



Government Response to Recommendations from the Third-party Evaluation of the GNWT's Strategic Plan of French Language Communications and Services 2018-2023

May 2023

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English

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French

Kĩspin ki nitawih̄tĩn ē nĩhĩyawih̄k ōma ācimōwin, tipwāsinān.

Cree

Tł̄chq̄ yatı k'èè. Dı wegodı newq̄ dè, gots'ō gonede.

Tł̄chq̄

ʔerih̄t'ıs Dēne Sų́ıné yatı t'a huts'elkēr xa beyáyatı theʔą ʔat'e, nuwe ts'ēn yóftı.

Chipewyan

Edı gondı dehǵáh got'je zhatié k'ée edat'éh enahddhę nıde naxets'é edahfı.

South Slavey

K'áhshó got'jne xədə k'é hederı ʔedıht'é yerıniwę nıde dúle.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijáhch'uu zhit yinothan jı', diits'at ginokhii.

Gwich'in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqłuta.

Inuvialuktun

Ć'đđ ǀǀ^{sb}ǀΔ^c ǀǀLǀǀǀ^c Δ^bǀǀǀ^cǀ^{sb}ǀLǀǀ^b, ǀǀ^cǀ^aǀ^c ǀǀ^{sb}ǀǀ^aǀ^{sb}ǀǀ^c.

Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

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Table of Contents

Response to Recommendations	2
Question 1	2
Question 2	5
Question 3	8
Question 4	11

Response to Recommendations

The tables below outline the Government of the Northwest Territories (GNWT) response to the recommendations from the Third-party Evaluation of the GNWT’s Strategic Plan of French Language Communications and Services 2018-2023 (link).

Question 1: How effective were leaders at all levels in promoting and supporting the vision of the Strategic Plan 2018-2023 throughout their GNWT institution?		
	Recommendations	Government Responses
1.1	<p>Increase the monitoring process to standardize the mechanisms used to oversee the promotion and support of the Strategic plan and identify any new areas of risk. At a minimum this would include:</p> <ul style="list-style-type: none"> • GNWT institution's reporting increased to twice a year; • Adjustment of key indicators relevant to the implementation of the Plan across government departments. Indicators should focus on and include monitoring of training, human resources, measurement, reporting and communications; • Review and revise current monitoring and reporting templates. 	<p>The GNWT agrees with this recommendation.</p> <p>Increasing the monitoring process will help track Operating Plan’s progression more accurately, ensure alignment with the Strategic Plan and allow to identify new areas of risk more quickly. Therefore:</p> <ul style="list-style-type: none"> • GNWT institutions will complete a mid-year monitoring review; • Key performance indicators will be reviewed to be aligned with the new Strategic Plan 2023-2028; • Current monitoring and reporting templates will be reviewed to be aligned with the new Strategic Plan 2023-2028.
1.2	<p>Increase the capacity of training and communications by government institutions regarding roles and responsibilities of the government departments/institutions, specifically orientation/onboarding, active offer and bilingual bonus.</p>	<p>The GNWT agrees with this recommendation.</p> <p>The Francophone Affairs Secretariat will develop and provide new training to the French Language Services Coordinators on GNWT institution’s roles and responsibilities in implementing the Strategic Plan</p>

		<p>(also included at 2.6). This will help clarify the level of involvement and limits of GNWT institutions’ roles, while identifying where some institutions are required to have particular input in implementing specific activities.</p> <p>Moreover, the GNWT will work to develop a mechanism to inform GNWT institutions of new hires that can impact their French capacity (bilingual bonus recipients, front-line staff, etc.). This would help GNWT institutions targeting and scheduling French-language trainings more efficiently.</p>
<p>1.3</p>	<p>Continue to provide training to government employees and community representatives in order to improve understanding and awareness of the Votre avis GTNO platform and the services offered within the French Communities.</p>	<p>The GNWT agrees with this recommendation.</p> <p>The GNWT will continue to provide the Votre avis GTNO training as part of the active offer training to bilingual bonus recipients and front-line staff, their managers, and staff who cover the front line from time to time.</p> <p>The GNWT will continue to promote and raise awareness of the Votre avis GTNO feedback process and platform to community representatives, for example by reminding them of its importance when they have interactions with Francophone organizations.</p>
<p>1.4</p>	<p>Increase the awareness of tools of engagement between the NWT and the community (ex: Have Your Say).</p>	<p>The GNWT agrees with this recommendation.</p> <p>The Francophone Affairs Secretariat will take steps to identify and review current tools of engagement available to the public to provide feedback to the GNWT on its communications and services in French.</p>

