

**Government of the Northwest
Territories (GNWT)**

**Audit of French Language
Communications & Services**

Final Version

February 21, 2018



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1.0 EXECUTIVE SUMMARY

1. Background

In 1984, the Government of the Northwest Territories (GNWT) adopted the *Official Languages Act of the Northwest Territories (OLA)*. The OLA recognizes official language rights in the Northwest Territories (NWT), and provides official language status to English, French, and the nine Indigenous languages of the NWT.

In 2013, the GNWT approved the Standards for French Communications and Services (the Standards) after consulting with the Fédération franco-ténoise, providing a further guide to departments and institutions designated under the Government Institution Regulations for minimum requirements and consistent standards across the GNWT. The Standards were prepared to assist employees in the delivery of communications and services in French to the public.

In June 2015, discovering the need for further facilitation, the GNWT created the “Active Offer of French Language Service” (the Guide) as a training manual for front-line GNWT employees on how to make an active offer of French communications and services. This document has since been adopted as the standard to follow for the provision of active offers by GNWT points of public service.

2. Objectives and scope

The objective of this compliance audit was to determine if the Standards for French Communications and Services are being adhered to.

The scope of the Audit was limited to the communities of Yellowknife, Hay River, Inuvik and Fort Smith. The audit was performed on the following points of public service, based on the study conducted by Grant Thornton (GT), entitled: “French Language Stakeholder Assessment”¹:

- General medical assistance
- Information and support on housing
- Information and support on taxation
- Legal assistance and access to court hearings
- Alert messages
- Specialized services

The scope of the compliance audit excluded assessing publication formats, business card – bilingual requirements, correspondence, translation procedures, job posters, job descriptions, regular offering of training on procedures and basic French greeting in person².

For additional information on the audit risk assessment, criterion and procedures, please refer to Appendix A.

3. Summary of Observations and Recommendations

Positive observations and opportunities for improvement were noted throughout the audit. Each observation is summarized below and classified based on the impact on the Government of Northwest Territories ability

¹ A stakeholder assessment of the GNWT was conducted in March 2016 to identify points of public service that should be prioritized for the improvement of French programs and services.

² Exclusions from the audit scope have been confirmed and agreed upon with the client.

to accommodate French speaking individuals (extreme, high, moderate, minor or insignificant as defined in Appendix E – Findings Rating Scale). Detailed findings can be found in section 2.0 of the report.

Key observation 1: Service Delivery (Risk Level: Moderate)

Service delivery in French is a requirement of the Standards for French Communications and Services since its release in 2013³.

Overall, service in French was received in 80% (34 out of 47) of points of public service, in-person, on the telephone and via email. Most of the points of public service in the sample had on-site French Coordinators to refer to for service in French. Out of those who did not, Services TNO were available for French language facilitation.

If a French resource was not readily available, the length of time for the auditor to be serviced exceeded the expected waiting time of 2 minutes in 16 out of 25 tests⁴. Services standards pertaining to official languages are currently in development and as such, the audit team used an industry benchmark of 2 minutes for audit testing purposes.

Additionally, an emergency alert test was performed on December 20, 2017, and broadcasted throughout the Northwest Territories. A copy of the Alert message that was issued on the radio was provided to the auditors for review. The auditors noted that the test alert message occurred at 3:00 pm MT. The alert that was broadcasted did not include a French message. However, the radio station provided the message that should have been aired to the audit team. This alert message was in French. Based on the information gathered, the audit team deemed this test non-compliant.

Recommendation 1:

The front-line employees should leverage the existing tools, templates and training available, for example, the “French Language Communications and Services – Management Series⁵” to help provide more efficient services if French Language Coordinators are busy.

The GNWT should reinforce the importance of issuing French alerts to the public via radio stations and social media. This could be achieved through contract clauses or incentives to help promote the importance of French services within the community.

Key Observation 2: Active Offer (Risk Level: Moderate)

An active offer, as described by the Guide, is “a way of greeting the public which informs them that they are welcome to communicate with the GNWT in either English or French when seeing information or advice. An active offer can be a sign, a personal greeting or a recorded message”⁶.

The compliance rate for in-person active offer was 71%. However, the audit found lower compliance rates for active offer telephone greetings (47%), voicemail (62%) and email signatures (56%).

Recommendation 2:

Points of public service should leverage the services, tools and templates offered by the Francophone Affairs Secretariat to help improve compliance with active offer requirements, specifically in regard to telephone greetings, voicemail and email signatures.

³ Francophone Affairs Secretariat, *GNWT Standards for French Communications and Services*, Yellowknife, July 2013, page 3.

⁴ According to the Standards page 4 under 2.1 Service Delivery, if interpretation must be used during the service provision, it must be “promptly available and competent.” For the purpose of the audit, the term “prompt” was considered to be a two-minute wait time for an interpreter to be reached.

⁵ The 2017 Action Plan for French Language services lists the French Language Communications and Services – Management series as one of the training initiatives the GNWT will support on page 7 planned action 5.1.

⁶ Government of Northwest Territories, *Active offer of French language service: A quick reference guide for front-line staff*, Yellowknife, July 23, 2015, page 1.

Key Observation 3: Signage (Risk Level: Minor)

Government buildings (outside, inside and directory signage) requires translation and simultaneous publication in French and English⁷. Directory signage in government buildings was found to be 92% compliant with this requirement. It was also noted that most Yellowknife locations complied with the signage standards. However, wayfinding and outside signage compliance rates were 43% and 50% respectively.

Recommendation 3:

Point-of-service management should coordinate with facility operators to help ensure signage meets the French language requirements. This could be achieved through stipulating this requirement in lease agreements with property owners.

Key Observation 4: Display of Public Information (Risk Level: Minor)

According to the Standards, any information that is intended for the public must be available in French⁸. This includes printed information such as flyers and brochures, as well as websites and social media pages intended for the public (i.e. webpages intended for internal employee use is not subject to this standard)⁹.

The audit found that 73% (11 out of 15) of points of public service websites were mostly available in French¹⁰.

However, the audit found that for all social media pages tested, a French translation did not exist¹¹. It was also noted that the content published by Health and Social Services had increased in the last two years. Within the 30 latest YouTube videos posted for the public, the audit identified seven French videos.

With the exception of two points of service, most GNWT government facilities tested did not have equal amounts of French publications (14% compliant).

Recommendation 4:

Managers of each point of public service should leverage the translation services provided by the Francophone Affairs Secretariat¹² to ensure all documents requested by and published for the public are available in French. This standard should be applied especially to critical locations such as hospitals, as the information published can have a high impact for the public.

According to the Action Plan for French Language Services, “additional [translation] resources will be provided to meet the demands” of growing use of social media¹³. Once these additional resources are provided, management of each point of public service should ensure all messages and announcements posted on social media accounts are being posted in compliance with the Standards, i.e. simultaneously.

⁷ Francophone Affairs Secretariat, *GNWT Standards for French Communications and Services*, Yellowknife, July 2013, page 7.

⁸ Francophone Affairs Secretariat, *GNWT Standards for French Communications and Services*, Yellowknife, July 2013, page 4-5.

⁹ Francophone Affairs Secretariat, *GNWT Standards for French Communications and Services*, Yellowknife, July 2013, page 4-5.

¹⁰ This means that, when translating the website to French most of the content is still there, is correctly translated and the webpage's format has been updated to fit longer French sentences.

