



Destination Canada Mobility Forum,
in Paris, France on November 18, 2023.

Annual Report on Official Languages 2023-24

Government of
Northwest Territories

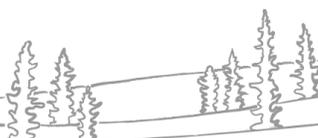


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Message from the Minister

I am very pleased to release the 2023-24 Annual Report on Official Languages, which highlights the Government of the Northwest Territories' (GNWT) work in maintaining and strengthening the official languages of the Northwest Territories (NWT).



Over the past year, we have done a lot of important work to protect and promote our official languages, from supporting education in official languages to increasing residents' access to services and programs in the official language of their choice.

We have worked to implement the new *Indigenous Languages Communications Guidelines* to help employees of government institutions meet their legal obligations under the [Official Languages Act](#), ensuring everyone can receive services in their preferred official Indigenous language. These Guidelines will be available once testing and revision are complete.

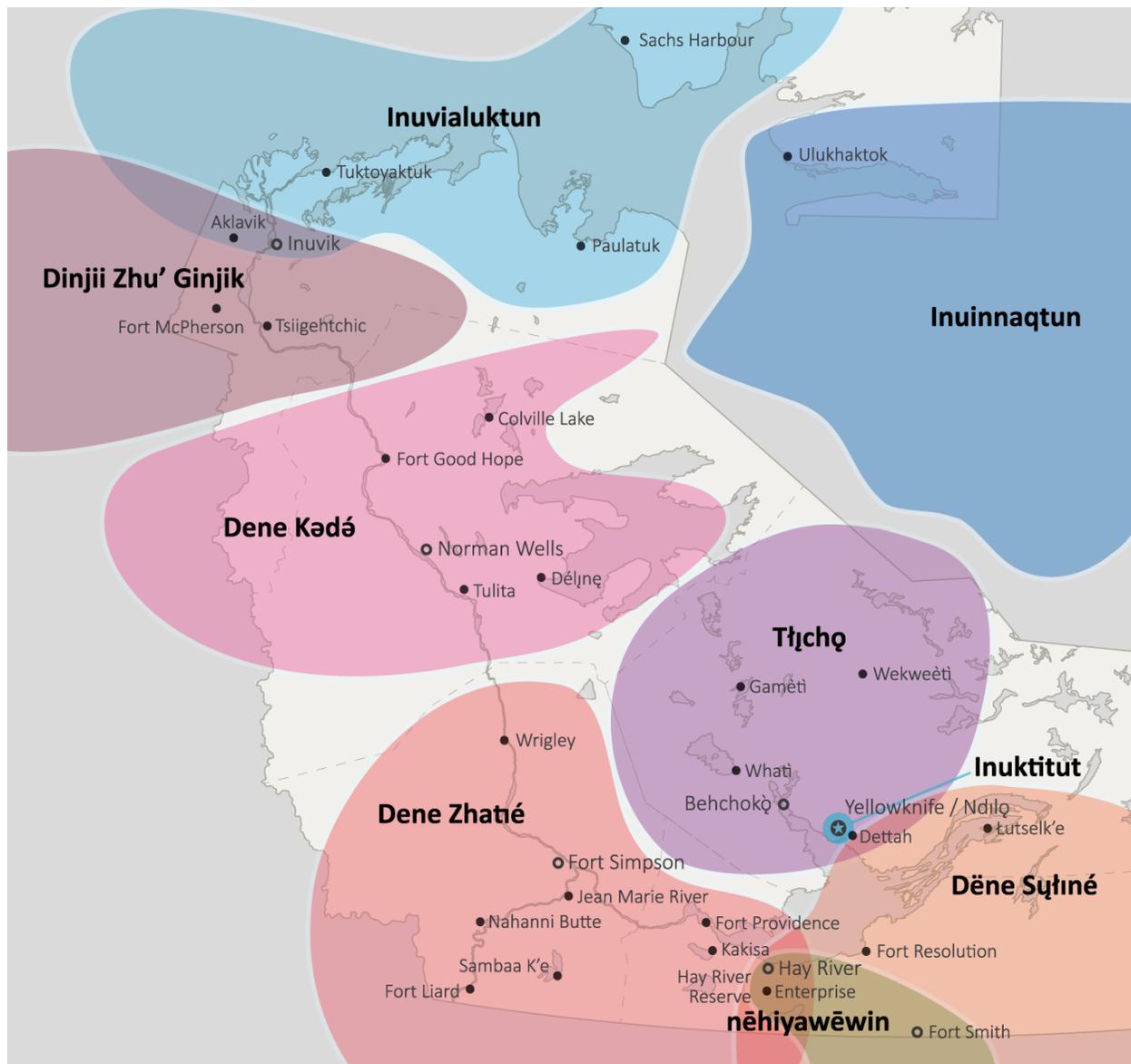
We have been piloting the Indigenous Language Instructor Employment Plan to enhance language proficiency and training in schools. This initiative has established positions for trainees to collaborate with experienced language instructors to ensure culture- and language-based school programming. Additionally, we have completed the [Indigenous Languages and Education Handbook: Our People, Our Land, Our Ways, Our Languages](#) to further support this effort.

