

SCHEDULE B

ACTION PLAN FOR FRENCH LANGUAGE SERVICES 2020-2023

BACKGROUND

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

The Canada - Northwest Territories Co-Operation Agreement for French and Aboriginal Languages in the NWT (Agreement) signed in 1984 assured that the Government of Canada (Canada) would bear all costs involved in the provision of communications and services to the public in French and the costs involved with the implementation of French as an official language in the NWT. The Agreement also established a cooperation framework between Canada and the GNWT for the revitalization, promotion, maintenance and enhancement of Indigenous languages. Since then, Canada has made a commitment to fund official languages in the NWT through a number of agreements.

The *OLA* has been amended a number of times. In 2003, the Legislative Assembly adopted Bill 31, an *Act to Amend the Official Languages Act*, which included amendments to introduce new regulation-making authorities, and a Minister Responsible for Official Languages was assigned the responsibility for the *Act* itself.

FRANCOPHONE COMMUNITY IN THE NWT

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Since 1950, the number of people who can speak French in the NWT has more than tripled¹. In 2016, in the last Census available, the total number of people that reported French as their mother tongue was 1,360 (3.25% of the NWT population); an increase from 1,170 in 2011 (2.8% of the NWT population). The number of people using French as the language spoken at home was 550 in 2016 versus 440 in 2006. The NWT French language community is concentrated largely in Yellowknife (over 76%), with smaller communities in Hay River, Fort Smith and Inuvik. In 2016, a total of 4,340 persons (10.4% of the NWT population) versus 3,770 persons in 2011 (9.2% of the NWT population) reported being able to speak French.

GNWT STRATEGIC PLAN ON FRENCH LANGUAGE COMMUNICATIONS AND SERVICES 2013-2018

In 1999, following complaints from the Fédération Franco-Ténoise (FFT), the GNWT was taken to court regarding the perceived shortcomings with respect to service delivery in French. In April 2006, the court ruling required specific GNWT institutions² to provide services to the public in French. On March 5, 2009, the Supreme Court of Canada (SCC) decided that it would not hear the appeal by the GNWT regarding the ruling from the lower Court. As a result of the SCC's decision, the GNWT started the implementation of the Orders that were issued by Justice M.T. Moreau, as modified by the NWT Court of Appeal, which included the drafting of a comprehensive implementation plan for communications and services under the *OLA*, in all GNWT institutions.

The GNWT developed its first Strategic Plan on French Language Communications and Services 2013-2018 (Strategic Plan 2013-2018) as a means to improve the offer and delivery of French languages communications and services to the public across the GNWT (including in all GNWT institutions outlined in the Government Institution Regulations). The Strategic Plan 2013-2018 defined three broad frameworks for implementation, namely the legislative and regulatory framework, the administrative framework, and the operational framework. The Strategic Plan 2013-2018 established a Francophone Affairs Secretariat housed at the Department of Education, Culture and Employment.

¹ Office of the Commissioner of Official Languages. *The French Presence in the Northwest Territories*, <https://www.clo-ocol.gc.ca/en/statistics/infographics/french-presence-northwest-territories>.

² GNWT institution means a department or ministry of the GNWT, the Office of the Legislative Assembly, and an agency, board, commission, corporation, office or other body designated in the *Government Institution Regulations*.

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Also in 2013, after consulting the FFT, the GNWT approved its first GNWT Standards for French Language Communications and Services (Standards), providing further guidance to GNWT institutions designated under the Government Institution Regulations, by outlining expectations on minimum requirements and consistent standards across the GNWT.

The initiatives outlined in the Strategic Plan 2013-2018 were supported by both the GNWT and Canada, and included a substantial increase in funding support commencing April 1, 2014. Canada has continued to fund 100% of the costs to deliver these services.

EVALUATION OF THE STRATEGIC PLAN 2013-2018

The first Strategic Plan 2013-2018 contained provisions for evaluation and compliance audits. In 2017-2018, an evaluation of the Strategic Plan 2013-2018 and a compliance audit of GNWT French language communications and services were conducted by a third-party contractor. The purpose of those activities was to determine the overall success and value of the Strategic Plan 2013-2018, and to inform the redevelopment of the next five-year Strategic Plan 2018-2023. The reports concluded there has been substantial improvement in the delivery of French language communications and services in significant demand communities over the previous five years. Significant demand communities are Yellowknife, Inuvik, Fort Smith and Hay River. The reports specifically noted that French responses were received 81% of the time when tested face-to-face, on the phone or by email. There was a consensus that French language communications and services capacity has increased since the implementation of the first Strategic Plan 2013-2018.

