



Francophone Community Satisfaction Survey on GNWT French Language Communications and Services 2020-2021

Second edition

May 2021



The Government of the Northwest Territories (GNWT) is committed to offering and delivering quality French language communications and services to the public. The input from the Francophone community on the GNWT's capacity to do so is essential.

The second annual Francophone Community Satisfaction Survey was launched during the *Mois de la Francophonie*. This new initiative aims to ensure that the Francophone community is aware of the GNWT's French language communications and services and is satisfied with its offer and delivery at Points of Public Service in French.

The survey opened on March 10, 2021 and closed on March 31, 2021 with a total of 119 responses. It was advertised on the GNWT website and Bear Net, and via the GNWT and Francophone organizations' social media, newsletters and webpages. A link to access the survey was also published in *L'Aquilon* and on Cabin Radio's website, and an ad also aired on Radio Taïga and Cabin Radio.

The second edition of the Francophone Community Satisfaction Survey includes a section dedicated to health and wellness. This is the follow-up to the 2019-2020 survey that identified health as a priority for the Francophone community of the NWT.

The results of this second Francophone Community Satisfaction Survey will contribute to the ongoing evaluation of GNWT French language communications and services. A summary of this report will also be made public.

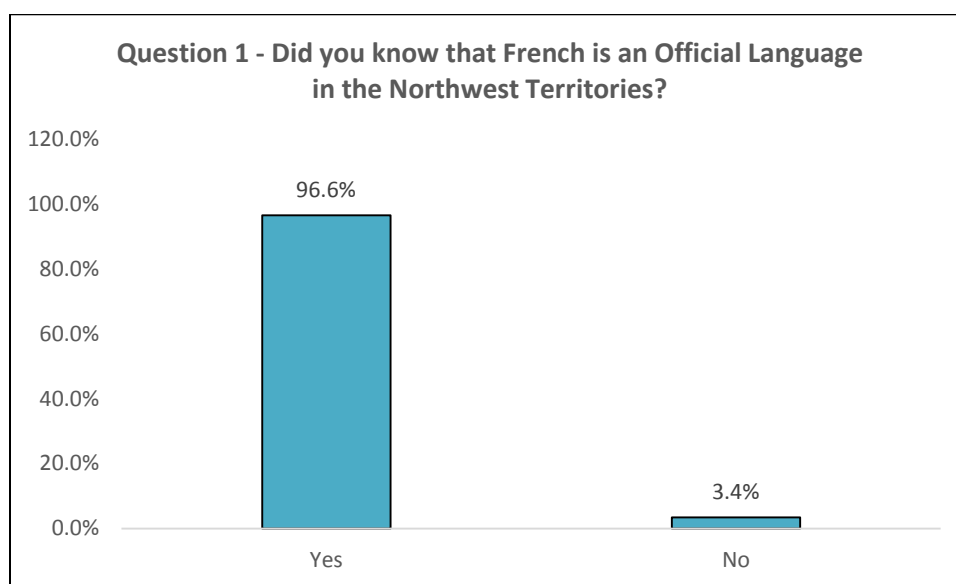
The survey was created by the Francophone Affairs Secretariat (Secretariat) with the participation of *Réseau TNO Santé* in the section dedicated to health and wellness. The survey was also supported by the Planning, Research and Evaluation (PRE) Division of the Department of Education, Culture and Employment (ECE).

PART I: SURVEY RESULTS

This section presents the gross results of the second Francophone Community Satisfaction Survey on GNWT French Language Communications and Services 2020-2021. It is to be noted that numbers in the graphs have been rounded to bring clarity to the document.

Question 1

The figure below indicates if respondents knew that French is an official language of the Northwest Territories (NWT).



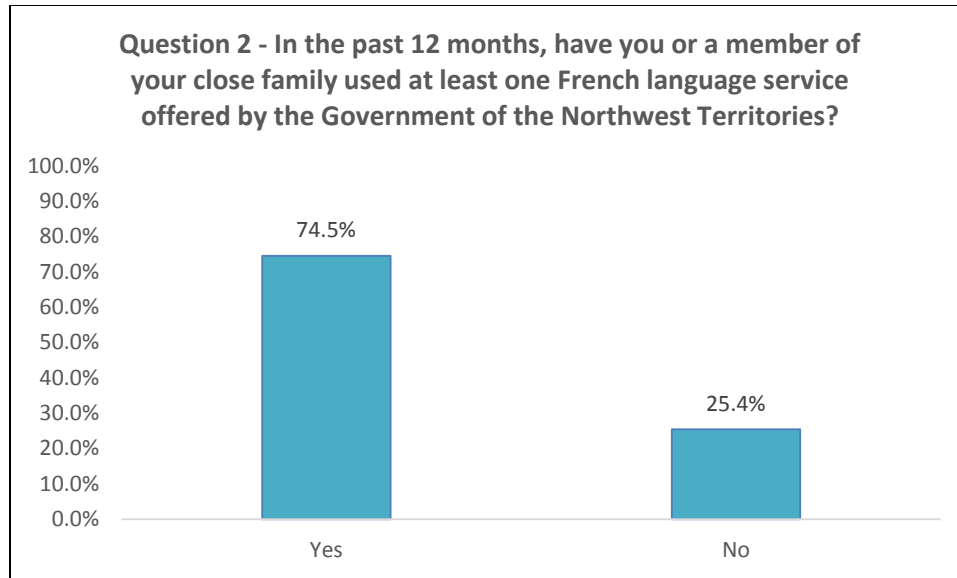
The graph shows that a great majority of the respondents were aware that French is an official language of the Northwest Territories. Indeed, 96.6% of the 119 respondents indicated they knew French is an official language of the NWT, and only 3.4% of the respondents indicated not being aware of it.

Usage of the GNWT's French Language Services by the Public

Questions 2 to 9 aimed to collect information about the usage of the GNWT's French language services by the members of the public between April 1, 2020 and March 31, 2021.

Question 2

The figure below indicates if the respondents used at least one French language service offered by the GNWT in the last fiscal year.



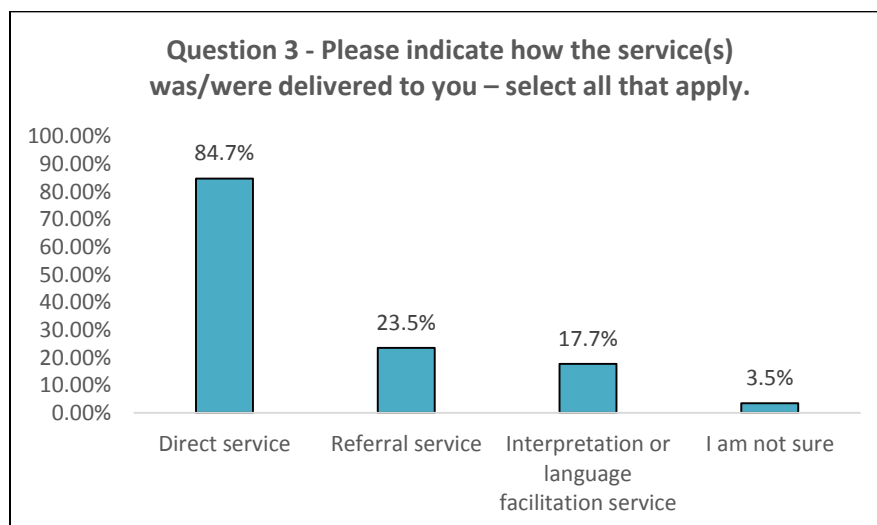
The graph shows that almost three quarters of the respondents did use at least one French language service offered by the GNWT in the last 12 months (74.5%), and one quarter (25.4%) indicated not having used any in the past year, for various reasons.

Questions 3 to 6

Questions 3 to 6 were follow-up questions to question 2, for the respondents who indicated having used a French language service of the GNWT in the last 12 months.