This last year, we partnered with the CDÉTNO, Collège Nordique and La Fédération franco-ténoise to organize a social media contest to celebrate our vibrant Francophone community during Rendez-vous de la Francophonie in March 2024, a nationwide event honouring the French language and culture.

Finally, we renewed the *Canada-NWT Agreement on Indigenous Languages* and signed the new *Canada-NWT Agreement on French Language Services*. The funding that we receive from these agreements help Indigenous governments provide language training in communities while supporting government institutions to deliver French language communications and services. Our new five-year strategic plan for French language communications and services will build on the accomplishments of the previous strategic plan and continue to aid government institutions in offering and delivering French language communications.

The eleven official languages of the territory are essential to our identity and integral to who we are, inspiring us to contribute to a vibrant, expressive and culturally rich society. As we move to implement the United Nations Declaration on the Rights of Indigenous Peoples, we recommit to acknowledging the past and preserving the heritage, traditions, and language revitalization for future generations. Language is at the core of cultural expression, and as one of three jurisdictions – Canada, British Columbia, Northwest Territories – implementing UNDRIP in Canada, we have an opportunity to lead the way in celebrating resilience and helping to strengthen cultural identities through the names, places, people and stories inhabiting every region of the North.

Honourable Caitlin Cleveland
Minister of Education, Culture and Employment
Minister Responsible for Official Languages



This map shows the approximate geographic areas where the NWT's various Indigenous languages have historically been spoken. Although the names of languages and dialects vary from community to community, the language regions outlined in the map represent widely used and agreed-upon designations.

French is mostly spoken in Hay River, Fort Smith, Inuvik and Yellowknife. English is spoken throughout the NWT.

Official languages

The NWT [Official Languages Act](#) recognizes 11 official languages: Dene Kǎdǎ (North Slavey), Dēne Sų́líné (Chipewyan), Dene Zhatié (South Slavey), Dinjii Zhu' Ginjik (Gwich'in), English, French, Inuinnaqtun, Inuktitut, Inuvialuktun, nēhiyawēwin (Cree) and Tłı̄chǫ. These official languages have equality of status and equal rights and privileges in all government institutions as provided in the Act. The Act also requires that a committee of the Legislative Assembly periodically review the provisions and operations of the Act.

As per the Act's [Government Institution Regulations](#), there are four "significant demand" communities for French language communications and services: Yellowknife, Hay River, Fort Smith and Inuvik. As for the Indigenous languages, they are spoken across the territory in communities of all sizes.

Roles and responsibilities

Minister Responsible for Official Languages

The Minister Responsible for Official Languages directs and coordinates the language policies and programs offered by the Government of the Northwest Territories, including the promotion of language education, the use of official languages when delivering public services and the revitalization of Indigenous languages.

Languages Commissioner of the NWT

The Office of the Languages Commissioner of the NWT is established under the Act and the Languages Commissioner is an officer of the Legislative Assembly. They are responsible for ensuring recognition of the rights, status and privileges of each of the territory's official languages and compliance with the provision of public services in official languages. The Languages Commissioner handles complaints regarding language rights and aims to protect, promote and preserve official languages.

Official Languages Board

The Act also creates the [Official Languages Board](#). Official Languages Board members and alternates represent the NWT's language communities by providing advice to the Minister Responsible for Official Languages on the promotion of language rights, the use of language in public services and the revitalization of Indigenous languages. Indigenous governments and community organizations of the NWT recommend Official Languages Board appointments to the Minister.

In 2023, the Official Languages Board Regulations were amended. Updates include identifying the Yellowknifemut Inuit Kattujiqatigiit as the nominating body for Inuktitut and extending members' terms to up to four years.

