

Government of the
Northwest Territories

.....
1994 - 1995

**Annual
Report
Official
Languages**
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This report is available in Inuktitut and French. It can also be made available in other NWT official languages upon reasonable requests to:

The Official Languages Unit
Department of Executive
GNWT, P.O. Box 1320
Yellowknife, NT X1A 2L9

This brochure was produced, in part, thanks to the Canada-NWT Cooperation Agreement for French and Aboriginal languages in the NWT.



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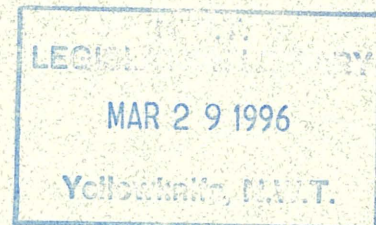


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Introduction

The Government of the Northwest Territories provides a great number of programs and services in the Aboriginal languages as well as in French.

The array of programs and services available in the official languages demonstrates the positive impact that the Official Languages Act has had on the operations of the Government of the Northwest Territories, but more importantly, it reflects the role played by aboriginal languages and culture in the NWT.

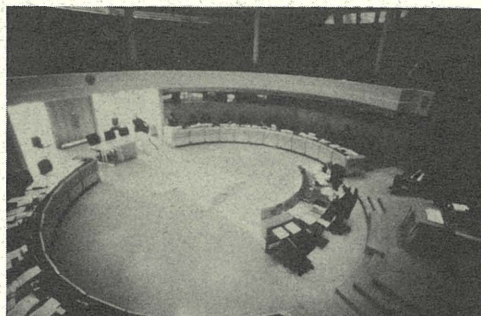
Recognizing languages is more than a legal obligation that must be met by the GNWT. The conducting of government activities in the official languages is fundamental to the way the GNWT serves the residents of the NWT in its day to day operations.

This Report has been prepared in order to provide an overview of the GNWT official languages activities regardless of their funding sources.

This first GNWT Annual Report on Official Languages will contain a broad range of information on languages initiatives. It is hoped that the Report will facilitate a better understanding of the GNWT language programs and services.



Background



The *Official Languages Act* of the Northwest Territories was enacted in June 1984. The Act recognizes Chipewyan, Cree, Dogrib, English, French, Gwich'in, Inuktitut (includes Inuvialuktun and Inuinnaqtun), and Slavey (includes North and South Slavey) as official languages.

The Act applies to all institutions of the Legislative Assembly and GNWT departments. The GNWT is obliged to meet the requirements of the Act by providing services in the official languages. The Official Languages Unit within the Department of the Executive acts as the coordinating office responsible for language planning.

Since 1984, the GNWT and the Federal Government agreed to a number of accords designed to support programs and services for Aboriginal Languages and French. Overall, the Federal Government provides funds for the enhancement of Aboriginal languages and for 100% of the costs associated with the implementation and provision of French language services.

In addition to the Federal funding, the Government of the Northwest Territories spends a significant amount of its own resources on Aboriginal language programs and services.

Official Languages Initiatives by Departments and Agencies

Economic Development and Tourism

Overview

The Department of Economic Development and Tourism promotes and assists in the diversification of the economy, the development of a healthy tourism industry, and the development of private and publicly sponsored business enterprises that will create jobs and income for northern residents.

Language Programs and Services

i. Aboriginal Languages

The Department of Economic Development and Tourism provides various forms and information kits in Inuktitut. The Department also installed interpretative signage in the Kitikmeot Region, along the Dempster corridor, and at the Western Arctic Visitors Centre.

ii. French

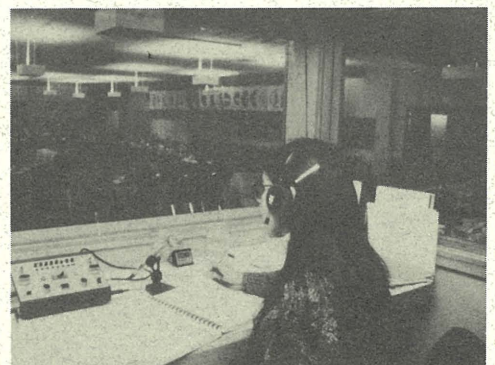
The Department is responsible for the Fort Smith Mission Historic Park which collects and preserves oral history material from Francophone elders and retired clergy for archival preservation and for use in park development. This material will be incorporated into a historical park master plan for the development of the historic park.

The Department provided French language material on NWT Arts and Crafts and installed bilingual (French and English) interpretive signage on the site of the Fort Smith Mission Historic Park and the 60th parallel.

Education, Culture and Employment

Overview

The mandate of the Department is to provide for the development of the people of the NWT, to enable them to reach their full potential, and to contribute to the cultural, social, and economic development of society.



