

GNWT Standards for French Communications and Services

Francophone Affairs Secretariat

Second Edition



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INTRODUCTION

The Official Languages Act of the Northwest Territories recognizes Chipewyan, Cree, English, French, Gwich'in, Inuinnaqtun, Inuktut, Inuvialuktun, North Slavey, South Slavey, and Tłı̨chǫ as Official Languages.

The Official Languages Policy of the Government of the Northwest Territories (GNWT) states that a government's ability to communicate in the Official Languages of the public it serves is fundamental to the operation of good government.

The GNWT Strategic Plan for French Language Communications and Services (Strategic Plan) was approved by the Executive Council in September 2012 and tabled in the Legislative Assembly in October 2012. The Strategic Plan is the result of careful consultation and collaboration between the GNWT and the Fédération Francophone (FFT).

Consequently, these Standards for French Communications and Services have been prepared to assist employees in the delivery of communication and services in French to the public.

These Standards apply where criteria for significant demand, nature of the office, head or central office are met. Bilingual means French and English in this document.

The information contained in these pages is subject to periodic revision as required.

For clarification on the Standards, please contact the Francophone Affairs Secretariat at (867) 920-3107 or by email at francophone@gov.nt.ca.

2.1 SERVICES DELIVERY

Ideally French services to the public should be available directly, without the interposition of a third party (referral or interpretation).

Service will be actively offered by means including, but not limited to, the following:

2.1.1 Verbal Greetings to the Public

2.1.2 Voice mail

2.1.3 Email

2.1.4 Active Offer Signage

2.1.5 Employee Directories



Once the public has been informed through the Active Offer that French service is available, then the French service is provided in the following ways:

Direct Service

A bilingual employee provides a service to a member of the public in French; for example, a member of the public applies for a driver's license, is examined by a physician, or is provided a follow-up over the phone regarding an application for a birth certificate. Direct service is in French, directly with the person providing the service and can be face-to-face, over the phone, and via email. The service provider can be an employee of the responsible government institution or of Services TNO.

Referral Service

A non-bilingual front line employee has ready access to a bilingual employee in the same office or in some other location who can serve a member of the public in French.

The service provider may not necessarily be physically located at the first point of contact but can provide the service over the phone, through e-mail or video conferencing, or using internet based service mechanisms.¹ The service provider can be an employee of the responsible government institution or of Services TNO.

Interpretation Service

An interpreter assists in the delivery of a service to a member of the public in French.¹

Note:

Referral service and interpretation service can be face-to-face or via telephone or videoconference, in which case employees will be proficient in the use of the technology.

All interpretation service shall be promptly available and competent.

Only certified interpreters shall provide interpretation service; however, a language facilitator may provide assistance to members of the public in accessing a service in French.

¹ FLSCs shall maintain a list of bilingual staff within the government institution for referral service, and a list of interpreters and language facilitators.

2.1.1 Verbal Greetings to the Public

In Government Institutions, Bilingual Service Providers and non-bilingual Front Line Staff at major points of public contact will initially greet a member of the public in English and French in the following manner:

“Bonjour / Hello.” Or “Hello / Bonjour”

When the member of the public speaks in French, a non-bilingual employee will respond with

“Un moment s'il vous plaît,”

and will summon or telephone a bilingual colleague to serve the individual promptly.

If an MOU with Services TNO exists, the employee will call Services TNO so they can serve the individual promptly.

Training on procedures and basic French greetings to ensure referral service will be regularly offered through the Department of Human Resources Training Calendar.

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. The FLS Coordinator will assist (or help arrange for assistance) with recording a bilingual message for non-bilingual Front Line employees.

Either English or French can come first in the message. For example, based on the nature of the voice mail system the message might be as follows:

“Bonjour / Hello. For service in English press 1.”

“Pour le service en français appuyez sur le 2.”

If the voicemail system only allows for a standard message, use one of the following:

“Hello / Bonjour. A message in English will follow.”

“Vous avez joint...”

“Bonjour / Hello. Un message en français suivra.”

“You have reached...”

Give callers an option to bypass a longer bilingual message by including the following bilingual component near the start of your message:

“To bypass this message you can press the number sign / star at any time.”

“Pour accéder à la boîte vocale, appuyez sur le carré / l'étoile.”

