

# **ANNUAL REPORT ON OFFICIAL LANGUAGES**

**2009 – 2010**



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## Message from the Minister

I am pleased to present the seventh Annual Report on Official Languages of the Northwest Territories (NWT) covering the fiscal year from April 1<sup>st</sup> 2009 to March 31<sup>st</sup> 2010.

The Government of the Northwest Territories (GNWT) and Aboriginal organizations are aware that the use of our Aboriginal languages has declined over the past years. We also realize there are many factors influencing the decline in the use of our languages. We risk continuing this trend unless we work together to reverse it. To help us in our efforts, we held an NWT Aboriginal Language Symposium in March 2010. The discussions and information from this Symposium form the basis of a renewed strategy for supporting our Aboriginal languages.



This year, we undertook an evaluation of a pilot project, a French Language Single-Window Service Centre (Services TNO). The evaluation concluded that Services TNO is a successful example of the Single-Window Service concept, and it is a worthwhile endeavour for the GNWT as an important step towards fulfilling our Official Language obligations in providing a service that meets the needs of Francophone people in the NWT.

This Report is a review of the progress we made in the past year towards language promotion and development and delivery of language programs and services.

I want to acknowledge and thank the many organizations and individuals who contributed to the enhancement, maintenance and revitalization of our Official Languages in the NWT.

Masi,

A handwritten signature in black ink, consisting of a large, stylized 'J' and 'L' followed by a smaller signature.

Honourable Jackson Lafferty  
Minister Responsible for Official Languages

## Introduction

The Government of the Northwest Territories (GNWT) has a clear mandate to work with Aboriginal languages communities, the French community and leadership to address issues affecting languages and cultures in the NWT.

It is apparent that English is the dominant language of work, school, governance and media. Aboriginal languages use has visibly declined, particularly among youth. It is therefore necessary to double our efforts and reverse this trend to get Aboriginal languages back on a growth pattern. There is a growing desire to strengthen and support languages in the NWT, but this must be a collaborative initiative among all language communities to take advantage of best practices and successful innovation in language revitalization efforts.

This Report outlines the progress achieved in 2009-2010 and is intended as an annual review of activities under the *Official Languages Act* of the NWT.



## **Achievements: Ongoing implementation of GNWT Response to the Final Report – Special Committee on the Review of the *Official Languages Act* (March 2003)**

### **1. The Review of a Strategy for Supporting Aboriginal Languages of the NWT**

In the latter part of the 1990s, the Department of Education, Culture and Employment (ECE) consulted with communities on a variety of issues while developing its long-term strategic plan. As a result, a Strategic Plan for Aboriginal Languages was developed through the document: “*Revitalizing, Enhancing and Promoting Aboriginal Languages: Strategies for Supporting Aboriginal Languages*”. This document outlined what the GNWT was currently doing and planning to do to support the vision of healthy Aboriginal languages. The document was intended to be a ‘work in progress’ and modified as Aboriginal language communities continued to articulate their needs, define their priorities and take greater responsibility for achieving their language goals.

In 2008, ECE proposed to undertake a renewal of the Aboriginal Languages Strategy in collaboration with its key partners including Aboriginal language communities and GNWT departments, boards and agencies. The first step in this process is conducting a review of the current Strategic Plan for Aboriginal languages. The second phase is renewing the Strategy.

The contract for the Review of the Strategy for Supporting Aboriginal Languages of the NWT was awarded to the Genesis Group of Yellowknife. The final Report was submitted in November 2009. The recommendations and information from this Report forms part of the development of a GNWT Aboriginal Languages Strategy.

### **2. Official Languages Board and Aboriginal Languages Revitalization Board**

In 2004, two statutory boards were established under authority of the *Official Languages Act*. The Official Languages Board includes one member representing each of the 11 NWT Official Languages and advises the Minister on matters related to the administration and delivery of services by the GNWT. The Aboriginal Languages Revitalization Board includes one member representing each of the nine Official NWT Aboriginal languages and advises the Minister on matters related to programs and initiatives that promote, enhance, maintain and revitalize Aboriginal languages.

All members of the two Language Boards were appointed for a two-year term pursuant to the provisions of the *Official Languages Act* and relevant regulations.

The term of office for all members of the two Language Boards expired on March 31, 2010. A letter from the Minister was sent to all language communities asking for nominations to the Languages Boards.

The Official Languages Division provides administrative support to the Boards. This is primarily in preparation of correspondence, meeting arrangements, preparation of Minutes, and travel arrangements.

### 3. Building Human Resources Capacity in the Official Languages

In January 2007, ECE provided funding to the Yamoza Kue Society to collaborate with the Akaitcho Territory Government to develop and deliver a series of six basic Interpretation and Translation (I/T) training modules supplemented by a practicum. Each of the modules is one week long and builds on the previous module. The purpose of the pilot training is improving the quality of Aboriginal Interpreter/Translator services in NWT communities.

The two-year interpreter/translator pilot training project ended in March 2009. Elders and participants fluent in the Chipewyan language came from the communities of Fort Resolution, Fort Smith, Łutsel K'e and Dettah/Ndilo. Official Languages developed the course content of the pilot project in cooperation with the community and the content is adaptable to community needs.

Yamoza Kue Society received further funding in August 2009 to complete the development and production of the training manual for the community-based Interpreter/Translator training modules delivered as a pilot project in the Akaitcho region. Once completed, the training modules will be available to all language communities as a resource guide to train local interpreter/translators.



## **Achievements: Official Languages in Education**

### **1. Early Childhood Programs**

Early Childhood programs provide learning environments that meet young children's developmental needs. Early childhood programs can be full or part-time programs and are available for children prior to entering the formal school system.

#### **Language Nests Programs**

Early immersion settings provide young children with the opportunity to become fluent in their first language. The younger a child, the easier it is for language acquisition. The GNWT recognizes this important opportunity and provides existing early childhood programs with targeted funding to support the development of early childhood Aboriginal language environments through 'language nests'.

In 2009-10, 19 Early Childhood Programs, at least one site in each of the nine Official Aboriginal languages, received direct support to create a Language Nest. These programs are in 17 of the 33 NWT communities.

The language used at these sites varies from complete immersion to second-language learning. The level of immersion is dependent on the language ability of the Early Childhood Program staff, which can be a challenge in communities where the Aboriginal language has very few speakers.



Staff from each Language Nest attended a workshop held in October 2009. The workshop focused on incorporating language and cultural activities through the daily practices, routines and activities in an early childhood program. Participants left the workshop with a number of 'hands on' approaches to immerse children in the local language and culture and the draft of an assessment tool to begin the process of monitoring language acquisition.

### **2. School Programs**

#### **Aboriginal Language Curriculum**

The Aboriginal language and culture-based education funding is allocated to the District Education Councils (DECs) according to the following formula and calculated using the Full-time Equivalent (FTE) of Aboriginal students K-12.

The base funding of one hundred thousand dollars (\$100,000) and ten thousand dollars (\$10,000) (x number of communities) minus one + (Aboriginal FTE) x (one hundred and twenty thousand dollars (\$120,000)). Aside from this funding, the DEC's receive additional funding for Aboriginal languages from the Canada-NWT Cooperation Agreement for French and Aboriginal Languages. In turn, the DEC's project their budgets for such contributions to develop materials solely for the schools. How DEC's/DEA's allocate funding to various projects solely lies with them.

The Beaufort-Delta Divisional Education Council (BDDEC) in partnership with the Inuvialuit Regional Corporation and Gwich'in Social and Cultural Institute continue to put a process in place to use the Inuvialuktun and Gwich'in 2<sup>nd</sup> Language Curriculum K-12, they developed in 2005.

The development of an Aboriginal Dene language curriculum continues for the Dene Languages: Chipewyan, South Slavey, North Slavey, Tłıchǰ and Gwich'in. ECE tasked a working group, consisting of representatives from ECE, District Education Councils (DEC's) and District Education Authorities (DEA's), to develop the Dene Language Curriculum at monthly scheduled meetings. A draft Dene Language Curriculum was to be finished by the end of June 2010 and rolled out to the schools as a pilot in September 2010. The complexity of developing an Aboriginal Language Curriculum that represents the five Dene languages of the NWT accurately and takes in the Dene teachings in the Dene Kede curricula effectively, are only two of many challenges that delay the completion of the Dene Language Curriculum. A draft Dene Languages Curriculum based on Dene Kede is set for completion in the 2010-11 school year.

The final stage of the development of the *Dene Kede: Trails to Becoming* CD-ROM is near completion. *Dene Kede: Trails to Becoming* is an interactive game in which teachers independently work through the process of understanding Dene Kede curricula from the perspective of Dene worldview. The CD is a resource tool to assist teachers to integrate the Dene Kede curricula in all subject areas.

### **French Minority Language in Education and French as a Second Language Instruction**

Under the Official Languages in Education Protocol 2009-2013, signed between the Federal Department of Canadian Heritage and the Council of Ministers in Education of Canada (CMEC), ECE signed a four-year Agreement to provide funding for French Minority Language Education, and French as a Second-Language Instruction (French Immersion and Core French programs). This new Agreement offers funding divided by language objectives. In both cases, projects must fall under four categories:

- student participation;
- provision of programs;
- enriched school environment; and
- support of education staff.



Ninety-six percent of the Federal funding goes to DEC's for their language projects.

At the Commission scolaire francophone des Territoires du Nord-Ouest, most of the funding for French Minority Education goes toward staffing in the different categories. With the funds, the school board hired staff to increase the number of homeroom teachers to provide full-time secretaries/librarians to each of the schools and to allow for full-time principals. All these initiatives provide the Commission with school standards more comparable to the community schools in Yellowknife and Hay River.