Following the evaluation and audit, recommendations were made to continue improving the quality of French language communications and services. Most of these recommendations were accepted by the GNWT, and have influenced the new Strategic Plan on French Language Communications and Services 2018-2023 (Strategic Plan 2018-2023), as well as the revised Standards.

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One of the key findings was that the GNWT's monitoring, reporting and evaluation capacity was limited, and that the initial Monitoring, Evaluation and Accountability Plan 2015 had only been partially implemented. To address this recommendation, the GNWT decided to build capacity by establishing a new position in charge of monitoring and evaluation for French language communications and services. The French Language Monitoring and Evaluation Advisor position was created, and eventually staffed in April 2019.

GNWT STRATEGIC PLAN ON FRENCH LANGUAGE COMMUNICATIONS AND SERVICES 2018-2023

The second Strategic Plan 2018-2023 was developed on the successes of the first Strategic Plan 2013-2018. Its implementation will continue to have a positive impact on French-speaking residents, workers and visitors in the Northwest Territories. The Strategic Plan 2018-2023 establishes six specific guidelines: Roles and Responsibilities, Services and Communications, Human Resources, Planning and Reporting, Audits and Evaluations and Community Input.

The Strategic Plan 2018-2023 describes key components necessary for the active offer and effective delivery of GNWT French language communications and services to the public. The philosophy of the Strategic Plan 2018-2023 resides in the GNWT belief that its communications, programs and services should be available or accessible in French throughout the NWT³ through appropriate and practical methods that are adapted to the particular context and needs of the Francophone community.

The Strategic Plan 2018-2023 contains four measures to be implemented:

1. Staff the French Language Monitoring and Evaluation Advisor position, located in the Francophone Affairs Secretariat.
2. Develop and implement a new monitoring, evaluation and accountability framework.
3. Create a systematic process for recruiting bilingual personnel (professional and other), particularly in the health area: physicians, nurses, technicians and pharmacists.
4. Develop a system for evaluating the competency of French interpreters in the health area based on objective standards, including mandatory training in medical terminology.

³ Based on the *Official Languages Act* subsection 11 and the *Government Institution Regulations*, the Strategic Plan 2018-2023 defines the concepts of 'Significant Demand' and 'Nature of Office' to determine where French Languages Communications and Services shall be available or accessible.

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Over the life of the Strategic Plan 2018-2023, there will be a renewed focus on accountability, including monitoring and evaluation, as well as engagement with the Francophone community to further improve the offer and delivery of French language communications and services to the public.

DESCRIPTION OF CONSULTATION PROCESS WITH THE FRENCH COMMUNITY OF THE NWT

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

The Francophone community has established bodies and institutions through which it addresses language related matters.

The minimum standards of formal consultation are:

- The Minister Responsible for the *OLA* shall formally meet at least once each year with representatives of the FFT and other organizations to discuss matters of importance to the community and the Government in relation to the development of the Francophone community and the delivery of French language communications and services by the Government; and
- Where the Francophone community has established a sector forum (i.e. immigration, health) or participates in a government established sectoral forum, the responsible department and agency Minister or delegated authority shall meet at least once each year with that forum to address matters of importance to that community and the department and agency, including the department and agency's Operating Plan on FLCS, related progress achieved, and related reporting content.

These consultation guidelines may be waived or modified by mutual agreement between the GNWT and the Francophone community, should a more appropriate approach be suggested by the community.

In 2019-2020, the first annual Francophone Community Satisfaction Survey was launched during the *Mois de la Francophonie*. This new initiative aimed to ensure that the Francophone community is aware of the GNWT's French language communications and services and is satisfied with its offer and delivery at points of public service in French. The results of the first survey confirmed that by far *Health and Wellness* is the most important when accessing and receiving communication or services in French, with 81.4 % of respondents indicating this. The category *Education and Training* came second, at 41.9%, and the category

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of *Public Safety and Emergency Services* came third at 34.9%. In fourth position came the *Government services* in general (27.9%), and the category *Law and Victim Services* came in fifth position (20.9%).

Among the strengths, 72% of respondents who used a French language service in the past 12 months indicated being very satisfied or satisfied with the service received, and 87% of the respondents who did access a service in French received a direct service. Among the challenges, 80% of the respondents who had not used a GNWT French language service in the past 12 months reported not doing so either because they were not aware of their availability, because the service in French was not available, or because they considered it easier to communicate in English. Moreover, 90 % of the respondents did not use the GNWT feedback process '*Votre avis GTNO*' in the last 12 months or had never heard of it.