¹¹ The social media pages tested for this audit included Youtube pages, Facebook pages, Twitter pages and any other social media page that was linked to the point of public service's website.

¹² Government of Northwest Territories, *Action Plan for French Language Services 2016-2017 to 2019-2020: 2016-2018 Implementation and Evaluation of GNWT 2013-2018 Strategic Plan*, August 16, 2017, page 8, Planned Action 7.1.

¹³ Government of Northwest Territories, *Action Plan for French Language Services 2016-2017 to 2019-2020: 2016-2018 Implementation and Evaluation of GNWT 2013-2018 Strategic Plan*, August 16, 2017, page 3.

2.0 DETAILED OBSERVATIONS

2.1 Focus of the Internal Audit:

The audit of the French Language Plan in the GNWT sought to determine whether GNWT offices are complying with the GNWT Standards for French communications and services, the objective of which is to provide services in French to the French-speaking community of the NWT.

In order to meet the objective, the GT audit team conducted site visits, telephone call tests, voicemail tests, website tests, and an emergency phone call test. The findings were then amalgamated and analyzed to identify positive observations and opportunities for improvement.

The detailed findings are organized in the following manner:

Section 1: Service Delivery – which includes the ability of first respondent employees to meet the standard for French service delivery either in-person, email or telephone.

Section 2: Active Offer – which includes the ability to inform the public that they are welcome to make a request in French through active offer posters, bilingual greeting over the telephone, French voicemail or French auto-attendant and email signatures available in French.

Section 3: Signage – which includes indoor and outdoor signage available in French.

Section 4: Public Information Material – which includes circulation and availability of public information in French such as print-outs / public flyers, on-line employee directories and content on social media and official web-pages.

For additional details on the results of the testing, please refer to Appendix B – Matrix of Audit Results.

1. Service Delivery

The tests related to service delivery assessed the ability of first-respondent employees to meet the following Standard for French Communications and Services:

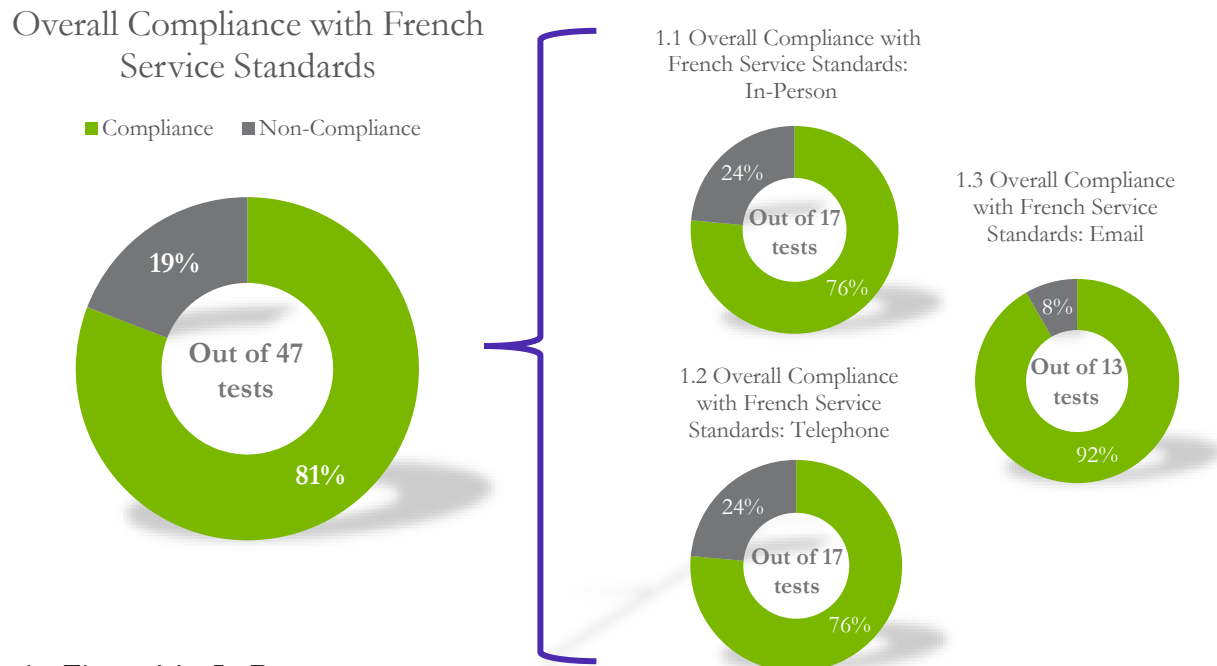
- **Standard 2.1 Service Delivery:** *Ideally French services to the public should be available directly, without the interposition of a third party (referral or interpretation). Once the public has been informed through the Active Offer that French service is available, then the French service is provided through direct service, or via a third-party interpreter or bilingual colleague. All interpretation service shall be promptly available and competent. Only certified interpreters shall provide interpretation service; however, a language facilitator, such as Services TNO, may aid members of the public in accessing a service in French¹⁴.*

The Standard tested front-line staff performance through in-person visits, telephone calls to the reception of the sample offices and through submission of questions via email. Figure 1 demonstrates overall compliance with the Standard based on the results of those three tests.

¹⁴ GNWT Standards for French Communications and Service, Francophone Affairs Secretariat, Second Edition.

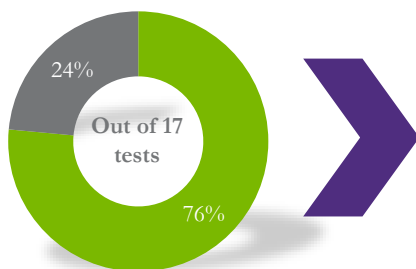
a. Overall

Figure 1- Compliance with French Service Standards



b. Figure 1.1 – In-Person

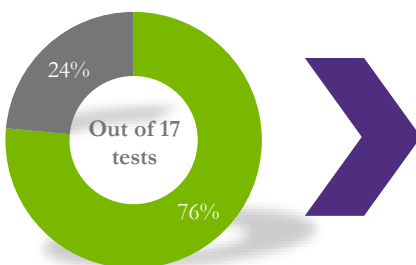
Overall Compliance with French Service Standards: In-Person



	Compliant		Non-compliant		Total
Healthcare	6	86%	1	14%	7
Justice	4	100%	0	0%	4
Housing	2	50%	2	50%	4
Taxation	1	100%	0	0%	1
Special Services	0	0%	1	100%	1
Total	13	76%	4	24%	17

c. Figure 1.2 – Telephone

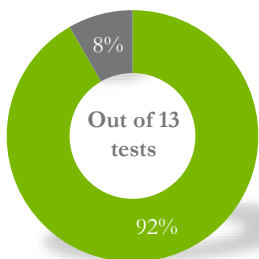
Overall Compliance with French Service Standards: Telephone



	Compliant		Non-compliant		Total
Healthcare	6	86%	1	14%	7
Justice	4	100%	0	0%	4
Housing	1	25%	3	75%	4
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Total	13	76%	4	24%	17

d. Figure 1.3 – Email

Overall Compliance with French Service Standards: Email



	Compliant		Non-compliant		Total
Healthcare	5	83%	1	17%	6
Justice	4	100%	0	0%	4
Housing	1	100%	0	0%	1
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Total	12	92%	1	8%	13

Key Takeaways

Positive Observations:

- Overall, service in French was received in most locations. It was noted that all the health facilities, which are considered high risk and high impact points of public service, have a French resource on-site to respond to questions.
- Most of the points of public service in the sample had on-site French Coordinators to refer to for service in French, and, if they did not, they were aware of Services TNO as a resource for French language facilitation.