Language Programs and Services

i. Aboriginal languages

Translation /Interpretation Services

The Language Bureau provided translation and interpretation services to the various government departments, agencies and the Legislative Assembly in all the NWT Aboriginal languages. The provision of services is driven by departmental demands. In addition to staff interpreter/translators located in Headquarters and in all the regions, contract interpreter/translators were hired as required.

In addition, Interpreter/Translators provided language expertise when required for workshops, conferences, and special projects. They also promoted Aboriginal language use and literacy in the workplace and at the community level.

Language Contributions Programs

A community-based geographic place name contribution program, which is administered by the Prince of Wales Northern Heritage Centre, was offered in order to increase the number of traditional aboriginal place names in use.

A contribution was allocated to the Hamlet Council of Baker Lake to record, through interviews with elders, traditional Inuit names and associated stories and legends for geographic features along the lower Kazan River. A contribution was also allocated to the Gwich'in Social and Culture Institute to record, through interviews with elders, traditional Gwich'in names and associated stories and legends for geographic features along the upper Arctic Red River.

The Language Maintenance and Revitalization Contributions Program was also offered. This Program supports community-based initiatives for the maintenance and revitalization of Aboriginal languages.

Over twenty projects were funded. These included projects such as cultural and language camps for young people in Pond Inlet and Holman, a family-based language development project in Lutselk'e, and the continued work on the North Slavey dictionary.

Aboriginal Language Literacy

The Department provides support and training for community-based Aboriginal languages literacy programs and promotes literacy in the Aboriginal languages of the NWT.



The Department provided funding to the NWT Literacy Council in order to deliver writing workshops in Dogrib and in Inuktitut and published the original writings resulting from the workshops. The target groups are teens and young adults. Forty one (41) students attended the workshops, 21 in Rae-Edzo and 20 in Rankin Inlet.

In addition, three regional writing workshops were held by the Department. These were done in Hay River, Inuvik and Deline and were directed at Gwich'in, North Slavey and South Slavey.

The Department continued its annual Literacy Awareness Campaign. The Campaign promoted the use of Aboriginal languages in the home, communities, workplace, school and community learning centres using radio, television, print media, T-shirts and posters.

Broadcast Media and Library Services

The Department supported the production of Aboriginal languages programming on radio and television.

Broadcasters, such as the Inuit Broadcasting Corporation and the Native Communication Society, accessed funds through a contribution program designed exclusively to assist northern broadcasters. Grants and contributions programs for Community Radio and for the maintenance of community satellite downlinks were also accessed by communities during the year.

The Department also provided workshops and technical assistance to NWT schools to teach students how to produce videos in their aboriginal language. The videos were then presented on "The Tube", a popular teen show broadcast on TVNC. In addition, the Department conducted a three-day symposium called *Connecting the North*.

This unique symposium coordinated by the Inuit Broadcasting Corporation, allowed more than 500 people in 30 communities to comment on the Northern Information Highway and their language and cultural concerns.

With respect to the library services, a small number of Aboriginal language materials are available, most of which are audio taped. These are distributed to the appropriate community libraries for the designated languages. For example, Gwich'in items are housed in the Inuvik Community Library.





Daycare

The Early Childhood Program of the Department of Education, Culture and Employment provided funding for the development of material to be used in daycare centres.

Even though most funding programs offered do not distinguish between support for Aboriginal language speakers and support for any other language speakers, there are a number of child care centres which provide programs closely tied to language and culture. These include Fort Norman and Tuktoyaktuk, and the school centres in Iqaluit, Rankin Inlet, and Arviat.

Schools and Teaching and Learning Centres

The Department continues to maintain language development activities in the Teaching and Learning Centres in Yellowknife and the regions across the north.

Boards of Education were provided with contributions in order to assist the Teaching and Learning Centres in developing aboriginal language and cultural programs and materials for schools. The contributions also allowed the Boards to hire full or part-time staff in order to coordinate, develop, or assist in the production of material and the delivery of languages training.



Some of the work that benefited from these contributions were: the 'South Slavey Topical Dictionary' was finalized, printed and distributed to Boards and Arctic College campuses; children's books were translated into Slavey for use in daycare centres; Dogrib classes were offered to non-Dogrib speakers; with the support of elders, a primary Dogrib dictionary was developed; Gwich'in legends were printed and distributed to the schools; the Chipewyan legend 'How The Raven Became Black' and the 1994 Dene Calendar in Chipewyan were finalized; work continued on a North Slavey dictionary; Inuktitut teaching and support material was compiled and published; and 15 Inuinnaqtun books were published and more are underway.