Table 1: 2023-24 Composition of the Official Languages Board

Representative	Official Language Delegation
Mandy Bayha (Vice Chair)	Dene Kədə Member
Sharon Tutcho	Dene Kədə Alternate
Vacant	Dëne Sų́íné Member
Cheryl Cli	Dene Zhatié Member
Mary Jane Cazon	Dene Zhatié Alternate
Renie Koe	Dinjii Zhu’ Ginjik Member
Jacey Firth-Hagen	Dinjii Zhu’ Ginjik Alternate
Jean-François Pitre	French Member
Audrey Fournier	French Alternate
Beverly Siliuyaq Amos	Inuvialuktun Member
Susan Peffer	Inuvialuktun Alternate
Emily Kudlak	Inuinnaqtun Member
Joshua Oliktoak	Inuinnaqtun Alternate
Martha Porter	Inuktitut Member
Mathilda Nakoolak	Inuktitut Alternate
Debora Heron	nēhiyawēwin Member
Doris Bourke	nēhiyawēwin Alternate
Tammy Steinwand-Deschambault (Chair)	Tłı̄chq Member
Julia Naedzo	Tłı̄chq Alternate

Note: As of March 31, 2024, the Dëne Sų́íné member and alternate positions were vacant. There is no nominating body for English at the time of this report.

The Official Languages Board met virtually in June 2023 and held an in-person meeting the following November. At the June meeting, a motion was made to adopt three priority areas to be investigated by the Official Languages Board and to develop recommendations for the Minister Responsible for Official Languages. The three priority areas are:

1. Board operations
2. Indigenous languages and technology
3. Language revitalization promising practices

The November meeting saw further discussion and considerations on the first two above-mentioned priority areas. There were no other formal motions at the November meeting.

Canada-NWT Languages Agreements

Since 1984, the Government of Canada has partnered with the Government of the Northwest Territories to fund Indigenous languages programs and services in the territory. In 2023, they entered into the final year of the *Canada-NWT Agreement on Indigenous Languages for 2021-24*. This agreement continued to provide \$5.9 million per annum to NWT Indigenous language programs and initiatives under the *Canada-NWT Action Plan for Indigenous Languages Support 2021-24*.

In November 2023, Canadian Heritage and the Department of Education, Culture and Employment held discussions on the future of the *Canada-NWT Agreement on Indigenous Languages*. Given that funds for the Government of Canada's Territorial Language Accords, which support the preservation, revitalization, and promotion of First Nations, Inuit and Métis languages and cultures have been frozen for the foreseeable future, the decision was made to renew the agreement for 2024-27 with only minor updates to the *Canada-NWT Action Plan for Indigenous Languages* stemming from reductions of territorial support in the Government of the Northwest Territories Budget 2024-25.

Under the original Agreement of 1984, the Government of Canada also agreed, on an ongoing basis, to bear all costs related to the provision of French language communications and services to the public. In March 2024, the Government of Canada and the Government of the Northwest Territories signed a new five-year agreement, the *Canada-NWT Agreement on French Language Services 2023-28*, to support the planning and delivery of French language communications and services in the NWT until March 31, 2028. Under the new agreement, \$5.9 million will be invested per fiscal year, for a total of \$29.5 million over five years.

Indigenous languages

Indigenous Languages and Education Secretariat

In 2014, the Indigenous Languages and Education Secretariat was established to enhance the protection, revitalization and strengthening of Indigenous languages. The recent work of the division is guided by the [NWT Indigenous Languages Action Plan](#) — an overarching blueprint for revitalizing the NWT’s threatened languages and enhancing the territory’s public services.

The goals of the Action Plan are to ensure:

- all people in the NWT maintain the strength of Indigenous languages as a means of communication and as a connection to culture; and
- all people in the NWT can use and benefit from quality public services in all official Indigenous languages.

The major responsibilities of Indigenous Languages and Education Secretariat programs and services include administering the Canada-NWT Agreement on Indigenous Languages, funding Indigenous government-led language programs, implementing the [NWT Junior Kindergarten to Grade 12 - Indigenous Languages and Education Policy](#) and facilitating regular meetings of the Official Languages Board.

NWT Indigenous Language Action Plan progress

The Government of the Northwest Territories committed to develop a “comprehensive plan to address access to services in Indigenous languages” and is implementing the [NWT Indigenous Languages Action Plan](#). Progress continued in the 2023-24 fiscal year to complete the [remaining actions](#) of the Action Plan.

The Action Plan reaffirms the [Official Languages Policy](#), which states that members of the public shall have reasonable access to programs and services in the NWT official languages, and outlines deliverables that will enable all people in the NWT to use and benefit from quality public services in all official Indigenous languages.