The results of this first Francophone Community Satisfaction Survey will contribute to the ongoing improvement and evaluation of GNWT French language communications and services.

As part of the substantial increase in funding from Canadian Heritage agreed to in the agreement effective in 2014-15, three outcomes were included. The outcomes were established to measure success of delivering French Language Programs by the GNWT. These outcomes are described in detail in Table 3 below.

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Outcome 1: The GNWT has a greater capacity to actively offer and deliver its services to the public in French, in accordance with the <i>Official Languages Act, Regulations, Policy and Standards</i>			2020-2021	2021-2022	2022-2023
		PCH	\$4,056,000	\$4,137,000	\$4,220,000
		PY's	25.5	25.5	25.5
Outputs	Activities	Performance Indicators	Baseline 2019-2020	Target	
1. GNWT institutions have resources to actively offer and deliver programs and services at all points of public service in French, including Services TNO	1.1 French language services coordinators assist senior official to ensure their GNWT institution has the necessary and appropriate human resources to deliver French Language Communications and Service	1.1 Number of time that French language services coordinators assisted senior officials to ensure the needs of human resources to deliver French Language Communications and Services are met	New performance indicator - Baseline to be established in 2020-21 (due to COVID-19)	GNWT institutions combined: between 25 and 35	
	1.2 French language services coordinators provide appropriate orientation and training to GNWT employees regarding their obligation under the <i>Official Languages Act</i> and guidelines	1.2 Number of training sessions delivered to GNWT employees regarding their obligation under <i>Official Languages Act</i> and the guidelines	Baseline to be established in 2020-21 (due to COVID-19)	3 training sessions per year, per GNWT institution	
	1.3 The GNWT provides a bilingual bonus to bilingual employees within the Legislature of the GNWT or any judicial, quasi-judicial or administrative body or Crown corporation established by or under the Act and its agencies	1.3 Number and percentage of bilingual employees receiving the bilingual bonus and providing French language communications and services	162 bilingual bonus, for French - 3.5% of GNWT total employees (4,615)	Maintain a minimum of 3.5% (of GNWT total employees)	
	1.4 GNWT institutions offer and deliver French Language Communications and Services at all points of public service in French, including Services TNO	1.4.1 Number of points of public service in French that have active offer and French language service	190 points of public service in French – 186 of those had the active offer	Review of points of public service in French in 2020-21; 100% of points of public service in French with active offer by 2022-2023	
1.4.2 Number of public requests in French processed by Services TNO		289 requests	5% increase per year		
2. The Francophone community is satisfied with the quality of active offer and delivery of French services at points of public service in French	2.1 The Francophone Affairs Secretariat monitors the Francophone community satisfaction with the GNWT French language communications and services at Points of Public Service in French, including Services TNO	2.1 Level of satisfaction of the Francophone community expressed through an annual survey and through qualitative responses to the public feedback process	72% of respondents very satisfied or satisfied (data from Francophone Community Satisfaction Survey)	To maintain	
	2.2 The Francophone Affairs Secretariat is responsive to feedback provided by service users	2.2 Number of feedbacks forms received from the public	27 feedbacks received – 16 received via <i>Votre avis GTNO</i>	31 in 2020-21 35 in 2021-22 40 in 2022-23	
3. Communications intended for the public, requested from the Legislature, the GNWT or any judicial, quasi-judicial or administrative body or Crown corporation established by or	3.1 The GNWT provides French language translation services to GNWT institutions according to the GNWT Standards and <i>Official Languages Act</i>	3.1.1 Number of words translated per year	2,841,051 words	Words translated are in compliance with the <i>OLA</i>	
		3.1.2 Number of requests for French language translations for social media	2,299 requests	15% increase per year	