In addition, the development and implementation of Aboriginal language curricula, including the Inuktitut Curriculum and Dene Kede Curriculum, is ongoing. The initial phase to extend the Dene Kede Curriculum to grade 7-12 commenced. Similarly, the high school extension phase of the Inuuqatigiit was also initiated.

The Department also translated a number of support materials into Aboriginal languages. For example, the following material was translated into Inuktitut: the Inclusive Schooling Directives

"Educating All Our Children", the School-Community Counselor Trainee Recruitment Package, and the Universal Precautions Brochure.

Teacher Education

The Department of Education, Culture and Employment, in partnership with the colleges and the Boards of Education, offered a community-based teacher education program to ensure culture-based education for the NWT's school children. Literacy education was provided in all the Aboriginal languages.

Over \$500,000 in contributions were provided to the colleges, Baffin Divisional Board, Beaufort-Delta Divisional Board, Dehcho Divisional Board, Dogrib Divisional Board, Keewatin Divisional Board, Kitikmeot Divisional Board, Sahtu Divisional Board, South Slave Divisional Board, and the Yellowknife Dene Teacher Education Program.

ii. French

Translation /Interpretation and Centralized Information Services

The Language Bureau provided translation and interpretation services to the various government departments, agencies and the Legislative Assembly in French. The provision of services was driven by departmental demands. In addition to staff translators located in Headquarters and an interpreter/translator in Iqaluit.

The Centralized Information Service is a 1-800 telephone line to respond in French to inquiries regarding GNWT programs and services. This service was administered by the Department. However, for part of 1994-1995 this service was delivered by the Fédération Franco-Ténoise through a contract agreement.

Community/Cultural Development and Museums

The Department of Education, Culture and Employment offered a contribution program which supports community and cultural development initiatives of the Francophone community. The Department entered into a contribution agreement with the Fédération Franco-Ténoise and assisted them in the selection of projects, according to the program guidelines.

Over 20 projects from community groups based in Fort Smith, Hay River, Yellowknife and Iqaluit were funded. These included projects such as a French summer camp in Yellowknife; a theatre group; a movie festival in Iqaluit; writing workshops for Francophone women; and a meeting of Francophone elders.



In the area of Museums and Heritage, French language services were available in the Prince of Wales Northern Heritage Centre (PWNHC). For example, a number of brochures used in the galleries of the PWNHC were available in French. The Museum Heritage Education Program was offered in French to Yellowknife and Iqaluit schools. In addition, components of the program were delivered for a French immersion field trip to Blachford Lake lodge and for an organization of young Francophones at Prelude Lake.

The Department also provided contributions to community museums of the NWT for the implementation of French language services. Contributions were allocated to the museums in Norman Wells, Iqaluit, and Fort Smith.

Broadcast Media and Library services

In partnership with the Kativik School Board, the Department coordinates the airing of daytime French educational programming on TVNC. Existing children programs such as *Passe Partout* aired in the morning while existing adult programs such as *Nord du 60* and *Superscience* are aired in the afternoon.

In addition, the Department, in cooperation with the Canada's Museum of Civilization, coordinated the versioning of the documentary 'Before Time Began' shot in Arctic Red River.

With respect to library services, a limited number of material, including books, video, and audio tapes, were purchased during that year because of cataloguing difficulties. On average French language items were circulated in all NWT public libraries.

Executive

Overview

The Department of Executive provides support and advice to the Executive Council and coordinates Government policy development and program delivery.

The Department of Executive is comprised of three separate and distinct programs: Executive Offices, Financial Management Board Secretariat (FMBS), and Intergovernmental and Aboriginal Affairs; each under the authority of a separate Minister.

Activities of the FMBS are reported on separately.

Languages Programs and Services

The Department of Executive, through the Official Languages Unit, is responsible for the coordination of government initiatives with respect to the delivery of official languages services throughout the government and the negotiation of the Canada-NWT Languages Agreement with the Federal Government.

The Department indirectly supported other department's Official Languages initiatives by coordinating the development of Official Language services as well as reviewing and drafting policies, directives, and guidelines as necessary for the implementation and provision of Official Language services.

i. Aboriginal Languages

The Department's contact with the public, either through programs or the delivery of services, is minimum.

During 1994-1995, the Department had the capability to provide services in a number of Aboriginal languages through bilingual staff located in Headquarters or in Regional Offices.

The Department produced, in cooperation with the Languages Commissioner and the Department of Justice, a brochure on the *Official Languages Act*. The Brochure was produced in all Aboriginal languages.

ii. French

The Department of the Executive had the capability to provide services in French through positions which received a bilingual bonus. These include; the Press Secretary's office where information about Cabinet and Public Affairs issues can be handled in French; the Regional Director's office in Iqaluit where general inquiries can be handled in French; and in the Official Languages Unit where information on languages initiatives can be provided in French.