Question 3

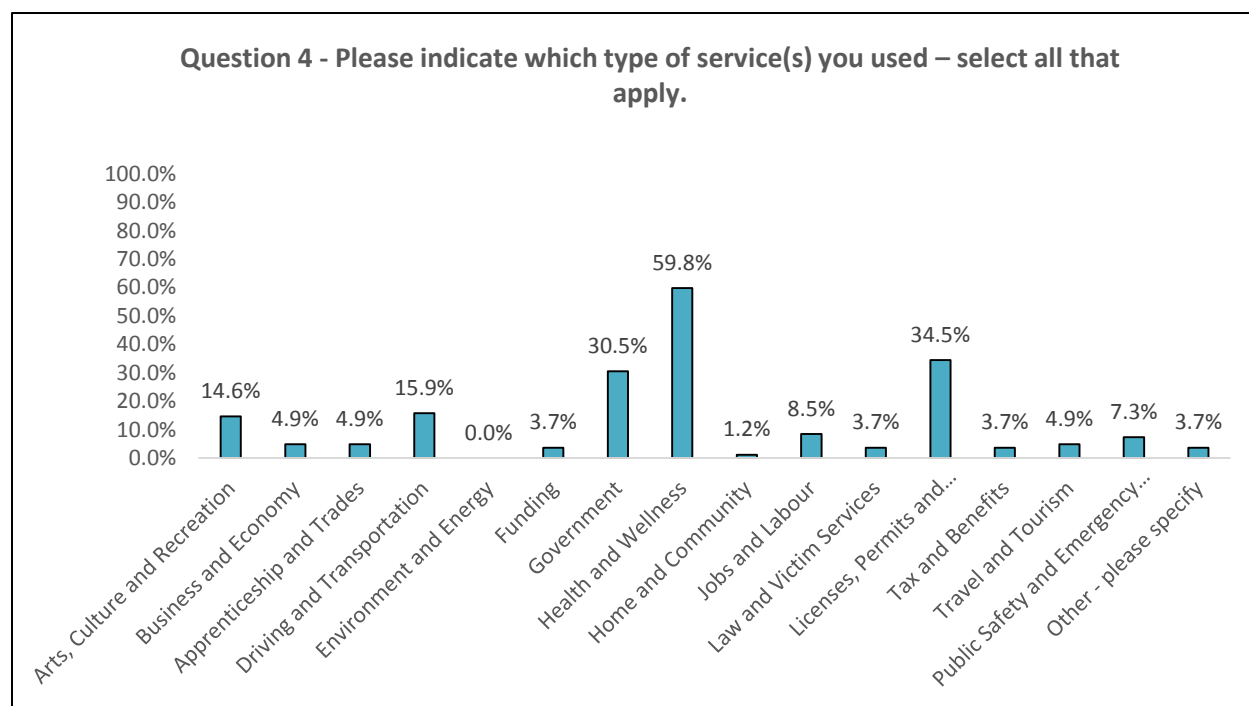
The figure below shows the type of service(s) used by the respondents – for this question, the respondent could select more than one option, as it is possible that they used more than one service, and were served in a different manner each time. For the 85 individuals who responded to this question, a total of 110 answers were given.



The graph shows that 84.7% of the 85 respondents accessed a direct service¹ in French in the last 12 months. Moreover, 23.5% of the respondents indicated accessing a referral service², 17.7% an interpretation or language facilitation service³, and 3.5% of the respondents were not sure of the type of service they used.

Question 4

The figure below details the type of service(s) that was used by the respondents. For this question, the respondent could select more than one option. For the 82 individuals who responded to this question, a total of 190 answers were given.



The graph underlines that most of the respondents used a GNWT service in French related to Health and Wellness (59.8%) in the past 12 months. Moreover, 34.5% of the respondents indicated accessing a service related to Licenses, Permits and Registrations, 30.5% a Government service in

¹ Direct service: provided face-to-face, over the phone, or via email; the bilingual employee who offered the service provides the service in French.

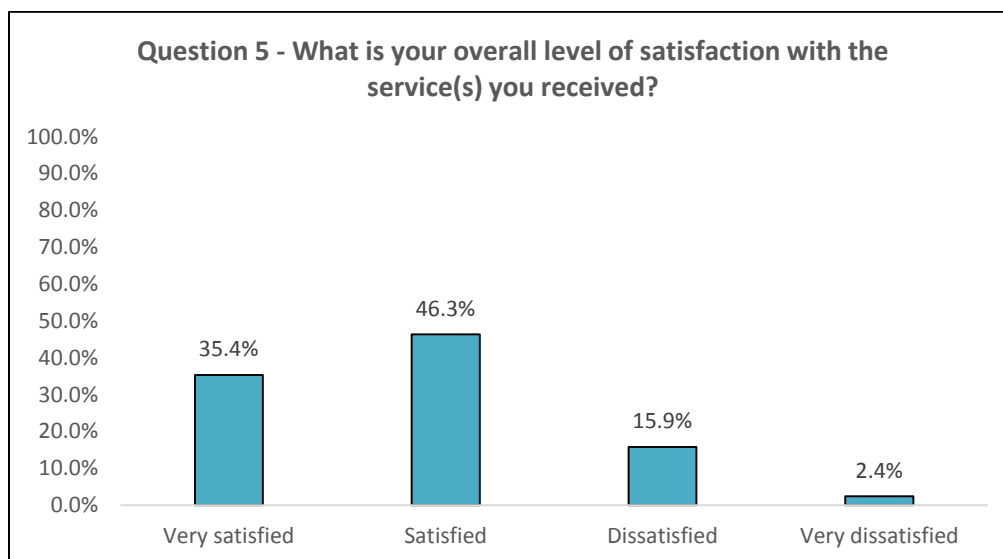
² Referral service: a non-bilingual front-line employee has ready access to a bilingual employee in the same office or in some other location who can serve a member of the public in French; the service provider may not necessarily be physically located at the first point of contact, but can provide the service over the phone, through e-mail or video conferencing.

³ Interpretation or language facilitation service: an interpreter assists a non-bilingual employee in the delivery of a service in French to a member of the public; Interpretation is accessed via telephone, face-to-face or via videoconference; Only certified interpreters shall provide **interpretation service**; however, other bilingual employees may use **language facilitation** to aid non-bilingual employees to serve members of the public in French.

general, and 15.9% a service linked to Driving and Transportation. The graph shows that no respondent selected having used a GNWT service in French related to Environment and Energy.

Question 5

The figure below shows the respondents' level of satisfaction with the service(s) received. This question was answered by 82 respondents.



The graph indicates that a great majority of the respondents were either satisfied or very satisfied with the service(s) received (81.7%). 18.3% indicated being dissatisfied or very dissatisfied with the service(s) received. Some of the reasons for dissatisfaction will be detailed in question 6.

Question 6

Question 6 was an opportunity for participants to comment on the quality of the GNWT French language services received.

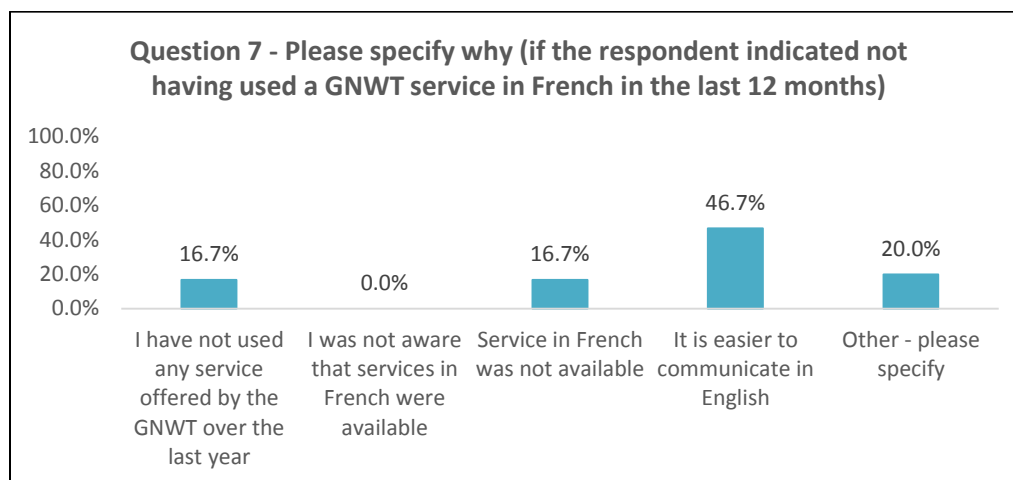
Among the comments, it was mentioned that the quality of French language services is not consistent and often relies on the aleatory presence of a bilingual employee. It was also noted that interpretation services in the health sector is not always adequate (although it is not clear if respondents refer to the actual medical interpreter or if they have language facilitators in mind). The absence of French services in the hospital and in the COVID-19 vaccination clinic was also highlighted as well as the delays caused by a request of French services.

Positive comments were also received: Services TNO, Licensing Services and Legal Registries were mentioned as examples of good practice.

Question 7

Question 7 is a follow-up question to question 2, for the respondents who indicated not having used a French language service of the GNWT in the last 12 months. Question 7 aimed at providing more

information on the reason(s) why the respondent did not use a GNWT French language service in the last year.