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under the Act, are translated according to the GNWT Standards on French Communications and Services and <i>Official Languages Act</i>	3.2 The Francophone Affairs Secretariat monitors GNWT institutions satisfaction with the quality of translation services received	3.2 Level of satisfaction of GNWT institutions with the translation services received	93% of respondents very satisfied or satisfied (data from Bilingual Employee Survey)	To maintain
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Outcome 2: The Francophone community has increased awareness of the GNWT French language communications and services			2020-2021	2021-2022	2022-2023	
		PCH	\$504,000	\$514,000	\$524,000	
		PY's	0	0	0	
Outputs	Activities	Performance Indicators	Baseline 2019-2020	Target		
4. The Francophone community has increased access to GNWT communications in French	4.1 The Francophone Affairs Secretariat provides French translation of GNWT communications to the public	4.1 Number of medium used to place communications in French to the public		7 mediums 1. Radio Taïga 2. L'Aquilon 3. Francophone organizations (Websites and social media) 4. GNWT (Website and social media) 5. Moose FM (occasionally) 6. News/North (occasionally) 7. Up Here (occasionally)	To maintain at 7	
5. GNWT institutions have increased awareness of needs and priorities of the Francophone community	5.1 GNWT institutions engage on an ongoing basis with the Francophone community in regard to the implementation of French Language Communications and Services	5.1 Number and type of GNWT engagements with Francophone community		Baseline to be established in 2020-21 (due to COVID-19)	15 community engagements per year	
	5.2 The GNWT continues working partnerships with the Francophone community	5.2 Number and type of partnerships between the GNWT and the Francophone community		New performance indicator - Baseline to be established in 2020-21 (due to COVID-19)	5 partnerships per year	
	5.3 The GNWT conducts promotional activities in regards to French Language Communications and Services	5.3 Number and type of GNWT promotional activities directed to the Francophone community		Baseline to be established in 2020-21 (due to COVID-19)	3 promotional activities per year	

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Outcome 3: GNWT institutions receive increased administrative support from the Francophone Affairs Secretariat (other than French Translation Services and Services TNO) and the Department of Finance Human Resources division to deliver French language communications and services			2020-2021	2021-2022	2022-2023
		PCH	\$940,000	\$959,000	\$1,078,000
		PY'S	6	6	6
Outputs	Activities	Performance Indicators	Baseline 2019-2020	Target	
6. GNWT employees are trained and supported in the active offer and delivery of French Language Communications and Services	6.1 The Francophone Affairs Secretariat continues to provide support and training initiatives to GNWT employees	6.1 Number of training sessions offered on provision of French Language Communications and Services	13	Between 8 and 10 per year	
	6.2 The Francophone Affairs Secretariat monitors GNWT bilingual employees' satisfaction with the quality of training received from the Francophone Affairs Secretariat	6.2 Level of satisfaction of GNWT employees with training provided by the Francophone Affairs Secretariat	65% of respondents very satisfied or satisfied (data from FCSS)	75% by 2022-23	
	6.3 The Francophone Affairs Secretariat offers support, tools and advice to GNWT institutions for the implementation of the Strategic Plan 2018-2023	6.3 Number of initiatives executed by the staff of the Francophone Affairs Secretariat and Department of Finance (previously Human Resources) in order to support Government institutions	8 initiatives (7 from SAF monitoring grid + 1 for DOF, HR division)*	To maintain	
7. GNWT institutions have increased their monitoring and reporting capacities	7.1 An evaluation the Strategic Plan 2018-2023 and recommendations to inform the new Strategic Plan 2023-2028 are made	7.1 The evaluation report is completed and available to the public in Spring 2023	No baseline	Completed in 2023	
	7.2 Preparation of the new Strategic Plan 2023-2028 and informs the public	7.2 The new Strategic Plan 2023-2028 is completed and available to the public in Summer 2023	No baseline	Completed in 2023	
	7.3 Annual update of GNWT institutions' Operating Plans on French Language Communications and Services	7.3 Number and percentage of GNWT institutions' Operating Plans for French updated, per year	14 GNWT institutions – 100% updated	100% per year	

*Initiatives: Advice and support to GNWT institutions, Development and implementation of MEA Plan 2020, Development of orientation programs for FLSC, Liaison with Francophone community, Support to Minister Responsible for OLA at MCCF, Management of French chapter of Canada-NWT Cooperation Agreement, Other internal/external communication and promotion, and Recruitment (French) and French language training (DOF – HR division).

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Outcomes		2020-2021	2021-2022	2022-2023
Outcome 1	The GNWT has a greater capacity to actively offer and deliver its services to the public in French, in accordance with the <i>Official Languages Act</i> , Regulations, Policy and Standards	\$4,056,000	\$4,137,000	\$4,220,000
Outcome 2	The Francophone community has increased awareness of GNWT French language communications and services	\$504,000	\$514,000	\$524,000
Outcome 3	GNWT institutions receive increased administrative support from the Francophone Affairs Secretariat (other than French Translation Services and Services TNO) and the Department of Finance Human Resources division to deliver French language communications and services	\$940,000	\$959,000	\$1,078,000
Total		\$5,500,000	\$5,610,000	\$5,822,000