed honours ceremony at the Citadelle of Québec on September 18, 2012.



In 2010, at the age of 92, Aline L'Écuyer Lacroix helped evacuate residents from a burning retirement home. She was awarded the Medal of Bravery on October 12, 2012, making her the eldest recipient of the honour to date.



Chantal Hébert, O.C., was among 44 recipients invested into the Order of Canada at a ceremony at Rideau Hall, on November 23, 2012.

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 three Companions, 54 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 eight individuals for their conspicuous courage and the Medal of Bravery to 138 people.
- Close to 3 500 Academic medals for outstanding scholastic achievement were presented by participating educational institutions on behalf of the Governor General.

In 2012-2013:

More than 67 000 honours and awards were presented. These include the Order of Canada, Bravery decorations as well as Academic, Exemplary Service and Diamond Jubilee medals.



Throughout the year, Caring Canadian Awards were presented at ceremonies held across the country. Eleven-year-old Kalliana King attended a ceremony at Rideau Hall in April. Retired Major General Herb Pitts was recognized during a visit to Victoria by the Governor General. Phil Johnson's volunteer work was recognized during a Habitat for Humanity build in Calgary.



In 2012-2013, more than 55 activities to encourage excellence and achievement were supported by the Office.

- His Excellency invested 61 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 Governor General unveiled the Canadian Food Inspection Agency's (CFIA) new heraldic emblem during a ceremony at CFIA headquarters. The Canadian Heraldic Authority created and recorded 183 heraldic emblems (coats of arms, flags and badges) for Canadian institutions and individuals during the year.
- At a ceremony during National Volunteer Week, His Excellency presented the Governor General's Caring Canadian Award to 28 volunteers from across the country.
- The Governor General celebrated the 20th anniversary of the Performing Arts Awards which were created under the auspices of the late Right Honourable Ramon John Hnatyshyn.
- His Excellency presented the 2012 Vanier Medal, one of the highest forms of recognition for Canadian public administrators, to Professor Jacques Bourgault, of l'Université du Québec à Montréal and l'École nationale d'administration publique.
- Canadian architects representing five provinces were honoured with 2012 Governor General's Medals in Architecture for their work on 12 recently completed projects.



Deepa Mehta, Rush, Mary Walsh and Earlane Collins were among the laureates honoured at the 20th anniversary of the Governor General's Performing Arts Awards. Among the guests were past laureates, former governors general and spouses of former governors general.

Vivianne Flynn, Program Officer, Decorations and Medals

For over 15 years, Viviane Flynn has worked with the Governor General's Academic Medal program, which encourages academic excellence across the nation. With almost 3 500 Academic Medals to distribute to graduates every year, Ms. Flynn manages a formidable workload, while paying special attention to details. "I really like both those aspects of my job, even though they're contradictory. It lets me take the initiative and I love challenges!" she says.

Ms. Flynn, known for her caring heart, has brought a human touch to her day-to-day work at the Chancellery of Honours. "I've always appreciated the regular contact with the schools and being able to help," she says. "It gives me great pleasure knowing that the program I'm responsible for encourages students to continue their studies."

During her time at the Office of the Secretary to the Governor General, she has also worked on other programs, including the Queen Elizabeth II Diamond Jubilee Medal and the Emergency Medical Services Exemplary Service Medal.

A noteworthy recipient:

"I was going through the database one day when I noticed that one student had received the Academic Medal on three different occasions, at different levels of study. Such an achievement is very rare, so I requested that a personal letter of congratulations signed by the Governor General be sent to him, to underscore his accomplishments."





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, and General Walter Natynczyk, then chief of the Defence Staff, had the opportunity to meet with members of 425 Tactical Fighter Squadron during Rim of the Pacific (RIMPAC) exercises. As commander-in-chief, the Governor General promoted Lieutenant-General Tom Lawson to General during a ceremony on October 26, 2012. His Excellency also participated in the 2012 Canada Army Run.

In 2012-2013, the Office supported Governor General David Johnston as he participated in 63 activities as Commander-in-Chief of Canada.