The Federal funding also further develops the Collège des Territoires du Nord-Ouest. This progressing project offers post-secondary programming in French in the Territories. Although no post-secondary courses were offered, adult education training, in the field of languages, was delivered. The Collège administrative staff communicated with Aurora College and plan further talks to see if the two institutions can work together for the benefit of both parties.

Under the language objective of French as a Second-Language instruction, DEC's received funding to support their educational initiatives in French programming. Most of the funding was used for staffing. Five DEC's hired staff to complement their Core French programming for Grades 1 to 12. Two DEC's used the funding for their French Immersion programs. Finally, one DEC used the funding toward Intensive and Enhanced French courses.

## Teaching and Learning Centres

Teaching and Learning Centres (TLCs) in the NWT provide support to the Aboriginal Language and cultural programs in schools including:

- developing and producing resources;
- coordinating training for Aboriginal language instructors and Early Childhood Educators;
- coordinating language and culture camps;
- assisting with program planning and delivery;
- planning for regional education conferences; and
- conducting in-services for the infusion of Dene Kede and Inuuqatigiit into all core subject areas.



In addition to their usual support to schools, most of the TLC coordinators were involved in the process of drafting a Dene language curriculum. This process involved extensive meetings throughout the year.

They also developed a 2010-12 Workplan for the Dene curriculum, compiled a list of resources identifying appropriate grade levels, developed a shared e-folder and discussed areas of concern identified in the gap analysis last year.

### 3. Teacher Training



Teachers from the NWT are an essential element in providing the knowledge and expertise necessary to firmly build our system on the foundation of the Aboriginal perspective.

We have two streams of teacher training. The first is the training of people to teach in our schools in the core curriculum areas. The second stream trains

Aboriginal language and cultural instructors to teach the Aboriginal languages.

#### **Aurora College Teacher Education Program (TEP) and Aboriginal Language and Cultural Instructor Program (full-time ALCIP)**

The Aurora College Teacher Education Program, in partnership with the University of Saskatchewan, prepares Aboriginal and Northern teachers for NWT schools. Through this partnership, Aurora College delivers a four-year Bachelor of Education at Thebacha Campus in Fort Smith, with an option to exit with a Diploma after the third year. Teacher Education Program (TEP) Access years are delivered at all three regional campuses.



In addition, there are opportunities for community-based delivery of the Teacher Education Diploma and the option of teaching within the NWT or completing the fourth year of the Degree program at either the Thebacha Campus or via transfer to the University of Saskatchewan.

In 2007-08, the Tłıchǫ Region offered the first of the TEP Diploma and the first of the ALCIP Diploma. Four students successfully completed the first year of the TEP Diploma and an additional three enrolled for the 2008-09 academic year. Nine students successfully completed the first year of the ALCIP Diploma and nine students convocated from the program in June 2009.

Community-based delivery of the first year of the ALCIP Diploma is now taking place in the Beaufort-Delta Region. The Diploma is a twenty-course program embedded in a language acquisition philosophy using cultural camps and classroom instruction. The program features revised courses and new courses in technology application, classroom management, drama, linguistics and culture-based curricula.

The ALCIP Advisory Committee provided guidance for course developers and vetted each course for both years of the program. They continued their involvement throughout program implementation in order to advise on an as needed basis. A review of the Tłıchq ALCIP was completed in March, 2010. The ALCIP Advisory Committee continues to be involved in determining if there are changes needed to the program design or delivery model. This is done in partnership with Aurora College and the Tłıchq TEP and ALCIP Advisory Committee, as well as ECE, and benefits the Beaufort-Delta ALCIP Program.

Aurora College TEP and ALCIP (full-time diploma) are funded through the GNWT Strategy for Teacher Education, ECE's Official Languages Division (part-time, regional ALCIP delivery), and the Aurora College base budget. ECE intends to offer increased opportunities for full-time community-based teacher education programming across the NWT, for both TEP and ALCIP. In 2009-10, a Community Educator Preparation Program (CEPP) started in the Beaufort-Delta Region, with full-time delivery in Inuvik. The intent of the program develops academic skills, with integration of Beaufort-Delta languages, cultures and history in order to prepare students for TEP Access and ALCIP Year One Programs in 2010-11. This delivery model is similar to the Tłıchq model.

Twelve students completed CEPP in June, 2010. Ten students are enrolled in the ALCIP Diploma Program and 10 students are enrolled in the TEP Access Program for the 2010-11 academic year. ALCIP Diploma students complete their diploma in 2011-12 and TEP Diploma students complete theirs in 2013-14.

### **Part-time Delivery of Aboriginal Language and Cultural Instructor Program (ALCIP Certificate Program)**

In 2009-10, Aurora College continued to offer part-time courses from the Aboriginal Language and Cultural Instructor Program (one-year certificate) throughout the North Slave, Sahtu, Dehcho, South Slave and Beaufort-Delta regions. Students from the Sahtu region attended a course offered in the Dehcho, as well. Partnerships with Divisional Education Councils, District Education Authorities, Language Centres and First Nations Government Agencies made this part-time delivery possible.

Six regions received seven courses delivered on a part-time basis. There were sixty-five participants in 2009-10, a slight increase from the fifty-nine participants in 2008-09. ECE provided funding through Aurora College to support the delivery of these courses and Aurora College worked closely with the Divisional Education Councils to make the course delivery possible.

Currently employed Aboriginal language teachers, Special Needs Assistants, Language Nest staff and Early Childhood Educators took the part-time courses. In order to limit time away from classroom teaching, some part-time ALCIP courses were offered as job-embedded delivery at the school board's request.

**2009-2010 Participant Information by Region**

<b>Region</b>	<b>Courses</b>	<b>Withdrawals/Incompletes</b>	<b>Completions</b>
Sahtu (joint delivery in Dehcho region)	1 p/t	0	4
Dehcho	1 p/t	0	7
South Slave	2 p/t	0	20
North Slave/ Yellowknife	1 p/t	0	9
Beaufort-Delta	2 p/t	0	25
Beaufort-Delta (CEPP)	21 f/t	9	12
<b>Total</b>	<b>6 p/t</b> (with Sahtu / Dehcho joint delivery) <b>21 f/t</b>	<b>9</b>	<b>77</b>

ECE provides funds to Aurora College for an Aboriginal Language and Cultural Instructor Program Coordinator. This position is invaluable for extending delivery of courses through strengthened partnerships with the Teaching and Learning Centres, the Divisional Education Councils, and the College.

A summary of actions taken in 2009-10 based on the ALCIP Coordinator's 2008-09 recommendations:

1. *Dene Kede* used the *Specific Language Expectations* to put together a reading package of teaching approaches for Aboriginal languages instructors. One of the underlying philosophies of ALCIP is *Dene Kede*, which is seen as a foundation for many aspects of the program. *Dene Kede* integrates both culture and language sections so that there are no separations in teaching a first or second language learner.
2. The *Curriculum Planning for Aboriginal Language Teachers: 219-127* was not taught this year. However, based on past successful delivery in the North Slave, South Slave and Dehcho regions, it will be team taught, whenever possible. It continues to be a very practical, activity-based course where students are involved in examining *Dene Kede* K-9 thoroughly and then using *Dene Kede* to develop year plans, thematic unit plans and lesson plans.
3. Past recommendations included the creation of a forum for resource and information sharing among ALCIP funded community language groups for the collection and dissemination of ALCIP teaching and learning resources. Progress in this area includes the creation of a bibliography with the South Slave Divisional Education Council, and the compilation of the Aboriginal Language Resource Database. Additionally, in the Beaufort-Delta communities, each ALCIP Instructor received a laptop computer, smart board and phraselator after their training in early 2010.

4. *Dene Kede* and *Innuqatigiit* continues to be used as the foundational curricula for implementing culture-based education that reflects, validates, and promotes NWT cultures and languages.
5. Full-time delivery of community-based ALCIP expanded to the Beaufort-Delta with a Community Educator Preparation Program (CEPP) in 2009-10 and with the start of year one of the ALCIP Diploma in 2010-11 in Inuvik. This program was funded through the TEP Strategy.

Recommendations based on lessons learned in 2009-2010 include that:

1. The College, in collaboration with the regional Divisional Education Councils, local governments, Aboriginal organizations, communities, industries and private sectors, continues to actively support and promote Aboriginal language acquisition, fluency and literacy programs.
2. The ALCIP students receive some kind of training for using Dene fonts in their respective Aboriginal language.

In 2009-10, part-time delivery of the Aboriginal Language and Cultural Instructor Program (Certificate) found funding primarily through the NWT-Canada Cooperation Agreement and found supplementing through the ECE Aboriginal Language Acquisition Initiative. TEP Strategy budget funded the full-time delivery of the Community Educator Preparation Program in the Beaufort-Delta Region.

### **Highlights / Successes/ Future Plans**

- ✓ Job-embedded course delivery continued to be very successful in meeting the needs of teachers and schools and the option continues to be offered in 2010-11. As noted by the ALCIP Coordinator, this eliminates a barrier that existed for some students in the past.
- ✓ Overall, enrolment in ALCIP (part-time) increased by six students in the past year and the number of courses offered (part-time) decreased by two courses.
- ✓ With the completed updates of the ALCIP student profiles, effective planning and course selection continues. The goal is to increase graduation rates for the certificate program. The ALCIP Coordinator continues to work closely with the Divisional Education Authorities.
- ✓ Students benefited from interaction with elders, community members, and guest presenters, as well as from culture camps (with the full-time program in Inuvik).
- ✓ In the Tłıchǵ region, there was a strong emphasis on healing and wellness for the full-time ALCIP and TEP delivery. Students felt it was very beneficial and was a major factor in their successful completion of the first year of their program. The Beaufort-Delta CEPP included this component in their program as well.
- ✓ A review of the Tłıchǵ ALCIP Diploma was completed in March 2010 and informs future full-time delivery in other regions, starting with the Beaufort-Delta in 2010-11.