Note: Depending on how your voice mail system works, delete one or the other of “sign / star” and “le carré / l'étoile” from the above text.

2.1.3 Email

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.

Examples of generic emails include HSA@gov.nt.ca, ...

Any special logos used in an email should also be included as a bilingual version, or both English and French versions. In special circumstances, the Secretariat can exempt an employee/department from this standard.

Refer to Department of Finance Standard 6003.11.30

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.”

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.

2.2 COMMUNICATIONS

2.2.1 Public Information Material

Translation Procedures – refer to the French Translation Services Manual (in development) for details. Where a written instrument is intended for internal operational

guidance or purposes of the Government, it will not require translation. Where there is ambiguity as to whether or not a written instrument is intended for the public and whether translation is required, seek the advice of the Francophone Affairs Secretariat.

Priorities of the Francophone community may also help determine the translation requirements and publication formats. Consultations with the Francophone Affairs Secretariat and, possibly, with the community may lead to various practical solutions such as translating and posting an executive summary of a large document of limited distribution on the Internet.

Publication Format

Written instruments intended for the public require translation and simultaneous bilingual publication.

Separate language versions are acceptable if the document exceeds ten standard pages of text. Separate language versions will contain the following active offer:

"If you would like this information in another official language, contact us at (867) 123-4567

Si vous voulez ces informations dans une autre langue officielle, contactez-nous à (867) 123-4567."

Ensure this number is answered with a bilingual active offer.

If so advised by the Francophone Affairs Secretariat, a Government Institution may replace the full text translation of a public document with a summary translation if the original document exceeds twenty standard pages.

Business card – bilingual

When Bilingual Service Providers have business cards they will be in bilingual format printed back to back.

Correspondence

Generic correspondence, whether written or electronic, initiated by a Government Institution directed to an external audience shall be in English and French.

Refer to Standard 2.1.3 regarding bilingual email signatures.

Where criteria are met (significant demand, nature of the office, head or central office) Government Institutions will communicate exclusively in French with members of the public who indicate their preference to receive correspondence in French. For other non-bilingual employees copied on the correspondence, an English copy

of formal correspondence should be available. The English copy is not sent to the member of the public. An informal English summary of informal French correspondence (e.g. Email) may be provided to management as required.

The Secretariat maintains a list of community organizations with which all correspondence should be in French.

Note: address formats are different in French than in English. Ensure that French correspondence uses the correct format. Examples can be found at the following site: <http://www.sse.gov.on.ca/mgs/onterm/documents/guides/addressing.htm>

Display of Public Information

When public information is displayed, it shall be displayed in English and French. The information in each language will be displayed with equal prominence.

Examples of public information displays include (but are not limited to): banner stands, kiosks at public events such as trade shows and festivals.

If bilingual employees are not present at such public events, non-bilingual employees will provide members of the public requiring service in French with a business card, brochure, info sheet, or other publication containing bilingual information as well as contact info for a bilingual service option (bilingual employee, website, voice mailbox, etc.)

Job Posters and Job Descriptions

All Job Posters must be translated into French. Only Job Descriptions for bilingual required positions must be translated into French. The Departments of Human Resources and Education, Culture and Employment will coordinate the translation for all Departments prior to going live on e-Recruit.

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 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.

Ideally, information intended for employees will be on an internal intranet site; however, technical limitations sometimes require that information intended for employees appears on public websites. Such information or information not of interest to the Francophone community need not be translated into French.

Examples of information not requiring translation include (but are not limited to): manuals for employees such as the GNWT Financial Administration Manual, GNWT Human Resources manual; information about services exclusively for Aboriginal residents of the NWT.

In addition to an institution's main public site, "campaign" sites for special programs and arm's-length entities which provide public service are also required to adhere to these standards.

Choice between French and English will be available to the public upon accessing the site, and as the user navigates through the pages of the site.

For current best practices in design, FLSCs should consult their communications staff, the institution's representative on any GNWT web standards committee or other related group, as well as the Francophone Affairs Secretariat.

Institutions will establish and follow a procedure to ensure that:

- existing content on web sites is translated into French with regard to priorities determined in consultation with the Francophone Affairs Secretariat and where appropriate with the Francophone community;
- new public web content is translated in a timely manner so that French and English versions are posted with due regard to quality and timeliness.