		<p>The Francophone Affairs Secretariat, supported by GNWT institutions, will lead a communications campaign to promote engagement tools available to the Francophone community. This could positively impact the Francophone community's perception of, and participation in GNWT's engagement with the public.</p>
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Question 2: How strong was the capacity of the GNWT to implement the Strategic Plan 2018-2023?		
	Recommendations	Government Responses
2.1	Assign bilingual required positions when possible.	<p>The GNWT agrees with this recommendation.</p> <p>The GNWT will continue to consider language requirements when creating new positions or when updating existing job descriptions. The possibility of shared positions will continue to be explored.</p>
2.2	Raise the issue of the recognition of accreditation of nurses, mainly through the comparison and identification of qualifications required to recognize accredited nurses between provinces. This could facilitate the recruitment of bilingual nurses from other parts of Canada.	<p>The GNWT disagree with this recommendation.</p> <p>Raising the issue of the recognition of accreditation of nurses is not something within the control of Health and Social Services (HSS) System. The registration of nurses is the responsibility of the Registered Nurses Association of the Northwest Territories and Nunavut (RNANTNU). The <i>Nursing Profession Act</i> sets out the registration requirements for various nursing designations, which are in line with the requirements for registration elsewhere in Canada. The decision to allow for or recognize national licensure rests with RNANTNU as the regulatory body.</p>
2.3	Continue to provide refresher trainings for employees and key representatives related to the active offer and referral system.	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 1.3, the GNWT will continue to provide the active offer training (which includes Votre avis GTNO) and offer reminder training of the active offer training to bilingual bonus recipients and front-line staff, their managers, and staff who cover the front line from time to time.</p>

		<p>The GNWT will continue to promote and raise awareness of the active offer and effective delivery of service (direct, referral or interpretation) to community representatives and the francophone community of the NWT.</p>
<p>2.4</p>	<p>Evaluate the competency of interpreters by:</p> <ul style="list-style-type: none"> • Performing an initial screening of their bilingual capacity • Obtaining and reviewing feedback forms submitted by community members 	<p>The GNWT agrees with this recommendation.</p> <ul style="list-style-type: none"> • The Certified French Medical Interpreter at HSS System must be certified or commit to get certification upon hiring. Therefore, the initial screening of the bilingual capacity is already covered in the hiring process. • The evaluation of the quality of service delivered by the Certified French Medical Interpreter can be done with feedback received through Votre avis GTNO. As per the GNWT Standards for French Language Communications and Services, a delivery of service invites feedback as it is an important part of improving the GNWT service in French.
<p>2.5</p>	<p>Create a full-time position within the Northwest Territories Health and Social Services Authority (NTHSSA) to focus solely on the French Language Communications and Services portion of the Authority.</p>	<p>The GNWT agrees with this recommendation.</p> <p>A dedicated position for NTHSSA would provide directed leadership to the French services team across the HSS System with a core focus on managing improvement projects.</p> <p>Creating a new full-time position at NTHSSA will be an opportunity to review the Strategic Plan’s Guideline 1: Roles and Responsibilities.</p>