- In July, His Excellency visited Canadian Forces members operating in Hawaii and the Pacific Ocean during the Rim of the Pacific (RIMPAC) 2012 joint and combined multinational force exercise.
- The Governor General was one of 18 000 participants who joined members of the Canadian Forces in the 2012 Canada Army Run in support of the Soldier On program and the Military Families Fund.
- As colonel of the Regiment, His Excellency participated in the opening of a 100-year-old time capsule discovered during the restoration of the Canadian Grenadier Guards Armoury. He addressed members of the Regiment and unveiled the Armoury's new cornerstone.
- His Excellency attended the Black Watch's 150th anniversary parade and inspected the guard of honour.
- In October, the Governor General presided over the War of 1812 National Recognition Ceremony for 48 First Nations and Métis communities with a historical link to the War of 1812.
- At the Canadian War Museum, His Excellency presided over the ceremony marking the Change of Command of the Canadian Forces from General Walt Natynczyk to General Tom Lawson.
- Their Excellencies participated in national Remembrance Day events and paid tribute to the 2012 Silver Cross Mother, Mrs. Roxanne Priede, whose son, MCpl Darrell Jason Priede, died in a helicopter crash in Afghanistan in 2007.
- The 40th anniversary of the creation of the Order of Military Merit was marked at an investiture ceremony at Rideau Hall in December.



In June, His Excellency honoured 43 recipients of Military Valour and Meritorious Service Decorations. During the annual Remembrance Day ceremonies, on behalf of the people of Canada, Their Excellencies laid the first wreath at the National War Memorial. Mrs. Roxanne Priede was the 2012 Silver Cross Mother.



In 2012-2013, His Excellency David Johnston visited more than 4 600 troops and recognized 239 members of the Canadian Forces and reservists with honours from the Canadian Honours System.

“The diverse Aboriginal warriors and British and French-speaking soldiers and militias who fought alongside one another in the War of 1812 remind us that Canada is our common ground, and that we are stronger when we work together.”

His Excellency the Right Honourable David Johnston
October 25, 2012

- Through the Order of Military Merit, His Excellency recognizes exceptional sustained service by members of the Canadian Forces. He presented insignia to eight Commanders, 26 Officers and 99 Members.
- His Excellency presented four Military Valour Decorations to members of the Canadian Forces who displayed gallantry and devotion to duty in combat and 102 Meritorious Service Decorations to individuals whose specific achievements brought honour to the Canadian Forces and to Canada.



Warrant Officer Curtis Hollister has had an exceptional and distinguished 18-year career with the Canadian Forces. His determination in the face of a serious injury obtained during a friendly fire incident in Afghanistan serves as a model of the Canadian Forces' core values of courage and duty.

His Excellency invested WO Hollister as a Member of the Order of Military Merit on March 5, 2013.



Sergeant Ronald Duchesne, Official Photographer to the Governor General

Having served for over 26 years with outstanding professional ethics within the Canadian Armed Forces—first as a gunner, then as an imagery technician—Sgt Ronald Duchesne was handpicked as the official photographer to the Governor General of Canada and is pursuing his military career in that respect.

Sgt Duchesne is an expert at conveying all that the saying “a picture is worth a thousand words” can mean. “I always try to tell a story by capturing the elements and key individuals in any given situation to give an objective, fair depiction of Their Excellencies’ role and mandate. When the activities are done, I document, annotate and distribute my work as soon as possible via the Governor General’s website. I also archive the end product, which gives me a tremendous sense of pride to be able to contribute to our collective visual heritage for current and future generations.”

Because of His Excellency’s heavily committed program, Sgt Duchesne’s days begin early and finish late, particularly when on the road or travelling abroad. “I follow the Governor General as he carries out his duties and attends events. It is an absolute privilege to be able to capture his daily routine. I get to meet and work with people from all walks of life, from volunteers in a neighbourhood soup kitchen to astronauts, from hockey stars to heads of State. One of the things I like the most is being able to travel and see places off the beaten path.”

“I have a prestigious but demanding job, one that has given me some extraordinary experiences.”



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.



His Excellency hosted a discussion with participants of the 2012 Northern Youth Abroad program.



His Excellency helped volunteers serve breakfast to students at Notre-Dame Elementary School.



In Yarmouth, His Excellency went lobster fishing, an activity that is vital to the area's economy.

In 2012-2013:

The Governor General and Mrs. Johnston visited Canadians in 25 communities in seven provinces.

