

INFO-GTNO

French Language Communications Newsletter



Welcome to Info-GTNO

Info-GTNO is an e-newsletter produced by the Francophone Affairs Secretariat of the Government of the Northwest Territories (GNWT). The newsletter will be published a few times a year to share news and information about what the GNWT is doing to improve access to information and services in French for the French-speaking public. The newsletter can also be found on the Secretariat website.

(Back row from left to right): Jean De Dieu Tuyishime, Executive Director, FFT, Natasha Tekeste, Advisor, French Language Services, HR, Jean-François Pitre, Vice-President, FFT, Sean Whitcomb, Manager of Official Languages, HSS, Lorne Gushue, Planning Facilitator, Francophone Affairs Secretariat / ECE

(Front row from left to right): Bronwyn Watters, Deputy Minister, HR, Rachelle Francoeur, President, FFT, Sylvia Haener, Deputy Minister, ECE, Debbie DeLancey, Deputy Minister, HSS, Benoît Boutin, Executive Director, Francophone Affairs Secretariat / ECE, Denise Canuel, Director, Policy, Legislation and Communications, HSS

A word from the Secretariat

I have said it before, but it bears repeating that I believe the *Strategic Plan on French Language Communications and Services* can serve as a catalyst for cooperation and can provide a model for a new way of working. To me, this belief has already been partly validated by a highlight of 2016: a November 15 meeting of the Consultation and Cooperation Committee that brought together Francophone community representatives and three key deputy ministers.

This engagement, part of an ongoing collaboration between the GNWT and the Fédération franco-ténoise (FFT), allowed the committee to review progress on the implementation of the *Strategic Plan*.

The *Strategic Plan* is a guide for departments, boards and agencies in the development, offer and provision of French language services to the Francophone community.

There has been significant progress made since the last meeting of the committee in 2014, but more remains to be done. As a result, the parties talked together about the challenges and gaps that remain to ensure the ongoing successful implementation of the plan.

I am pleased that both the GNWT and FFT have agreed to meet on a regular basis moving forward. This type of cooperation and collaboration is exceptionally important as we work together toward the pursuit of our objectives.

In our last edition, cooperation was a theme throughout. We highlighted the GNWT's updated Visual Identity Program and eProcurement website, both of which incorporated French-language considerations and involved Secretariat staff from the outset. We also featured the growing list of services that Services TNO offers on behalf of GNWT departments.

Among the topics we feature in this edition is the *2015-2016 Annual Report on Official Languages* which—among other things—provides important information and updates on government communications and services in French. The report offers details on some of the significant progress that has been made and provides valuable insight into the work that is happening behind the scenes.

I am encouraged by the continuing atmosphere of cooperation and I am looking forward to what the rest of 2017 will bring.

Benoît Boutin, Executive Director



Help us help you

Your feedback is welcome

French Services Coordinators of GNWT departments, boards and agencies work together with the Francophone Affairs Secretariat to ensure the GNWT follows up on any public feedback about service delivery in French. It is an important part of improving services, so if there is a problem, issue or required improvement, we want to hear about it.

The Francophone Affairs Secretariat has worked with departments to develop a clear and consistent way for the public to provide their comments, compliments and complaints, both informally, or if they prefer, through a formal submission.

To provide informal feedback on a service experience, members of the public are invited to fill in a brief questionnaire that will be available online in the near future. Respondents will be asked to rate their experience on matters such as signage, the active offer of information and services in French and the quality of the information and services they received. This will allow the GNWT to track how they are doing and to identify any areas of concern. This feedback option will be actively promoted at all points of service.

Anyone who would like to formally register their comments will be able to do so in writing with the Francophone Affairs Secretariat (contact information at the end of this

newsletter), or with the department, board or agency concerned. All formal submissions will receive a response.