In total, 30 respondents indicated not having used a French language service offered by the GNWT in the last fiscal year. The graph shows that a total of 63.4% of the respondents did not use any service in French because it was either not available, or because it was easier to communicate in English. Moreover, 16.7% of the respondents indicated not having used a service because they did not access any GNWT service at all. All respondents seem to be aware that the French services are available as 0.0% has responded that they did not use French language services because they were not aware that the service was available.

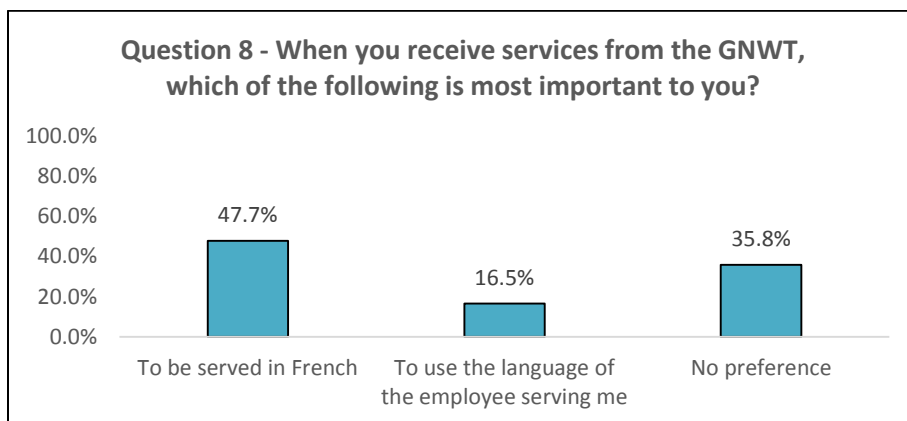
Respondents were able to provide comments about reasons why they chose not to use services in French. 6 responses were provided. Those answers can be summarized in few categories:

- Some respondents did not use French services because their mother tongue is English and they feel more comfortable in that language when requesting a service from the GNWT.
- They requested the service, but it was not available.

Francophone Community Priorities

Question 8

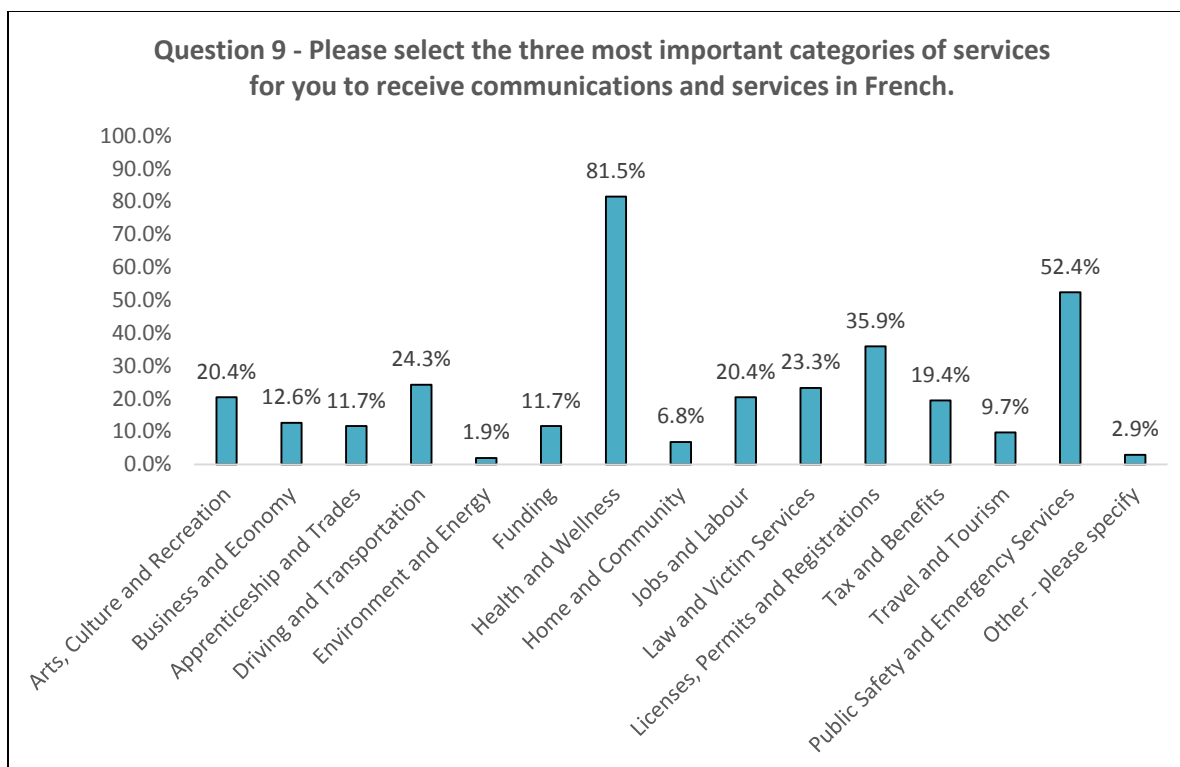
The figure below shows the respondents' priorities according to the language of service when requesting a service from the GNWT.



According to the graph, almost half the 109 respondents (47.7%) indicated that it was most important to them to be served in French when receiving a service from the GNWT. Otherwise, 16.5% of the respondents mentioned that they preferred using the language of the employee serving them, and 35.8% of the respondents had no preference.

Question 9

The figure below indicates the categories of services for which the respondents feel it is the most important to access services in French if needed. For this question, the respondent could select up to three answers. For the 103 individuals who responded to this question, a total of 345 answers were given.



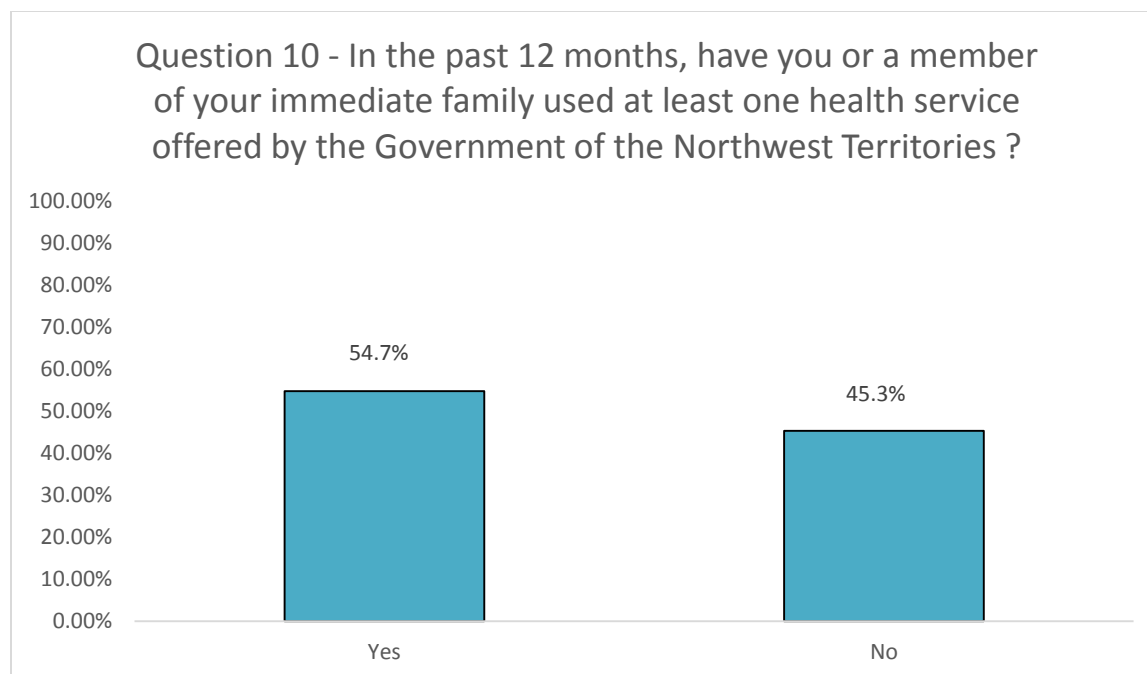
According to the graph, the most important category was by far *Health and Wellness*, with 81.5% of the respondents indicating that the category was among the most important when accessing and receiving communications or services in French. The category *Public Safety and Emergency Services* came second, with 52.4%, and the category of *Licenses, Permits and Registrations* came third with 35.9%. In fourth position came the *Driving and Transportation* (24.3%), and the category *Law and Victim Services* came in fifth position (23.3%).

Health and Wellness

This section, questions 10 to 15 inclusive, was specifically dedicated to Health and Wellness. The 2019-2020 edition of the Francophone Community Satisfaction Survey showed that this is a priority for the community. It was therefore decided to create a section on this matter this year to assess the level of satisfaction.