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

More than 123 000 visitors and guests were welcomed at Rideau Hall and the Citadelle.

To date, Their Excellencies have granted viceregal patronage to 186 organizations.

“During the next three years, David and I hope to spotlight the way our society is recognizing and treating mental illness and promoting mental health....David speaks publicly about Canada as a smart and caring nation or people with keen minds and kind hearts. There is a great need in approaches to mental health for smart or innovative interventions supported by caring professionals, volunteers and families.”

Her Excellency Sharon Johnston
November 29, 2012

In 2012-2013, the Office supported more than 270 activities related to bringing Canadians together.

- The Governor General visited Canadians in the provinces of Nova Scotia, New Brunswick, Quebec, Ontario, Saskatchewan, Alberta and British Columbia. His Excellency inspired Canadians with his vision of a smart and caring nation.
- His Excellency hosted discussions on the future of philanthropy in Toronto, Edmonton, Halifax and Québec.
- In June, *Storytime at Rideau Hall* was launched. Throughout the summer, families and visitors were invited to join volunteers in the Reading Tent to read great Canadian children's books.
- As part of the 2012 Governor General's Canadian Leadership Conference, 16 study groups travelled across the country, then presented their findings on leadership and sustainable communities to His Excellency.
- In August, Their Excellencies returned to their hometown of Sault Ste. Marie to celebrate the city's 100th anniversary.
- Her Excellency learned more about specialized mental health programming for children and youth during her visit to the Algoma Family Services Centre.

“We have so much talent, so much creativity, so much ingenuity. So I challenge you this year to do and give what you can, to make our country smarter and more caring, fairer and more just, stronger and more united.”

His Excellency the Right Honourable David Johnston
Canada Day 2012



Her Excellency celebrated National Aboriginal Day at the Ottawa Inuit Children’s Centre (OICC), which offers programs to Inuit children, youth and their families. She joined preschool children in a kindergarten classroom and met with children participating in the Head Start program.

Eduzone provides educational multimedia resources to help users learn more about the Governor General’s role and the history of this position. Eddy, Eduzone’s mascot, journeyed to the International Space Station with Canadian astronaut Chris Hadfield.

- Eduzone (www.gg.ca/eduzone), an educational tool about the Governor General of Canada, was launched on the second anniversary of His Excellency’s installation.
- In January, the Governor General invited 200 students to join him for a conversation with astronaut Chris Hadfield from the International Space Station.
- In March, as patrons of the 2013 ISU World Figure Skating Championships, Their Excellencies cheered on the world’s best figure skaters competing in London, Ontario. His Excellency was honoured to present silver medals to Canadian ice dancers Tessa Virtue and Scott Moir.



The Governor General attended the 100th Grey Cup and performed the ceremonial kick-off of the championship game between the Toronto Argonauts and the Calgary Stampeders.

After dedicating the new Canadian Firefighters Memorial, which pays tribute to the nearly 1 100 Canadian firefighters who lost their lives in the line of duty, His Excellency spoke with the family of the late Jean-Claude Charbonneau.

Jocelyne Long, Coordinator, Visitor Services (Residence of the Governor General at the Citadelle)

As part of her duties, Jocelyne Long is responsible for coordinating the visitor services program at the Residence of the Governor General at the Citadelle of Québec. This includes developing and promoting tourism products, and recruiting, training and managing a team of dynamic student interpreters.

“My job is essentially to ensure that others gain a better understanding of the Governor General’s role and responsibilities and to act as a bridge between Their Excellencies and the general public at the Citadelle.” Among her many projects, Ms. Long launched the “On His Excellency’s Secret Service” school program, of which she is particularly proud: “It has been extremely well received! I’m a strong believer in the effectiveness of a “collective brain,” and it is a pleasure to collaborate remotely with the Visitor Services team at Rideau Hall. Together, we also developed the Employee Manual, a management tool that integrates our new code of ethics and values.”

“It is truly an honour to work within this institution. Every day, I get to work with the team from the Royal 22^e Régiment Museum and several members of the military, as well as the guides and commissionaires at the Citadelle. My job is demanding and takes a lot of energy, no doubt about that. But overcoming the challenges that arise is very enriching. There’s always something new to learn.”





Office Operations

The Office of the Secretary to the Governor General consists of 158 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 primary responsibilities.