## Achievements: GNWT Services and Official Languages

### 1. Communications with the Public

As required by legislation and policy, GNWT departments, boards, and agencies ensure that appropriate materials are translated into Official Language by staff of the Department of Justice and ECE or by contractors.

In 2009-10, translators in ECE, Justice and the WSCC, with the assistance of contractors, translated over 1,043,850 words into French or English for GNWT departments, boards and agencies. This includes job advertising, requests for proposals, calls for proposals, tenders, correspondence from the public and various GNWT publications and reports.

Notable documents translated (English / French) in 2009-2010 include:

- 2008 Public Accounts
- Towards Excellence: A Report on Education in the NWT '07
- Practice North Website Sections
- Respect Yourself Website
- 2010-11 Budget Address
- Species at Risk Booklet Update
- Sexual Assault: A Helpbook for Teens in the NWT
- Principal Growth and Evaluation
- NWT HSSA System 2007-2008 Annual Report
- YHSSA 2008-2009 Annual Report
- Revenue Options Consultation Paper
- Towards Literacy: Executive Summary

#### French and English Translation 2009-2010

<b>DAAIR</b>	1,092	0.1%
<b>ECE</b>	304,821	29.2%
<b>ENR</b>	14,752	1.4%
<b>Executive</b>	2,613	0.3%
<b>Finance</b>	38,522	3.7%

<b>HSS</b>	177,319	17.0%
<b>Human Resources</b>	24,706	2.4%
<b>ITI</b>	3,477	0.3%
<b>Justice (1)</b>	219,526	21.0%
<b>Legislative Assembly</b>	155,678	14.9%
<b>MACA</b>	2,747	0.3%
<b>NWTHC</b>	30,132	2.9%
<b>PWS</b>	6,499	0.6%
<b>Transportation</b>	6,817	0.7%
<b>WCCS</b>	55,149	5.3%
<b>TOTAL</b>	<b>1,043,850</b>	<b>100.0%</b>

(1) Included Regulations, Bills and Motions

## 2. Services to the Public

This section summarizes services to the public by departments, boards and agencies of the Government of the Northwest Territories. More details are available in the Activity Report 2009-2010 of the *Canada-NWT Cooperation Agreement for French and Aboriginal Languages in the NWT*.

### 1. Legislative Assembly

The Legislative Assembly continues to provide services to the public in all of the official languages of the Northwest Territories.

The Legislative Assembly broadcast system allows the Assembly to record up to three languages in addition to the language of the floor (English) each sitting day, providing simultaneous interpretation for Members and for visitors to the Chamber gallery. In addition, the recordings of each of the official languages rebroadcast the Assembly proceedings to specific communities throughout the NWT, matching the community with the language of interpretation. Interpretation and rebroadcasts are provided on a rotational basis and the Legislative Assembly makes every attempt to achieve equality of status and equal rights and privileges for all official languages.

From April 1, 2009 to March 31, 2010, the Assembly provided interpretation in all of the official languages of the Northwest Territories during 51 days of Session and using 26 interpreters.

Board of Management policy continues to allow Members to request interpretation in any of the Official Languages during a sitting of the Assembly. This service also extends to the members of our Youth Parliament and Elders Parliament.

Simultaneous interpretation in any of the Official Languages, as identified by the community, is provided during public hearings conducted by committees of the Assembly throughout the NWT.

The Legislative Assembly regularly informs Northerners of its activities and events using print media and local radio for French and Aboriginal languages.

The Assembly website is accessible in either French or English, providing historical, cultural and procedural information about the Assembly to residents and visitors to the NWT. The Assembly also translated and posted on the Assembly website advertising, background material, interim reports and final reports in as many of the Aboriginal languages as possible.

The Assembly continues to provide personal tours of the Legislative Assembly building in both English and French and self-guided audio tours are available to visitors in all of the official languages of the Northwest Territories.

## **2. Health and Social Services**

### Overall communications

Public information in print, audio and video formats is available on the public websites of the Department of Health and Social Services (DHSS) and the Health and Social Services Authorities (HSSA). The Department site is virtually bilingual, French and English. Publications in all nine Aboriginal languages are increasingly available on the site. The sites of the HSSA's offer information in French and the official Aboriginal language(s) of the region. Those Authorities that currently do not offer information in this manner are in the process of upgrading their site to do so in consultation with the Official Languages Consultant. Implementation of a graphics standards manual ensures active offer and translation guidelines and follows in the creation of public communications. Of particular note in 2009-2010: H1N1 – multiple resources were created in all OLs, including audio, video and printed resources. Extensive public information around Supplementary Health Benefits community consultation offering simultaneous interpretation was offered.



## Public Services

The Department of Health and Social Services and the Health and Social Services Authorities offer their services in languages other than English either in the form of direct or facilitation services by bilingual staff or by interpretation services in person or over the telephone. There are over one hundred positions able to provide service in languages other than English.

DHSS responded to public inquiries in French from non-residents and residents – received primarily via phone and email. The toll-free automated phone line for HSSA is bilingual (E/F). Services requested include assistance with birth certificates and health insurance cards. The frequency of public inquiries in languages other than English was generally 3 to 5 clients per month, each requiring several contacts to resolve the inquiry. At least two per month were from French speaking residents of other jurisdictions, who were referred to the proper authority to address their inquiry.

Health Line NWT is a family health and support line for all residents of the Northwest Territories. Bilingual (French/English) Registered NWT Nurses staff the free and confidential telephone service. Health Line NWT offers three-way interpretation service for all Aboriginal languages of the NWT and many foreign languages. The service operates twenty-four hours per day and seven days per week. Finally developed and implemented, for staff with email, was a bilingual email signature block policy.

## Policy Development and Consultation

The Official Languages Consultant of DHSS regularly contacts Authorities. Site visits occurred in Fort Smith in June 2009, and in Hay River in September 2009. Planned visits for 2010-2011 include the Dehcho, Beaufort Delta, and Sahtu Health & Social Services Authorities. Site visits monitor Official Languages services to the public, provide assistance to bilingual staff and liaise with language groups in the communities. Department and Authority leadership approved the creation of a specific HSS Official Languages Committee, responsible to:

- coordinate HSS system-wide official language service and communications standards such as active offer, interpretation services, signage, translation of public material, as well as other standards required by the OLA;
- provide a forum for sharing best practices and standards; and
- address relevant training needs for coordinators and other staff of DHSS and HSSAs.

Presentations to DHSS staff occurred three times in 2009-2010. This presentation provides Official Language requirements to new and old staff. A list is maintained for staff that has received the training.

The Official Languages Coordinator of DHSS works in partnership with language communities, other Departments and organizations in matters of language service including, among others:

- *Santé en français* – monthly meetings, plus *Société Santé en français* meeting
- *Services TNO* – contacted regularly, and as required, to serve the public
- Contributed to evaluation of *Services TNO*
- NWT Aboriginal Languages Symposium - observer, recorder – March 2010
- Language and culture focus group for new Yellowknife Primary Care Centre, YHSSA
- Worked with GNWT and community stakeholders for Speech and Language Pathology in French

### Health Authorities

The Department administered contribution agreements to five HSS Authorities for French services for a total amount of \$264,500. Activities for services in both Aboriginal languages and French are below.

#### *Fort Smith Health & Social Services Authority*

- Services and communications are offered through a variety of means including signage, active offer, and translation of public materials.
- The Authority has a bilingual employee at the hospital's reception desk to provide French language services during regular work hours, Monday to Friday.
- Services are available for other languages and in French outside regular work hours through volunteers.
- The authority has a part-time Languages Coordinator position funded by the Canada-NWT Cooperation Agreement for French and Aboriginal Languages.

#### *Hay River Health & Social Services Authority*

- As the Authority has 18 bilingual employees, including French, Slavey and Cree; bilingual staff facilitate language services upon request
- The Authority has a part-time Languages Coordinator position funded by the Canada-NWT Cooperation Agreement for French and Aboriginal Languages
- The Authority finalized a new website, with plans to include the Active Offer on the home page  
As the Authority offers new programs, the Languages Coordinator supports Managers and Supervisors by developing new signage, pamphlets, training materials, and public education resources. The Coordinator provides and facilitates services and communications in French.

#### *Sahtu Health & Social Services Authority*

- The Authority has six employees who provide services in French and receives the bilingual bonus.

- They also have 14 employees who provide services in North Slavey and receives the bilingual bonus.
- The website actively offers services and communications in the NWT Official Languages.
- The phone system in Norman Wells offers service in English, French and Slavey. A multilingual phone greeting is being installed in all the Health Centers in the Sahtu communities.

### *Stanton Territorial Health Authority – Aboriginal Language Services*

#### 1. Staff Identified as Understanding/Speaking Aboriginal Languages and not Receiving Bilingual Bonus Premium

Some staff in the hospital and clinics can speak and understand one or more of the Official Aboriginal Languages at a level that they are able to provide assistance. This assistance is limited to general interpretation due to lack of training in Medical Terminology and the abundance of dialects spoken in the NWT. We experience a fair amount of turn over with staff (resignations; retirements; new hires) which makes it difficult to keep an up to date list of people who can and are willing to speak any of the Official Aboriginal Languages.