During 1994 - 1995 the Unit carried out a review of existing French language services and of delivery methods used in other jurisdictions. The Department also produced in cooperation with the Languages Commissioner and the Department of Justice a brochure on the *Official Languages Act*. The Brochure was produced in French as well as in all the Official Languages.

Finance

Overview

The Department of Finance has the mandate for obtaining the necessary financial resources required to implement the Government of the Northwest Territories' policies and programs and for intergovernmental fiscal negotiations and arrangements.

Language Programs and Services

i. Aboriginal Languages

The Department of Finance provided translation of the budget address in Inuktitut and redesigned forms derived from legislation to include Inuktitut. As well, advertisements regarding the NWT Cost of Living Tax Credit and the Federal Tax Credit were advertised in Inuktitut. The Department also responded to Inuktitut correspondence in Inuktitut and ensured that, where appropriate, Bureau of Statistics interviewers had the ability to speak local Aboriginal languages.

ii. French

The Department of Finance provided French language service at Headquarters through the Revenue and Asset Management division. The Department provided translation of the budget address in French and redesigned forms derived from legislation to include French. Advertisements regarding the NWT Cost of Living Tax Credit and the Federal Tax Credit were advertised in French. The Department also responded to French correspondence in French and ensured that, where appropriate, Bureau of Statistics interviewers had the ability to speak French.

Financial Management Board Secretariat

Overview

The Financial Management Board Secretariat has the mandate for the management and control of the financial, human and information resources of the Government of the Northwest Territories, and for providing analysis and advice to the Financial Management Board, ensuring that the Government of the Northwest Territories' financial, human and information resources are managed in an effective, efficient, and economical manner.

Language Programs and Services

i. Aboriginal Languages

The Secretariat indirectly supports other department's initiatives for the maintenance, revitalization or enhancement of Aboriginal languages through its Financial Management, Program Design and Evaluation, and Compensation Services divisions. Specifically, the FMBS maintains a Government Human Resource System database that contains information on language use and capabilities of all government employees. In addition, the Secretariat provided translation of the Main Estimates in Inuktitut.

ii. French

The Financial Management Board Secretariat had the capability, through bilingual positions, to respond to general inquiries in French from the public. The Secretariat's Government Human Resource System database contains information on language use and capabilities of all government employees.

The Secretariat published the annual Public Accounts in French and English.

Health and Social Services

Overview

The Department of Health and Social Services is mandated to promote, maintain and enhance the health and well being of individuals and families in the Northwest Territories.

Language Programs and Services

i. Aboriginal Languages

The Department of Health and Social Services provided interpretation, information, and some translation service at community, area, and regional Social Services offices, community health centres, and hospitals. These services were provided through bilingual staff, clerk/interpreters, community health representatives (CHR's), and interpreter/translators.

The Department and/or regional Hospital/Health Boards distributed various information materials in Aboriginal languages. These materials covered topics such as nutrition, dental health, environmental health, health benefits for registered Indians and Inuit, and general health promotion/education.



In order to promote health careers to children, the Department distributed a coloring book, available in all aboriginal languages of the Northwest Territories, entitled 'Clara's Choice'. In addition, signs providing information in Aboriginal languages for patients traveling for medical reasons were installed at the Yellowknife and Iqaluit airports.

In association with Arctic College, the Department trained staff members, bilingual in English and an Aboriginal language, to work more effectively in various positions in the health centres across the Northwest Territories. Specifically, staff received training in medical terminology and interpretation skills. The Department also provided contributions to Divisional Health Boards for medical interpreter training.

ii. French

French language services were provided in the Inuvik, Iqaluit, and Yellowknife Social Services offices through positions receiving bilingual bonus.

French language services in hospitals and health centres were available through bilingual staff or interpreters in Tuktoyaktuk, Norman Wells, Inuvik, Iqaluit, Fort Simpson, Fort Smith, Hay River, and Yellowknife during normal hospital and clinic hours. Signs were posted at most hospitals advertising the availability of French language services.

French language patient information and education handouts were available at Stanton Yellowknife Hospital, Baffin Regional Hospital, and the Mackenzie Regional Health Board. Regional hospitals/health boards distributed various information materials about health topics, nutrition issues, and health careers. In order to promote health careers to children, the coloring book entitled *Clara's Choice* was made available in French.

Justice

Overview

The Department of Justice has the mandate for the administration of justice in the Northwest Territories, including corrections. This mandate is carried out in a manner which respects community and aboriginal values and encourages communities to assume increasing responsibilities.

Language Programs and Services

i. Aboriginal Languages

In 1994 - 1995, most of the Aboriginal languages activities for the Department of Justice revolved around court interpretation, either through the payment of interpreters by the Court Services Division or through the Legal Interpreter Training Program which is designed to train Aboriginal language speakers as court interpreters.