Question 10

The graph indicates that more than a half of participants indicated that they had used health services in the past year (between April 1, 2020 and March 31, 2021). Respondents who answered no to question 10, were automatically redirected to question 13.



Question 11

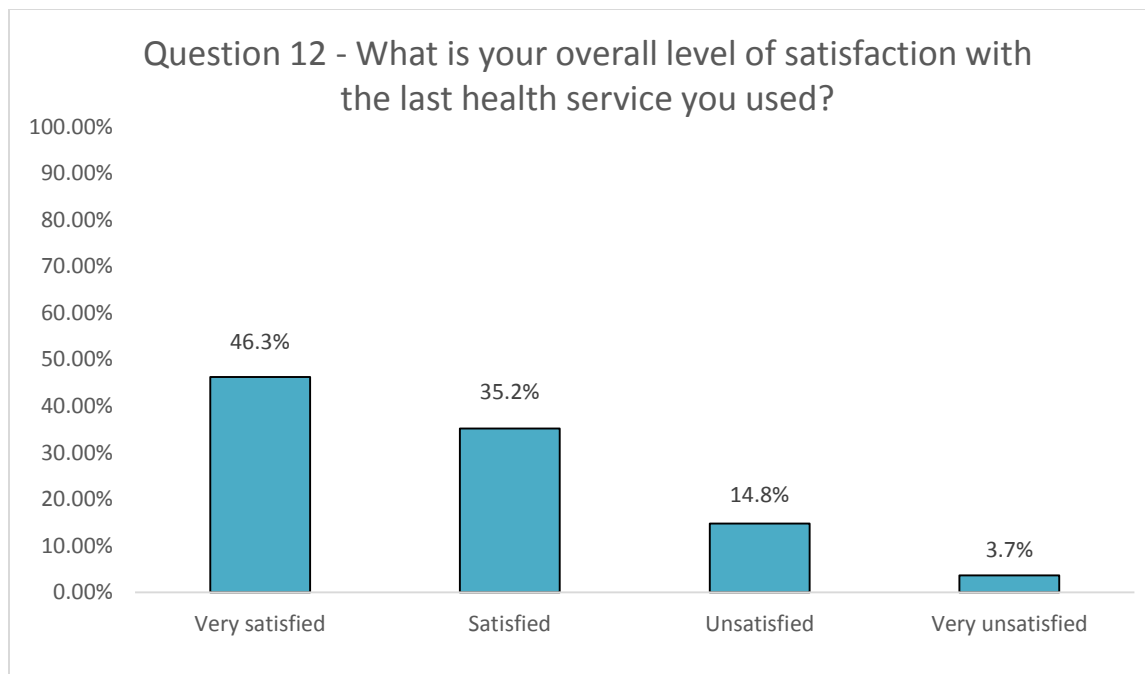
Question 11 was an open-ended question where participants were asked to identify the last health service they have used in the past fiscal year (between April 1, 2020 and March 31, 2021). The 55 answers given could be organized into broad categories:

Question: In the last few months, what is the last health service you have used?

- COVID-19 vaccination or testing
- Appointment with a physician or nurse
- Emergency of Stanton Hospital
- Visit at Primary Care or Frame Lake Clinic
- Request for a health care card

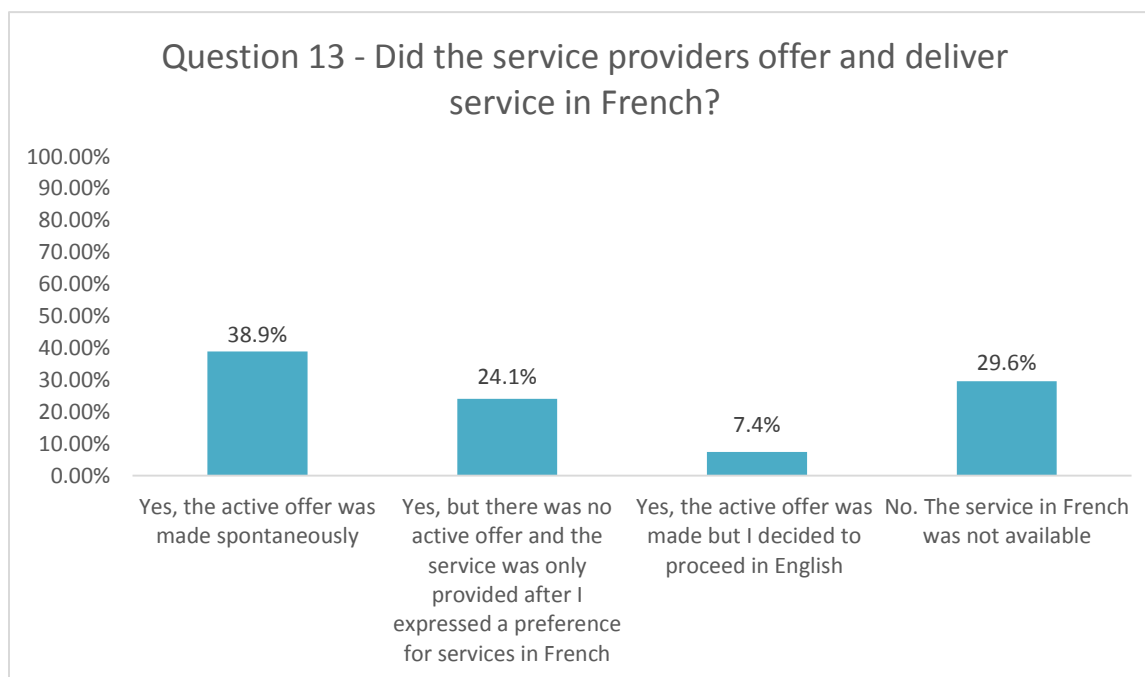
Question 12

The graph indicates that 81.5% of respondents were either very satisfied or satisfied of the last health service they received in the past year. 18.5% were unsatisfied or very unsatisfied. 54 out of the 119 respondents answered this question.



Question 13

The figure below shows that 63% of the participants received service in French. However, only 38.9% of the services were actively offered. In 29.6% of the cases, the health service was not available in French. 7.4% of the respondents were offered a service in French but decided to proceed in English.