#### 2. Official Aboriginal Language Services Received in Hospital Areas, Clinics and at YHSSA by Clients/Patients

Tłıchǫ, Denesuline, South Slavey, North Slavey, Inuktitut, Inuvialuktun and Innuinaqtun are the languages providing face to face services. *CanTalk* provides the services that we presently cannot. In the 2009-10 fiscal year, we completed 1007 face to face requests for Aboriginal Language services, for both STHA and YHSSA. The Department is running a competition for Relief Interpreters in the languages that we do not presently have (Gwich'in and Cree).

#### 3. Requests for Official Aboriginal Language Interpreters

Requests for Official Aboriginal Language I/Ts can be called in or faxed by Clinic/Program Area staff; Health Professionals and/or by client/patient. These requests come to the Aboriginal Language Services Coordinator, who in turn, ensures that there is an appropriate Relief Interpreter assigned for each request received.

In 2009-10, there were two full-time and 16 part-time Relief Interpreters providing services in the previously mentioned Aboriginal Languages.

Presently, there is a system in place identifying any client/patient needing an Official Aboriginal Language Interpreter in the hospital. Each morning, the Supervisor receives a list of in-patients identified by their health care designation. Staff seeks out these clients and see if anyone wants interpretation or Kinship Visits.

The Staff also canvases the units for Nunavut clients that may use our services. Units may also identify a need and request services.

*CanTalk* provides Aboriginal Language Services "when face-to-face interpreters are not available." This service employs local NWT residents and all interpretation takes place over the telephone in a conference call manner. It is a twenty four hour – seven days per week service.

#### 4. Translation Requests and Completion

The requests for Official Aboriginal Language interpretation came from Aven Manor, YHSSA Medical Clinics, Stanton's' Clinics, Home Care and Public Health. With 1123 requests and 1007 completions the group shows a 90% completion rate.

#### 5. Kinship Visits

Kinship Visits started in association with the Aboriginal Wellness Program. These visits involve Interpreters spending time with clients of the same language and regional backgrounds. These visits include sharing country foods, outings, culturally appropriate games and accommodating a variety of requests from our patients/clients. In these visits the interpreters pass on information about the services offered by the Aboriginal Wellness Program (AWP) at Stanton. Some services include;

- Cooking cultural foods
- Kinship and Cultural Visits
- Palliative Patients – Kinship visits daily
- Spiritual Cleansing Ceremony in hospital Chapel

Staff receives training in Supportive Pathways, dealing with Dementia clients, leadership and the importance of recreation therapy for in-patients.

### *Stanton Territorial Health Authority - French Services*

#### 1. French Website

The information on the hospital's French website was sent to translation Services. There is presently an 'active offer' on the English website which states that the French information is available soon and a client/patient can contact the French Services Coordinator by phone if they require assistance.

#### 2. French Services Received in Hospital Areas and Its Clinics by Clients/Patients

It is unknown exactly how many French-speaking clients/patients received French Services during the reporting year. There are no procedures in place to tally that number (no requests for French I/T received).



There could have been close to 650 (estimated) clients/patients who received some kind of assistance in French from Hospital and/or Clinic personnel.

3. Requests for French Interpreters

Requests for French I/Ts can be called in or faxed by Clinic/Program Area staff; Health Professionals and/or by client/patient. These requests come to the French Services Coordinator, who in turn, ensures that there is a French Relief Interpreter assigned for each request received.

The French Services Coordinator is funded as a .5 PY through the Canada-NWT Agreement. The Coordinator provides and facilitates services and communications in French.

There were 115 requests received for French Interpreters. Of this total, 114 were completed. Only one client/patient did not attend the scheduled appointment. Presently, there is a system in place that identifies any client/patient needing a French Interpreter. It is up to the Clinic/Program Areas to advise the French Services Coordinator.

4. Use of *CanTalk* for French Interpreting Assignments

*CanTalk* is not used for French Services unless "face-to-face interpreters are not available." This service was not used for French assignments during the reporting period.

5. Translation Requests

There were 12 translation requests received. Eleven were completed. The remaining one (Hospital Web site pages) was forwarded to 2010-2011 FY. This represents a 91.5% completion rate.

6. Advertising in *L'Aquilon*

Payment for the ads that appear in *L'Aquilon* goes through the French Services Coordinator's office. There were 105 ads placed during the 2009-2010 FY.



7. Committee Member

Ensures that the *Official Languages Act, Regulations and Guidelines* are followed with regards to active offer, signage, advertisements and French Services for clients/patients accessing STHA programs and services.

*Réseau Santé TNO en français:*

*Réseau Santé TNO en français (NWT Health Network in French)*, created in 2003 by the NWT French-speaking communities (Fort Smith, Hay River, Inuvik and Yellowknife), falls within the national and North-American movement, which tends to recognize cultural and linguistic aspects of health.

Health care systems must be flexible enough in order to attain equity of access and quality of health care services for the entire population.

This Coordination Committee, made up of professionals in the education and health fields, representatives of Health Authorities (STHA/YHSSA and HRHSSA), territorial government representation, and French community involvement, meet every month. It discusses how to ensure clients/patients receive better service in French. It is constantly looking at ways of having collaborative partnerships with all those involved in health.

In addition to having a leadership in the planning and development of health services in French, its role is to give form to, communicate and keep updated all information concerning available services, and ensure distribution of bulletins on health themes and greater welfare in French.

- Define and prioritize health needs in French.
- Make sure the information about health care services and bulletins on health and greater welfare that are available are well distributed.
- Give greater access to health care programs and services in French.
- Make recommendations to the Minister of Health concerning changes needed in order to improve access and offers of health services in French.
- With hospitals and other health institutions and organizations, elaborate plans to give a 24-hour, 7-day access to essential services.
- Work in close collaboration with French post-graduate training establishments in order to meet the needs of health care establishments and organizations offering services in French.

#### 8. Liaise with Francophone Community

- Met with the Fédération franco-ténoise informally during the reporting period. There is a strong interest by the FFT to ensure the use of French throughout the Stanton Territorial Hospital and its clinics as well as other areas where health services are provided. The FFT envisions French staff availability in all service areas of the Hospital.
- The Association Franco-culturelle de Yellowknife wants to create on-going partnerships. It seems to have a keen interest to form a partnership with the Stanton Foundation.

#### *Yellowknife Health and Social Services Authority - Aboriginal Languages Services*

1. There is some information in Tłıchǵ and Chipewyan on the YHSSA website regarding the Primary Health Care Centre.
2. Aboriginal Services received at YHSSA Clinics/Program Areas by Clients/Patients Aboriginal language services, provided through STHA.

3. YHSSA accessed Tłıchǵ translation services and translated written materials such as the Nurse Practitioner pamphlet and Notice to Clients regarding the PHCC clinic changes.
4. Mary Rose Sundberg and others provided Tłıchǵ interpreter services for the Dettah clinic community consultation in June 2009; the community feast and return of consultation results in October 2009, and at the flu clinics.

#### *Yellowknife Health and Social Services – French Language Services*

1. There is some information on the YHSSA website although limited.
2. It is unknown how many French-speaking clients/patients received French Services as there are no procedures in place to tally that number (no requests for French I/T received). French-speaking Health Professionals see their own French patients and any 'new' clients/patients who speak French. There could have been between 35 and 50 (estimated).

Requests for French I/Ts can be called in or faxed by Clinic/Program Area staff; Health Professionals and/or by client/patient. These requests come to the French Services Coordinator at Stanton Territorial Hospital. The Coordinator provides and facilitates services and communications in French.

In 2009-10, there were 30 requests received for French Interpreters. Of this total, 28 were completed. The two incomplete requests were due to the client/patient not attending the appointment. Presently, there is a system in place that identifies any client/patient needing a French Interpreter. It is up to the Clinics/Program Areas to advise the French Services Coordinator.

3. There were 46 translation requests. Forty-four were completed and the remaining two were forwarded to 2010-11. This represents a 95.6% completion rate. *See attached list of completed translation per client request.*
4. Advertising in *L'Aquilon*  
Ads for *L'Aquilon* are placed through the Contract and Administration section. There were 34 ads placed during 2009-2010.
5. Committee Member  
Ensures that the *Official Languages Act, Regulations and Guidelines* are followed with regards to active offer, signage, advertisements and French Services for clients/patients accessing YHSSA programs and services.

- (i) Joint Leadership Team:  
This Committee meets every six weeks and provides an overview of the work, activities and accomplishments made in the different areas of YHSSA. As a Committee member, YHSSA reports on the activities that occurred with regards to French services (I/T assignments; translations; ads; etc.).
- (ii) Language and Culture Group:  
As YHSSA amalgamated its three downtown clinics in to one 'all-encompassing' clinic site, this Committee ensured that there was an understanding of the diverse cultural and languages from every day users at BOTH sites – the other clinic site being Frame Lake Community Health Clinic.

Meetings held on a regular basis welcomed input by all members. Recommendations brought forth by this Committee were forwarded to the "Central Committee" to ensure the well-being of all those accessing the Clinic sites services.

The major recommendation accepted was that the *Language and Culture Group* becomes a permanent committee that falls under YHSSA's Quality Assurance. Its membership would be expanded.

As a Committee member, YHSSA described its responsibility with regards to French Services, ensured that those responsibilities reflect the use of Aboriginal Languages and provided same access to the diverse Foreign-languages groups.

#### 6. Partnership with *Réseau Santé TNO en français*

In January 2010, *Santé en Français (National HQ)* launched an appeal for projects that promotes health services in French. The *Réseau Santé TNO en français* approached its various partners to see if any would be interested in submitting a project.

In February 2010, YHSSA submitted a project entitled "*Enhancing French Language Services within YHSSA*". After going through the selection process, the project was accepted and submitted to *Santé en Français* for review and, in turn, submitted all projects received for final approval by Health Canada. In March 2010, YHSSA received word that its project was accepted for the 3-year period.