Enhancing Indigenous Languages Services

The organizational structure for the provision of Indigenous languages services includes:

- The Indigenous Languages and Education Secretariat has 2.5 dedicated staff who lead efforts to improve service delivery and support the Government of the Northwest Territories in fulfilling its obligations under the [Official Languages Act](#).
 - In 2023, the Indigenous Languages and Education Secretariat centralized translation requests, enabling departments to submit their translation needs to the Indigenous Languages and Education Secretariat to coordinate translation services from private contractors.

- Each department has assigned an Indigenous Languages Coordinator to sit on the Indigenous Languages Coordinator Committee to address matters related to Indigenous languages communications and services across Government of the Northwest Territories departments and agencies.
- In July 2023, the *Indigenous Languages Communication Guidelines* were released and are being implemented across government. They are intended to assist government institutions in meeting their legal obligations under the Act, which recognizes that everyone has the right to communicate with and receive government programs and services in the official language of their choice.

Government of the Northwest Territories staff resources:

- A new section was developed on the Bear Net intranet to house Indigenous language resources that are accessible to all Government of the Northwest Territories staff.
- The resources include information and forms for requesting Indigenous language translations, excel sheet of words and phrases in Indigenous languages, Indigenous language greetings sheets and more.



Indigenous language resources for public use:

- A new section was published on www.ece.gov.nt.ca for [Indigenous language resources](#) which includes Indigenous language words and phrases, a list of specialized words and accents, the NWT Indigenous languages keyboard and autocorrect and much more.

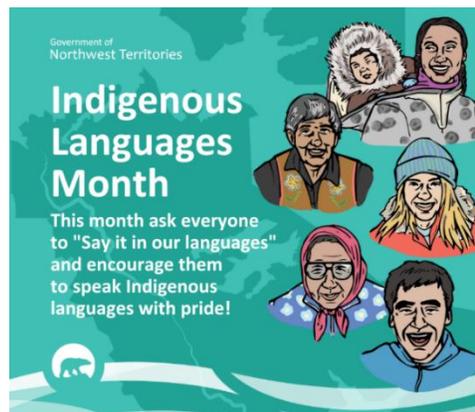
Indigenous Language Revitalization Programs

Indigenous Languages Month

The theme for Indigenous Languages Month in 2024 was “Say it in our languages” and encouraged Indigenous language use in our everyday lives by outlining how to say introductory phrases in all nine official Indigenous languages.

The Indigenous Languages and Education Secretariat partnered with the Literacy Council to hold events and host activities. For Indigenous Languages Month these included:

- a month-long virtual bingo game and snap game for youth with prizes to be won;
- sponsoring 14 Mentor-Apprentice Program participants to attend the [Supporting Indigenous Language Revitalization Conference](#) in Edmonton;
- branded coffee sleeves sent to businesses and Indigenous governments to hold tea and coffee events; and
- stickers and lists of activities sent to schools.



During Indigenous Languages Month, an internal campaign on Bear Net showcased a variety of monthly tips and recommendations for [government institutions](#), including lists of common phrases in all official languages and good practices when including Indigenous languages in projects and communications.

Mentor-Apprentice Program

In 2023-24, the fifth year of Mentor-Apprentice Program was delivered in partnership with seven Indigenous governments: Inuvialuit Regional Corporation, Gwich'in Tribal Council, Sahtu Dene Council, Dehcho First Nations, Tłıchǫ Government, NWT Métis Nation and Akaitcho Territory Government.

The Mentor-Apprentice Program continues to provide the following program supports:

- wellness check-ins as part of the Apprentices monthly one-on-one check-ins;
- A Book Club supported by a print and audiobook;
- monthly program webinars;
- monthly virtual networking lunches;
- Wellness Sharing Circles for both apprentices and mentors; and
- access to one-on-one counselling sessions through the program Resolution Health Support Worker through the NT/NU Council of Friendship Centres and/or a Traditional Counsellor/Elder with the Arctic Indigenous Wellness Foundation for both apprentices and mentors.



