



Annual Report 2018-2019

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.

Cover Photo: The facade of Rideau Hall, the residence of the Governor General, in Ottawa, at night.

Photo credits

MCpl Vincent Carbonneau, Rideau Hall: pgs. 4, 5, 10, 15, 20, 25, 26, 27, 29, 32, 38, 42.

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Sgt Johanie Maheu, Rideau Hall: pgs. Cover (1-44) 4, 6, 8, 9, 11, 12, 13, 14, 15, 18, 19, 20, 22, 23, 24, 25, 26, 27, 28, 33, 34, 35, 40, 41, 42, 43.

Cpl Carbe Orelana: pg. 4.

Col Chris Weicker, Rideau Hall: pgs. 15, 43.

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Official Residences

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

Residence of the Governor General at the Citadelle, 1 côte de la Citadelle, Québec, Quebec G1R 4V7

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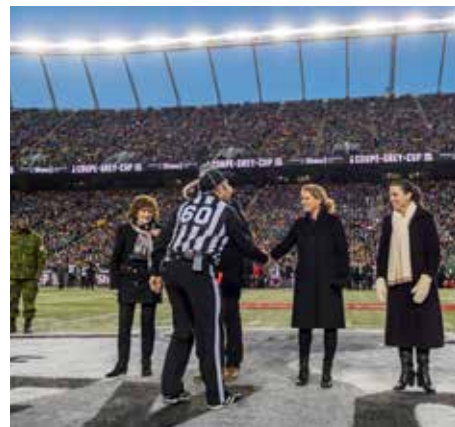
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Our Mission:

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

Our Vision:

Connect, inspire and honour Canadians



Message from the Secretary to the Governor General and Herald Chancellor

I am very pleased to present to Canadians the *2018-2019 Annual Report of the Office of the Secretary to the Governor General*, which covers the period of April 1, 2018 to March 31, 2019.

2018-2019 was a remarkable first full year of Her Excellency the Right Honourable Julie Payette's mandate, with the Office undertaking many exciting activities and initiatives to better connect, inspire, honour and serve Canadians.

Thanks to the dedication and hard work of our highly engaged employees, in collaboration with our partners, the highlights of the year were many. The Governor General conducted numerous visits abroad, travelled across the country, and met with members of our military at Canadian Armed Forces bases from coast to coast to coast. Everywhere Her Excellency went, she took the opportunity to promote great Canadian people, ideas and innovation. At Rideau Hall in Ottawa and at the Citadelle of Québec, the Governor General hosted many special events, gatherings, meetings and ceremonies, as well as welcomed dignitaries, recipients, and thousands of Canadians and foreign visitors.



The year also saw the expansion of our GGinteractive program—a signature initiative aimed at connecting the Governor General with students in classrooms across Canada for online discussions—and the launch of our GGactive program, designed to encourage healthy and active living among Canadians. During this period, we also advanced a number of priority areas and worked on several internal initiatives to improve capability, flexibility and adaptability in our workforce. As such, we continued to modernize the

technology of the Office and our processes to achieve greater efficiencies and to connect with Canadians. We were also excited to work on the permanent exhibit *Dare to Dream*, which can be seen at Rideau Hall.

The Office remains committed to supporting the Governor General as she fulfills her important responsibilities to Canadians: representing the Crown, representing Canada at home and abroad, showcasing excellence, serving as commander-in-chief of Canada, and connecting with Canadians.

I am grateful to our teams at both Rideau Hall and the Citadelle, and to our partners across the country, as well as the diplomatic and consular personnel around the world, for their individual and collective efforts in supporting the mandate of the Governor General, and for their ongoing dedication and professionalism. I look forward to working together to meet the challenges ahead and to our continued success.

Finally, to learn the latest about our activities, I invite you to follow us on our Website or @ **GGJuliePayette** on Twitter, Facebook, Instagram and YouTube.



Assunta Di Lorenzo
Assunta Di Lorenzo
Secretary to the Governor General and Herald Chancellor of Canada





Royal Assent ceremony in the Senate Chamber prior to the Centre Block renovations, December 2018.



State visit to Côte d'Ivoire, October 2018.



The Canadian Honours System recognizes excellence, bravery or dedication to service.



Ceremonial Guard at Rideau Hall, July 2018.



The Penouille Peninsula at Forillon National Park, Gaspé, Quebec, July 2018.

Office of the Secretary to the Governor General

At a Glance

The Office of the Secretary to the Governor General (OSGG) supports the Governor General in fulfilling the constitutional, State and ceremonial responsibilities of the role.

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 her capacity as commander-in-chief. These activities recognize outstanding achievement by Canadians and foster national identity, unity and pride in the country.

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: Rideau Hall, in Ottawa, and the Residence of the Governor General at the Citadelle of Québec. In 2018-2019, these sites were visited by approximately 300 000 people.

The Office, through the Chancellery of Honours, administers aspects of the Canadian Honours System, including the Order of Canada, the Decorations for Bravery, the Meritorious Service Decorations, the Polar Medal and the Sovereign's Medal for Volunteers. The Chancellery is also home to the Canadian Heraldic Authority, which is headed by the Governor General, and which creates and records heraldic emblems.

The Office comprises five (5) directorates: Policy, Program and Protocol (PPP), Communications, Human Resources, Corporate Services and the Chancellery of Honours. These teams work together to support the Governor General in her role as the Crown's representative in Canada, and in carrying out her 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 for each fiscal year.