### 3. Executive

As a central agency, the Department of Executive provides little direct service to the public. On those occasions when service is requested in French, these inquiries are directed to the Chief of Protocol, Corporate Communications and Protocol Division.



The Chief of Protocol receives a bilingual bonus for dealing with all French language inquiries received by the department. While this employee receives the occasional telephone request in French, the incumbent frequently deals with federal counterparts and international visitors who speak French. Support continued to place advertising as appropriate for public members in the French language paper, *L'Aquilon*.

#### **4. Finance**

The Department of Finance advertised recruitment notices and the annual Public Notice of Tax Arrears in French. The Department of Finance had the following documents translated into French by translation staff with Education, Culture, and Employment:

- 2010-2011 Budget Address
- Revenue Options Consultation Paper
- Public Notice of Tax Arrears
- 2008 Public Accounts

#### **5. NWT Housing Corporation**

The Northwest Territories Housing Corporation (NWT HC) continues to communicate in all NWT official languages as required when interacting with residents of the NWT. The NWT HC also offers translation in all official NWT languages upon request. Common practice is to hire interpreters/translators when needed throughout the communities. Staff delivers one-on-one counselling in an aboriginal language directly or with the assistance of an interpreter/translator. Including the NWT HC's headquarters and district office staff, the NWT HC signed partnership agreements with Local Housing Organizations (LHOs) in 23 communities for the administration of its *Public Housing Program*. District and LHO staff members live in the communities and many employees are fluent in the local aboriginal languages.



The newspaper advertisements for the NWTHC's *Housing Choices* homeownership program application intake are published in the NWT's English and French language newspapers. The NWTHC also runs program intake advertising in French, on Radio Taiga, and in five Dene languages, on the Native Communication Society's CKLB radio. English radio advertising runs on CJCD.

The NWTHC publishes a bi-annual newspaper insert, *Under One Roof*, which is translated into French for the NWTHC's website.

The Communications Advisor for the NWTHC participated as a facilitator in the Aboriginal Languages Symposium hosted by the Department of Education, Culture and Employment.

## 6. Transportation

The Department of Transportation customer service activities are largely focused within the Driver & Vehicle Licensing Offices. The designated bilingual position in the Department of Transportation's North Slave Driver and Vehicles Licensing Office ensures the availability of French language services. Approximately five percent of this employee's transactions were conducted in French last year. The Behchokò issuing office provides services in Tłıchǵ and at least fifty percent of transactions in this office are conducted in Tłıchǵ. Currently, the Basic Licence Drivers Handbook is available on the Department's website in French and work to finalize the graphics and layout design for the remaining French language manuals is underway.

The Department maintains a standing contract with *CanTalk*, a firm that provides over the phone interpretation services in every official language, for use across the Department. *CanTalk* provides interpretation services through conference call when face-to-face language services are not available.

When involved in community consultations the Department works with local community groups to determine language needs and provides interpretation services and printed materials in official languages as needed.

Through the Drive Alive Travel Safety Initiative, the Department is working to ensure that all traveller safety information provided in English is also provided in French through a variety of media. The Department is also working to increase the number of documents available in official languages on the department's website.

## **7. Human Resources**

The Department of Human Resources had three bilingual employees available to provide services in either French or an Aboriginal language at headquarters. The GNWT Payroll processed the Bilingual Bonus and Language Allowance to 275 employees for their use of two or more NWT Official Languages. All job postings advertised in a French Designated Area were published in both French and English. The final payment information to Equal Pay recipients was done in French, English, Tłıchǰ and Inuktitut. The information was in the form of ads in News North in both the NWT and Nunavut. Letters were also sent to previous recipients in French, English, Tłıchǰ and Inuktitut. Radio ads were created in English, North and South Slavey, Tłıchǰ, Gwich'in, Cree and Denesuline (Chipewyan) to encourage Northerners to nominate individuals and teams for the Premier's Award.

## **8. Justice**

The Department of Justice Official Languages Coordinator (OLC) takes part in Official Languages meetings, liaises with the Official Languages Division of ECE, and provides support and training to Department staff. All services are provided in French upon request. Services are provided through bilingual staff, contracted interpreters and contracted francophone staff. All legislative instruments are enacted in French. OLC reviews all new products/campaigns for consideration. New written materials intended for a public audience (ads, brochures, reports, etc) are bilingual English/French or available in French. Audio/visual materials (TV ads, radio ads, Public Service Announcements) are in French where appropriate. Whenever possible, existing materials (brochures, forms) are reviewed for official languages considerations before reprinting.

French letterhead was provided for Department offices. The Department responds to inquiries in the language they receive them. Outgoing correspondence from the Department to Québec is in French.

## French Legal Translation

A total of 194,784 words were translated into French: 53,051 words for regulations; 130,977 words for Bills; 202 words for Orders; 2,424 words for Motions; and 8,130 words for other types of documents.

An annual volume of *Statutes of the Northwest Territories* is published in English and French. Parts I and II of the *Northwest Territories Gazette* are each published in English and French in 12 volumes each calendar year.

A staff of two legal translators prepares French versions of all Bills, Regulations, Court Rules and other legislative instruments. For the entire year, one of these positions was vacant. The Department is arranging to fill the vacancy. Whenever needed, contracted legal translators provide additional services. All of the Legislative Instruments that came into force in 2009-10 were adopted in both English and French. The Legislation component of the Department's website has a French interface with links to the Legislation.

The Department conducted two unsuccessful competitions to fill a vacant French translator/reviser position. In July 2009 and April 2010, ads were placed in *L'Aquilon*, *News/North*, *La Presse*, *Le Droit* and *Le Journal du Barreau*. Two offers were made to candidates who declined the position in the first competition, and the successful candidate in the second competition withdrew.

### Publications/Forms

Newly produced or revised forms used by the public are made available in both French and English. Wherever possible, integrated bilingual forms are produced.

The Legal Services Board often jointly funds public legal education materials in French.

Forms from the following offices are bilingual or available in French:

- Access to Information and Protection of Privacy
- Legal Registries
- Coroner
- Rental Office
- Maintenance Enforcement
- Public Trustee
- Victim Services
- NWT Court Registries

A number of publications and audio/visual materials were made available in French. These are listed in detail below.

### Bilingual Bonus

On March 31, 2010, eight employees in the Department of Justice received the bilingual bonus for French. In addition, there are three non-bilingual bonus positions at Headquarters. These employees are required to be fluent in French.

### Signage

The main floor signs and some of the door signs throughout the courthouse, at the Coroner's office, at Legal Registries, and at YK Centre East (Legal Aid, Rental Office, and Maintenance Enforcement Program) are in French.

"Please ask for translation" signs displayed at Headquarters offices, all correctional facility intake desks and all public offices are in all 11 official languages.

### Website

The Department's "Ressources en français" page has a link from the front page of the website. This page is entirely in French and provides links to French resources. It also provides a link to the GNWT's Services TNO site. Some sections of the website are entirely in French. Other sections are translated and posted to the site as workload permits.

### Public Education

Maintenance Enforcement's interactive phone system has a French interface. Eleven public-awareness campaigns were underway in 2009-10.

Topics include the Reference Question to the Supreme Court of the NWT, changes to the *Maintenance Orders Enforcement Act*, the Financial Fitness Challenge in partnership with the Canadian Securities Administrators, among others.

### Active Offer

The Active Offer is placed in publications and other written materials such as letters to stakeholders, where appropriate. Signs advertising service in French are placed in all Department offices and correctional facilities.

### Advertising

All job opportunities, RFPs and a number of programs and initiatives are published in *L'Aquilon* in French.

### Direct Services

The Legal Services Board has bilingual lawyers on its panel. For complex trials in French, southern counsel is available.

Information and services are provided in French by office staff at the Legal Services Board, Public Trustee's Office and the Court Registry. Office staff in other public offices, corrections facilities and Headquarters uses interpreters when providing services in French. Bilingual staff are contracted when necessary.

At Legal Registries:

- Registration, search, online help and help desk services for the personal property registry are in French. The system also has a French interface.
- When needed, registry documents are translated (for example, for documents filed in French).
- Many documents and reports are filed in English/French systems (often in both languages):
  - Securities dealers/advisors
  - Prospectuses and other disclosure documents
  - Insider trading reports
- Corporate registries and land titles documents are accepted in French.
- Corporate Registries certificates are issued in French.
- Certificates of appointment for commissioners for oaths and notaries public are issued in French.
- In the land titles office, certificates of title and general registry certificates are issued in French.

### Courts

Civil and Criminal Court proceedings are held in French. The Court Registry provides clerk services in French, both in and out of court. Francophone judges and court staff are provided for French proceedings.

During 2009/10, eight French court interpreters were hired. Court interpreters may be provided for any of the following:

- Unilingual accused
- Unilingual witnesses
- Unilingual jurors
- Unilingual member of the Court audience (at the direction of the Judge)

It is relatively unusual for NWT Courts to hire French interpreters, as it is the practice of the Court to provide francophone judges and court staff when parties to a court proceeding request that the matter be heard in French.

### Telephone Interpretation

The Department contracts a company that provides simultaneous interpretation by phone in over 100 languages. New equipment installed in public offices allows staff to conduct hearings and other business in French through an interpreter.

## Aboriginal Languages

The Department's Official Languages Coordinator takes part in Official Languages meetings, liaises with the Official Languages Division of ECE and provides support and training to Department staff. All new products/campaigns are reviewed for official languages considerations. Audio/visual materials (TV ads, radio ads, public service announcements) are in Aboriginal languages where appropriate. Wherever possible, existing materials (brochures, forms) are reviewed before reprinting. The Department responds to inquiries in the language they are received in.