Opportunities for Improvement:

- It was noted that, if the French resource was not available, it became difficult to receive service in French. For example, in most cases another resource had to be called upon to provide service which typically required additional time. Another example is that, during the phone tests, in three instances, the tester was asked to hang up and dial a second number to receive service in French, as the French resource was not available at the office that was called initially.

2. Active Offer

According to the Strategic Plan on French Language Communications and Services (the Plan), points of public service must provide an active offer of French services. The Plan defines an active offer as:

“A greeting that informs the member of the public that they may communicate in either French or English. Its purpose is to ensure that an individual feels comfortable expressing himself or herself in either language when seeking a service. An active offer can take the form of a sign, a personal greeting or a message. [...] Evidence of language service availability is provided through such means as written materials presented in a bilingual format, bilingual/ multi-lingual signage, face to face or telephone reception procedures, or for internet based services, through the website.¹⁵”

The following standards were tested against to verify active offer in the sample locations:

- Standard 2.1.1 Verbal Greetings to the Public:**
 - Active Offer of French Language Service Guide’s Special Considerations for Phone Service page 4: *Answering the phone with “Hello/ Bonjour” “is the verbal equivalent of the active offer signs displayed at the counter. It is the signal that tells people they can request service in French.”*
- Standard 2.1.2 Voice mail:** *Bilingual Service Providers and non-bilingual Front-Line employees staffing major points of public contact will have a current bilingual voice mail message. [...]*

¹⁵ Government of the Northwest Territories, *Strategic Plan on French Language Communications and Services*, (October 2012), page 14.

- **Standard 2.1.4 Active Offer Signage:** *Notices will be placed in reception areas or on front counters stating that services in French are available. The notices will read: “Services en français disponibles”.*

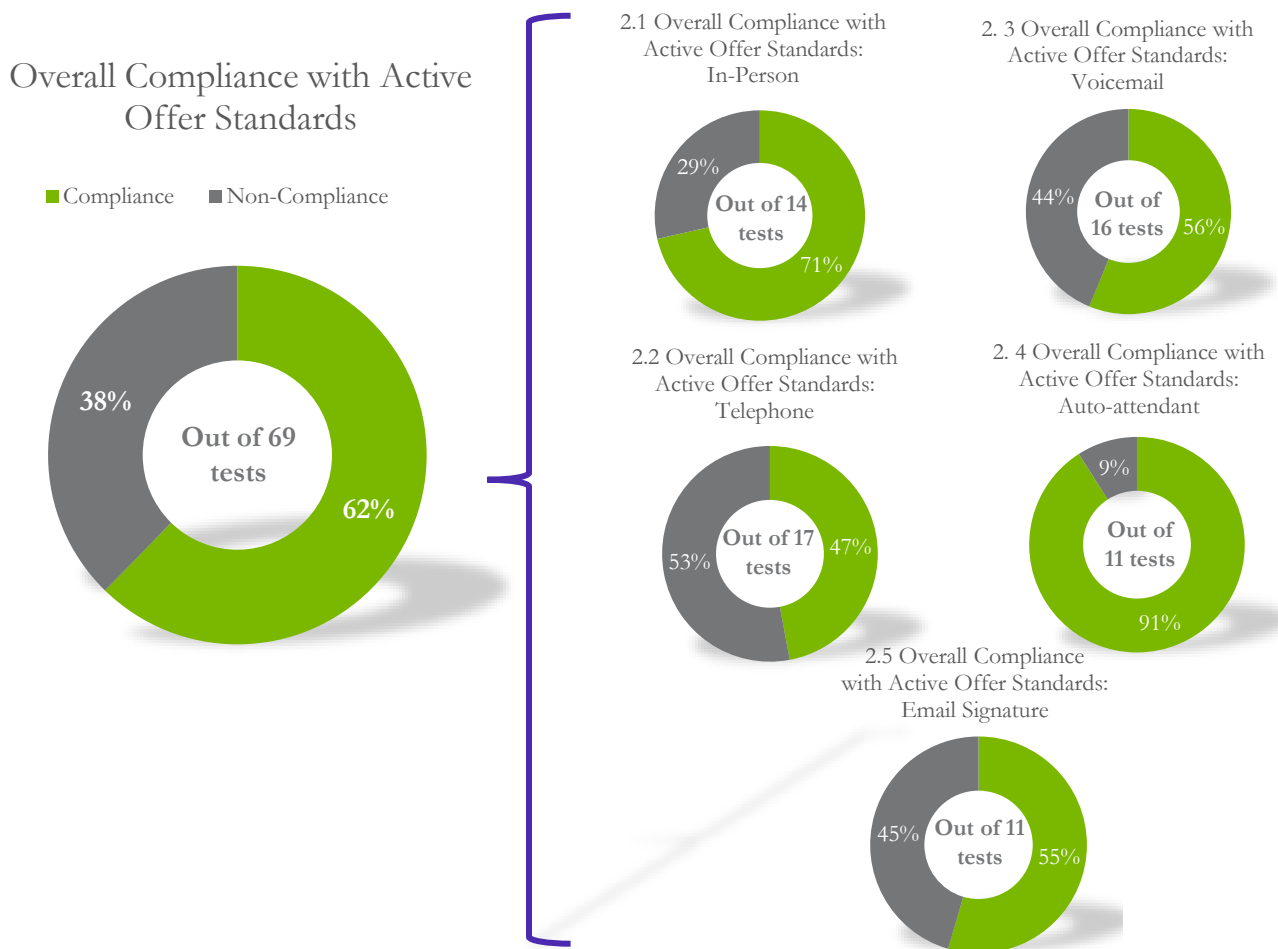
The standards listed above were verified through the following five tests:

1. In-person tests were conducted to verify the presence of Active Offer posters in reception areas or at the front desk. Please refer to Appendix B for the full list of points of public service visited.
2. Telephone calls were conducted to verify that first respondents are including “Hello/Bonjour” or “Bonjour>Hello” in their greeting. Please refer to Appendix B for the full list of telephone numbers dialled.
3. Telephone calls were conducted outside of open hours to verify whether voicemail messages contain a message for French callers.
4. Telephone calls were conducted to verify that auto-attendants (if any) contain a message for French callers.
5. Emails were sent email to verify official GNWT email signatures

Figure 2 illustrates the results of those tests.