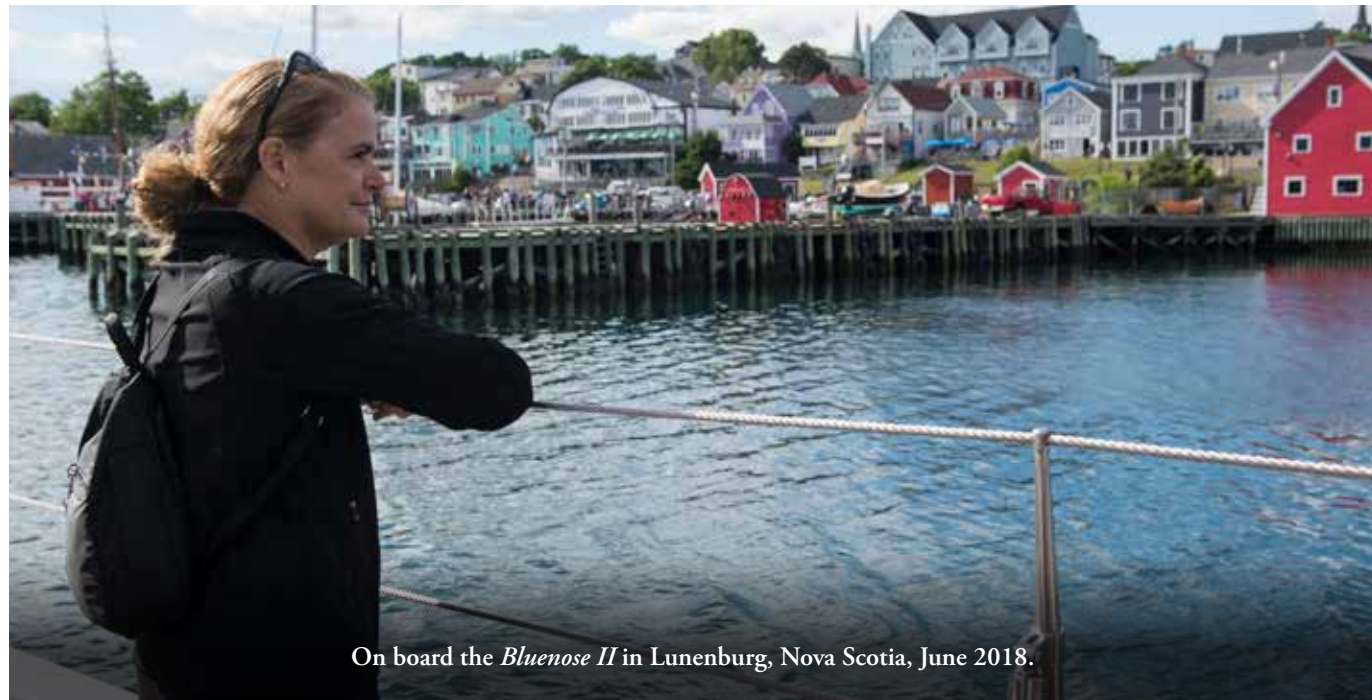
The Office works closely with the National Capital Commission, the Royal Canadian Mounted Police, the Department of National Defence, Public Services and Procurement Canada, Global Affairs Canada and the Department of Canadian Heritage.



Highlights of 2018-2019

On the way to Whitehorse, Yukon, November 2018.

Highlights of 2018-2019



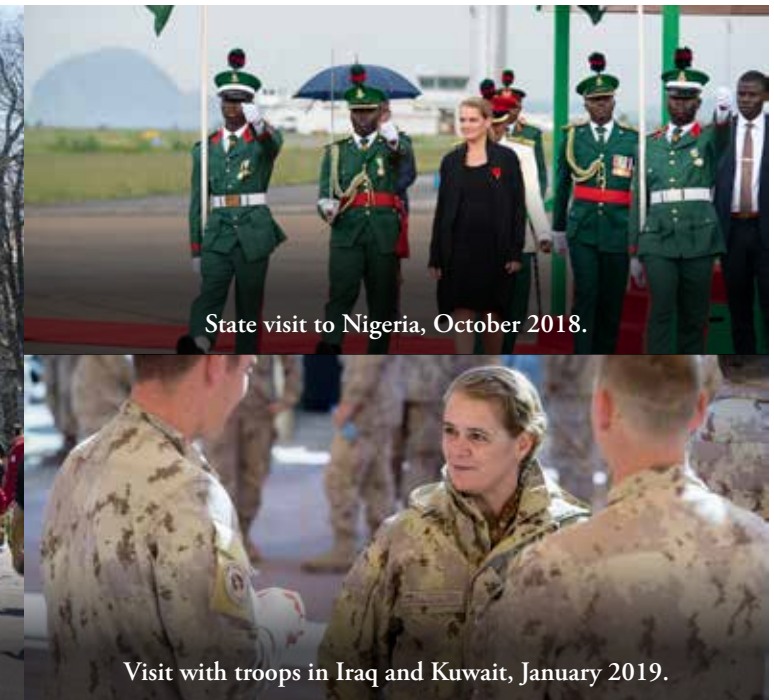
On board the *Bluenose II* in Lunenburg, Nova Scotia, June 2018.

From April 1, 2018, to March 31, 2019, the Office supported Governor General Julie Payette as she participated in hundreds of activities throughout the year, including those related to her constitutional and military duties, her power to convene, honours ceremonies, visits at home and abroad, diplomatic meetings and official visits from foreign dignitaries.

- Organizing 18 regional visits (32 communities) to Nunavut, Alberta, Prince Edward Island, Nova Scotia, Newfoundland and Labrador, Saskatchewan, Manitoba, Quebec, Ontario, British Columbia, New Brunswick and Yukon.
- Convening influencers and community leaders, including Order of Canada members, while in residence or during regional visits to foster further collaboration across the country.
- Officially opening the Canada Winter Games in Red Deer, Alberta.
- Launching GGinteractive (formerly eGG) and GGactive, two (2) signature initiatives of the mandate.
- Expanding the use of social media with the addition of an Instagram account to connect with younger Canadians. Increasing the number of followers, including international audiences, by 97 per cent (65 000 in 2017-2018 to 128 000 in 2018-2019) for all social media accounts.
- Visiting Canadian Armed Forces (CAF) personnel across the country, as well as those deployed to Kuwait and Iraq as part of Operation IMPACT.
- Participating in commemorative events in Belgium marking the 100th anniversary of the Armistice of the First World War.
- Hosting the world in Canada, at Rideau Hall and the Citadelle, we received 22 senior officials including heads of State, heads of government and representatives from international organizations.
- Participating in State visits to Burkina Faso, the Republic of Côte d'Ivoire and the Federal Republic of Nigeria.
- Conducting working visits to Chicago, Detroit, and New York, U.S.A.; and to the Republic of Kazakhstan.
- Representing Canada at the inauguration ceremony of the new president of Mexico.