Aside from the actual delivery of the training program (two sets of four two-week modules), the Legal Interpreter Training Program developed a database of legal terminology, published the *Court Interpreting Methods Manual*, and updated a registry of interpreters to be used by the courts, the RCMP, and law offices.

The Legal Interpreter Training Program also worked actively in the areas of support to interpreters by providing them with a bi-monthly newsletter and a toll-free number to call for assistance. In addition, an Advisory Committee was set up to assist in the delivery of the Legal Interpreter/Translator Program and to help guide its direction.

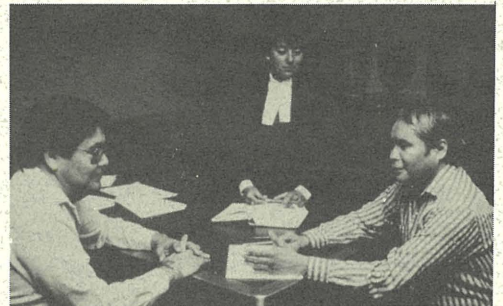
On a departmental level, the Department of Justice funded cross-cultural awareness workshops for court staff and the judiciary and was involved in the publication of various legal education materials, including the production (through Arctic PLEI) of Inuktitut and North Slavey version of a comic book on the *Young Offenders Act* and of Gwich'in, Dogrib and Inuktitut radio advertising on language rights.

In addition, 18 commonly used forms were translated into Chipewyan, Dogrib, Inuktitut, North Slavey and South Slavey and the Department continued to pay Aboriginal languages bilingual bonuses to all qualified recipients.

ii. French

The main area of activities for French within the Department of Justice is located within the Legislation Division which oversees the translation of all territorial acts and regulations into French in keeping with the *Official Languages Act*.

In addition, the Legislation Division published 12 issues of the *Northwest Territories Gazette* and was involved in the publication of legal education materials, including legal education columns in *L'Aquilon* and a French version of a comic strip on the *Young Offenders Act*. The Division also completed work on a volume of definitions contained in the regulations of the Northwest Territories, as a companion to the existing volume of statutory definitions.



On a departmental level, the Department of Justice provided French interpretation services to the courts when required, translated court orders and judgments into French (in compliance with the *Official Languages Act*), funded the delivery of the Legal Interpreter Training Program to French-speaking students and streamlined the handling of governments forms in order to ensure the timely updating of forms.

In collaboration with the Official Languages Unit and the Office of the NWT Languages Commissioner, the Department of Justice also prepared a brochure on the *Official Languages Act* outlining the content of the Act and its application.

Municiple and Community Affairs

Overview

The Department of Municipal and Community Affairs is responsible for facilitating the development of local governments. This involves ensuring that local governments possess sufficient legal authority and resources to carry out municipal responsibilities; that local governments are responsive and responsible to the residents; and that public programs and services essential to good community life are provided.



Language Programs and Services

i. Aboriginal Languages

The Department of Municipal and Community Affairs provided translated consultation documents and letters, which were circulated to communities for the departmental review of the Water and Sewage Services Subsidy Program.

ii. French Language Services

The Department of Municipal and Community Affairs responded to general French-language inquiries on departmental programs. Interpretation and translation services were available, if requested, for the Assessment Appeal Tribunal and the Board of Revision for the General Taxation Area.

Personnel

Overview

The Department of Personnel assists in the recruitment, hiring and maintenance of the people required by the departments, boards, and agencies of the Government of the Northwest Territories and ensures fair and equitable treatment of employees.

This Department has now been consolidated as the Personnel Secretariat in the Department of Executive.

Language Programs and Services

i. Aboriginal Languages

The Department of Personnel provided services in the Aboriginal languages in Regional Offices. When a correspondent used an Aboriginal language, the department responded in that Aboriginal language. The Department also distributed Affirmative Action Policy materials in Aboriginal languages and advertised various positions in Inuktitut.

ii. French

The Department of Personnel fulfilled the mandate of recruiting employees including positions funded under the *Canada-NWT Cooperation Agreement for French and Aboriginal Languages in the NWT* (with the exclusion of positions hired by Health Boards). This involved the preparation and coordination of advertising for bilingual positions and providing French language service throughout the process of recruitment for these positions.

French language services were also provided to individuals requesting information on the Department's operation.

Public Works and Services

Overview

The Department of Public Works and Services is responsible for the design, construction, acquisition, operation and maintenance of buildings, works and equipment. A wide range of services are offered to other government departments, boards and agencies to assist them in delivering their programs and services.