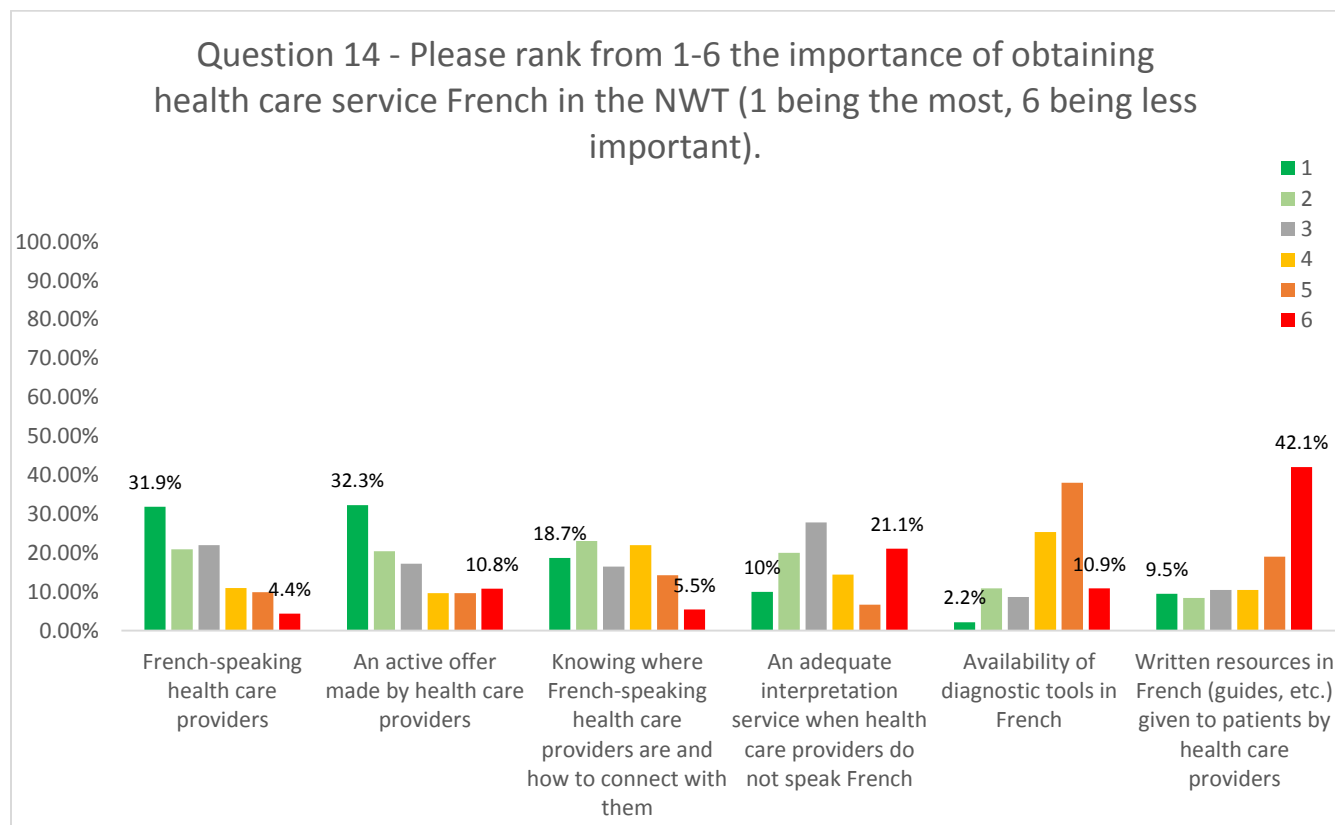


Question 14

Question 14 gave participants the opportunity to grade priorities in order of importance, 1 being the most important and 6 being the least important. 96 individuals answered this question.

In the following table, the green stripes refer to elements for which respondents place more importance, and in red, the statements that are of least importance for the participants of the survey.

The figure below shows that the two most important elements for the respondents are *being able to access French-speaking health care providers* and *receiving active offer from health care providers*. The third priority identified by participants was *knowing where French-speaking health care providers are and how to connect with them*, followed by being able to access an *adequate interpretation service when the service providers do not speak French*.

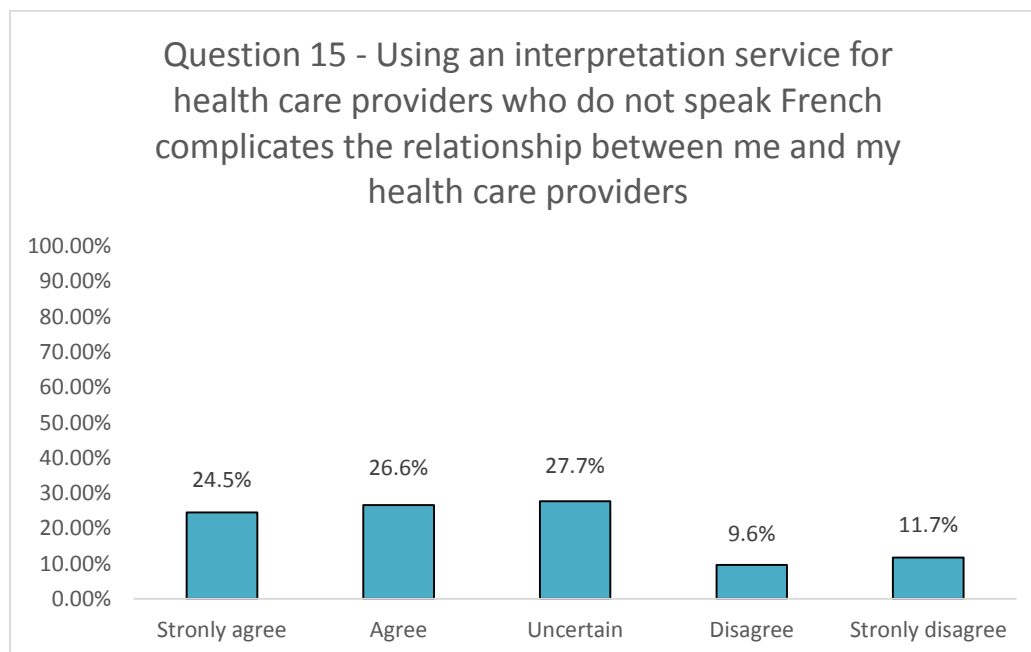


Question 15

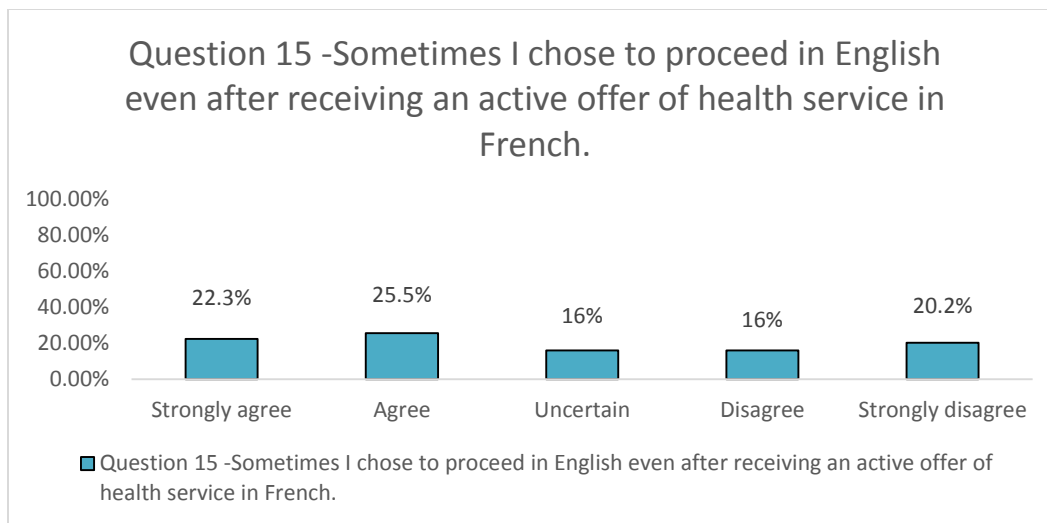
For question 15, respondents were asked to what extent they agreed with the following statements:

- *Using an interpretation service for health care providers who do not speak French complicates the relationship between me and my health care providers*
- *Sometimes I chose to proceed in English even after receiving an active offer of health service in French.*

The figure below reveals that more than a half (51.1%) of the respondents strongly agree or agree that using an interpretation service complicates their relationship with health care providers. However, 21.27% disagree or strongly disagree with that statement.



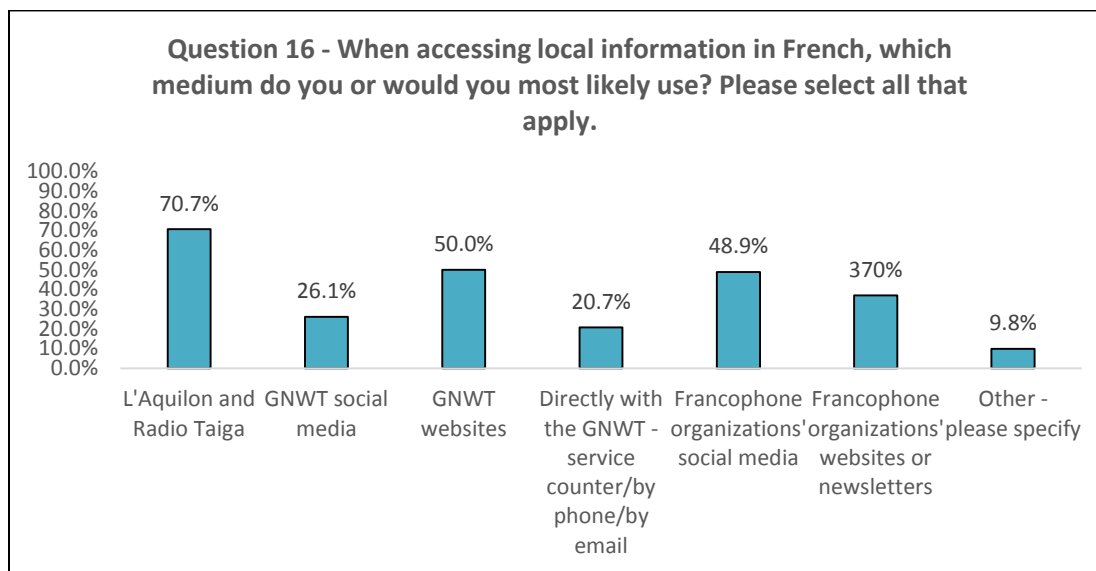
This second graph tells also that 47.8% of participants indicated that they sometimes chose to proceed in English even after receiving an active offer of health service in French; while 36.2% disagree or strongly disagree.



Accessing Information

Question 16

The figure below indicates which medium the respondents tended to use when wanting to access local information in French. For this question again, the respondent could select up to three answers. For the 92 individuals who responded, a total of 239 answers were given.