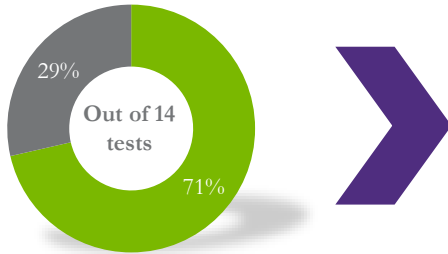
Figure 2 – Overall Compliance with Active Offer Standards

a. Overall



b. Figure 2.1 – In-Person

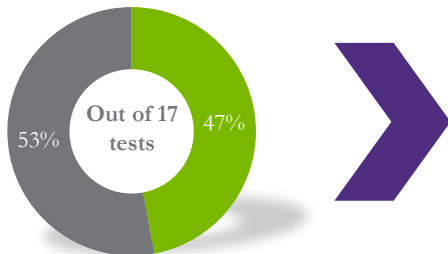
Overall Compliance with Active Offer Standards: In-Person



	Compliant		Non-compliant		Total
Healthcare	7	100%	0	0%	7
Justice	1	100%	0	0%	1
Housing	0	0%	4	100%	4
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Total	10	71%	4	29%	14

c. Figure 2.2 – Telephone Greetings

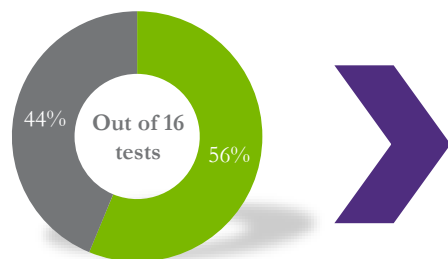
Overall Compliance with Active Offer Standards: Telephone



	Compliant		Non-compliant		Total
Healthcare	3	43%	4	57%	7
Justice	2	50%	2	50%	4
Housing	1	25%	3	75%	4
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Total	8	47%	9	53%	17

d. Figure 2.3 – Voicemail

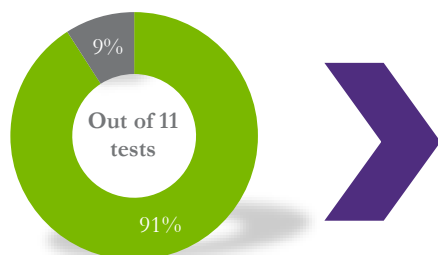
Overall Compliance with Active Offer Standards: Voice mail



	Compliant		Non-compliant		Total
Healthcare	4	67%	2	33%	6
Justice	2	50%	2	50%	4
Housing	1	25%	3	75%	4
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Total	9	56%	6	44%	16

e. Figure 2.4 – Auto-Attendant

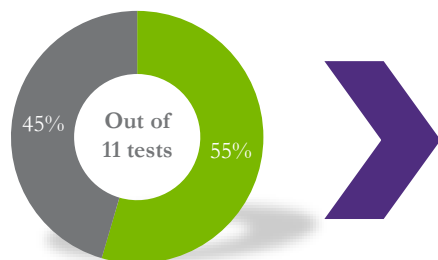
Overall Compliance with Active Offer Standards: Auto-attendant



	Compliant		Non-compliant		Total
Healthcare	4	100%	0	0%	4
Justice	3	100%	0	0%	3
Housing	1	50%	1	50%	2
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Total	10	91%	1	9%	11

f. Figure 2.5 – Email Signatures

Overall Compliance with Active Offer Standards: Email Signature



	Compliant		Non-compliant		Total
Healthcare	4	100%	1	0%	5
Justice	1	25%	3	75%	4
Housing	0	0%	1	100%	1
Taxation	UA ¹⁶	0%	UA ¹⁷	0%	0
Special Services	1	0%	0	0%	1
Total	6	55%	5	45%	11

Key Takeaways

Positive Observations:

- It was noted that most points of public service’ (71%) had active offer posters at their office.
- Out of the 11 respondents with email signatures, 5 had “Thank you” messages in all 11 official languages of the NWT, including French.

Opportunities for Improvement:

- Telephone and voicemail active-offer compliance could be improved with a compliance rate of 47% and 69%, respectively.

3. Signage

The following standards were tested against a sample of points of public service’:

- Standard 2.6:** *Government building outside, inside wayfinding and directory signage requires translation and simultaneous publication in English and French (and other Official Languages as may be the case). The use of universally recognized pictograms instead of words may be considered.*
- Standard 2.1.3:** *Bilingual Service Providers and non-bilingual Front-Line Staff at major points of public contact, or generic email addresses shall use a bilingual email signature. [...] Any special logos used in an email should also be included as a bilingual version, or both English and French versions. [...]*

In the context of this audit, the following signage was tested:

¹⁶ Unable to assess (UA) as there was no signature with the email.

¹⁷ Unable to assess as there was no signature with the email.

1. Exterior signs = signs placed on buildings or facilities¹⁸.
2. Main directory signs = interior signs located near the entrance to a building or facility that provides information or direction to the public¹⁹.
3. Directory signs = interior signs located near the entrance to a floor or other section of such buildings or facilities²⁰.
4. Way-finding signs = interior signs located throughout the office to indicate the presence of different offices.

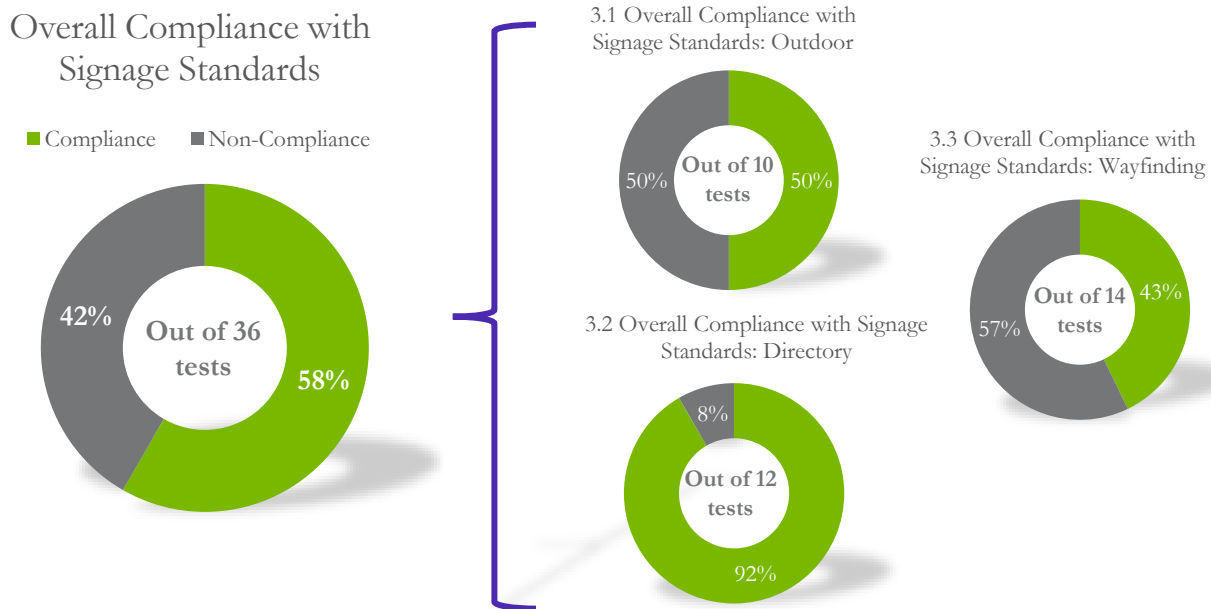
The standards listed above were verified through the following three tests:

1. In-person visit to points of public service locations to verify outdoor signage,
2. In-person visit to points of public service locations to verify directory signage,
3. In-person visit to points of public service locations to verify wayfinding signage.

Figure 3 illustrates the results of those findings.