To determine which web site content to translate and in what order, consult with the Francophone Affairs Secretariat, and if possible, the Francophone community.

In designing French versions of web sites you will consider that French translation frequently results in longer phrases or sentences than English. Such considerations will apply to web site tabs, image captions, menu choices, and general page layout.

2.2.2 Advertisements

Where criteria are met (significant demand, nature of the office, head or central office), all written advertisements in English in a newspaper shall be advertised in French in a French language newspaper.

Broadcast advertisements (radio, television, and other media) in English in significant demand communities shall be simultaneously advertised in French in a French language medium when the advertisement is of interest to the Francophone community.

2.2.3 Forms, Certificates, Permits, Licenses

A bilingual format shall be used for forms, certificates, permits, and licenses.

2.2.4 Public Hearings, Meetings

Public hearings or meetings must take into account the need for French language communications and services, whether attendance at the meeting is general or restricted.

This is especially (but not exclusively) true for meetings seeking public opinion regarding major changes to legislation, regulations or policy or regarding initiatives of interest to the Francophone community.

Consider French (direct, interpretation or language facilitation services) for the various aspects of the hearings or meetings, including:

- General public notification:
 - Bilingual and /or simultaneous French and English notices inviting public participation;
 - Include bilingual staff at the hearing / meeting;
 - If this is not available, the notices to the public shall include an active offer of French interpretation services;
 - In the Active Offer, advise the public to submit a request for French interpretation services to the respective government institution in sufficient time for the necessary arrangements to be made in advance of the event;
- Registration and reception of members of the public, presenters;
- Interaction with presenters and / or members of the public during the hearings or meetings;
- Availability of bilingual public information material.

When a Government Institution arranges for the services of French interpreters (in person), the FLSC will advise the members of the FLSCC in case there are other events around the same time for which the interpreters could be required.

The One Meeting Option:

Alternatively, consider engaging the Francophone community specifically in a targeted meeting / hearing.

For example, offer at least one meeting or hearing with bilingual program experts. Arrange for the presence (actual or virtual) of simultaneous interpretation if bilingual program experts are not available. Use teleconferencing or videoconferencing to link to other significant demand communities where appropriate.

In some circumstances, this model could be delivered by a third party partner from the Francophone community. Guidance can be provided by the Francophone Affairs Secretariat in consultation with the community.

Ceremonies, Events and Awards

When public ceremonies, presentations of awards, speeches or other engagements by government institutions aimed at the general public are of particular interest to the Francophone community or have a direct impact on that community, every effort will be made to prepare and deliver the events, or relevant portions thereof, in both English and French.

2.2.5 Public Surveys and Evaluations

When a Government Institution notifies the public of an opportunity to respond to a survey, to complete an evaluation, or to provide oral or written comments or feedback on a matter of interest to the public, the notice will be issued in a bilingual format.

The survey, feedback form, voice mail box, or other instrument used to receive public input will be bilingual.

In the case of a face to face or telephone interview or survey, a non-bilingual interviewer will provide members of the public requiring service in French with contact info for a bilingual option to participate in the interview or survey (bilingual employee, website, voice mailbox, etc.) This could include a card, brochure, info sheet, or other publication containing bilingual information.

When a Government Institution issues an RFP from contractors for input from the public on the development of a program or the evaluation of a service, the terms of reference of the RFP must advise proponents of the need for adequate capacity in French so they can meet the obligations for French communication and service.

See Standard 2.2.7, "Requests for Proposals and Tender Calls".

2.2.6 Signage

Introduction

This standard outlines requirements for the use of French for all GNWT government building signs in significant demand communities or head or central offices, or depending on the nature of the office.

Government building signage (exterior and interior) includes:

- Main directories;
- Directories;
- Way-finding signage.



Practical Directives

Government building 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.

On all signs, Official Aboriginal Languages of the designated area shall be placed before French and English. The order in which multiple Official Aboriginal Languages appear on signs is determined in consultation with the Aboriginal Affairs Secretariat.

When exterior and / or interior signage is the responsibility of a landlord other than GNWT, the Department of Public Works and Services will ensure that an understanding exists with the landlord to observe these standards.

When appropriate, a government institution may use French on public project signage such as those for construction projects, on highway, ice-road and ferry crossing signs, and on parks and tourism signs.