<p>2.6</p>	<p>Conduct a brief focus group meeting among French Language Services Coordinators to reiterate and specify their roles and responsibilities as part of the delivery of French services.</p>	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 1.2, the Francophone Affairs Secretariat will develop and provide new training to the French Language Services Coordinators on GNWT institution's roles and responsibilities in implementing the Strategic Plan (also included at 2.6). This will help clarify the level of involvement and limits of GNWT institutions' roles, while identifying where some institutions are required to have particular input in implementing specific activities.</p> <p>This training will also focus on the French Language Services Coordinators' specific roles and responsibilities of their position and allow space for discussion on successes, challenges, and feedback.</p>
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Question 3: How valuable was the Strategic Plan 2018-2023 to the Francophone community		
	Recommendations	Government Responses
3.1	<p>Continue to implement guidelines related to monitoring and perform ongoing systematic audits of communications and services throughout the year via unannounced in-person and call inspection.</p>	<p>The GNWT agrees with this recommendation.</p> <p>The GNWT will continue to implement guidelines related to monitoring.</p> <p>The Francophone Affairs Secretariat will be responsible to ensure that systematic compliance audits of French communications and services are performed on a regular basis. Those audits will be determined in partnership with GNWT institutions or according to specific issue(s) raised by the Francophone community.</p>
3.2	<p>Develop and implement new data gathering processes and tools (emphasis on Health and Social Services, Infrastructure (DMV [Driver and Vehicle Services]), Municipal and Community Affairs (911) and Justice) to:</p> <ul style="list-style-type: none"> • Understand the size of the Francophone communities in Yellowknife, Hay River, Inuvik, and Fort Smith, and Francophone use of the points of service • Prioritize the high-volume points of service locations • Implement a mechanism to collect feedback across the high-volume points of service. This direct feedback tool would allow the user to submit their 	<p>The GNWT agrees with this recommendation.</p> <p>The GNWT will look at options to gather data, especially at high-volume points of public service.</p>

	level of satisfaction of experience, issues/concerns, comments and recommendations.	
3.3	<p>Increase advertising and training on Votre avis GTNO with in-person and/or video information sessions, as well as the clarity and visibility of access to feedback platforms on the GNWT website.</p>	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 1.3 the GNWT will continue to provide the Votre avis GTNO training as part of the active offer training to bilingual bonus recipients and front-line staff, their managers, and staff who cover the front line from time to time.</p> <p>The Francophone Affairs Secretariat will work with GNWT Communications to increase the visibility of Votre avis GTNO on the Have Your Say engagement webpage. Moreover, the Francophone Affairs Secretariat will explore possibilities to make Votre avis GTNO more easily accessible, for example by creating QR codes that connect directly to the feedback form or by adding data collection mechanisms at key points of public service.</p>
3.4	<p>Review Guideline 6 of the Strategic Plan on Community Input, primarily focusing on:</p> <ul style="list-style-type: none"> • Facilitating increased public engagement between GNWT and the community • Engagement • Public feedback 	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 1.4, the Francophone Affairs Secretariat will take steps to identify and review current tools of engagement available to the public to provide feedback to the GNWT on its communications and services in French.</p> <p>Additionally, in consultation with the Francophone community, the Strategic Plan’s <i>Guideline 6: Community Input</i> will be reviewed.</p>

<p>3.5</p>	<p>Open dialogue between Francophone Affairs Secretariat and community representatives to facilitate increased communications, clarify expectations, and address issues submitted, and actions taken to address them.</p>	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 1.4, the Francophone Affairs Secretariat will take steps to identify and review current tools of engagement available to the public to provide feedback to the GNWT on its communications and services in French. Moreover, as per response to recommendation 3.4, the Francophone Affairs Secretariat will review the Strategic Plan’s Guideline 6: Community Input.</p> <p>The GNWT will explore ways to increase communications with community representatives. This will be beneficial to clarify Francophone community’s expectations, address arising issues, and inform the community of actions taken to address those issues.</p>
<p>3.6</p>	<p>Review format of the community survey to include more open-ended questions where community members are able to provide feedback comments and explanation.</p>	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 1.4, the Francophone Affairs Secretariat will take steps to identify and review current tools of engagement available to the public to provide feedback to the GNWT on its communications and services in French.</p> <p>The Francophone Affairs Secretariat will also research and explore ways to include more open-ended questions in the Francophone Community Satisfaction Survey.</p>