In addition to supporting the Governor General, in 2012-2013 the Office focused on continuing to improve its overall operations.

- As part of its ongoing efforts to preserve corporate memory, the Office ensured that internal procedures for atypical requests and events were documented.
- The Office began a two-year project to streamline and renew its suite of internal policies.
- A professional code of conduct was developed in consultation with employees. It outlines five values which guide the professional activities of the Office:
 - * Pride and Honour in Service
 - * Competence in Duty
 - * Respect and Trust
 - * Political Neutrality and Integrity
 - * Collaboration and Teamwork
- In November, the Office was honoured to receive the Leadership, Friends and Stars Award at the Government of Canada Workplace Charitable Campaign Achievement Ceremony. This award recognizes departments and agencies for exceptional effort displayed during the 2012 campaign.
- In December, Christine MacIntyre, Executive Director of Events, Household and Visitor Services, travelled to London to trade best practices as the first participant of the Canada-United Kingdom Regal Office Exchange Program. Upon her return, Ms. MacIntyre shared what she had learned by giving a presentation to staff. The Office looks forward to planning a reciprocal visit in the near future.

Figure 1: 2012-2013 Financial Summary for the Office (in millions)

Governor General Support	\$11.94
Internal Services	\$6.07
Statutory (non-discretionary) Expenditures	\$2.82
Total:	\$20.83

(The complete **2012-2013 Financial Statements** of the Office of the Secretary to the Governor General is available on our website at www.gg.ca.)

In 2012-2013:

Some 23 600 birthday and wedding anniversary messages were sent on behalf of The Queen and the Governor General.

Close to 3 000 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 726 153 visits.

16 672 people follow @GGDavidJohnston and 1 032 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 2012-2013, this additional support had a total value of \$26.3M (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 tours, State funerals, national memorial services and special anniversary celebrations.

Figure 2
2012-2013 Support from Other Government Departments (in millions)

NCC	RCMP	DND	PWGSC	DFAIT	PCH
\$10.89	\$6.31	\$5.38	\$1.66	\$1.81	\$0.25

Teresa Hewat, Translator/Language Advisor

“In many ways, we become the public voice of the Governor General,” says translator and language advisor Teresa Hewat, of the roles she and her Editorial Services colleagues play at Office of the Secretary to the Governor General.

“For the people who are on the receiving end of a speech, citation or message, it’s a very special moment. I’m always conscious of that.”

Now in her eighth year at Rideau Hall, Ms. Hewat is one of two PWGSC Translation Bureau employees working with the Office. Her focus is on translating French documents into English, as well as editing and providing guidance on English grammar and usage, and providing fact-checking support to ensure accuracy.

There’s no shortage of material to work with: speeches, messages, news releases, citations, heraldic descriptions, meeting minutes, menus, marketing materials—and even this annual report.

Such is the life of a translator and language professional. Ms. Hewat wouldn’t have it any other way, however.

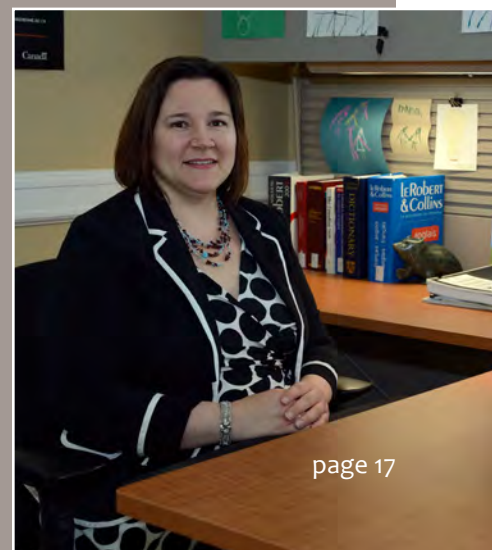
“I’ve always had a flair for languages,” she admits. “I like rules and order and logic, so grammar is right up my alley.”

Languages spoken, written, read and understood (to varying degrees):

English, French, German, Japanese, Spanish, Italian, Russian, Croatian, Finnish, sign language

Tools of the trade:

The Canadian Style, *Canadian Oxford Dictionary*, TERMIUM, TradooIT (online resources)



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
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 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.

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
www.gg.ca/visitus