Canada's Olympic and Paralympic teams at Rideau Hall, May 2018.



State visit to Nigeria, October 2018.



Visit with troops in Iraq and Kuwait, January 2019.

- Welcoming 29 new ambassadors and high commissioners to Canada during letters of credence ceremonies.
- Hosting the International Symposium on Honours and Heraldry, marking the 30th anniversary of the Canadian Heraldic Authority.
- Hosting 14 forums and expert discussions on a variety of topics including science and space diplomacy, volunteerism, and women in STEM (Science, Technology, Engineering and Mathematics).
- Hosting a celebration event at Rideau Hall for Team Canada following the PyeongChang 2018 Winter Olympic Games.
- Hosting six (6) public events on the grounds of Rideau Hall: Winter Celebration, Chamberfest, Halloween, the Inspection of the Ceremonial Guard, Storytime and the CHEO Teddy Bears' Picnic.
- Offering year-round guided tours of the Governor General's residence at the Citadelle (rather than periodically).



On board the CCGS *Amundsen*, in September 2018, with Dr. Mona Nemer, Canada's Chief Science Advisor, and the Honourable Kirsty Duncan, Minister of Science and Sport.

Representing the Crown in Canada



Royal Assent ceremony held in the Senate Chamber, Ottawa, June 2018.

Representing the Crown in Canada

The Governor General's key role is constitutional in nature and consists of ensuring a non-partisan, apolitical continuity of state while governments change. 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 grants Royal Assent to acts of Parliament, which turns them into law.

- There were seven (7) swearing-in ceremonies over the course of the 2018-2019 period, and Her Excellency gave Royal Assent to 28 bills. She signed more than 3 675 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 for outgoing Canadian heads of mission.
- On April 20, 2018, the Governor General unveiled a postage stamp to commemorate the 65th anniversary of Her Majesty The Queen's coronation, during a ceremony at Rideau Hall. This latest stamp features a portrait taken by renowned Canadian photographer Yousuf Karsh in 1951. Captured just months before Her Majesty's ascension to the Throne, the image was also the inspiration for Canada Post's original coronation series of stamps issued in 1953.



Unveiling of the commemorative postage stamp to mark the 65th anniversary of the Coronation of Her Majesty The Queen, April 2018.

Exactly 23 698 days ago—from June 2, 1953, to today—Her Majesty Queen Elizabeth II began her reign. That's almost 65 years ago! On that day, Her Majesty dedicated herself to her new role. She made a promise to us all: 'I shall strive to be worthy of your trust,' she said.

Governor General Julie Payette

*Canada Post Stamp Unveiling to Mark the 65th Anniversary of the Coronation of Her Majesty The Queen
April 20, 2018*

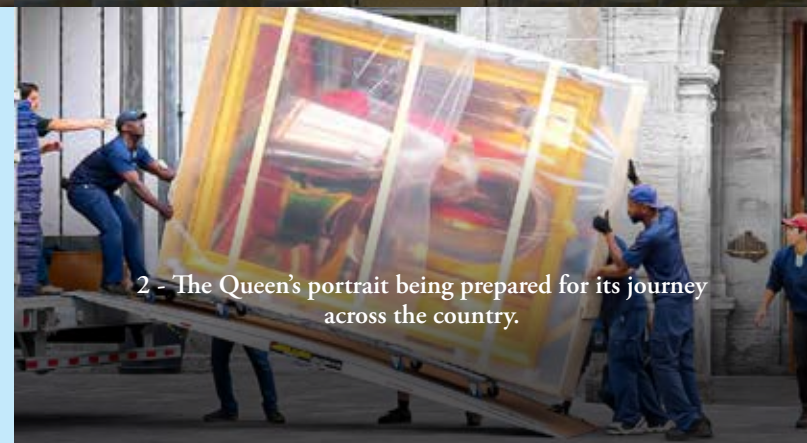


The Annual Conference of the Governor General, Lieutenant Governors and Territorial Commissioners held in Fredericton, New Brunswick, June 2018. Sadly, Lieutenant Governor of Saskatchewan W. Thomas Molloy (top row, 1st on the left) as well as Lieutenant Governor of New Brunswick Jocelyne Roy Vienneau (bottom row, 4th from the left) passed away in the summer of 2019.

- In June 2018, Her Excellency attended the Annual Conference of the Governor General, Lieutenant Governors and Territorial Commissioners, which was held in Fredericton, New Brunswick. This annual gathering is a forum for the exchange of information on viceregal responsibilities and other topics of mutual interest.
- The *Diamond Jubilee Portrait of Her Majesty Queen Elizabeth II* had been on display at Rideau Hall since 2012 (photo 1). In September 2018, it was taken down for the renovation of the Ballroom (photo 2) and, instead of being put in storage, it was decided that the portrait be sent to and displayed at provincial government houses across the country. First stop: Newfoundland and Labrador (photo 3).



1 - The *Diamond Jubilee Portrait of Her Majesty Queen Elizabeth II* at Rideau Hall.



2 - The Queen's portrait being prepared for its journey across the country.



3 - First stop: Newfoundland and Labrador with Lieutenant Governor Judy Foote, St. John's, September 2018.



Representing Canada at Home and Abroad

A piece of iceberg from the Petermann Glacier drifting in the Baffin Sea, Nunavut, September 2018.

Representing Canada at Home and Abroad

The Governor General represents Canada at home and abroad. She hosts foreign officials and accepts the credentials of new foreign heads of mission upon their arrival in Canada. She visits missions abroad and leads delegations of smart and talented Canadians to strengthen international ties and forge strong and lasting relationships with other countries.