Question 4: To what extent have GNWT institutions increased their monitoring and reporting capacities?		
	Recommendations	Government Responses
4.1	<p>Review and update the Monitoring, Evaluation and Accountability Plan 2020, specifically with regards to the implementation of a new section to the Operating Plans by establishing specific actions/targets at the operating level unique to each government department.</p>	<p>The GNWT agrees with this recommendation.</p> <p>The Monitoring, Evaluation and Accountability Plan 2020 will be reviewed and updated to be aligned with the new Strategic Plan 2023-2028. Key performances indicators will be reviewed.</p> <p>Following the new Strategic Plan 2023-2038, new Operating Plans will be created. They will be two-fold, including a section with GNWT-wide indicators and a section with indicators customized to GNWT institutions. Those indicators will be established in partnership between the Francophone Affairs Secretariat and GNWT institutions.</p>
4.2	<p>Establish and implement tangible indicators to measure progress (key performance indicators), such as:</p> <ul style="list-style-type: none"> • Customer satisfaction score • Referral service utilization • Interpreter service utilization • Number of open service requests • Number of open positions • Time to fill positions 	<p>The GNWT agrees with this recommendation.</p> <p>The Francophone Affairs Secretariat, in collaboration with GNWT institutions, will develop and implement key performance indicators to measure progress.</p> <p>As per response to recommendation 4.1, the new Operating Plans will have a section with indicators customized to GNWT institutions.</p>
4.3	<p>Implement reminders within government institutions on monitoring processes for consistency across departments,</p>	<p>The GNWT agrees with this recommendation.</p>

	outlining scope and responsibilities, monitoring schedule and effective reporting on the monitoring template.	
4.4	Establish ongoing reporting with quarterly meetings with Francophone Affairs Secretariat to discuss guidance, progress, issues and feedback, and bi-yearly progress reports on Department Operating Plan.	<p>The GNWT agrees with this recommendation.</p> <p>Establishing quarterly meetings between the Francophone Affairs Secretariat and each French Language Services Coordinator to discuss Operating Plan’s progress would have a positive impact to clarify data collection and reporting processes, while providing guidance and clarification as questions arise. It would also facilitate the annual reporting by GNWT institutions. Those meetings would be optional and scheduled upon the French Language Services Coordinators’ needs.</p> <p>As per response to recommendation 1.1, GNWT institutions will complete a mid-year monitoring review.</p>
4.5	French Language Services Coordinators to conduct reviews of the points of public services more regularly.	<p>The GNWT agrees with this recommendation.</p> <p>Regular visits and reviews of points of public service will strengthen connections between coordinators and relevant front-line staff, will ensure the appropriate orientation and training of staff, and will provide opportunities to practice service scenarios with staff and offer additional training and/or resources as required. Such visits will also aid Coordinators in maintaining updated lists of points of public service and bilingual staff.</p> <p>Those reviews are to be done in a quality check control spirit, not in an audit perspective.</p>

<p>4.6</p>	<p>GNWT institutions to develop their own monitoring tools with the assistance of the French Language Monitoring and Evaluation Advisor for guidance.</p>	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 4.1, the new Operating Plans will have a section with indicators customized to GNWT institution. In partnership with the Francophone Affairs Secretariat, GNWT institutions will develop their own monitoring tools, or customize templates provided by the Francophone Affairs Secretariat, as they know best what their projects are, what they wish to monitor for improvement, what are the institution’s priorities, and what best fits their needs.</p>
<p>4.7</p>	<p>Conduct information sessions with French Language Services Coordinators to clarify data collection processes, guidelines and indicators being monitored.</p>	<p>The GNWT agrees with this recommendation.</p> <p>As per response to recommendation 4.4, establishing quarterly meetings between Francophone Affairs Secretariat and each French Language Services Coordinator would allow clarification of key performance indicators, data collection and reporting processes, while providing guidance as questions arise.</p>