### Bilingual Bonus

Three employees in the Department of Justice received the bilingual bonus for Aboriginal languages. As well, during 2009-10, two victim services workers supported by the Community Justice Division were fluent in Tłıchǰ and North Slavey.

### Signage

The main floor signs and some of the door signs throughout the courthouse, at the Coroner's Office, at Legal Registries and at YK Centre East are in Tłıchǰ.

"Please ask for translation" signs displayed at Headquarters offices, all correctional facility intake desks and all public offices including probation offices are in all 11 Official Languages.

### Website

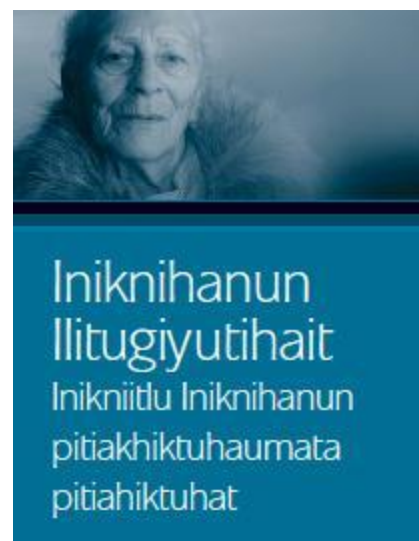
The Department's "Resources in Aboriginal Languages" page has a link from the front page of the website. This page provides links to Aboriginal language resources.

### Public Education

The Legal Services Board often jointly funds public legal education materials in Aboriginal languages. Six public-awareness campaigns were underway this year. Topics included family violence, victim impact statements, and family law, among others.

### Active Offer

The Active Offer is placed in publications and other written materials such as letters to stakeholders, where appropriate. Signs advertising service in Aboriginal languages are placed in all Department offices and correctional facilities.



## Courts

Court interpreters may be provided for any of the following:

- Unilingual accused
- Unilingual witnesses
- Unilingual jurors
- Unilingual member of the Court audience (at the direction of the Judge)

A total of 119 Aboriginal language court interpreters were hired. This is more than double the previous year's number of Aboriginal language court interpreters required. With the exception of the large proportion of Tłıchǫ interpreters (77% of the total), statistics are roughly consistent with averages for the past 10 fiscal years.

## Telephone/On-site Interpretation

The Department contracted a company that provides simultaneous interpretation by phone in over 100 languages. Equipment installed in public offices allows officers to conduct hearings and other business in Aboriginal languages through an interpreter.

## **9. Environment and Natural Resources**

Three employees received a bilingual bonus (two in Yellowknife, one in Norman Wells). Primary activities include translation of letters.

Two employees also do regular interviews with Radio Canada International about wildlife and environmental issues in the Northwest Territories. This past year saw the translation and production of the 2009/2010 Sport Fishing Guide and the 2009/2010 Summary of Hunting Regulations.

## **10. Public Works**

Public Works and Services provided a bilingual bonus for an employee in Fort Simpson, Petroleum Products Division, for South Slavey and provided routine language translations for project signage across the NWT.

## **11. Industry, Tourism, and Investment**

Regarding Aboriginal languages, the Department of Industry, Tourism and Investment (ITI) has two employees in each of the Sahtu and Dehcho regions that provide government services in Slavey as required. In addition, one employee in the North Slave region can provide translation services in the Tłıchǫ language if required.



Within ITI, there are four employees receiving language bonuses for their language service work, as well as four employees who provide government services in French if required.

In communities where ITI has representation but there is not an Aboriginal language-speaking employee on staff, the band office usually houses our representatives and they can request interpretation through the band. In other cases where services are



to be provided in an Aboriginal language, interpreters are hired as necessary. This year, the Communities and Diamonds Report was translated into the Tłıchǵ language.

ITI also assisted CDÉTNO's participation in "Destination Canada", a major job fair held in France and Belgium, with very positive results. As CDÉTNO is an organization dedicated to enhancing the employability of Francophones and enhancing the general economy of the NWT, ITI fosters a strong relationship with CDÉTNO and is a funding partner of the organization. ITI also collaborated with CDÉTNO on other projects during the past year, particularly NWT tourism initiatives. These include the translation of promotional materials for Canada's Northern House, the GNWT's Olympic pavilion in Vancouver and translating the Dehcho Travel Connection brochure into French.

The ITI website is currently available in English. We have an Official Languages Coordinator who assists in providing documents and services in languages other than English on request.

## 12. Aboriginal Affairs & Intergovernmental Relations

A number of negotiation table communication documents developed by the Tripartite Communications Working Group (comprised of the GNWT - DAAIR, the applicable Aboriginal government and the Federal government – Indian and Northern Affairs Canada) were translated into an Aboriginal language and French. They include:

- A calendar respecting the Inuvialuit Self-Government negotiations.
- A brochure respecting the Acho Dene Koe negotiations.
- A brochure respecting the NWT Métis Nation negotiations.

The cost for the translation services is either provided as an in-kind contribution by the Aboriginal government or cost-shared amongst the three parties. Oral translation services are provided at negotiation main table meetings and community information sessions, as requested, by the negotiating party who is hosting the event (the GNWT, the Federal Government, or the Aboriginal government).

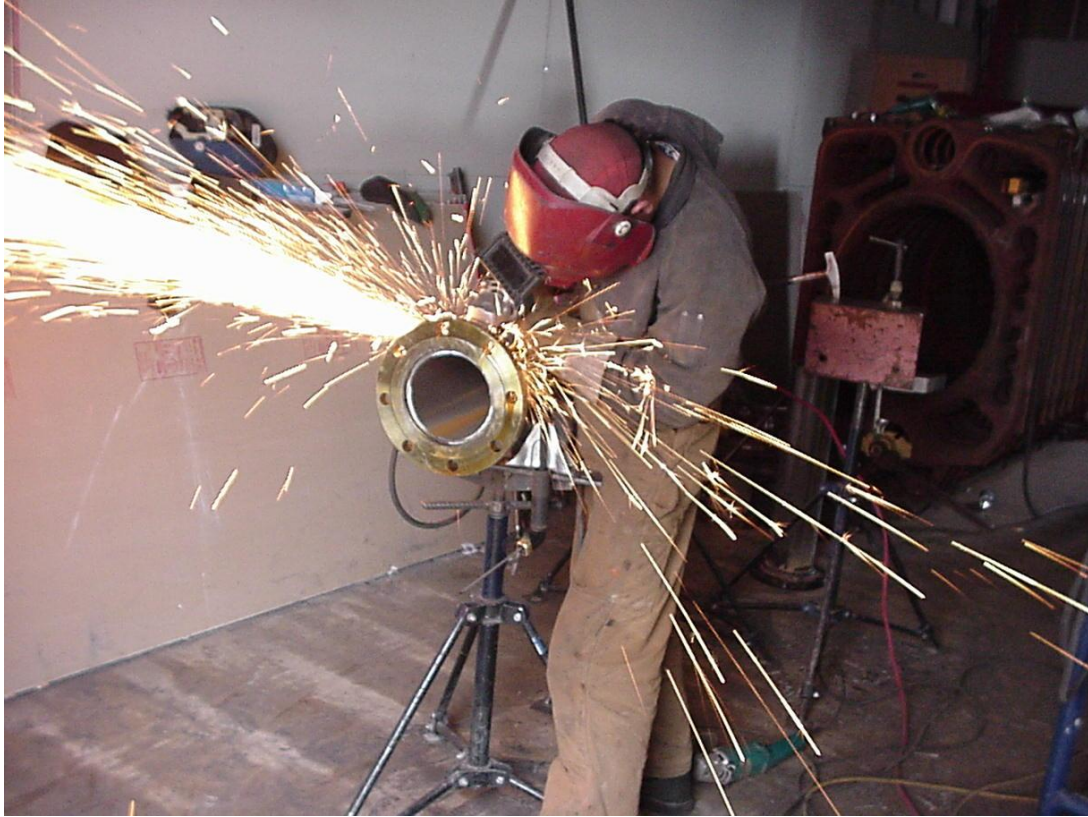
Three employment opportunities, one Request for Proposal and a National Aboriginal Day advertisement were published in *l'Aquilon* in French. There is one employee who receives the bilingual bonus for French.

### **13. Department of Municipal and Community Affairs**

The Department of Municipal and Community Affairs (MACA) had two staff members receiving the bilingual bonus for French in Headquarters. The two French service points were the Communications and Website Advisor and the Senior Policy Analyst. MACA placed 23 French language ads during this fiscal year. French language papers published job advertisements. If services are requested in French and in Aboriginal languages, *CanTalk* is available to provide interpretation services. Two employees offered services in Aboriginal languages, a Finance and Administration Officer in Behchokò and a Training and Development Coordinator in Fort Simpson.

### **14. Workers' Safety and Compensation Commission – NWT and Nunavut**

In 2009-10, the Workers' Safety and Compensation Commission (WSCC) paid three employees a bilingual bonus, one of which was for French and one each for North and South Slavey, and Inuktitut. They also translated 25 public documents into French, including posters, annual report, rate guide and program manuals. They also translated 110 English documents into French, and 186 French documents into English. Those included letters, resumes and medical reports, and helped WSCC serve clients in their language of choice. WSCC translated 21 public documents into Aboriginal languages, including forms, brochures, posters and their safety magazine, *Reflections*.



## **Achievements: Partnerships with Language Communities**

In shaping its strategies to support Aboriginal languages, the GNWT has been guided by the following principles:

- the languages and cultures of the NWT are valued and are the foundation for the development and delivery of programs and services;
- primary responsibility for ensuring the survival of languages rests with the individual, the family and the language community; and
- responsibility, authority and accountability for programs and services relating to Aboriginal languages are devolved to the greatest extent possible. This ensures that the programs and services are responsive to the needs of the people they serve, enabling language communities to achieve their goals.