The public can also take advantage of a separate complaint process administered by the Languages Commissioner of the Northwest Territories:

By phone at 1-867-920-6500 or toll-free at 1-800-661-0889

By fax at 1-867-920-2511

By email at admin@olc-nt.ca

Partie III - Détails concernant votre commentaire

Dans la mesure du possible, utilisez les noms et portez des personnes concernées, et tout autre renseignement important. Vous pouvez joindre des pages ou des documents supplémentaires au besoin. Les renseignements que vous fournirez serviront à donner suite à votre commentaire. (joindre une feuille séparée au besoin)

Veuillez décrire les circonstances de l'incident se rapportant uniquement à la prestation des services en français.
(Où s'est-il produit? De quel type de service en français souhaitez-vous bénéficier?)

Veuillez décrire votre expérience négative, s'il y a lieu.

Veuillez décrire votre expérience positive, s'il y a lieu.

Ce formulaire doit être rempli et signé par la personne à l'origine du commentaire.
Nom en caractères d'imprimerie : _____

PARTIE RÉSERVÉE À UN USAGE INTERNE

Formulaire reçu par :
☐ Institution du GNWT concernée (ministère, organisme ou conseil)
☐ Secrétariat aux affaires francophones

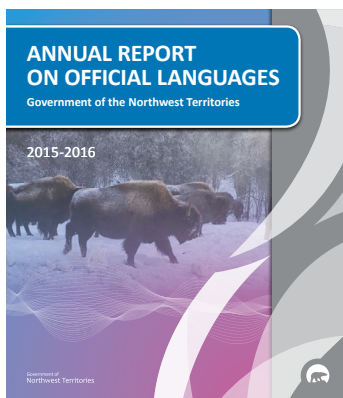
Personne ayant reçu le formulaire : _____
 Nom de l'employé : _____

Numéro de tél. au travail : _____ Date : AA __ MM __ JJ __

Help the GNWT improve the quality of its French language services!

- Ask for information and service in French
- Use services in French
- Refer to publications and websites in French
- Tell us about your service experiences

Highlights of the 2015-16 official languages report



The 2015-2016 Annual Report on Official Languages shows significant progress has been made in the past year towards the promotion, development, enhancement and delivery of all official languages programs and services, including the implementation of French language services. The document also reports on the launch of the GNWT's new Active Offer Toolkit and orientation DVD.

The Active Offer Toolkit is a user-friendly resource to support departments and agencies in offering services to the public. Designed primarily for French Language Service Coordinators (FLSC), managers, supervisors and frontline staff, the toolkit includes a consistent active offer across the GNWT, a quick reference guide for frontline staff, display materials and a staff training DVD to ensure service delivery remains consistent. The toolkit is a significant step in solidifying our commitment to French language service delivery across government as articulated in the *Strategic Plan*.

The toolkit includes tools like tent cards, posters and window stickers for departments to ensure the French-speaking public feel comfortable requesting information and services in French. It also includes resources to support frontline staff in making the active offer and responding to requests for service in French.

Other highlights from the 2015-16 Annual Report:

VISUAL IDENTITY PROGRAM

The Francophone Affairs Secretariat worked alongside Corporate Communications in the research and design of a new visual identity for the GNWT. This collaboration also ensured that publications, websites, advertising, signage, uniforms, letterhead and business cards all respect the need for French communication and services.

BILINGUAL BONUSES

The GNWT provides a bilingual bonus to employees who use two or more of the official languages of the NWT. The bilingual bonus is offered where the ability to speak more than one official language is required to provide adequate service. A bilingual bonus may also be offered if the ability to speak a second official language is an asset to the position.

NEWS RELEASES AND ADVERTISING

In February 2016, government institutions began issuing news releases (media advisories, statements and ministerial activities advisories) in both English and French to keep the Francophone community informed about a range of issues, and government programs and services. Interviews in French are provided to the media upon request.

Government institutions now also regularly place French language advertisements in newspapers such as *L'Aquilon*, the territorial weekly newspaper, and on Radio Taïga.