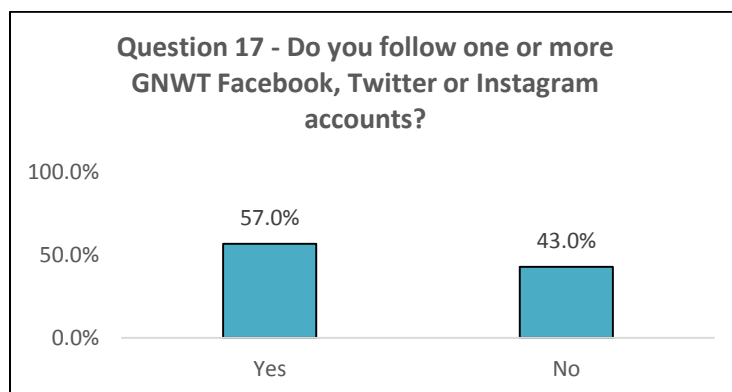


According to the graph, most of the respondents indicated using *L'Aquilon* and *Radio Taïga* to access local information in French (70.7%). Moreover, 50% of the respondents said they were accessing local information in French via GNWT websites, and 48.9% of the respondents indicated that they used social media of the Francophone organizations to get information in French. For

those who indicated using another type of medium, Radio-Canada Grand Nord, was the most common answer.

Question 17

The figure below indicates if the respondents follow one or more GNWT Facebook, Twitter, or Instagram accounts.

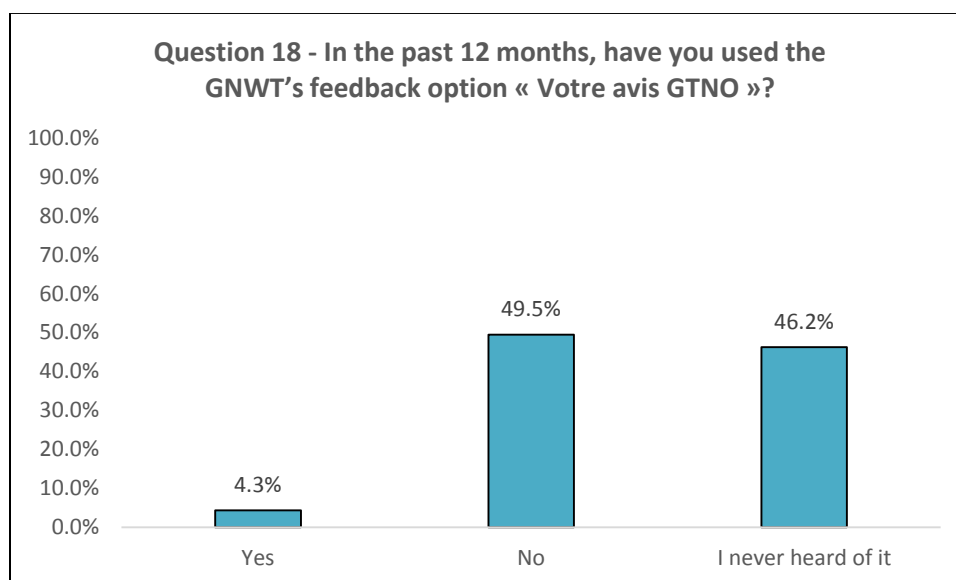


The graph shows that more than a half of the respondents follow a GNWT social media account (57%).

Feedback Process – *Votre avis GTNO*

Question 18

The figure below shows the usage of the GNWT's feedback process *Votre avis GTNO* by the members of the public.



According to the graph, only 4.3% of the respondents indicated having used the GNWT's feedback process *Votre avis GTNO* in the past 12 months. On the other hand, 49.5% said they did not use the feedback process, and 46.2% mentioned not being aware of this feedback process. A total of 93 respondents answered this question.

The Future of GNWT French Language Communications and Services

Question 19

Question 19 was an open-ended question to enable respondents to indicate what would encourage them to use the GNWT's services in French more often. The 70 answers given could be organized into broad categories:

Question: What would encourage you to use the GNWT's service in French more often:

- If the active offer was more visible and evident and if when the active offer was made, French services were available.
- For some respondents, instead of helping them, requesting services in French becomes a burden because the service is not provided in a timely manner or is of less quality.
- That the employee offering the service speaks French fluently
- If the services in French were more consistent
- If there were more services available in French
- If there were more direct service in French
- If there was no delay attached to requesting a service in French
- If they were confident that they wouldn't know the interpreter when requesting a health service (to ensure confidentiality).

Question 20

Question 20 was also an open-ended question to allow respondents to be candid about their expectations for the future of the GNWT's communications and services in French. A total of 60 responses were given, and could be grouped in the following categories:

Question: Do you have any expectations for the future of the GNWT's communications and services in French?

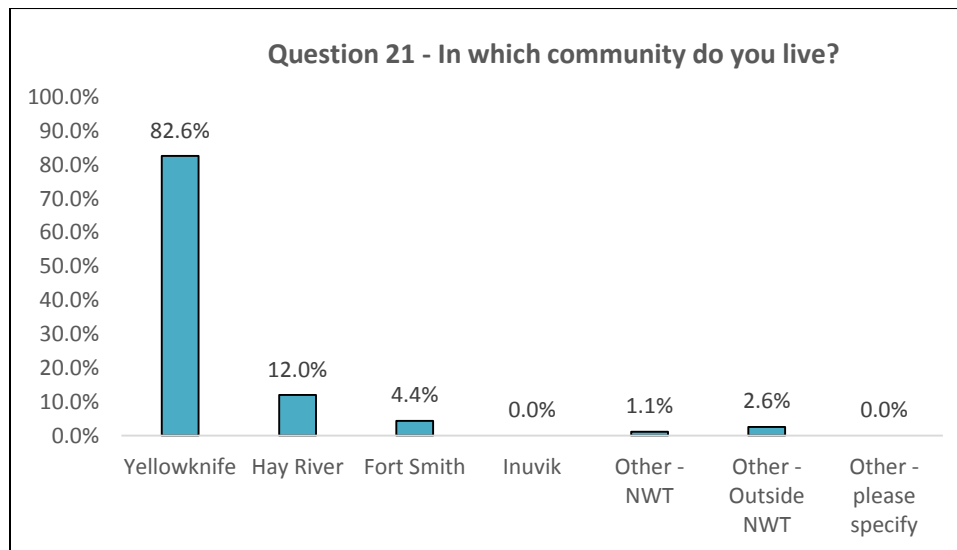
- More services in French
- That the GNWT finds a way to identify the language of preference of members of the public and be more pro-active in offering those people services in French.
- That the services in French are readily available
- Improvement and increase of the active offer
- More French training for GNWT employees about active offer
- More French-speaking employees and ensuring that the level of French of bilingual employees improves.
- Increase the partnership with community organizations to promote French services
- Equal quality between French and English services
- Make sure websites and written instruments are translated.
- That the GNWT is involved in the establishment of the Francophone community centre.

Some of the respondents also recognized the improvement of quality of the GNWT's French Language Communications and Services over the past years.

General Information about the Respondents

Question 21

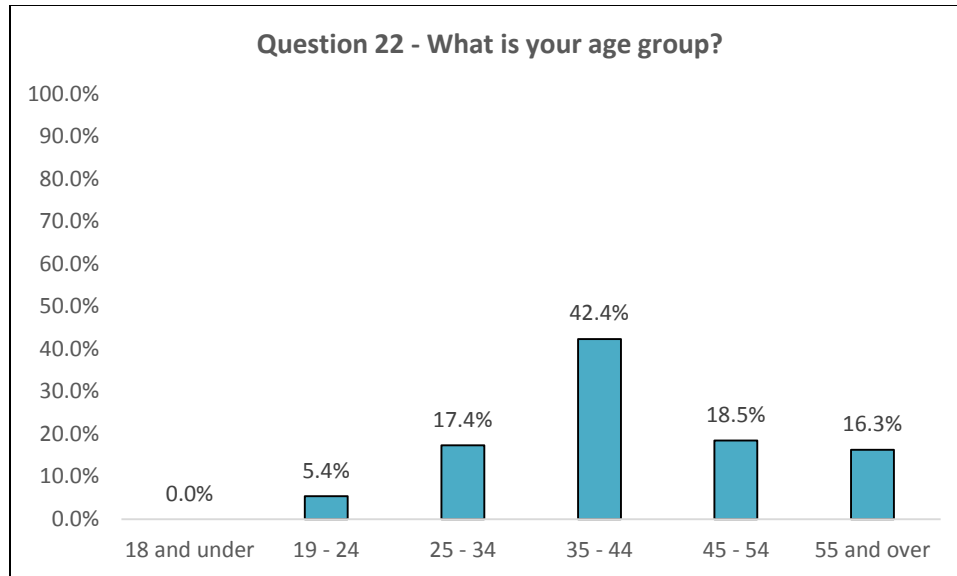
The figure below indicates in which communities the respondents live.