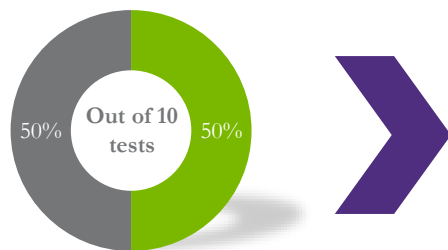
Figure 3 – Overall Compliance with Signage Standards

a. Overall



b. Figure 3.1 – Outdoor

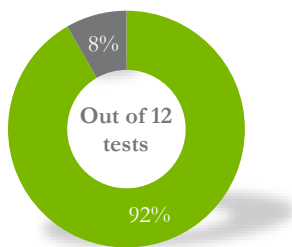
Overall Compliance with Signage Standards: Outdoor



	Compliant		Non-compliant		Total
Healthcare	4	57%	3	43%	7
Justice	0	UA ²¹	0	UA ²²	0
Housing	0	0%	2	100%	2
Taxation	0	UA ²³	0	UA ²⁴	0
Special Services	1	100%	0	0%	1
Total	5	50%	5	50%	10

c. Figure 3.2 – Directory

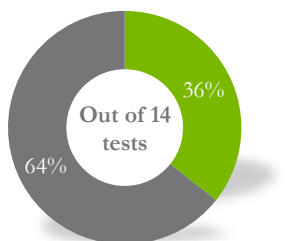
Overall Compliance with Signage Standards: Directory



	Compliant		Non-compliant		Total
Healthcare	4	100%	0	0%	4
Justice	4	100%	0	0%	4
Housing	1	50%	1	50%	2
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Total	11	92%	1	8%	12

d. Figure 3.3 – Wayfinding

Overall Compliance with Signage Standards: Wayfinding



	Compliant		Non-compliant		Total
Healthcare	2	26%	5	71%	7
Justice	2	100%	0	0%	2
Housing	0	0%	3	100%	3
Taxation	0	0%	1	100%	1
Special Services	1	100%	0	0%	1
Total	5	36%	9	64%	14

Key Takeaways

Positive Observations:

- Directory signage in government buildings was found to be 92% compliant with this requirement.

Opportunities for Improvement:

- Wayfinding and outside signage compliance rates were 43% and 50% respectively.
- During this audit, the auditor came across the Yellowknife Courthouse, which, although not within the sample of 17 points of public service to test, was noted as not being compliant with exterior signage standards, as the sign on the outside of the building was only displayed in English.

4. Public Information Material

According to the OLA, all written instruments directed or intended for the public shall be circulated in French²⁵. Examples of such written instruments include but are not limited to Public Health and Emergency Measures Advisories, any form or official document relating to a program or service application, brochures and promotional material.

The following standards were tested against the sample points of public service²:

- **Standard 2.2.1 Public Information Material:** *Written instruments intended for the public require translation and simultaneous bilingual publication.*
 - **Social Media:** *Use by government institutions of Internet communications tools such as Facebook, YouTube, Twitter, and others which may be used in the future is consistent with GNWT social media*

²⁵ Government of the Northwest Territories, *Strategic Plan on French Language Communications and Services*, (October 2012), page 14.

guidelines to be determined. Where criteria are met (significant demand, nature of the office, head or central office) such communications will also be available in French.

- **Public Web Sites:** *Most of the contents of most public Internet sites of Government Institutions will be translated and posted in both French and English.*
- **Standard 2.1.5 Employee Directories:** *Contact information for major points of public contact with Government Institutions shall be published bilingually. Examples include toll free numbers, generic emails, main page of on-line GNWT phone directory and instructions.*

The standards listed above were verified through the following three tests:

1. Online visit to points of public service website to verify availability and quantity of French content,
2. Online visit to points of public service “Contact Us” page and employee directory to verify French translation,
3. In-person tests were conducted to assess availability and quantity of French flyers, posters and information booklets. This was tested by observation and through requests for documentation.

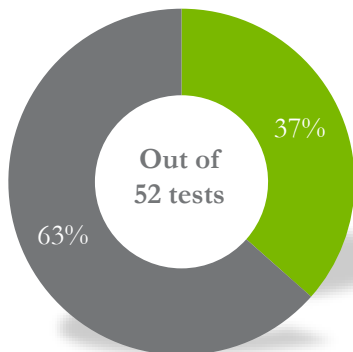
Figure 4 illustrates the test results.

Figure 4 – Overall Compliance with Publication Standards

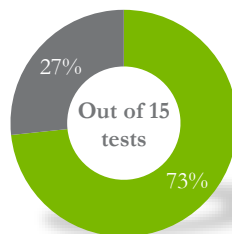
a. Overall

Overall Compliance with Publication Standards

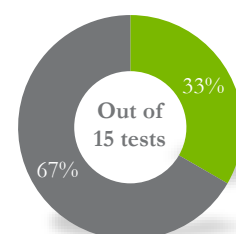
■ Compliance ■ Non-Compliance



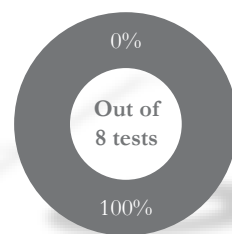
4.1 Overall Compliance with Publication Standards: Websites



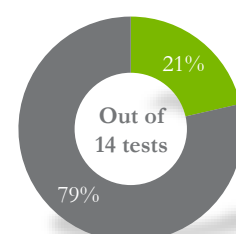
4.3 Overall Compliance with Publication Standards: Online Directories



4.2 Overall Compliance with Publication Standards: Social Media

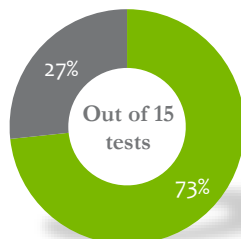


4.4 Overall Compliance with Publication Standards: Print-outs



b. Figure 4.1 – Websites

Overall Compliance with Publication Standards: Websites & Social Media



	Compliant		Non-compliant		Total
Healthcare	6	86%	1	14%	7
Justice	3	75%	1	UA	4
Housing	0	0%	1	100%	1
Taxation	1	100%	0	UA	1
Special Services	1	100%	0	0%	1
Emergency	0	0%	1	100%	1
Total	11	73%	4	27%	15

c. Figure 4.2 – Social Media

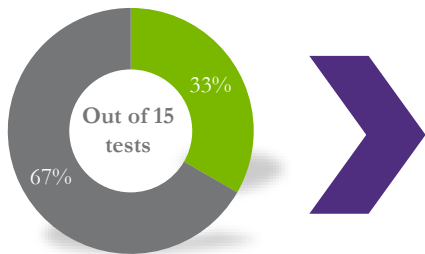
Overall Compliance with Publication Standards: Social Media



	Compliant		Non-compliant		Total
Healthcare	0	0%	6	100%	6
Justice	0	UA ²⁶	0	UA	0
Housing	0	0%	1	100%	1
Taxation	0	UA ²⁷	0	UA	0
Special Services	0	0%	1	100%	1
Total	0	0%	8	100%	8

d. Figure 4.3 – Online Directories

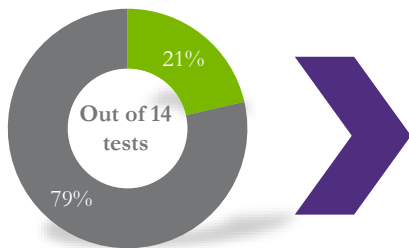
Overall Compliance with Publication Standards: Online Directories



	Compliant		Non-compliant		Total
Healthcare	0	0%	7	100%	7
Justice	3	75%	1	25%	4
Housing	0	0%	1	100%	1
Taxation	1	100%	0	0%	1
Special Services	1	100%	0	0%	1
Emergency	0	0%	1	100%	1
Total	5	33%	10	67%	15

e. Figure 4.4 – Printed Publications

4.4 Overall Compliance with Publication Standards: Print-outs



	Compliant		Non-compliant		Total
Healthcare	1	14%	6	86%	7
Justice	1	100%	0	0%	1
Housing	0	0%	4	100%	4
Taxation	0	0%	1	100%	1
Special Services	1	100%	0	0%	1
Total	3	21%	11	79%	14

Key Takeaways

Positive Observations:

- It was noted that the Health and Social Services had made improvements to translate videos in the last two years. Within the 30 latest YouTube videos, the audit counted 7 French videos.