## 1. Aboriginal Languages Communities Program

The Government of the Northwest Territories (GNWT) through its Department of Education, Culture and Employment (ECE) is committed to supporting the promotion, development and enhancement the official Aboriginal languages of the NWT.

One of the principles in the ECE's Strategic Plan mentions that, *"the languages and cultures of the NWT are valued and serve as the foundation for the development and delivery of programs and services."* On that basis, GNWT through ECE continues its commitment to support initiatives to revitalize and maintain the Aboriginal languages of the NWT. Efforts to save our Aboriginal languages must include the intergenerational transmission of the language on a daily and continual basis, thus the responsibility to save the language rests mainly on the language communities. ECE understands this responsibility and fully supports the enhancing and promoting of Aboriginal languages. ECE continues to provide funding for the implementation of language plans through contribution agreements where each community funded is responsible for delivering the language programs to their community members.

The GNWT believes that it is important to preserve the cultures of the Aboriginal peoples as expressed through their languages and continues to work with the language communities on their language revitalization efforts.

## 2. Aboriginal Languages Literacy Program

ECE provides support and assistance for community-based literacy programs or projects in Aboriginal languages. During this year, contribution agreements were made with Aboriginal language organizations. Literacy programs and projects vary across the language communities. Some of the community-based literacy activities include oral language development; developing learning materials; writing and literacy skills workshops and on-land cultural activities. There are also publications of stories by elders and calendars honouring the community elders for their contribution to the literacy programs through traditional and cultural learning in the local language.

ECE continues to provide support and assistance for community-based literacy programs or projects to raise awareness of the importance of literacy in the Aboriginal languages.

## 3. Geographic Place Names Program

The NWT Cultural Places Program at the Prince of Wales Northern Heritage Centre (PWNHC) is responsible for geographical names of features and places in the NWT.

The Program coordinates official recognition for place name changes, placing special emphasis on the recognition of Aboriginal language place names. This is in line with the NWT Geographical and Community Names Policy 71.09 of 1997.

The NWT Geographical Names database lists over 5000 official names. It also contains 4000 traditional place names recorded by researchers and language specialists over the past 30 years. Program staff work with communities to research and identify places and geographic features suitable for official status in the NWT. Access to official NWT place names is available online. In addition, Natural Resources Canada received technical support as they digitized the spatial extent of NWT official names. Particular attention was required with respect to the Ulukhaktuk geographical names made official in 2006, requiring corrections to 25 decision sheets.

Cultural Places Program staff worked with several NWT communities to designate 10 new Territorial Historic Sites, many of which required careful analysis of local geographical names. An example of this work is illustrated below.



R. Knights/NWT Archives/N-1993-002-0012

*Vik'ooyendik*, or Church Hill, is one of the ten new Territorial Historic Sites designated in March 2010.

#### 4. Museum Exhibits and Website

Operational guidelines at the Prince of Wales Northern Heritage Centre provide consistency in the selection of NWT official languages used in museum exhibits and visitor services information. Several new bilingual exhibits were developed for permanent, temporary and travelling exhibition during 2009-10.

During June 2009, PWNHC partnered with the Gwich'in Social and Cultural Institute to produce a new bilingual (*Gwich'in* and English) museum display, calendar and traveling photographic exhibit: "*Through a Gwich'in lens: James Jerome Gwich'in Fish Camp*". The travelling exhibit circulated to schools in each of the *Gwich'in* Settlement Area communities of Inuvik, Aklavik, Tsiigehtchic and Fort McPherson.



Laura Firth dagakaak 'it danh Teell'it Gwriak goviq' uotak ahtae. July 1977. N-1987-017: 0285

During the summer of 2009, the PWNHC hosted a bilingual (French/English) travelling exhibit from Science North called *Arctic Adventure*.

In November 2009, new interpretive panels and labels in English and French were designed and installed for a new *Propeller Exhibit* in the Aviation Gallery. In addition, from November 2009 – January 24, 2010, the PWNHC hosted a traveling exhibit titled *We Were So Far Away: The Inuit Experience of Residential Schools*. This exhibit was presented in Inuktitut, English and French. A public opening and reception attracted over 100 visitors and involved simultaneous Innuinaqtun interpreter/translator service.

The PWNHC produced a new archaeology exhibit called *Kuukpak: Ingilraan – a Long Time Ago*, which officially opened in December 2009. This exhibit displays over 300 artifacts found near Tuktoyaktuk. Extensive work was conducted by museum staff together with elders from Tuktoyaktuk to name these 500-year-old objects in English and Inuvialuktun. Five large interpretive panels were produced in Inuvialuktun and English.



In August 2009 the PWNHC completed the first of 10 permanent diorama displays, *Qilalukkat ~ Beluga Whales*. Components of this exhibit are presented in English and *Inuvialuktun*.

The museum education staff developed a new traveling exhibit of Archie Beaulieu's paintings to illustrate the Tłıchǰ legend, "*Yamǫǫzha and His Beaver Wife*", presented in English and Tłıchǰ.



An interactive multimedia display was re-formatted and made available on our website. "*The Land Up Here*" illustrates information about NWT Aboriginal cultures, history and official languages. The viewer may select sound tracks in Tłıchǰ, Inuvialuktun, English and French. Links to aboriginal content and to on-line exhibits featuring official languages of the NWT are also available on their website.

## 5. NWT Archives

A total of 197 audio tapes from the NWT Archives were digitized for preservation. A linguist who worked in Whati (then Lac La Martre) and Behchokǰ (formerly Fort Rae) during the late-1960s to 1982 created the tapes. The sound recordings are mainly in Tłıchǰ as well as in Chipewyan, Gwich'in, and North Slavey.

## 6. School and Public Programs

The Education and Extension Services section at the PWNHC provided a total of 80 school and public education programs, including nine French language programs delivered to approximately 380 students. Using artifacts, song, traditional clothing and drama, presentations on Voyageurs and NWT Fur Trade History were delivered in French and English to approximately 70 students at Ecole Boréale in Hay River through an outreach program during March 2010.



“Tales from a Trading Post” was offered in French and English to students visiting the PWNHC.

## 7. Community Programs

Community Programs Cultural contribution funding supported several cultural and language projects in 2009-10:

- i) A Gwich'in Social and Cultural Institute Gwich'in Legends Workshop was held as a follow-up to the CBC Radio Legacy Project and to GSCI's 15th anniversary (1993-2008). Gwich'in elders and youth from four communities participated in a two-day legends workshop in Aklavik in December 2009. This event shared and documented many Gwich'in stories.
- ii) The *Documenting Inuvialuktun Knowledge and Terminology* project with the Inuvialuit Cultural Resource Centre involved expertise and experience of Inuvialuit Elders from Tuktoyaktuk and Ulukhaktok to document Inuvialuktun knowledge and terminology related to the MacFarlane Collection housed at the Smithsonian Institution in Washington D.C. The first phase of the project involved a trip in November 2009 with four Inuvialuit Elders, two Inuvialuit youth interns and several cultural practitioners to the Smithsonian Institution.
- iii) The Lutsel K'e Dene School "*Back to Tradition*" Cultural Programs provided a variety of Chipewyan cultural and language activities for teens and young adults at the Lutsel K'e Dene School, the Zah Lockhart Community Hall and the Adult Education Learning Centre with the guidance of qualified local instructors.



## 8. Aboriginal Broadcasting Program

ECE provides funding to the Native Communications Society of the NWT (NCS) and to the Inuvialuit Communication Society (ICS).

NCS provides Aboriginal language programming on CKLB and produces television programming that airs on the Aboriginal Peoples' Television Network (APTN). NCS provides live broadcast in all the Dene languages and this allows those not able to understand the English language programming the opportunity to hear information in their languages. The live broadcasts also ensure that the Dene are aware of local, regional and national issues from Dene perspective. During the year, live radio broadcast took place of the Tłıchǫ Government Assemblies; Dene National Assembly; Dene Leadership meetings and regional Dene Assemblies.

ICS continues to produce two broadcast programs: *Tamapta* and *Suaanga*. These broadcast programs aim to promote, enhance, maintain and reinforce the speaking and understanding of the three dialects of the Inuvialuit of the Western Arctic. The programs play an important role in the revitalization and enhancement of the Inuvialuit language. ICS believes that by producing captivating programs in an entertaining way helps promote the use of the Inuvialuit language.

The two communication societies continue to provide broadcast programming in the Aboriginal languages of the NWT. These broadcast programming are a means of educating, informing, entertaining and raising awareness of Aboriginal cultures, languages, values and beliefs in the North.

## 9. Support to the French Community

ECE maintained its support of the NWT's French-speaking community through administration of the Community Cultural Development Program.

The Fédération franco-ténoise (FFT); its member associations in Fort Smith, Hay River, Yellowknife and Inuvik; the *Garderie Plein Soleil* in Yellowknife (daycare); and *L'Aquilon* (community newspaper) received funding which enabled them to support a range of social and cultural activities.

ECE also supports the *Conseil de développement économique des TNO* to research francophone career and employment services and provide a portrait of francophone Labour Market needs of employers/Non-government organizations.

## 10. Aboriginal Languages Toolbox

In August 2008, the GNWT convened a workshop in Yellowknife to discuss the issues regarding the existing Dene fonts.