2.2.7 Requests for Proposals and Tender Calls

- How to write RFPs
- How to advertise RFPs

Write RFPs to inform proponents the work will include provisions for French communications and services.

An RFP will clearly advise proponents whether their bid will require capacity in French in order to meet the evaluation criteria of the proposed contract.

Ensure that French translation requests are submitted in a timely manner so that the RFP description is bilingual wherever it appears on the GNWT Contract Opportunities site.

The RFP should state which French language responsibilities rest with the GNWT (e.g. translation, interpretation arrangements), and which French language responsibilities rest with the successful proponent.

If the RFP requires that the proponent write a public information document which is more than twenty standard pages in length, the proponent will be required to include an executive summary.

CASE STUDY

As the successful proponent in an RFP, a contractor facilitated an evaluation by the public of a major program offered by a government institution. Various French-speaking stakeholder groups had actively participated in multiple aspects of the program.

The RFP did not stipulate that the proponent would need to conduct the evaluation in French. Much effort and expense were required to try to elicit public feedback in French after the contractor had already met the terms of the contract and had been paid.

A better planned and executed RFP would have resulted in a more efficient outcome.

Publish French advertisements of Requests for Proposals (RFP) and Tender Calls. When it is advertised in English in a newspaper, it shall be advertised in French in a French language newspaper.

3. COMPLAINTS

A formal complaint may be lodged by a member of the public to the Government Institution concerned via the French Language Service Coordinator of that Government Institution or via the Francophone Affairs Secretariat. In either case, the Coordinator and the Francophone Affairs Secretariat will work together to ensure appropriate follow-up to the complaint.

A Complaint Form (to be developed by the Francophone Affairs Secretariat) will be used to record any formal complaint filed in person, in writing, by e-mail or by phone. A complainant wishing to remain anonymous must request that at the time of formally lodging the complaint.

His or her request for anonymity will be recorded on the complaint form and his or her identity will also be recorded but will not be divulged during the follow-up given to his or her complaint.

Nothing in the plan prevents a member of the public from accessing the Languages Commissioner of the NWT regarding a complaint.

Follow-up to a complaint involves the following steps:

- Determine the legitimacy of the complaint;
- Assess legitimate problems with the appropriate authorities in the Government Institution concerned;
- Find appropriate solutions and take corrective actions as warranted;
- Inform the complainant, within 30 workdays of the receipt of the complaint, of the measures taken or undertaken with respect to the problem and of any results that may already have been obtained by corrective actions.

The FLS Coordinator or the Francophone Affairs Secretariat, whoever received the complaint initially, shall communicate to the complainant in writing and shall provide a copy of the letter to the other as well as to the Deputy Head concerned.

Appendix A - Government Institution Regulations

OFFICIAL LANGUAGES ACT

GOVERNMENT INSTITUTION REGULATIONS

R-082-2006

INCLUDING AMENDMENTS MADE BY

R-059-2008

This consolidation is not an official statement of the law. It is an office consolidation prepared by Legislation Division, Department of Justice, for convenience of reference only. The authoritative text of regulations can be ascertained from the *Revised Regulations of the Northwest Territories, 1990* and the monthly publication of Part II of the *Northwest Territories Gazette*.

This consolidation and other G.N.W.T. legislation can be accessed on-line at

<http://www.justice.gov.nt.ca/legislation/SearchLeg&Reg.shtml>

OFFICIAL LANGUAGES ACT

GOVERNMENT INSTITUTION REGULATIONS

The Commissioner, on the recommendation of the Executive Council, under section 34 of the *Official Languages Act* and every enabling power, makes the *Government Institution Regulations*.

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.