Opportunities for Improvement:

- Printed publications in hospitals, which were deemed a high priority area, were not provided in French (14% compliance rate).
- The website for the GNWT emergency alert was only available in English.

²⁶ The points of public service did not have a social media page. For this reason, compliance with this standard could not be assessed.

²⁷ The points of public service did not have a social media page. For this reason, compliance with this standard could not be assessed.

5. Emergency Alert

An emergency alert test was performed on December 20, 2017, and broadcasted throughout the Northwest Territories. A copy of the Alert message that was issued on the radio was provided to the auditors for review. The auditors noted that the test alert message occurred at 3:00 pm MT. The alert that was broadcasted did not include a French message. However, the radio station provided the message that should have been aired to the audit team. This alert message was in French. Based on the information gathered, the audit team deemed this test non-compliant.

APPENDIX A - BACKGROUND

1.0 Engagement Background

Official Languages Act

In 1984, the Government of the Northwest Territories (GNWT) adopted the *Official Languages Act of the Northwest Territories (OLA)*. The Act recognizes official language rights in the Northwest Territories (NWT), and provides official language status to English, French, and the nine (9) Indigenous languages of the NWT.

A trial was held at the Supreme Court of the NWT regarding service delivery in French in the NWT, following complaints from the Fédération franco-ténoise (FFT) in October 2005. In April 2006, Madame Justice M.T. Moreau, of the Supreme Court of the NWT issued a ruling on the case. As a result, the *OLA* requires specific GNWT institutions to provide services to the public in French.

GNWT Standards for French Communications and Services

In 2013, the GNWT approved the Standards for French Communications and Services (the Standards) after consulting with the FFT, providing a further guide to departments and institutions designated under the Government Institution Regulations outlining expectations on minimum requirements and consistent standards across the GNWT. The Standards were prepared to assist employees in the delivery of communication and services in French to the public.

In June 2015, discovering the need for further facilitation, the GNWT created the “Active Offer of French Language Service” (the Guide) to enable front-line GNWT employees to make an active offer of services. An active offer, as described by the Guide, is “a way of greeting the public which informs that they are welcome to communicate with the GNWT in either English or French when seeing information or advice. An active offer can be a sign, a personal greeting or a recorded message.” This document has since been adopted as the standard to follow for the provision of active offers by GNWT points of service. Indeed, according to the Secretariat, the Standards will be modified to be more aligned with the Guide.

2.0 Objectives and scope

The scope of the Audit was limited to the communities of Yellowknife, Hay River, Inuvik and Fort Smith. The audit was performed on the following points of service, based on the GT study, “French Language Stakeholder Assessment”²⁸:

- General medical assistance
- Information and support on housing
- Information and support on taxation
- Legal assistance and access to court hearings
- Alert messages
- Specialized services

²⁸ GT conducted a stakeholder assessment on March 7, 2016 to identify the points of public service that have a high risk and high impact if a member of the public were to request service in French.

The scope of the compliance audit excluded assessing publication formats, business card – bilingual requirements, correspondence, translation procedures, job posters and job descriptions and regular offering of training on procedures and basic French greeting.

More specifically, the audit scope included site-visits, telephone calls, email responses and website reviews in the following areas:

Point of Service	Site-Visit	Telephone Call	Email Responses	Website Review
General Medical Assistance				
Stanton Medical Clinic (Yellowknife; in the Hospital)	✓	✓	✓	✓
Public Health Unit (Yellowknife)	✓	✓	✓	✓
Frame Lake Clinic (Yellowknife)	✓	✓	✓	✓
Primary Care Centre (Yellowknife)	✓	✓	✓	✓
Hay River Health Centre	✓	✓	✓	✓
Fort Smith Health Centre	✓	✓	✓	✓
Inuvik Regional Hospital	✓	✓	✓	✓
Information and Support for Housing				
Northwest Territories Housing Corporation, Yellowknife	✓	✓	✓	✓
Northwest Territories Housing Corporation, Hay River	✓	✓	✓	✓
Northwest Territories Housing Authority, Fort Smith	✓	✓	✓	✓
Northwest Territories Housing Authority, Inuvik	✓	✓	✓	✓
Information and Support for Taxation	✓	✓	✓	✓
Legal Assistance and Access to Court Hearings				
Court Services	✓	✓	✓	✓
Rental Office	✓	✓	✓	✓
Legal Aid	✓	✓	✓	✓
Victim Services	✓	✓	✓	✓
Alert Messages (emergency measures communications)	N/A	✓ - listened to recordings	N/A	✓
Specialized Services (Human Rights Commission) ²⁹	✓	✓	✓	✓

²⁹ The Human Rights Commission is an “arm’s length” entity, and does not function like a GNWT department or agency nor is it directed by the GNWT. The audit report items related to the Human Rights Commission is presented as information to support the Human Rights Commission in identifying service improvements.

3.0 Results of the Risk Assessment

After review of key documents and legislative requirements, the following key inherent risks were identified and will be assessed through the execution phase of the audit.

#	<i>Inherent Risk</i>
R1	There is a risk that French services may not be available at a GNWT point of service (in-person or on the telephone).
R2	There is a risk that voicemail messages may not be in French.
R3	There is a risk that email signatures may not be in French.
R4	There is a risk that the emails may not be responded to in French and promptly ³⁰ .
R5	There is a risk that website and social media content may not be available in French.
R6	There is a risk that signage (exterior, directory and wayfinding) and information material may not be provided in French at points of service.
R7	There is a risk that employee directories may not be provided in French.
R8	There is a risk that emergency alert messages may not be offered in French.

4.0 Audit Criteria & Audit Procedures

Based on the risk assessment completed, planning interviews and document review, the following audit criteria were developed to support the audit objective, these were approved within the audit work plan.

Line of Inquiry	Audit Criteria
1. In-Person Service	1.1 Signage is provided in French at points of service. 1.2 French services are available when requested by the public. 1.3 Written instruments intended for the public are available in French and in equal prominence as English. 1.4 Active offer will be provided at points of public service.
2. Telephone Service	2.1 French services are available when requested by the public. 2.2 Voicemail recordings are provided in French or provided a contact number for service in French.
3. Website, Social Media and Email Services	3.1 Website and social media information is available in French. 3.2 Employee directories are available in French. 3.3 Emails are responded to in French and within 48 hours of a request. 3.4 Employee email signatures and logos are in French.
4. Alert Messages	4.1 Alert messages are provided in French.

³⁰ For the purposes of the audit, the term “prompt” will be interpreted as the active offer was provided within 48 hours of being requested.

