



GNWT RESPONSE TO THIRD-PARTY COMPLIANCE AUDIT RECOMMENDATIONS

Compliance audit of French language services in primary care
Between January 1 and December 31, 2024

Une version française de ce document existe.

APRIL 2026

Government of
Northwest Territories

GNWT: Government of the Northwest Territories

DHSS: Department of Health and Social Services

NTHSSA: Northwest Territories Health and Social Services Authority

HRHSSA: Hay River Health and Social Services Authority

HSSAs: Health and Social Services Authorities (NTHSSA + HRHSSA)

HSSS: Health and Social Services System (DHSS + NTHSSA + HRHSSA)

Recommendations		GNWT Responses
1	Review health authorities organizational charts and funding agreements with Health and Social Services, in order to build greater flexibility, make additional investments in French-speaking frontline staff, and ensure that these staff are optimally allocated.	<p>The GNWT partially agrees with the recommendation.</p> <p>The HSSAs are working with DHSS to assess organizational structures to ensure alignment with service demand.</p> <p>Findings from these assessments will inform human resources planning and future funding allocation from the Canada-NT Agreement on French Language Services.</p>
1.1	Increase recruitment of French-speaking professionals, alongside streamlining the processes in place for recognition of foreign or out-of-territory credentials.	<p>The GNWT partially agrees with this recommendation.</p> <p>HSSS remains committed to increasing the recruitment of French-speaking professionals, noting that recruitment of health and social services professions is a challenge impacting jurisdictions across Canada.</p> <p>DHSS is participating in national conversation to improve mobility of the health workforce and is committed to supporting streamlined processes for licensing of the professions it regulates, within the limits of current legislation.</p>

2	Clarify the active offer and service delivery processes.	<p>The GNWT agrees with this recommendation.</p> <p>DHSS and HSSAs are committed to ensuring staff are adequately trained and supported to provide active offer, and support access to services in French, and will action improvements to address gaps.</p>
2.1	Improve communication with the public on the different types of active offer and service delivery that are aligned with the Standards and Strategic Plan, in order to better frame the public's expectations of services they may access.	<p>The GNWT agrees with this recommendation.</p> <p>In collaboration, HSSAs, DHSS, and Réseau Santé TNO will work to communicate and clarify the active offer and service delivery processes aligned with the GNWT Strategic Plan on French Language Communications and Services 2023-2028 and GNWT Standards for French Language Communications and Services.</p> <p>In collaboration with HSSS, the Francophone Affairs Secretariat will lead a communications campaign to promote different forms of active offer and service delivery, with a special focus for health.</p> <p>The Francophone Affairs Secretariat will continue to communicate and clarify the active offer (sign, personal greeting and message) and service delivery processes (direct, referral and interpretation/facilitation) with Francophone community organizations.</p>

2.2	<p>Increase internal and public awareness of interpretation tools and resources, such as CanTalk.</p>	<p>The GNWT agrees with this recommendation.</p> <p>HSSAs will re-emphasize the availability and appropriate use of interpretation tools and resources through staff orientation, refresher training and internal communications.</p> <p>As outlined in response 2.1, and as part of broader efforts to clarify service delivery processes, the Francophone Affairs Secretariat will work to increase public awareness of available interpretation resources available (i.e.: French Medical Interpreter, CanTalk).</p>
3	<p>Continue to monitor client experience through feedback and audits. Conduct more regular and targeted client satisfaction checks specific to French language service delivery, including feedback on the active offer.</p>	<p>The GNWT agrees with this recommendation.</p> <p>HSSAs will continue to conduct regular targeted satisfaction audits on French language services through surveys and QR codes to receive feedback:</p> <p>NTHSSA will continue to use audit results and active offer feedback for continuous improvement and accountability.</p> <p>HRHSSA will continue to review findings through the Quality and Risk framework to identify trends, gaps and improvement opportunities.</p> <p>The Francophone Affairs Secretariat will continue to monitor client awareness and satisfaction through the Francophone Community Satisfaction Survey, conducted every second year. This survey includes a health-specific section. The Francophone Affairs Secretariat will also continue to monitor client experience related to the HSSS via the public feedback process Votre avis GTNO. Input received will continue to be shared with the appropriate health institution, and followed up accordingly.</p>

3.1	<p>Improve uptake of formal feedback mechanisms by patients, in order to better track complaints and reports of challenges, by clarifying and streamlining the processes and signage for providing feedback. Enhance mechanisms like rapid QR code-based surveys after appointments to assess whether language preferences were acknowledged and met.</p>	<p>The GNWT agrees with this recommendation.</p> <p>HSSAs and DHSS will work towards more accessible feedback processes, including consideration of options such as:</p> <ul style="list-style-type: none"> • Piloting use of tools such as QR code-based surveys • Improving signage and visibility of feedback options at points of service • Using collected data to inform service improvements and staff education
4	<p>Review point-of-service protocols and improve frontline staff training on how to handle different scenarios wherein patients desire service in French. (e.g., reemphasize lists of steps to follow, lists of contact information for personnel to call, flash cards of responses in French, etc.)</p>	<p>The GNWT agrees with this recommendation.</p> <p>HSSS is committed to ensuring staff are adequately trained and supported to provide active offer, and support access to service in French, and will action improvements to address gaps.</p> <p>In alignment with the GNWT Strategic Plan on French Language Communications and Services 2023-2028, French Language Services Coordinators will continue to visit their points of public service to run through scenarios with staff and offer additional training and resources as needed.</p>
4.1	<p>Develop methods to record and track actions taken at point of service, in order to monitor how concerns are addressed at those points.</p>	<p>The GNWT agrees with this recommendation.</p> <p>DHSS and HSSAs will explore methods to record point of service interactions and track actions to ensure monitoring and accountability in responding to concerns.</p>