According to the graph, most of the respondents live in Yellowknife (82.6%). A little bit more than 8% of the respondents indicated living elsewhere, such as Hay River, Fort Smith, and outside the NWT.

Question 22

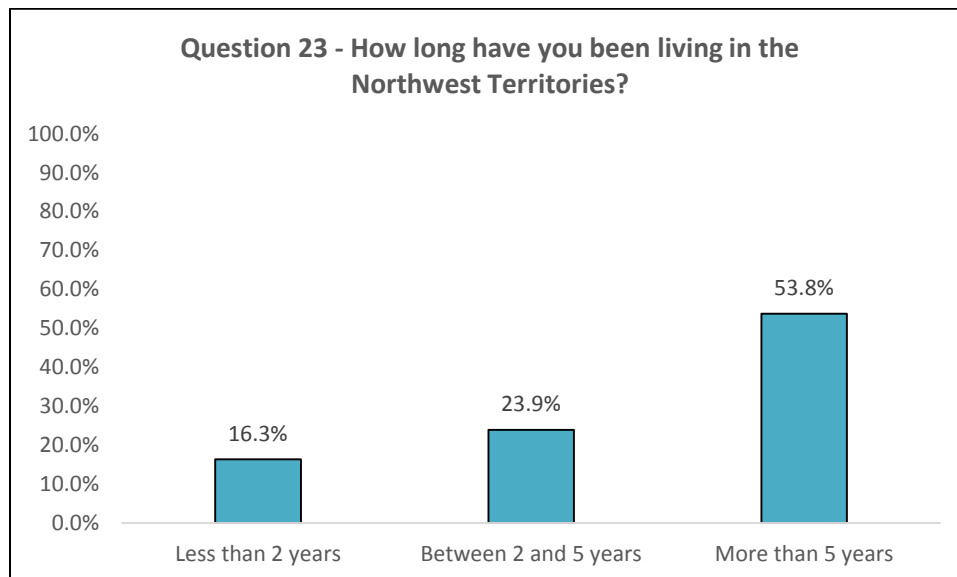
The figure below presents the number of respondents based on their age group.



The graph shows that most of the respondents were aged between 35 and 54 years old (60.9%). Otherwise, 16.3% of the respondents were 55 years old and older, and only 22.8% of the respondents were younger than 25 years old.

Question 23

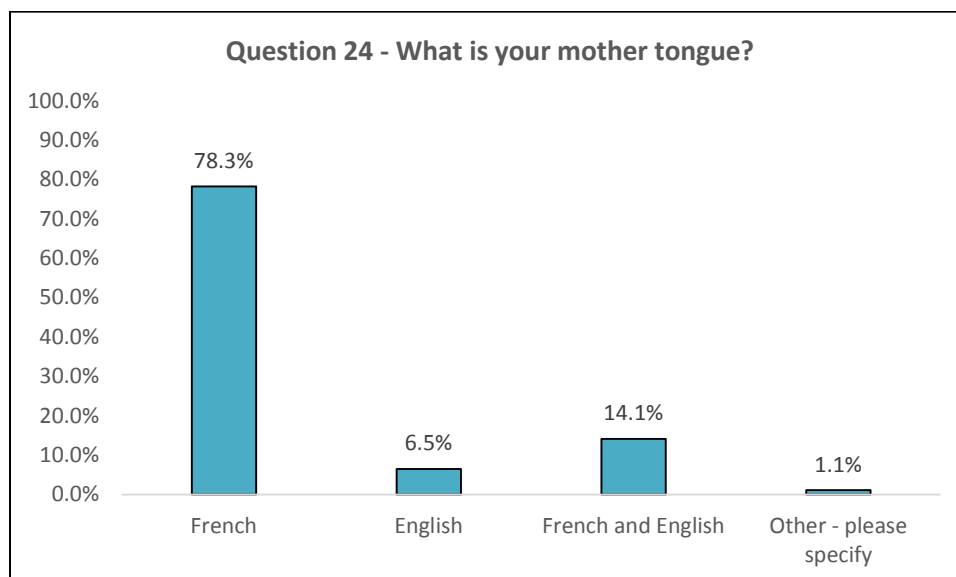
The figure below indicates how long the respondents have been living in the Northwest Territories.



Of the 92 respondents who answered Question 23, 16.3% have been living in the Northwest Territories for less than 2 years, 23.9% between 2 and 5 years, and 53.8% for more than 5 years.

Question 24

The figure below shows the mother tongue(s) of the respondents.



According to the graph, a great majority of the respondents indicated French as their mother tongue (78.3%). 6.5% of the respondents indicated English as their mother tongue, and 14.1% for the respondents designated both French and English as mother tongues. Finally, 1.1% of the respondents said they had another language as their mother tongue.

PART II: SURVEY ANALYSIS

Community input is a useful source of information. It tells us about areas of success and provides valuable ideas for improvement. This section provides an overview of the numbers and feedback that stood out of the second Francophone Community Satisfaction Survey 2020-2021. The results of the survey also provided some data about the public usage of GNWT French language communications and services, and about the Francophone community's priorities.

The first edition of the survey was launched in March 2020. However, the response rate was very low (47 respondents in total), it was difficult to extract trends between the two surveys as a result.

The Strengths

Among the strengths, it was noted that almost 75% of the respondents indicated having used a French language services offered by the GNWT in the past 12 months (between April 1, 2020 and March 31, 2021), and a majority of them were able to access a direct service when doing so. The level of satisfaction about the services received is high, and some positive feedback was recorded.

Here are a few numbers quantifying successes:

- 74.5% of the respondents indicated having used a GNWT French language service in the past 12 months;
- 84.7% of the respondents did access a direct service when requesting a French language service;
- 81.7% of the respondents who used a French language service in the past 12 months indicated being very satisfied or satisfied with the service received. Even with a higher number of respondents in the 2020-2021 survey, the satisfaction rate is higher than last year. Comparatively, 72.4% of 2019-2020 survey respondents indicated that they were either very satisfied or satisfied.
- The satisfaction level with the last health service used is also acceptable: 81.5% of participants are very satisfied or satisfied of the service received. In 63% of cases, the service was delivered in French (even if in 35.2% of the cases the active offer was not made). However, the way the question is formulated (*Question 12- What is your overall level of satisfaction with the last health service you used?*) leads to think that respondents may have assessed the overall quality of the service – not the language component of it.
- All respondents that didn't use the services of the GNWT in French seem to be aware of the existence of French services, as 0% opted for the English service because they were not aware that French services existed.

A few respondents indicated seeing an increase and improvement over the past few years in the offer of GNWT French language communications and services to the public. Services TNO and Licensing Services at the Department of Infrastructure has also been described as a professional and helpful service to the community. It is important to highlight that both services have bilingual required staff on site at all times and offer direct service to the public.

The Challenges

The results of the Francophone Community Satisfaction Survey 2020-21 also highlighted a few areas for improvement. It was mentioned that the active offer and the overall quality of French language communications and services vary depending on the Points of Public Service in French. Sometimes, the delay in receiving a service was longer because the member of the public made the request in French. Some people commented on the obstacles they faced when using voicemails in French, especially in the health sector.

Some respondents also suggested that the use of interpretation is not an ideal option, especially in health related areas. Several respondents also reported that in many cases, when the active offer is made, the French service is not necessarily available. Some individuals indicated that the French spoken by bilingual employees was poor, leading them to have to finally use English to be fully understood.

Here are a few numbers regarding the challenges:

- Only 38.9% of health care services users received the service in French as it should be delivered, that is, the active offer, followed by the French service itself. An additional 24.1% accessed the service in French, but the active offer was not made. They needed to request it;

- 46.2% had never heard about *Votre avis GTNO*;
- 63.4% of the respondents who had not used a GNWT French language service in the past 12 months reported not doing so either because the service in French was not available, or because they considered it easier to communicate in English
- 47.7% of respondents choose sometimes to proceed in English when receiving a health service even if an active offer is made.

Other General Information

The survey also allowed the Francophone Affairs Secretariat to gather general information showing a portrait of the actual usage and needs of the Francophone community, the priorities when requesting a service from the GNWT, and the form of media that should be prioritized to transmit information in French.