Language Programs and Services

i. Aboriginal Languages

The Department of Public Works and Services' regional offices provided services in Inuktitut and Inuinnaqtun through bilingual staff. Interpretation services were provided at some community meetings and Inuktitut translations were provided for various letters and reports for community projects. The Department also distributed information materials and advertised tenders in Inuktitut. Petroleum product client services were available in Slavey, Inuktitut, and Inuinnaqtun.

Signs in the Aboriginal languages were installed on government buildings and construction sites according to departmental guidelines. These signs used the standardized writing systems for the appropriate language.

ii. French

The Department of Public Works and Services oversaw the management of space allocations for positions funded under the *Canada-Northwest Territories Cooperation Agreement for French and Aboriginal Languages in the Northwest Territories*.

The production of French and bilingual (French and English) versions of government information material was coordinated by the Department. For example, the department coordinated the production of bilingual Statutes and Regulations of the Northwest Territories and bilingual forms for use by the public. Advertisements for tender calls were also placed in French.

Signs in French were installed on government buildings and construction sites according to departmental guidelines.

Department of Renewable Resources

Overview

The Department of Renewable Resources is responsible for the management, regulation, and sustainable development of wildlife and forest resources; the provision of environmental management, assessment, and protection measures; and land and water use.

Language Programs and Services

i. Aboriginal Languages

The Department of Renewable Resources frequently arranges interpreters and translation services, including written materials, for community meetings. The Department was also involved in the coordination-ordination of the translation, distribution, and production of various materials.

For example, spill report forms were translated into Inuktitut and provided by the Department. Any written materials provided to the wildlife management boards, set up under land claims, are translated. The GNWT's Response to the Report of the Traditional Knowledge Working Group was translated into all NWT Aboriginal languages and two information pamphlets were translated into Aboriginal languages.

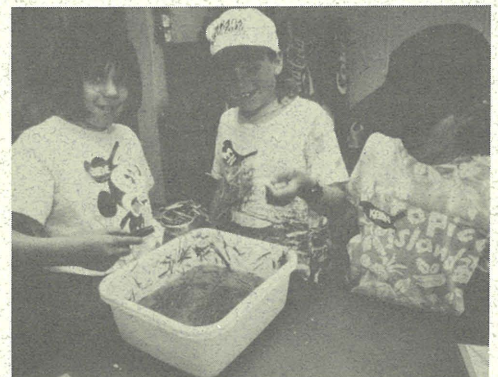
The Department coordinated the translation, production, and distribution of posters which outline the results of wildlife research. During 1994 - 1995, a total of three Anik TV spots were produced and translated into Inuktitut; two spots encouraging the public to report spills and one spot describing contingency planning requirements under the new *Environmental Protection Act* regulations.

A major undertaking of the Department of Renewable Resources, in conjunction with the Language Bureau, was the development and compilation of three Aboriginal languages glossaries of terminology used in wildlife research and management. Glossaries were produced for Inuktitut, Dogrib, and North Slavey and reflect the unique concepts inherent in each language.

ii. French

The Department of Renewable Resources provided French language services to the public in Headquarters and at appropriate regional offices through positions receiving bilingual bonus.

Various information materials were produced and distributed by the Department of Renewable Resources. For example, the Conservation Education/Resources Development Division of the Department produced French language versions of 12 NWT Wildlife Sketches along with several guides, including a summary of the *Environmental Protection Act* and *Safety in Grizzly and Black Bear Country*. The GNWT's Response to the Report of the Traditional Knowledge Working Group was also translated into French.



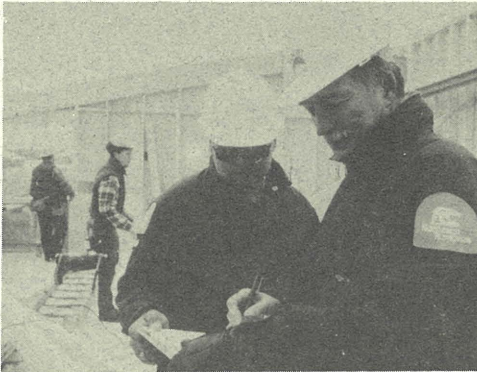
Department of Safety and Public Services

Overview

The Department of Safety and Public Services has the mandate for the administration of public safety in the Northwest Territories, including promoting and enforcing public and worker safety, protecting the interests of workers and consumers, and the control and distribution of alcoholic beverages throughout the Northwest Territories.

Language Programs and Services

i. Aboriginal Language



The Department of Safety and Public Services provided service in South Slavey through a position receiving a bilingual bonus. The Department also provided Inuktitut interpreters for rental hearings and coordinated the translation of various public information materials in Inuktitut.