COMMUNITY ENGAGEMENT/FRENCH-SPEAKING JURORS

Government institutions consulted with the French-speaking public in various ways in 2015-2016, including online surveys, telephone consultations, focus groups and face-to-face meetings. They also worked with Francophone community organizations and schools to support a number of initiatives in French. In the fall of 2015, the Department of Justice consulted the Francophone community on best practices to ensure a French-speaking jury can be selected when needed. Letters were sent to Francophone organizations seeking feedback on the compilation of a Francophone jury list. Consultations led to the establishment of a list of more than 800 potential French-speaking jurors.

THE FACTS:

121 The number of GNWT employees receiving a bilingual bonus.

34 The number of French translation requests for news releases in February-March 2016.

3,064,892

The number of words translated by GNWT French Translation Services, the Department of Justice Legal Translation Services and the Workers' Safety and Compensation Commission during the 2015-2016 fiscal year.

16%

The increase in Francophone clients that Services TNO assisted in 2015-2016.

3,700

The number of French speaking residents across the NWT.



The 2017 Rendez-vous de la Francophonie

Les Rendez-vous de la Francophonie (RVF) is part of the events surrounding the Journée Internationale de la Francophonie (March 20), which is organized every year around the world to promote the French language and its numerous cultural expressions. The 2017 RVF takes place from March 2-22.

In 2016, more than 2,500 activities took place across Canada, including the NWT. These included community gatherings, multicultural meetings, ceremonies, shows, singing, theatre, poetry, film viewings, word games, contests, educational activities—essentially, events to provide an excuse to make merry.

Visit the Rendezvous de la francophonie website to find out more about the plans for 2017 at: <http://rvf.ca/en>



Staff Profile

LAURI LEPPÄNEN
Deputy Sheriff
Court Services
Department of Justice



Without the promise of work, Lauri Leppänen arrived to Yellowknife in 2014 because he had heard there were opportunities here and wanted to experience Canada's North.

The University of Montreal graduate quickly found a job, first as an interpreter at the Stanton Territorial Hospital and then with the Department of Justice as a correctional officer at the North Slave Correctional Complex. He has since embraced life in the NWT, and relishes the area's open spaces for hiking and cross-country skiing. He especially enjoys the fact there are no traffic jams to contend with, contrary to his experience in Montreal.

Born in Germany to Finnish parents, Lauri moved to Quebec with his family when he was ten years old. He didn't speak French or English when he arrived in Canada, but quickly learned both languages after being immersed in school in the city of Trois-Rivières. He is now proudly multi-lingual in French, English, German and Finnish—and he's learning Spanish.

After arriving in the NWT, Lauri jumped at the chance to become a Deputy Sheriff with the GNWT Department of Justice when a position within Court Services became available. In his role, he tries to make people feel more comfortable when dealing with the justice system—whether providing civil enforcement services in communities or overall security in courtrooms.

His language skills have helped him provide that comfort to others and he is often called on when trials and other court proceedings are conducted in French.

"My goal is to help people," he says. "My work is not always easy, but even in harder situations people are usually nice about it."



Services TNO's new offices

In mid-December 2016, Services TNO, the French-language services centre for the Government of the Northwest Territories, moved its location to the **1st floor of the New Government Building, at 5015 49th Street**. Hours of operation are 8:30 a.m. to 5:00 p.m., Monday to Friday.



For information and service in French

The GNWT is committed to improving its active offer of information and services in French. Every department has a French Language Services Coordinator who sits on the GNWT French Language Services Coordinating Committee.

To find out more, contact:

Services TNO

1-867-767-9348 (in Yellowknife)

1-866-561-1664 (toll free)

francophone@gov.nt.ca

www.servicestno.ca

or

Intervenant pivot du ministère de la Santé et des Services sociaux

Ministère de la Santé et des Services sociaux

C. P. 1320

Yellowknife, NT X1A 2L9

1-855-846-9601 (sans frais)

hss_navigator@gov.nt.ca