APPENDIX B - LOCATIONS TESTED

#	GNWT Point of Public Service	Address	Website	Phone number
Yellowknife				
1	Primary Care Centre	4915 48 Street 1 st Floor, Yellowknife	http://www.yhssa.hss.gov.nt.ca/health/clinics-and-health-centres/yellowknife/yellowknife-primary-care-centre	1-867-920-7777
2	Rental Office	4915 48 Street 3 rd Floor, Yellowknife	https://www.justice.gov.nt.ca/fr/organismes-et-agences/regie-du-logement/	1-867-767-9254
3	Legal Aid	4916 48 Street 3 rd Floor, Yellowknife	https://www.justice.gov.nt.ca/fr/aide-juridique/	1-867-767-9361
4	Court Services	4903 49th Street, Yellowknife	https://www.nwtcourts.ca/	1-867-873-7602
5	Victim Services	4903 49 Street, Yellowknife	https://www.justice.gov.nt.ca/fr/services-aux-victimes/	1-867-767-9261
6	Public Health Unit (Yellowknife)	4702 Franklin Avenue, Yellowknife	http://www.yhssa.hss.gov.nt.ca/health/public-health-2	1-867-920-6570
7	Human Rights Commission ³¹	5003 49 St, Yellowknife	http://nwthumanrights.ca/?lang=fr	1-867-669-5575
8	Stanton Medical Clinic	550 Byrne Road, Yellowknife	http://www.stha.hss.gov.nt.ca/	1-867-669-4122
9	Frame Lake Clinic	312 Old Airport Road, Yellowknife	http://www.yhssa.hss.gov.nt.ca/health/clinics-and-health-centres/yellowknife/frame-lake-community-health-clinic	1-867-767-9126
10	Information and Support for Housing	5201 50 Avenue, Yellowknife	http://nwthc.gov.nt.ca/node/23	1-844-698-4663
11	Department of Finance: Fiscal Policy and Treasury Division	4903 49 th Street, Yellowknife	http://www.fin.gov.nt.ca/about-us/taxation	867.767.9158, ext. 15056
Hay River				

³¹ The Human Rights Commission is an “arm’s length” entity, and does not function like a GNWT department or agency nor is it directed by the GNWT. The audit report items related to the Human Rights Commission is presented as information to support the Human Rights Commission in identifying service improvements.

#	GNWT Point of Public Service	Address	Website	Phone number
12	Hay River Housing Corporation	62 Woodland Drive, Hay River	http://nwthc.gov.nt.ca/node/23	1-(867) 874-6477
13	Hay River Regional Health and Social Services Authority	37911 Mackenzie Highway, Hay River	http://www.hrhssa.org/	1-867-874-8000
Fort Smith				
14	Fort Smith Housing Corporation	King Street, Fort Smith	http://nwthc.gov.nt.ca/node/23	1-(867)872-2646
15	Fort Smith Health Centre	41 Breynet Street, Fort Smith	http://www.fshssa.hss.gov.nt.ca/our-health-and-social-services-centre	1-867-872-6205
Inuvik				
16	Inuvik Regional Hospital	285 Mackenzie Road, Inuvik	http://www.bdhssa.hss.gov.nt.ca/	1-867-777-8000
17	Inuvik Housing Authority	66 Mackenzie Road, Inuvik	http://nwthc.gov.nt.ca/node/23	1-(867) 777-7270

APPENDIX C - DETAILED AUDIT RESULTS (PAGE 1 OF 4)

Legend

	Compliant
	Non-Compliant
	Not Applicable: Tested at point of public service's Head Office

UA Unable to Assess: please refer to notes for reasoning

Sample GNWT Offices

- 1 Primary Care Centre
- 2 Rental Office
- 3 Legal Aid
- 4 Court Services
- 5 Victim Services
- 6 Public Health Unit (Yellowknife)
- 7 Human Rights Commission
- 8 Stanton Medical Clinic
- 9 Frame Lake Clinic
- 10 Information and Support for Housing
- 11 Department of Finance: Fiscal Policy and Treasury Division
- 12 Hay River Housing Corporation
- 13 Hay River Regional Health and Social Services Authority
- 14 Fort Smith Housing Corporation
- 15 Fort Smith Health Centre
- 16 Inuvik Regional Hospital
- 17 Inuvik Housing Authority
- 18 Emergency Measures Communications

Test Results: Audit of Compliance with Service Delivery Standards

		Audit Tests for Service Delivery		
		In-Person (1.1)	Telephone (1.2)	Email (1.3)
Sample GNWT Offices	1	Compliant	Compliant	Compliant
	2	Compliant	Compliant	Compliant
	3	Compliant	Compliant	Compliant
	4	Compliant	Compliant	Compliant
	5	Compliant	Compliant	Compliant
	6	Compliant	Compliant	Compliant
	7	Non-Compliant	Compliant	Compliant
	8	Compliant	Compliant	Non-Compliant
	9	Non-Compliant	Compliant	Compliant
	10	Compliant	Compliant	Compliant
	11	Compliant	Compliant	Compliant
	12	Compliant	Non-Compliant	NA
	13	Compliant	Compliant	Compliant
	14	Non-Compliant	Non-Compliant	NA
	15	Compliant	Non-Compliant	UA
	16	Compliant	Compliant	Compliant
	17	Non-Compliant	Non-Compliant	NA
Compliance:		13/17	13/17	12/13
		76%	76%	92%

Unable to Assess – 1.3 Email Service Delivery Testing

The Fort Smith Health Center could not be assessed for the email test, as each attempt to contact them via the email address found online bounced back and no other front-line email address to contact could be found. Therefore, a response could not be provided in English or in French and the test was deemed unable to assess.

Appendix C: Detailed Audit Results Cont'd (2 of 4)

Test Results: Audit of Compliance with Active Offer Standards

		Audit Tests for Active Offer				
		In Person (2.1)	Telephone (2.2)	Voicemail (2.3)	Auto-attendant (2.4)	Email Signature (2.5)
Sample GNWT Offices	1	Compliant	Non-Compliant	Compliant	Compliant	Compliant
	2	Compliant	Compliant	Compliant	Compliant	Non-Compliant
	3	UA	Non-Compliant	Non-Compliant	UA	Non-Compliant
	4	UA	Non-Compliant	Non-Compliant	Compliant	Non-Compliant
	5	UA	Compliant	Compliant	Compliant	Compliant
	6	Compliant	Non-Compliant	Compliant	Compliant	Compliant
	7	Compliant	Compliant	Compliant	Compliant	Compliant
	8	Compliant	Non-Compliant	Compliant	Compliant	Non-Compliant
	9	Compliant	Compliant	Compliant	Compliant	Compliant
	10	Non-Compliant	Compliant	Compliant	Compliant	Non-Compliant
	11	Compliant	Compliant	Compliant	Compliant	UA
	12	Non-Compliant	Non-Compliant	Non-Compliant	UA	NA
	13	Compliant	Compliant	Non-Compliant	UA	UA
	14	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	NA
	15	Compliant	Non-Compliant	Non-Compliant	UA	UA
	16	Compliant	Compliant	UA	UA	Compliant
	17	Non-Compliant	Non-Compliant	Non-Compliant	UA	NA
Compliance	10/14	8/17	9/16	10/11	6/11	
:	71%	47%	56%	91%	55%	

Unable to Assess – 2.1 In Person

At locations Legal Aid, Court Services and Victim Services, the test was performed outside the reception location, as the French Coordinator stepped out of the office to respond to the request and the office was off-limits.

Unable to Assess – 2.3 Voicemail

At Inuvik Regional Hospital, the compliance with the standard could not be assessed, as the hospital did not have any voicemail message.

Unable to Assess – 2.4 Auto-attendant

At the six points of public services listed with UA, the phone test contained no auto-attendant to test. The call was automatically directed to reception. The tests were therefore deemed unable to assess.