The Liquor Law Review was a major project of the Department of Safety and Public Services. This involved extensive coordination and production of information flyers in five aboriginal languages, questionnaires in all of the NWT Aboriginal languages, and various public service announcements in six Aboriginal languages.

ii. French

The Department of Safety and Public Services provided French language services to the public through the Elevator Inspector position. This involved responding to various public inquiries and providing interpretations and explanations of codes, Acts, and regulations.

The Department coordinated the production and/or distribution of various French language information materials relating to Consumer and Corporate Affairs, Safety Division, Fire Safety, Mine Safety and Labour Services. For the Liquor Law Review, questionnaires and public service announcements were done in French.

Department of Transportation

Overview

The Department of Transportation has the mandate to plan, design, construct or reconstruct, acquire, operate, and maintain public transportation infrastructure in the NWT. The regulation and licensing of individuals and vehicles operating in the NWT is also carried out by the Department.

Language Programs and Services

i. Aboriginal Languages

The Department of Transportation did not offer any services in Aboriginal Languages.

ii. French

The Department of Transportation provided motor vehicle and driver licensing services to the public in French. The Department also advertised public tenders in French and distributed French language versions of the NWT Driver's Manual.

Northwest Territories Housing Corporation

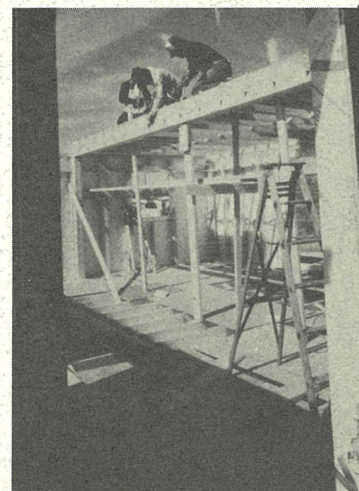
Overview

The Northwest Territories Housing Corporation is committed to providing an opportunity for all people of the Northwest Territories, to have homes that lead to a healthy, secure, independent, and dignified lifestyle.

i. Aboriginal Languages

The Northwest Territories Housing Corporation provided direct Aboriginal language services to the public at appropriate district offices. Interpretation services were provided for various community consultations and meetings. In addition, public tender advertising was undertaken in Inuktitut when appropriate.

The Corporation also coordinated the production and distribution of various public information materials and forms. Information materials on the "Access to Home ownership" programs were available to the public in Inuktitut. An Inuktitut version of the *Northwest Territories Housing Corporation Annual Report for the Legislative Assembly* was also produced.



A major project of the Corporation was the New Rental Scale. This involved extensive production and distribution of information materials. Written materials were provided in Inuktitut and radio advertisements were produced in the Dene languages.

ii. French

The Northwest Territories Housing Corporation provided French language service to the public when client counseling was required in that language. In addition, public tender advertising was undertaken in French when appropriate.

The Corporation also coordinated the production and distribution of various public information materials. For example, information materials on the *Access to Home ownership* programs were available to the public in French. This included an information guide, posters, press release, and information sheets. A French version of the *Northwest Territories Housing Corporation Annual Report for the Legislative Assembly* was also produced.

Workers' Compensation Board

Overview

The Workers' Compensation Board has the mandate to serve injured workers and employees by promoting accident prevention in the workplace, providing quality rehabilitation services, and fair compensation to injured workers throughout the Northwest Territories.

Language Programs and Service

i. Aboriginal languages

The Workers' Compensation Board provided signage in all NWT Aboriginal languages. Translated versions of various information materials, the production of which was coordinated by the Board, were produced and distributed.

The Board also coordinated the Inuktitut translation of the Workers' Compensation Board Annual Report. "Directions", the WCB's newsletter, was produced in a bilingual format (English and Inuktitut) and distributed. A textbook for courses provided by the Safety Education division were translated into Inuktitut. The Board also coordinated the production of an Inuktitut version of both the Information for Employers Handbook and SIRR Program Booklet.

An Inuktitut version of the Employer Classification survey was produced and sent out to employers in the Eastern Arctic.

In an effort to improve Inuktitut language service, a staff member attended an Arctic College Inuktitut language course. In order to advise Inuktitut speaking WCB clients of their right to a review of a decision made by a WCB staff member, the Board coordinated the production of appeal information which was printed on the reverse side of WCB letterhead.

To ensure that translation services can be provided when needed, the Board placed advertisements in various regional newspapers requesting proposals for providing interpretation and translation services on an "as required" basis. This provided a network of service providers in the following languages: Chipewyan, Cree, Dogrib, Inuktitut, North Slavey, South Slavey, and Gwich'in .