- The Governor General visited West Africa from October 23 to 30, 2018. She undertook State visits to Burkina Faso (October 23 to 26), the Republic of Côte d'Ivoire (October 26 to 28), and the Federal Republic of Nigeria (October 28 to 30). Her visit to West Africa was an opportunity to highlight Canada's strong commitment to the African continent by emphasizing issues our countries are facing, including the importance of youth involvement in society, equality of opportunity, inclusion and diversity, democracy, access to education, promoting science and innovation, the impacts of climate change and the need to support the arts and culture.



At a school in Burkina Faso, Africa, October 2018.



FIRST Robotics Competition in Detroit, Michigan, April 2018.

- The Governor General conducted a working visit to the U.S. cities of Chicago, Illinois, and Detroit, Michigan, on April 26 and 27, 2018. This working visit provided an opportunity to promote collaboration and knowledge-sharing between the two countries and to position Canada as a valuable innovative, scientific and economic partner. The visit was also a chance to encourage young Canadians who participated in the finals of the FIRST Robotics Competition.
- The Governor General travelled to Mexico to represent Canada at the inauguration ceremony of the new president, His Excellency Andrés Manuel López Obrador, on December 1, 2018.
- From December 3 to 5, 2018, the Governor General undertook a working visit to the Republic of Kazakhstan. She travelled to the Cosmodrome in Baikonur for the launch of

Canadian astronaut David Saint-Jacques on his mission to the International Space Station. During this visit, the Governor General met with the President of Kazakhstan and senior officials, as well as attended an official luncheon with women leaders.

- As part of her visits with the troops in Kuwait and Iraq from January 18 to 21, 2019, Her Excellency also met with the Emir of Kuwait and the President of Iraq.
- During a working visit to New York, N.Y., in March 2019, Her Excellency met with António Guterres, UN Secretary-General. She also addressed ambassadors and permanent representatives of the UN on the topic of 'Working Together: Science Diplomacy in Action'.
- In honour of Canadians who fought during the First World War, the Governor General travelled to Belgium in November 2018.



“ Allow me to draw on the rich culture of this continent to illustrate the importance of collaboration. There is an African proverb that says, 'If you want to go fast, go alone. If you want to go far, go together.' ”

*Governor General Julie Payette
Addressing the National Assembly of Burkina Faso
October 24, 2018*



Soyuz Spacecraft Launch, Baikonur Cosmodrome, December 2018.



George Price Memorial, Le Rœulx, Belgium, November 2018.

In Canada, the Governor General welcomes foreign dignitaries on behalf of Canadians, for example:

- On June 8, 2018, at the Residence of the Governor General at the Citadelle of Québec, Her Excellency hosted heads of State, heads of government and heads of international organizations participating in sessions at the Charlevoix G7 Summit.
- On May 2, 2018, the Governor General hosted a dinner at Rideau Hall to mark the Diamond Jubilee of His Highness the Aga Khan as the 49th Hereditary Imam of the Shia Imami Ismaili Muslims.
- On May 7, 2018, Her Excellency hosted His Serene Highness Albert II, the Sovereign Prince of Monaco, during his visit to Canada.



Canada Games in Red Deer, Alberta, February 2019.



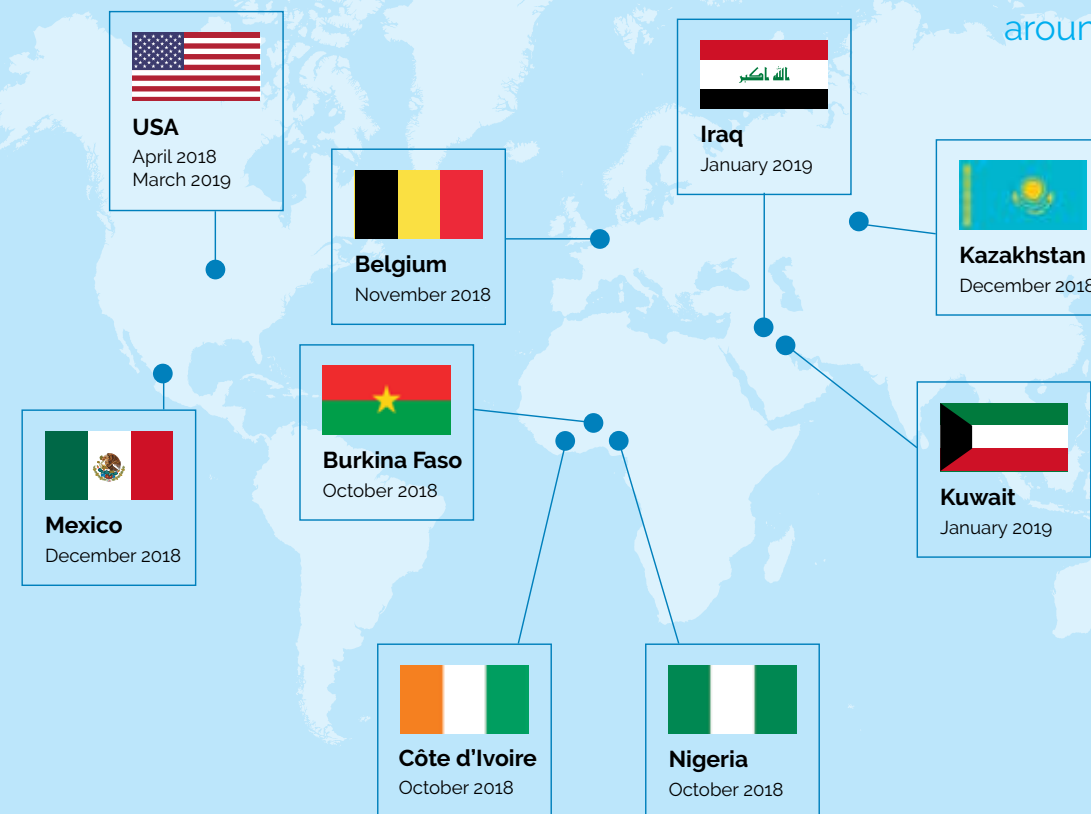
Charlevoix G7 Summit, the Citadelle, Québec, June 2018.