Unable to Assess – 2.5 Email Signature

At the Department of Finance and Hay River Regional Health and Social Services Authority, the email test contained no email signature. At Fort Smith Health Centre, the email address listed bounced back to the sender. Because no signature could be audited, the tests were deemed unable to assess.

Appendix C: Detailed Audit Results Cont'd (3 of 4)

Test Results: Audit of Compliance with Signage Standards

		Audit Tests for Signage		
		Outdoor (3.1)	Directory (3.2)	Wayfinding (3.3)
Sample GNWT Offices	1	Compliant	Compliant	Compliant
	2	UA	Compliant	Compliant
	3	UA	Compliant	Compliant
	4	UA	Compliant	UA
	5	UA	Compliant	UA
	6	Compliant	Compliant	Compliant
	7	Compliant	Compliant	Compliant
	8	Compliant	Compliant	Non-Compliant
	9	Non-Compliant	Compliant	Non-Compliant
	10	UA	Compliant	Non-Compliant
	11	UA	Compliant	Non-Compliant
	12	UA	Non-Compliant	Non-Compliant
	13	Non-Compliant	UA	Non-Compliant
	14	Non-Compliant	UA	UA
	15	Compliant	UA	Non-Compliant
	16	Non-Compliant	UA	Non-Compliant
	17	Non-Compliant	UA	Non-Compliant
Compliance:		5/10	11/12	5/14
		50%	92%	36%

Unable to Assess – 3.1 Outdoor Signage

At all locations listed as UA, the compliance with the standard could not be assessed, as the points of public service were located inside larger government buildings and had no exterior signage to identify their office.

Unable to Assess – 3.2 Directory Signage

At the points of public services listed with UA, directory signage could not be found in the reception area. The tests were therefore deemed unable to assess.

Unable to Assess – 3.3 Wayfinding

At Court Services, Victim Services and the Fort Smith Housing Authority interior wayfinding signage could not be identified from the reception area. Because no wayfinding signage could be audited, the tests were deemed unable to assess.

Appendix C: Detailed Audit Results Cont'd (4 of 4)

Test Results: Audit of Compliance with Publication Standards

		Audit Tests for Display of Public Information			
		Websites (4.1)	Social Media (4.2)	Online Directories (4.3)	Print-outs (4.4)
Sample GNWT Offices	1	Compliant	Non-Compliant	Non-Compliant	Non-Compliant
	2	Compliant	UA	Compliant	Compliant
	3	Compliant	UA	Compliant	UA
	4	Non-Compliant	UA	Non-Compliant	UA
	5	Compliant	UA	Compliant	UA
	6	Compliant	Non-Compliant	Non-Compliant	Compliant
	7	Compliant	Non-Compliant	Compliant	Compliant
	8	Compliant	Non-Compliant	Non-Compliant	Non-Compliant
	9	Compliant	Non-Compliant	Non-Compliant	Non-Compliant
	10	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
	11	Compliant	UA	Compliant	Non-Compliant
	12	NA	NA	NA	Non-Compliant
	13	Non-Compliant	UA	Non-Compliant	Non-Compliant
	14	NA	NA	NA	Non-Compliant
	15	Compliant	Non-Compliant	Non-Compliant	Non-Compliant
	16	Compliant	Non-Compliant	Non-Compliant	Non-Compliant
	17	NA	NA	NA	Non-Compliant
	18	Non-Compliant	UA	Non-Compliant	UA
Compliance		11/15 73%	0/8 0%	5/15 33%	3/14 21%

Unable to Assess – 4.2 Social Media

At all tests listed as UA, the compliance with the standard could not be assessed, as no social media page was found for the points of public service.

Unable to Assess – 4.4 Print-outs

At the four points of public services listed with UA, compliance with the printed publication standard could not be assessed, as the auditor could not access the reception area. The display of printed materials therefore could not be audited, and the test was deemed unable to assess.

APPENDIX D - LEGISLATIVE REQUIREMENTS

The following sections of the Official Languages Act legislative requirements:

Reference	Official Languages Act
Part 1 – Official Languages Act 4	Chipewyan, Cree, English, French, Gwich'in, Inuinnaqtun, Inuktitut, Inuvialuktun, North Slavey, South Slavey and Tlicho are the Official Languages of the Northwest Territories.
Part 1 – Official Languages Act 5	To the extent and in the manner provided in this Act and any regulations under this Act the Official Languages of the Territories have equality of status and equal rights and privileges as to their use in all government institutions.
Part 1 – Official Languages Act 8	Subject to this Act, all instruments in writing directed to or intended for the notice of the public, purporting to be made or issued by or under the authority of the legislator or government of Northwest Territories or any judicial, quasi-judicial or administrative body or Crown Corporation established by or under an Act shall be promulgated in English and French and in such other official languages as maybe prescribed by regulation.
Part 1 – Official Languages Act 11	(1) Any member of the public in the Northwest Territories has the right to communicate with, and to receive available services from, any head or central office of a government institution in English or in French, and has the same right with respect to any other office of that institution where: <ol style="list-style-type: none"> a) There is a significant demand for communications with and services from the office in that language; or b) It is reasonable, given the nature of the office, that communications with and services from it be available in both English and in French
Government Institution Regulations – Official Languages Act 1	For the purposes of the Official Languages Act, each agency, board, commission, corporation, office or other body referred to in the Schedule is designated as a government institution.
Government Institution Regulations – Official Languages Act 2	For the purposes of paragraph 11(1)(a) of the Act, there is a significant demand for communications with and services to the public in both English and French from an office of a government institution located in the following communities: <ol style="list-style-type: none"> (a) Fort Smith; (b) Hay River; (c) Inuvik; (d) Yellowknife.
Government Institution Regulations – Official Languages Act 3	For the purposes of paragraph 11(1)(b) of the Act, the nature of an office of a government institution is such that it is reasonable that communications with and services from that office be available in both English and French, if the office <ol style="list-style-type: none"> (a) generally offers services to the public; and (b) in respect of those services, is a central service point or a referral centre providing services to the public for the whole of the Northwest Territories.

APPENDIX E – RISK / OPPORTUNITY ASSESSMENT

Our findings are classified and prioritized according to the following risk-ranking methodology³²:

Risk Ranking	Description
4. Extreme	<ul style="list-style-type: none"> ▪ Occurrence would have extreme impacts on stakeholders at the Government of Northwest Territories and, ▪ Existing controls are inadequate or non-existent, suggesting that this risk is almost certain to materialize.
3. High	<ul style="list-style-type: none"> ▪ Inability or significantly reduced ability to achieve expected results and organizational priorities, and ▪ Existing controls are very weak, suggesting that this risk is likely to materialize.
2. Moderate	<ul style="list-style-type: none"> ▪ Moderate impact on ability to achieve business objectives, and ▪ Existing controls are generally adequate (few significant weaknesses) suggesting that this risk is only moderately likely to materialize.
1. Minor	<ul style="list-style-type: none"> ▪ Limited impact on ability to achieve expected results and organizational priorities, and ▪ There are minor weaknesses in the existing control environment, suggesting that this risk is unlikely to materialize.
1. Insignificant	<ul style="list-style-type: none"> ▪ There is little to no impact on the ability to achieve expected results and organizational priorities, and ▪ There are no significant weaknesses in the existing control environment, suggesting that this risk is unlikely to materialize.

³² The risk-ranking methodology is the same risk-ranking methodology used by the Government of Northwest Territories Internal Audit Bureau