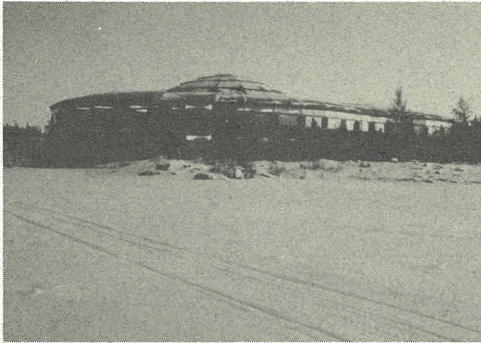
ii. French

All signage on Workers' Compensation Board premises were done in French. The board coordinated and distributed various public information materials in French. In order to facilitate the translation process, the Board installed a software system to deliver in-house publication of forms and brochures.

The Board also provided in-house translation of correspondence, medical reports, employers' payroll statements, and all other documents relating to the claimant or an employer's file as well as the Board year-end financial statements.

French speaking WCB clients were advised of their right to a review of a decision made by a WCB staff member by printing this information in French on the reverse side of WCB letterhead.

The Workers' Compensation Board also provided training in basic claims adjudication and assessment procedures to a French-speaking staff member in order to improve the provision of services in French.



Legislative Assembly

Overview

The Legislative Assembly's legal and administrative structure is set by the federal *Northwest Territories Act*, the *Legislative Assembly and Executive Council Act*. The Legislative Assembly also provides administrative and financial support services for the independent operation of the Languages Commissioner's office.

Language Programs and Services

i. Aboriginal Languages

The Legislative Assembly provided, upon reasonable request, audio tapes of the proceedings of the Legislative Assembly in all Aboriginal languages.

Portions of the proceedings of the Legislative Assembly were broadcast daily on TVNC. The television coverage included one hour of English broadcasting and one of the remaining official languages, on an alternating basis, each sitting day. In addition, there was also radio broadcast on CKLB. The broadcasts were in English, Slavey, Dogrib, Chipewyan, and Gwich'in.

Interpretation services in eight of the eleven Official Languages of the Northwest Territories were provided during debates, proceedings, caucuses, and meetings of Committees of the Legislative Assembly. Interpretation services were also available when Committees traveled to communities to conduct public meetings. These services are provided to varying degrees.

Bills of the Legislative Assembly were available in summary form in Inuktitut or, at times, in complete translation format. All official House documents were made available in any Aboriginal Language, upon reasonable request. Advertisements and Committee publications were also provided in various aboriginal languages, primarily Inuktitut. In addition, internal forms required for the daily administration of the Legislative Assembly were available in Inuktitut and were translated into other Aboriginal languages on an "as needed basis".

The Legislative Assembly also provided direct Inuktitut service at the reception and on the telephone. Services were available in Dogrib, through a designated Dogrib speaking staff member, and in all other official Aboriginal languages upon request. As well, two multilingual signs have been installed at the entrance of the Legislative Assembly.

ii. French

The Legislative Assembly provided, upon reasonable request, audio tapes of the proceedings of the Legislative Assembly in French.

Interpretation services were available during debates, proceedings, caucuses, and meetings of Committees of the Legislative Assembly. MLA's and witnesses appearing at public meetings, were provided with interpretation services upon reasonable notice. Also, French language signage was posted at the Legislative Assembly building.

All bills, were available in French and other House documents were also available in French upon reasonable request. Various advertisements were provided in French.



Conclusion

During 1994-1995, a number of official languages initiatives were conducted by the GNWT. Many of these initiatives were briefly captured in this Annual Report.

The scope of the challenge met in the daily provision of programs and services, which are culturally relevant and in the appropriate languages, could not however, be captured in the context of a government annual report. A collection of anecdotes from translators, interpreters, GNWT staff, and members of the public would better demonstrate the challenge of providing multi-language services.

The NWT is not alone in being required to provide services in more than two official languages. However, the nature of, and the diversity between, each official language have made this situation unique. In no other place are the needs of languages rooted in oral traditions placed along side the needs of languages such as English that have well established oral and written systems. In addition, the priorities of each language can vary from requiring extensive revitalization or literacy training to requiring the development of specialized terminology.

The GNWT's challenge is twofold; meeting the obligations of the *Official Languages Act*, as set out in the Legislation, while at the same time, ensuring the enhancement, maintenance, and revitalization of Aboriginal languages. These two priorities can at times seem to be in conflict, but they are complimentary; by providing services in the official languages, the GNWT encourages the daily use of these languages.

With decreasing resources, more creative approaches must be sought for the continued provision of language programs and services. In addition, to facilitate the coordinated provision of language services by the government, the introduction of Official Languages policy and guidelines is essential. More importantly, the role of the communities, in providing language services and in establishing priorities for language development, must be encouraged and strengthened. Without the help of the communities in promoting language use, many languages will decline regardless of service provision by the government.