Presenting Prince Edward Island's Premier Wade MacLauchlan and Lieutenant Governor Antoinette Perry with a specially selected photo of the island as seen from space, June 2018.

VISITS ABROAD

80 000 km
around the globe



INCOMING VISITS



Flags of visiting dignitaries and international organizations, listed in order of visit date (left to right): NATO, the Aga Khan, Portugal, Monaco, Estonia, France, Vietnam, Argentina, Bangladesh, Haiti, Jamaica, Kenya, Marshall Islands, Norway, Rwanda, Senegal, Seychelles, South Africa, the United Nations, the World Bank, the International Monetary Fund, the Organization for Economic Co-operation and Development, NASA

LETTERS OF CREDENCE PRESENTED



Throughout the year, diplomats from 29 countries presented their letters of credence to the Governor General in order for them to carry out their duties as heads of mission, ambassadors and high commissioners of their respective countries.

Flags left to right, in order of presentation: Seychelles, Morocco, Kazakhstan, Cyprus, Congo, Tanzania, Peru, Bulgaria, Lesotho, Estonia, Slovenia, Slovakia, Denmark, Dominican Republic, Belgium, Portugal, Qatar, Mongolia, Egypt, Sri Lanka, Gambia, Uzbekistan, Colombia, Turkey, Cambodia, Switzerland, Pakistan, Côte d'Ivoire, Sweden



Meritorious Service Decoration presentation to Maestro Kent Nagano, Orchestre Symphonique de Montréal, May 2018.

Encouraging Excellence and Achievement

Canada is a nation of amazing people—open, tolerant and diverse—and one of the Governor General's most important responsibilities is to honour Canada's best and brightest. The Canadian Honours System (which includes the Order of Canada, the highest honour of our country), as well as a diverse range of Governor General awards, serve to recognize the achievements of people from our country.

In the past year, hundreds of recognition ceremonies—both large and small—were held at Rideau Hall and the Citadelle, the official residences of the governor general, as well as on the road. And because we celebrate excellence in all its forms, rain or shine, this year, for the first time in the history of Rideau Hall, an Order of Canada ceremony was held outdoors.

These honour programs are administered or supported by the Office. Every award ceremony is a team effort, and the Office always goes above and beyond to make every recipient feel special.

“Excellence is neither a given nor an accident. It is the result of clear intention, sincere effort and rigorous execution. Excellence is a deliberate choice amongst many alternatives, for it is our actions that determine our destiny.”

Governor General Julie Payette



Governor General's Performing Arts Awards Gala at the National Arts Centre, June 2018.

In addition to official honours, several prestigious awards are presented every year:

- the Governor General's Performing Arts Awards;
- the Governor General's Literary Awards;
- the Governor General's Awards in Visual and Media Arts;
- the Governor General's Innovation Awards;
- the Governor General's History Awards;
- the Governor General's Academic All-Canadian Commendation for student-athletes;
- the Michener Award for outstanding public service in journalism;
- the Natural Sciences and Engineering Research Council of Canada Awards, which celebrate Canada's top science and engineering researchers;
- the Social Sciences and Humanities Research Council Awards, which celebrate Canada's top social sciences and humanities researchers;
- the Governor General's Awards in Commemoration of the Persons Case;
- the Governor General's Commendations for Outstanding Service; and
- many other certificates and commendations for patron organizations.



Outdoor Order of Canada ceremony, Rideau Hall, September 2018.



Dr. Lewis Kay, recipient of the Gerhard Herzberg Canada Gold Medal for Science, Rideau Hall, May 2018.



Jeannette Corbiere Lavell, Order of Canada recipient for her work on Indigenous women's rights, September 2018.

The Canadian Honours System

2018-2019 (number of appointments/awards)

Total
12 908

ORDER OF CANADA: 208

5 COMPANIONS, 1 HONORARY COMPANION,
34 OFFICERS, 2 HONORARY MEMBERS
AND 166 MEMBERS

ORDER OF MERIT OF THE POLICE FORCES: 73

1 COMMANDER, 9 OFFICERS
AND 63 MEMBERS

MERITORIOUS SERVICE DECORATIONS (Civil Division): 78

26 CROSSES AND 52 MEDALS

POLAR MEDALS: 3

EXEMPLARY SERVICE MEDALS: 7 649

ORDER OF MILITARY MERIT: 106

5 COMMANDERS, 21 OFFICERS
AND 80 MEMBERS

DECORATIONS FOR BRAVERY: 82

4 STARS OF COURAGE
AND 78 MEDALS OF BRAVERY

MERITORIOUS SERVICE DECORATIONS

(Military Division): 69

9 CROSSES AND 60 MEDALS

SOVEREIGN'S MEDALS FOR VOLUNTEERS: 620

GOVERNOR GENERAL'S ACADEMIC MEDALS: 4 020



“Thank you again for an absolutely unforgettable day. It was a first-class event from start to finish. People never have a true appreciation for the work that goes on behind the scenes to make such an event happen. Job exceptionally well done by all of you!!”

*Brent I. Blackmore
Mr. Blackmore was invested as a Member of the Order of Merit of the Police Forces
January 2019*



“Honouring our parents' contributions to Canada was incredibly moving for our family, but the Governor General's way of being contributed to making the day memorable for life. We greatly appreciate the humour, grace and poise she brings to this important role.”

*Rozanne Kipnes – Daughter of Dianne and Irving Kipnes
Mr. and Mrs. Kipnes were invested as Members of the Order of Canada for their inspirational leadership and support for the arts, health care and education
September 2018*



Presentation of coats of arms to Commissioner of Nunavut Nellie Taptaqut Kusugak and to Lieutenant Governor of Nova Scotia Arthur J. LeBlanc, Fredericton, New Brunswick, June 2018.