The workshop identified the need to test and address a number of known glitches in the use of Dene fonts, and was a major stepping stone in identifying possibilities for making the transition to Unicode fonts. One area of concern identified is a lack of appropriate tools for documenting these languages, along with the stories and knowledge of the Aboriginal people, and archiving this information for future generations. A partnership of regional and community organizations, including Aurora Research Institute, Deline Knowledge Project, and Goyatik̓ Language Society was developed with the aim of addressing the need for such tools. Working with technical experts, this group proposed to develop and pilot the first components of an “*Aboriginal Languages Toolbox*”. In January 2009, ECE provided funding to the group through Goyatik̓ Language Society to undertake the first steps of a project that includes the development and preliminary testing of:

- unicode font encoding and keyboard input for all the NWT Dene languages;
- an associated tool for converting WinMac Dene font encoding to Unicode;
- a user-friendly web-based Aboriginal language dictionary database with spell-check and the capacity to add links to audio, video, mapping and text components;
- an automated game to promote literacy and the use of the database; and
- a protocol for a server platform with appropriate long term supports.

Once tested, this toolbox will be available for use by all communities in the Northwest Territories, and initiate a system for appropriate technical support. Members of the group coordinated and facilitated a presentation of the font and keyboard package during the Aboriginal Languages Symposium in March/April 2010.

## 11. Aboriginal Languages Symposium

The Government of the Northwest Territories is very interested in creating an environment where Aboriginal languages continue to survive and flourish. The Minister of Education, Culture and Employment leads the development of a new Aboriginal Languages Plan that provides overall guidance for supporting Aboriginal languages.

In developing the Plan, it is important for the Aboriginal Language Communities to play an active role. As part of the development of an ongoing engagement process with the language communities, ECE hosted an Aboriginal Languages Symposium in March/April 2010. The Symposium was co-chaired by Minister Jackson Lafferty and Mr. Kevin Menicoche, Chair of the Standing Committee on Government Operations. The Symposium was a forum for frank discussion leading to some concrete measures that will help strengthen and support Aboriginal languages of the NWT.



The Language Symposium also served as an opportunity for GNWT and Aboriginal languages communities to determine what can be done that is practical and different with or in addition to current revitalization efforts. The information generated from discussions at this Symposium forms part of a larger language community consultation that results in a renewal of the GNWT Plan for Supporting Aboriginal languages of the NWT.

## **Progress Report: Canada-NWT Cooperation Agreement for French and Aboriginal Languages in the Northwest Territories**

### **1. Evaluation of the Appendix A (Aboriginal Languages) of the Canada-NWT Cooperation Agreement**

The Aboriginal languages component (Appendix A) of the *Canada-NWT Cooperation Agreement for French and Aboriginal Languages in the NWT* (the *Agreement*) provides multi-year funding to the GNWT to meet mutually agreed upon objectives. The *Agreement* establishes a framework for co-operation between Canada and the GNWT with respect to the provision of funding for the revitalization, maintenance and enhancement of Aboriginal languages.

The Department of Education, Culture and Employment proposed to conduct an Evaluation of the Aboriginal Languages Component (Appendix A) of the *Canada-NWT Cooperation Agreement for French and Aboriginal Languages in the NWT*, which includes an evaluation of all relevant sections and provisions of the *Agreement*. The purpose of this evaluation is to provide information to be used in the future planning of Appendix A as it pertains to the *Agreement*.

A Request for Proposal was posted and the contract for the Evaluation of the Aboriginal Languages Component (Appendix A) of the *Agreement* was awarded to the Genesis Group of Yellowknife. The final Report was submitted in November 2009. The Report states that it is clear the *Agreements* over the years provided a framework for Aboriginal languages programs and services in the NWT. However, the *Agreement* can be improved by responding in a more organized way to the priorities of the Aboriginal languages communities. The full potential of the *Agreement* for supporting long-term language revitalization will be better achieved by the development of community/regional plans that clearly establishes language priorities, current situation and approaches that are based on best practices. These suggested improvements are still needed and form part of the intent of the following recommendations:

- improve the *Agreement* and negotiate stable and long-term funding criteria;
- strengthen the *Agreement*;
- develop evaluation criteria that are specific, measurable, attainable, realistic and timely (SMART); and
- develop ideas for programs and performance indicators for projects funded by the *Agreement*.

The Report states that the *Agreement* warrants continuance because it makes a very important contribution to Aboriginal language revitalization in the NWT. The *Agreement* enables language communities to work with the GNWT on revitalizing their languages; and it supports initiatives that can help achieve this potential.

The recommendations and information from this Report will be used in the development of a GNWT Aboriginal Languages Plan.

## 2. Single-Window Service Concept for NWT Official Aboriginal Languages

In March 2003, the Special Committee on the Review of the *Official Languages Act* tabled its final report: *“One Land, Many Voices”*. As part of its recommendation *“to enhance official language delivery”* the Special Committee recommended that the Minister responsible consult with the Aboriginal languages communities regarding the possible establishment of a pilot Aboriginal language single window service centre. The pilot service centres would be evaluated after two years to determine their viability and make recommendations accordingly. In response, the GNWT indicated its commitment to conduct a service needs analysis and related financial analysis.

In November 2008, ECE put out a Request for Proposal (RFP) on the Single Window Service Concept for the NWT Official Aboriginal Languages. The proposal is to conduct research into the feasibility of a Single Window model for the delivery of and access to government services in all Official Aboriginal Languages of the NWT.

A final report of the feasibility study was completed in October 2009. The Report recommended that a pilot project be implemented that includes a rationally chosen option from the four models detailed in the report. ECE will review the recommendations and decide on a model that enables the GNWT to measure demand, access and cost-effectiveness in order to determine the best long-term approach to Aboriginal languages service delivery.

## 3. Evaluation of Services TNO

In 2009-10, the Department of Education, Culture and Employment issued a Request for Proposal to evaluate Services TNO. The primary objective of this project was to assess the appropriateness of the pilot project for a French Language Single-Window Service Centre (Services TNO) in the delivery of French language services and the level of satisfaction from the public and GNWT Departments.

Specific objectives were to:

- assess the level of public satisfaction of services
- assess the level of satisfaction experienced by GNWT Departments; and
- recommend potential service improvements.



The evaluation's final report was provided in March 2010.

The evaluation concluded that Services TNO is a successful example of the Single-Window Service Centre concept, and it is a worthwhile endeavour for the GNWT because it is an important step towards fulfilling official language obligations in providing a service that is meeting the needs of Francophone people in the NWT.

The evaluation also mentioned that Services TNO staff provides professional and personalized services. However, the full potential of the service is not being achieved and it should advance from a pilot project to an enriched and more efficient Single-Window Francophone service.

## Conclusion

The GNWT values and supports the languages communities' initiatives to increase the use of Aboriginal languages. In spite of these initiatives, the number of Aboriginal language speakers continues to decline. The GNWT realizes that improving the health of Aboriginal languages in the NWT is a complex task and that no single initiative will be successful by itself. The Government and Aboriginal language communities must work together to develop and implement coordinated strategies that ensures a healthy future for Aboriginal languages. The GNWT must also work with the Aboriginal languages communities to ensure that proper policy, programs and services are in place to support the Aboriginal communities' language and cultural aspirations.



## Appendix 1 GNWT Language Program Expenditures – Aboriginal (2009-2010)

	Federal Funding \$		GNWT Funding \$	
	Budget	Expenditures	Budget	Expenditures
Aboriginal Terminology	25,000	25,000		
Teaching and Learning Centres	450,000	415,500		
Aboriginal Language & Culture Instructor Program	200,000	200,000		
Aboriginal Languages Broadcasting	200,000	170,563	222,000	139,375
Evaluation of Appendix A	85,000	82,120		
Geographic Place Names	15,000	15,000		
Community Contributions	925,000	1,001,977	806,000	759,946
Languages Acquisition Initiative			143,000	62,755
Early Childhood Development Initiative			525,000	563,615
Aboriginal Language Literacy			300,000	170,710
Languages Services Division – Administration			318,000	325,468
Culture and Heritage			157,000	50,824
Official Languages Board			125,000	68,440
Official Languages Implementation			250,000	254,976
Aboriginal Language School Programs			8,002,000	7,930,974
<b>Totals for Aboriginal Languages</b>	<b>1,900,000</b>	<b>1,910,160</b>	<b>10,848,000</b>	<b>10,327,083</b>



## Appendix 2

### GNWT Language Program Expenditures – French (2009-2010)

Canada - NWT Cooperation Agreement	Federal Funding		
		Budget \$	Expenditures \$
Education, Culture and Employment	GNWT French Translation Services	374,000	362,970
	Services to the Public	33,000	187,048
	Policy and Coordination	173,000	208,572
	Community Funding (PDCC)	145,000	145,000
	Special Project – Services TNO	200,000	170,923
Justice	Legal Translation Services	377,000	219,237
	Services to the Public	101,000	98,106
Health and Social Services	Services to the Public	49,000	21,037
	Policy and Coordination	47,000	71,334
	Services to the Public (HSS Authorities)	205,000	264,500
Environment & Natural Resources	Services to the Public	11,000	17,666
Executive	Services to the Public	6,000	0
Finance	Services to the Public	7,000	2,729
Human Resources	Services to the Public	7,000	4,609
Industry Tourism & Investment	Services to the Public	15,000	3,802
Legislative Assembly	Services to the Public	20,000	20,000
MACA	Services to the Public	12,000	3,132
NWT Housing Corporation	Services to the Public	15,000	1,652
Public Works and Services	Services to the Public / Office Space	80,000	58,236
Transportation	Services to the Public	20,000	19,308
Workers' Safety and Compensation Commission	Services to the Public	3,000	0
<b>Total Canada NWT Cooperation Agreement</b>		<b>1,900,000</b>	<b>1,879,861</b>
<b>Canada NWT Agreement on Minority Language Education and Second-Official Language Instruction for French Language Education</b>		<b>2,587,555</b>	<b>2,587,555</b>