SCHEDULE

GOVERNMENT INSTITUTIONS

- A. *Access to Information and Protection of Privacy Act*
 1. Information and Privacy Commissioner

- B. *Aurora College Act*
 1. Aurora College
- C. *Education Act*
 1. Beaufort-Delta Divisional Education Council
 2. Commission scolaire francophone, Territoires du Nord-Ouest
 3. Dehcho Divisional Education Council
 4. Dettah District Education Authority
 5. Sahtu Divisional Education Council
 6. South Slave Divisional Education Council
 7. Yellowknife District No. 1 Education Authority
 8. Yellowknife Public Denominational District Education Authority
- D. *Elections and Plebiscites Act*
 1. Chief Electoral Officer
- E. *Hospital Insurance and Health and Social Services Administration Act*
 1. Beaufort-Delta Health and Social Services Authority
 2. Deh Cho Health and Social Services Authority
 3. Fort Smith Health and Social Services Authority
 4. Hay River Health and Social Services Authority
 5. Sahtu Health and Social Services Authority
 6. Stanton Territorial Health Authority
 7. Yellowknife Health and Social Services Authority
- F. *Human Rights Act*
 1. Director of Human Rights
 2. Northwest Territories Human Rights Commission
- G. **Repealed, R-059-2008, s.2.**

- H. *Legal Services Act*
1. Legal Services Board of the Northwest Territories

R-059-2008, s.2.

- I. *Legislative Assembly and Executive Council Act*
1. Conflict of Interest Commissioner

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- J. *Liquor Act*
1. Liquor Licensing Board

- K. *Northwest Territories Business Development and Investment Corporation Act*
1. Northwest Territories Business Development and Investment Corporation

- L. *Northwest Territories Housing Corporation Act*
1. Northwest Territories Housing Corporation

- M. *Official Languages Act*
1. Languages Commissioner

- N. Repealed, R-059-2008, s.2.

- O. *Public Utilities Act*
1. Public Utilities Board

- P. *Residential Tenancies Act*
1. Rental Officer

- Q. *Tłı̨chǫ Community Services Agency Act*
1. Tłı̨chǫ Community Services Agency

- R. *Workers' Compensation Act*
1. Workers' Safety and Compensation Commission

Appendix B - Background

History of the Official Languages Act of the NWT

The *Official Languages Act of the Northwest Territories* was enacted in June of 1984. Modeled on the federal Act, it had two essential purposes: to guarantee equal status for the use of French and English by members of the public using government programs and services; and to officially recognize the Aboriginal languages of the Northwest Territories.

Significant amendments have been made to the Official Languages Act of the NWT in order to extend equality of status to northern Aboriginal languages and to establish the Office of the Languages Commissioner. Recognition of the official status of Aboriginal languages is intended to preserve and promote Aboriginal cultures through protection of their languages.

The Act is, in effect, a "constitutional" document, in the sense that it cannot generally be changed by the Legislative Assembly of the Northwest Territories unless the Parliament of Canada approves the changes by an amendment to the Northwest Territories Act (Canada). Approval by Parliament, however, is not needed for the Legislative Assembly to grant language rights in addition to those already in the Official Languages Act of the NWT.

In 2003-2004, the GNWT considered and responded to a Standing Committee on Official Languages report, resulting in major amendments to the Act.

The role of promoting and preserving Official Languages was turned over to the newly created position of Minister Responsible for Official Languages. As part of fulfilling this role, the Minister established two Boards – the Official Languages Board and the Aboriginal Languages Revitalization Board.

Before the amendments, the Act referred to eight Official Languages (Chipewyan, Cree, Dogrib, English, French, Gwich'in, Inuktitut, and Slavey). After the amendments, the Act clearly identifies North Slavey, South Slavey, Inuinnaqtun and Inuvialuktun as separate Official Languages. As well, "Dogrib" is referred to by its proper name, Tł'chǫ. As such, the Northwest Territories now has 11 distinct Official Languages.

The Official Languages Act of the NWT applies to all Institutions of the Legislative Assembly and GNWT departments, corporations, boards and the courts. The Act does not apply to municipal or community governments,

private businesses or institutions outside the jurisdiction of the Legislative Assembly or the Government of the Northwest Territories.

Section 11 of the Official Languages Act of the NWT describes the broad obligations of the GNWT with respect to the provision of services to the public and the right of the public to communicate with the government in the official language of their choice.

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 French, and has the same right with respect to any other office of that institution where

- (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

Other sections of the Act address the rights of the public and the obligations of the Legislative Assembly and the GNWT with respect to language use in the Legislative Assembly, courts, and government publications.

NWT Languages Commissioner

The *Official Languages Act of the NWT* provides remedies to members of the public who believe their language rights under the Act of the NWT have not been upheld or have been violated. A member of the public can contact the Languages Commissioner, who can assist a complainant seeking redress through the courts.