Heraldry

The Canadian Heraldic Authority, headed by the governor general, creates new heraldic emblems (coats of arms, insignia, flags and military badges) for Canadian institutions and individuals. During the year, 252 heraldic emblems were granted or registered including, for example, the Canada Pride Citation of the Government of Canada, as seen below, and the coat of arms for Ms. Assunta Di Lorenzo, Secretary to the Governor General, as seen on page 5.

From May 30 to June 1, 2018, the Chancellery of Honours hosted an International Symposium on Honours and Heraldry that was attended by more than 100 delegates from across Canada and abroad. The symposium was the first event of its kind to be undertaken by the Chancellery, and focused on honours administration and Indigenous emblems.



Canada Pride Citation Insignia

The double-arrow shape represents the importance of remembering the past and the injustice done to LGBTQ2 Canadians working within the federal public service, the RCMP or the Canadian Armed Forces.



Shields being painted by Cathy Bursey-Sabourin, Principal Artist and Fraser Herald, at the Canadian Heraldic Authority.

Serving as Commander-in-Chief of Canada



Canadian Forces Snowbirds performing at home in front of family and friends at 15 Wing Moose Jaw, Saskatchewan, October 2018.

Serving as Commander-in-Chief of Canada

As commander-in-chief of Canada, the Governor General supports veterans and all the men and women in uniform who serve the country. She recognizes their merit and bravery by attending commemorations and by awarding military honours and decorations. The Governor General also visits Canadian Armed Forces (CAF) personnel and their families at home and abroad. She presents new colours and signs all commissioning scrolls of officers serving in the Forces.

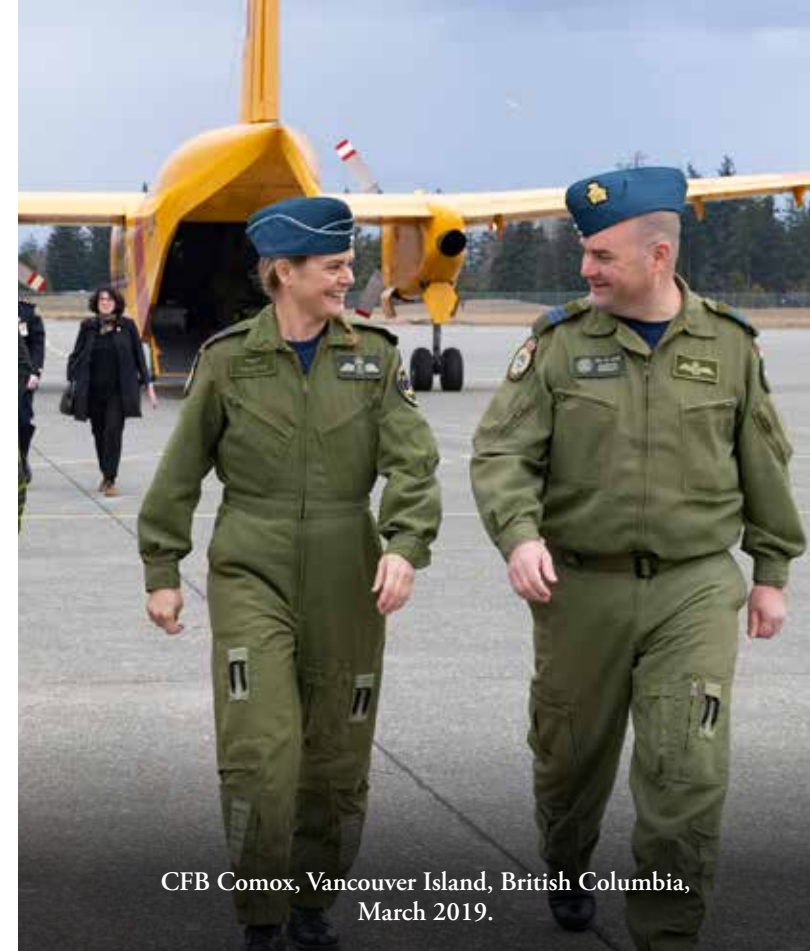
- On June 14, 2018, Her Excellency met with the Armed Forces Council, the senior military body of the CAF, which meets regularly to advise the chief of the Defence Staff on a broad range of military matters pertaining to the command, control and administration of the Forces.
- On June 27, 2018, the Governor General visited 12 Wing Shearwater to celebrate 100 years of maritime aviation in Canada. Her Excellency also met with instructors and students at 406 Squadron who operate and maintain the state-of-the-art CH-148 Cyclone, the most advanced maritime helicopter of the Royal Canadian Air Force. Later that day, she also opened the 40th Royal Nova Scotia International Tattoo, in Halifax.



CH-148 Cyclone helicopter flight, 12 Wing Shearwater, Nova Scotia, June 2018.

Whether deployed abroad or serving here at home, our men and women in uniform work tirelessly with courage, integrity and devotion.

*Governor General Julie Payette
Royal Nova Scotia International Tattoo
June 27, 2018*



CFB Comox, Vancouver Island, British Columbia, March 2019.



100th anniversary of the Armistice of the First World War, Belgium, November 2018.

- The Governor General visited 5 Wing Goose Bay in Newfoundland and Labrador on September 21, 2018. Its primary mission is to support North American Aerospace Defense Command (NORAD) operations for the projection of air power on the north and northeast coasts of Canada. During her visit, and in recognition of Goose Bay's historical role as an emergency landing site for the Space Shuttle program, the Governor General presented to the base's museum copies of the original flight procedures used while in space.
- On October 16, 2018, Her Excellency was the reviewing officer for the commemorative parade of the Royal Canadian Logistics Service on its 50th anniversary, on Parliament Hill.
- On October 19, 2018, at 15 Wing Moose Jaw, Her Excellency joined family and friends of the Canadian Forces Snowbirds as they performed the last demonstration of their 48th season.

She also toured flight school facilities and met with instructors and students of the NATO Flying Training in Canada (NFTC) program.