As seen in question 4, when asked which types of services respondents used in the past year, the two categories that stood out were Health and Wellness (59.8%) and Licenses, Permits and Registrations (34.5%). However, in question 9, when asked which categories were the most important for services in French, the categories that stood out were Health and Wellness (81.5%), and Public Safety and Emergency Services (52.4%).

In question 8, respondents were asked what the most important factor was when requesting a service from the GNWT. More than half of respondents indicated that being served in French was a priority (47.7%). However, 35.8% of the respondents answered they had no preference between being served in French or in English.

It was identified that *L'Aquilon* and *Radio Taïga* were the number one source of information where Francophones would look to access local information in French (70.7%). GNWT websites came second, with 50%, and social media of Francophone organizations was in third place, with 48.9%. The importance of this medium of communications increased significantly since last year where only 21.5% of respondents had indicated that they referred to social media as a source of information. Question number 16 also underlined that only 20.65% of the respondents indicated they would contact the GNWT directly (service counter, phone or email) to access information in French.

PART III: RECOMMENDATIONS

In light of the challenges underlined by the results of the Survey, the Francophone Affairs Secretariat and GNWT institutions should focus on four goals: increasing consistency in the active offer of GNWT French language services at Points of Public Service in French, promoting the *Votre avis GTNO* feedback process, promoting GNWT social media in French and supporting the Francophone community's usage of GNWT French language services. This section provides ideas that could be explored by the Francophone Affairs Secretariat, jointly with GNWT institutions.

Increasing consistency in the active offer of GNWT French language services

The inconsistency in the active offer of GNWT French languages services at the different Points of Public Service in French has been raised in responses to questions 6, 7, 19 and 20. Respondents mentioned they could sometimes access services in French at Points of Public Service in French where they did not expect to, and conversely, no service was available where they would expect to receive service in French.

According to the results of the Survey, it seems that the active offer is also inconsistently delivered through the GNWT Points of Public Service in French. The possibility of accessing a service in French would sometimes stop after the active offer ('hello/bonjour'), either because the front-line staff appears unaware of the steps to follow after the active offer is made, or simply because the service in French is just not available. The problem seems to be particularly present in the health sector.

Solutions

To increase consistency in the active offer and delivery of GNWT French language services, a few solutions could be considered.

1. Systematic review of processes to ensure the effective delivery of French language services (including one-off events) in the health sector

The Department of Health and Social Services and Health authorities should ensure that French services are available at all times (even in non-permanent settings i.e. during flu vaccination campaign or COVID-19 clinics). This could include a full review of service processes and reorganization of existing resources to achieve more efficiency.

2. Continue Regular Training on Active Offer

French Language Services Coordinators could offer regular training to bilingual staff and front-line employees of their institution to ensure they know what steps to take to offer and deliver a service in French, from the active offer to end. This training could be mandatory and required once a year. Starting in 2020-21, government institutions will be required to report on this.

To ensure proper comprehension of the training, a quiz could be added at the end. It would be important to emphasize the reasons why the active offer is important, so that bilingual employees and front-line staff do not use it only in a perfunctory way.

3. Re-emphasize the *Quick Reference Guide*

In 2015, the Francophone Affairs Secretariat developed the *Quick Reference Guide*⁴ for front-line staff, as part of the Active Offer Toolkit. This guide provides information about the active offer, the role of the front-line staff in the active offer, and the steps and resources to consider to ensure the staff have the capacity to offer a service in French. The *Quick Reference Guide* could be distributed again to French Language Services Coordinators and placed at Points of Public Service in French.

⁴ Quick Reference Guide:

https://www.ece.gov.nt.ca/sites/ece/files/resources/french_languages_services_quick_guide.pdf

Moreover, an exhaustive list of key staff names that can offer services in French and key phone numbers, per institution, could be created and given to front-line staff. Those lists would need to be updated quarterly to ensure accuracy of information.

4. Yearly Visits of Points of Public Service in French

As indicated in the Operating Plans, to ensure and reinforce active offer compliance at all Points of Public Service in French, the French Language Services Coordinators shall continue conducting yearly visits. Following the visits, additional training or resources should be offered if required. Points of Public Service in French include those accessed online and by phone where an individual could seek a service in French. In 2019-2020, GNWT institutions were asked to update their list of Points of Public Service in French so they know exactly where needs to be visited.

In addition, as required in the Strategic Plan, Guideline 1 section 10, regular audits shall be undertaken by French coordinators, especially in the Health sector, to measure the level of compliance with standards on active offer and to suggest ways to improve the provision of service.

Promoting *Votre avis GTNO* feedback process

According to the answers given in question 18, 95.7% of the respondents did not use the GNWT feedback process *Votre avis GTNO* in the last 12 months or had never heard of it. To modify, adapt and improve GNWT French language services on a regular basis, comments from the community are essential. In fact, community feedback helps identify gaps that need to be filled and to celebrate successes.

Solutions

1. Promotional Campaign

To promote and increase the use of the *Votre avis GTNO* feedback process, a promotional campaign could be established. As underlined in question 16, *L'Aiglon* should be the number one medium used to promote *Votre avis GTNO*, along with GNWT websites and Radio Taïga. Emphasis should be put on the importance for GNWT institutions to receive feedback from the community in order to keep improving and match the needs of the community. As new-comers arrive every year, the promotional campaign could run once a year, or once every two-years.

2. Improving Access to *Votre avis GTNO*

GNWT institutions should consider adding easy to collect feedback tools at their main Points of Public Service in French, where clients could complete the *Votre avis GTNO* feedback form while waiting, or right after receiving a service. Facilitating access to *Votre avis GTNO* will most likely increase the amount of feedback provided and will quickly flag a problem or situation that needs attention. That also encompasses online Points of Public Service in French.

Increasing the availability and distribution of the multipurpose cards (We want your feedback!) at Points of Public Service in French could be another possibility, as it could encourage the public to provide feedback on their own devices too. Also, as per the Standards, French Language Service Coordinators should ensure to display the promotional material of *Votre Avis GTNO* at points of

public service and systematically verify that they remain in place. FLSC could also include the feedback process into the regular training they provide to the staff of their respective government institutions. The more opportunities to invite feedback, the stronger the public response is.

It should be noted that departments need to report on the feedback received in the context of the annual report on official languages.

Exploring use of GNWT social media in French

As it was noted that 57% of the respondents follow GNWT social media, the French Language Services Coordinating Committee and the Francophone Affairs Secretariat will collaborate with GNWT communicators to ensure a strategic and coherent approach on social media use to make sure it reaches the Francophone community and increase engagement.

Supporting and encouraging usage of GNWT French language services

Supporting and encouraging the Francophone community to increase their usage of GNWT French language services is mainly the responsibility of NWT Francophone organizations. However, the Francophone Affairs Secretariat and GNWT institutions can also play a role in helping.

In question 19, when asked what would encourage them to use GNWT French language services more often, some respondents indicated that the active offer and quality of the French language services play a major role when requesting a service in French. When the active offer of French services is inconsistent, or when the service is not offered across the board, respondents sometimes feel discouraged from asking for them.

Solutions

Solutions for improving the active offer have already been addressed. As for the quality of the services offered, some solutions are already in place. The GNWT created a partnership with the Collège nordique francophone in 2016 to deliver French language classes twice a year to bilingual employees and non-bilingual employees who need or wish to improve their level of spoken French, so they are better equipped to actively offer and deliver services in French when needed.

Other options could also be considered to keep improving the quality of the GNWT French language communications and services offered to the public.

1. Educating Supervisors

As mentioned, French classes are already available through the Collège nordique francophone. However, it is important that supervisors support their bilingual employees in improving their spoken French by allowing them to take time-off during their work hours to take part in the classes. Educating supervisors about the *OLA* and the importance of offering and delivering services in French when needed shall be done at a senior management level.

Moreover, as per the GNWT institutions Operating Plans, senior management should take steps to ensure that all staff, including non-bilingual employees, are aware of legal obligations to promote and deliver French language communications and services, and that they know the necessary approach to meet the obligations.

2. Hire more Bilingual Employees

It was suggested that hiring more bilingual required employees would encourage the Francophone community to request more services in French. Since the creation of the Francophone Affairs Secretariat in 2012, the number of bilingual employees providing services across the GNWT has more than doubled, rising from 74 in 2012-13 to 162 in 2019-20.

As part of their role, the French Language Services Coordinators strive to increase the bilingual workforce as necessary, by identifying positions that should be designated as bilingual. The Bilingual Self-Identification list is an important inventory that should be kept up-to-date, as it informs the French Language Services Coordinators of the bilingual workforce already available within their institution. The Department of Finance should ensure this tool is properly understood by the French Language Services Coordinators, and used accordingly if need be.