The Languages Commissioner is responsible to the members of the Legislative Assembly. The Languages Commissioner has authority to investigate complaints, make recommendations and report to the Legislative Assembly. The Languages Commissioner also monitors compliance with the spirit and intent of the Act by government departments and agencies. The Languages Commissioner prepares an Annual Report to the Legislative Assembly.

Summary

The Government of the Northwest Territories faces a unique and challenging task under its Official Languages Act which protects eleven languages.

This challenge will require continued cooperation

and commitment on the part of GNWT employees. Ongoing feedback from employees and the public will help the GWNT ensure that the delivery of services and communications in French is meeting the needs of the francophone population of the NWT.

French is an Official Language in the Northwest Territories and the Government of the Northwest Territories recognizes the Francophone language community as an important component of Northwest Territories society and contributor to its social, economic and cultural development.

In recognition of this, and that French and English have equality of status and equal rights and privileges, the Government of the Northwest Territories has created its Strategic Plan on French Language Communication and Services and the Standards for French Communications and Services to guide its departments, boards and agencies in the development, offer and provision of French language services to the Francophone community.

For the purposes of this document, bilingual means English and French.

Implementation of French communications and services will work towards collaboration with any complimentary standards which may developed by the GNWT Aboriginal Affairs Secretariat, in particular for matters related to active offer and signage.

Appendix C - Glossary

Active Offer

Active Offer is the set of measures taken by government institutions to ensure that French language services are available and accessible, and publicized as such. An active offer may take the form of a sign, a personal greeting or a message. Its purpose is to ensure that an individual feels comfortable expressing himself or herself in either language when seeking a service.

Advertisements

Including (but not limited to) any notice or insert in a newspaper, periodical, broadcast (television, radio, etc.); for example, tender or proposal calls, job advertisements, proclamations, meeting or hearing notices, program and service announcements, promotional inserts, public education messages, commercials.

Bilingual Format

A format in which both English and French appear in two parallel columns on each page, back to front, or in other variations of layout.

Ceremonies, events, and awards

Public ceremony, presentation of awards, or speech offered by a government institution.

FLSC

French Language Service Coordinator - one assigned to each Government Institution. All are members of the FLS Coordinating Committee.

Government Institutions

Departments of the Government, the Office of the Legislative Assembly and those bodies cited in the Government Institution Regulations

Head or Central Offices

Examples:

head office of all Health and Social Services Authorities, even if they are NOT located in a significant demand community;

head office of Health Services Administration;

head office of the Liquor Licensing Board.

Interest to the Francophone Community of the NWT

Includes but not limited to matters of culture, education, the Francophone Affairs Secretariat, health and social services, justice and safety.

Interpreter

An individual certified to facilitate oral communication and in some cases the interpretation of short documents (either simultaneously or consecutively) between users of different languages

Language Facilitator

An individual who facilitates oral communication and in some cases the interpretation of short documents (either simultaneously or consecutively) between users of different languages

Major points of public contact

Locations and phone lines such as service counters, phone numbers published as contact for programs (1-800 numbers and other), intake offices.

Nature of the Office

As per Government Institutions Regulations, 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

- (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.

Public Engagements

Public Hearing - A meeting held by a government institution in order to review and make a determination on a given matter.

Public Meeting - A meeting held for furthering or discussing a matter of public concern whether attendance at the meeting is general or selective.

Public Information Material

Instruments intended for notice to or use by the public (in printed or electronic formats):

- Written documents, posters, brochures;
- Public Health and Emergency Measures Advisories;
- Other media advisories and news releases of interest to the Francophone community of the NWT;
- Radio announcements and advertisements
- Televised announcements and advertisements
- Web sites, social media, YouTube, Twitter, and any new technologies which may eventually be used to communicate with the public.

Request for Proposal / Tender Call

An advertised request for bids to carry out a proposed contract.

Significant Demand Communities

As per Government Institutions Regulations, and for purposes of the Official Languages Act of the NWT, the following communities are considered to represent "significant demand" for communications and services in French:

- Fort Smith
- Hay River
- Inuvik
- Yellowknife

The list may be amended by regulation, after a review conducted every four years and upon the advice of the Minister Responsible for Official Languages in consultation with the FFT.