Her Excellency commemorated Remembrance Day and the 100th anniversary of the Armistice of the First World War at events in Canada and Belgium. On November 10, 2018, she attended ceremonies in Mons and Le Rœulx, Belgium, to recognize Canada's efforts in the liberation of Europe during the First World War.

- The following day, on November 11, 2018, the Governor General attended the Remembrance Day Ceremony at the National War Memorial, in Ottawa. She was accompanied by Ms. Anita Cenerini, the 2018 National Silver Cross Mother, who lost her son, Private Thomas Welch, on May 8, 2004. This marked the first time the Royal Canadian Legion appointed a Silver Cross Mother whose child died by suicide.

- On November 27, 2018, at 17 Wing Winnipeg, Her Excellency visited the Combined Air Operations Centre, the nerve centre of the Air Force. She also met with the crews of 402 Squadron (School for Air Combat System Officers) and 435 Squadron (Transport and Rescue). 17 Wing supports 113 units stretching from Thunder Bay, Ontario, to the Saskatchewan–Alberta border, and from the 49th parallel to the High Arctic.
- To show her support for the troops, Her Excellency visited with CAF members deployed to Kuwait and Iraq as part of Operation IMPACT, from January 18 to 21, 2019.
- The Governor General visited the armoury of Les Voltigeurs de Québec on February 13, 2019.

Les Voltigeurs de Québec was founded as a rifle regiment in 1862 and now operates as a Canadian Army Reserve light infantry unit.

- On March 11, 2019, the Governor General visited 19 Wing Comox on Vancouver Island. She witnessed a search and rescue (SAR) exercise on board the CC-115 Buffalo aircraft. She visited 442 Transport and Rescue Squadron, which operates the Buffalo aircrafts and the CH-149 Cormorant helicopters as well as 407 Long Range Patrol Squadron, which operates the CP-140 Aurora. 19 Wing provides search and rescue for western Canada, maintains Canada's maritime sovereignty and assists other government departments in tracking illegal fishing, migration, drugs and pollution.



Launch of the 2018 National Poppy Campaign, Beechwood National Memorial Centre, Ottawa, October 2018.

- Throughout the year, the Governor General recognized exceptional contributions made by members of the Canadian Armed Forces with the granting of the Order of Military Merit and Meritorious Service Decorations (Military Division) to highlight specific achievements that brought honour to the Forces and to Canada. (Please refer to the "Encouraging Excellence and Achievement" section of this report for a further breakdown of the decorations presented to military members throughout the year.)



Members of the 1st Canadian Ranger Patrol, Whitehorse, Yukon, November 2018.



CC-138 Twin Otter, Nunavut, August 2018.

Connecting with Canadians



In front of the Saskatchewan Legislative Building in Regina, Saskatchewan, October 2018.

Connecting with Canadians

The Governor General participates in commemorative ceremonies and national celebrations, provincial and territorial visits, and community activities across the country. She also hosts events at both official residences: Rideau Hall in Ottawa, and the Residence of the Governor General at the Citadelle of Québec. In 2018-2019, the Office supported the Governor General's numerous activities.

Visiting Canadians

- Her Excellency visited Canadians in Newfoundland and Labrador, Nova Scotia, Prince Edward Island, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, Yukon and Nunavut.
- On September 24, 2018, the Governor General went into the community to encourage Ottawa-Gatineau residents impacted by a tornado, and to thank first responders and the many volunteers who assisted the tornado victims.
- The Governor General officially opened the Canada Winter Games in Red Deer, Alberta, on February 15, 2019, and encouraged athletes at a variety of sporting events.
- On October 20, 2018, Her Excellency visited the Humboldt Broncos Memorial Exhibit and presented two Governor General's Commendations for Outstanding Service. The first commendation was presented to the first responders, citizens and volunteers who came to the aid of the Humboldt Broncos hockey team in the aftermath of the devastating bus crash on April 6, 2018. The second was presented to the citizens of the City of Humboldt and the surrounding areas.
- In November 2018, Her Excellency accompanied the dynamic volunteers of the Bear Clan Patrol in Winnipeg.



Canada Day celebration on Parliament Hill, Ottawa, July 2018.

What makes our country welcoming, prosperous and vibrant is you: Canadians and all those who have chosen to live here with us. It is our openness, our deep sense of fairness and our unique diversity of people that define us as a country.

*Governor General Julie Payette
Canada Day
July 1, 2018*



The Bear Clan Patrol, Winnipeg, Manitoba, November 2018.



The Humboldt Broncos Memorial Exhibit, Saskatoon, Saskatchewan, October 2018.

Communicating with Canadians

Social Media/Website/Messages

- The Governor General interacts regularly with more than 128 000 followers through social media. This represents a 97 per cent increase in followers over the previous fiscal year.
- The Governor General's online presence grew with the addition of an Instagram account to connect with younger Canadians. These platforms feature a greater variety of content such as video, infographics and images to illustrate the important work done by the Office.
- The Office continues to find ways to communicate with Canadians by continuously updating its website, resulting in 942 670 visits and 3 211 515 page views by 720 848 unique users.
- The Governor General gave hundreds of formal speeches and remarks at various events. She also provided numerous video and written messages to organizations throughout the country.
- The Governor General also sent out more than 5 000 letters and close to 23 000 birthday and wedding anniversary greetings.

Convening Canadians

- The Governor General hosted several forums and expert discussions on topical issues, such as:
 - The importance of digitization in Canada.
 - The positive impact of international collaboration and space research.
 - Volunteerism in the development sector. Discussions with experts as well as with elected officials and politicians.
 - Collaboration: Science and Diplomacy in Action
 - The role of women in STEM (Science, Technology, Engineering and Mathematics)
- During regional visits, the Governor General regularly convened influencers and community leaders, including Order of Canada members, to foster further collaboration across the country.
- The Governor General welcomed over 200 Olympians, Paralympians and coaches to Rideau Hall on May 9, 2018, to celebrate their success at the PyeongChang 2018 Olympic Winter Games.

2018-2019 – Number of Visitors to the two Official Residences

Close to 300 000 visitors came through the doors or visited the grounds of Rideau Hall and the Citadelle, the two official residences of the governor general, for events such as Open House, Chamberfest performances, Storytime at Rideau Hall, Winter Celebration, the Inspection of the Ceremonial Guard, the CHEO Teddy Bears' Picnic and Halloween.

275 188
at Rideau Hall

17 859
at the Citadelle



GGactive events in Ottawa, Ontario; Victoria, British Columbia; and St. John's, Newfoundland and Labrador.



Students speaking with the Governor General during a GGinteractive event, September 2018.

GGactive

On July 13, 2018, at Forillon National Park in Gaspé, the Governor General launched GGactive, an initiative that encourages Canadians to get moving and stay active. This was followed by, amongst others, a GGactive hike in St. John's, Newfoundland and Labrador, and a GGactive walk in Regina, Saskatchewan. During her visits across the country, Her Excellency made a point to invite people of all ages to join her in a physical activity and to enjoy the outdoors, whether on foot, by bike, on skates or by canoe.

Follow us on social media and join us the next time!

GGinteractive

On September 29, 2018, Her Excellency launched a pilot of GGinteractive (formerly eGG)—an online conversation with students that gives them an opportunity to connect with the Governor General to learn more about her role and responsibilities. GGinteractive provides students from across Canada with a fun and exciting opportunity to meet and speak with Her Excellency and to ask questions about her experience in office, as a Canadian astronaut and everything in between. By having these sessions, the Governor General hopes to encourage, motivate and inspire the next generation of Canadians. In 2018-2019, while this initiative was being piloted, Her Excellency engaged with more than 400 students online.

“ We will remember this experience for a very long time. You gave us a warm welcome and generously answered our questions. Your answers were accessible and allowed us to learn more about your role and your responsibilities. We loved hearing about your life and your background. We could feel your passion—we could see it in your eyes! *(translation)* ”

*Student Rémi Lavoie
École Paul-Hubert
Rimouski, Quebec*

Office Operations

The Office of the Secretary to the Governor General has modernized its organizational structure to achieve greater efficiencies in the support it provides to the Governor General of Canada. This structure is comprised of the following five (5) directorates: Policy, Program and Protocol (PPP); Communications; Human Resources; Corporate Services and the Chancellery of Honours. These changes reflect the growing importance we place on our employees and our communications with Canadians.

In 2018-2019, the Office continued to modernize its work environment, operations and services by undertaking numerous initiatives, including:

- Recognizing employee excellence through the presentation of 36 awards to those who demonstrated outstanding leadership, service, creativity, collaboration, civility and respect.
- Adopting innovative recruitment strategies and new, advanced training methods to increase diversity and broaden the knowledge base among new guides who welcome visitors to the official residences.
- Installing WiFi to enhance the visitor experience at both official residences, as well as to enable a modern and mobile workforce in support of the Governor General.
- Reducing processing time by automating data transfer between web forms and internal databases.
- Limiting the use of paper in the workplace through the use of modern mobile devices and the adoption of a document management system.
- Meeting sustainable development requirements by replacing aging vehicles at the end of their life cycles with hybrid models.

Figure 1: 2018-2019 Financial Summary for the Office (in millions)

Governor General Support	\$ 13.44
Internal Services	\$ 6.84
Statutory (non-discretionary) Expenditures	\$ 2.90
Total:	\$ 23.18

(The complete **2018-2019 Financial Statements** of the Office of the Secretary to the Governor General are available on our website at www.gg.ca/Reports)

Support from Other Government Departments

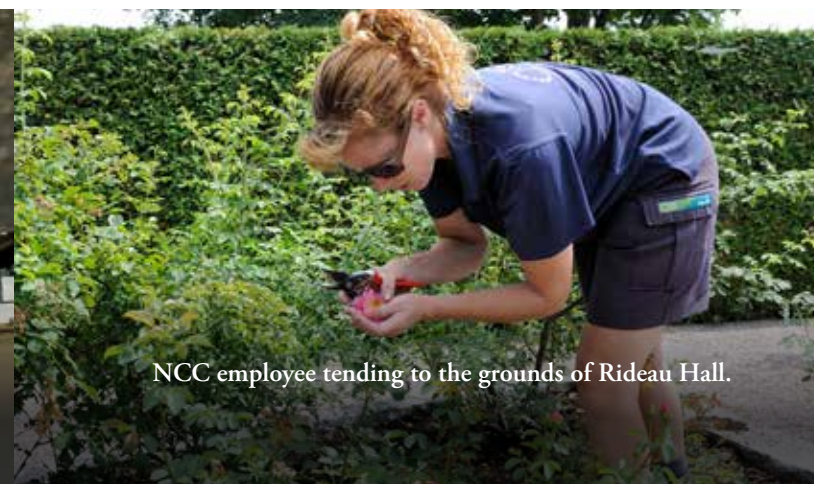
In addition to the support provided by the Office, six (6) federal government departments and agencies are also mandated to support the activities of the Governor General. The funds allocated to this role and spent directly by the following organizations from their budget appropriations amounted to \$23.7 million.* This represents a 13 per cent decline in spending over the last fiscal year.

- The National Capital Commission 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 provides support in matters related to the security of and personal protection services for the Governor General, domestically and abroad.
- The Department of National Defence provides logistical support and transportation for the Governor General in an official capacity.
- Public Services and Procurement Canada provides the Office with accommodation and logistical support for the Residence of the Governor General at the Citadelle of Québec and the Chancellery of Honours.
- Global Affairs Canada advises the Governor General on all matters related to foreign policy, and funds activities related to incoming State visits, 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, which is the lead department for such activities as Royal tours, State funerals, national memorial services and special anniversary celebrations.

* For further details on these departmental and agency expenditures, please contact the organizations involved, or visit their websites.



Guide-interpreters at both official residences.





NCC employee tending to the grounds of Rideau Hall.





Logistical and security detail accompanying Her Excellency in action during an event.

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