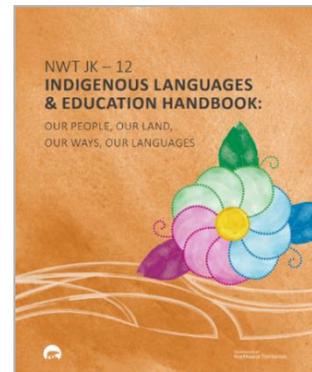
Highlights:

- Ninety-three applications were received and reviewed by the selection committee, which consisted of Indigenous Languages and Education Secretariat staff and representatives from each of the Indigenous governments that the Mentor-Apprentice Program partners with.
- Sixty-one pairs were invited to participate in the program.
- Fifty-seven pairs of apprentices and mentors completed the required training from seven language groups: Dene Kədə́, Dēne Sų́łíné, Dene Zhatié, Dinjii Zhu' Ginjik, Inuvialuktun, nēhiyawēwin and Tłı̄chq̄.
- The Mentor-Apprentice Program final gathering was held virtually in February 2024 and included:
 - an opening prayer by Lillian Elias and Corrine Bullock;
 - highlights of the 2023-24 delivery of Mentor-Apprentice Program;
 - presentations by Regional Indigenous Language Coordinators;
 - keynote speeches from Former Chief Joachim Bonnetrouge (mentor), Lisa Zoe (apprentice) and Lisa Andre (apprentice);
 - remarks and an open dialogue with Minister Caitlin Cleveland;
 - Mentor-Apprentice Program award presentations;
 - a wellness session facilitated by Elder Ruth Mercredi and Counsellor Maxine Lacorne; and
 - a closing prayer/good intentions by Michelle Buckley.



Indigenous Languages Education

The [NWT Junior Kindergarten to Grade 12 - Indigenous Languages and Education Policy](#) guides culture and language-based education. It ensures that schools actively implement the foundational curricula of *Dene Kede* and *Inuuqatigiit* as well as the [Indigenous Languages and Education Handbook: Our People, Our Land, Our Ways, Our Languages](#).



The *Indigenous Languages and Education Handbook* provides administrators and classroom teachers with a user-friendly guide to implement the *NWT Junior Kindergarten to Grade 12 - Indigenous Languages and Education Policy* and ensures quality culture and language-based school programming. The final iteration was completed in fall 2023.

The Indigenous Languages and Education Secretariat continues to collaborate with each education body to determine *Indigenous Languages and Education Handbook* implementation and training workshops for the school year. Thirty-nine of 49 schools¹ offered Indigenous language programming as a second language in the 2023-24 school year.

¹The 10 schools not offering Indigenous language programs as a second language option include two schools that offer only English as a second language option, three schools which do not currently have an Indigenous language instructor and five schools which offer culture and language programs as part of a whole school approach but not as a second language option.

Beginning in the 2023-24 school year, a pilot of the Indigenous Language Instructor Employment Plan started that will create positions in which trainees will work alongside a current mentoring language instructor to improve language proficiency and instructor training. Five schools participated in the pilot from the Beaufort Delta and Dehcho regions.

Indigenous Language Revitalization Scholarships

In total, there were 29 applicants for the 2023 Indigenous Language Revitalization Scholarship intake in December 2023, of whom 11 applicants were awarded scholarships.

Scholarships of \$5,000 each are awarded annually to ten NWT students to help offset the costs of completing a certificate, diploma, degree program or other training that supports Indigenous language revitalization.

There have been 61 Indigenous Language Revitalization Scholarships awarded from 2018 to 2023.

Communications

Initiatives and programs

- The Department of Environment and Climate Change continues to run the [Respectful Harvest Campaign](#), which outlines principles for a respectful harvest, information on harvest restrictions and links to where you can learn more.
- The Department of Health and Social Services took a number of initiatives following the release of the *Indigenous Languages Communication Guidelines*, including a presentation to their Senior Management Committee to ensure the department was in line with the new *Indigenous Languages Communication Guidelines*, and a meeting between the department's Official Languages Coordinator and communications team to discuss ideas on how they could incorporate more Indigenous language in their daily communications. One of the resulting outcomes was to draft a living document of commonly used terminology at the department and have these words translated in all Indigenous languages. This would then become the basis of a library of words that staff could pull from to include in public communication.
- To celebrate Indigenous Languages Month, the Department of Industry, Tourism and Investment displayed an Indigenous Languages Month banner on their website.
- The Legislative Assembly launched the Dene Zhatié Audio Tour at the end of March 2024. The English audio tour script was translated into Dene Zhatié by one of the Legislative Assembly Interpreters and recorded.
 - In addition, the [Legislative Assembly YouTube Channel](#) created individual playlists/channels for the 11 official languages of the NWT. Viewers can now watch session in any of the languages that had simultaneous interpretation available each session day.
 - Finally, the Legislative Assembly replaced the Chamber interpretation system. Infrared transmitters were upgraded to allow broadcast of 12 simultaneous channels for the public gallery. This initiative involved cleaning interpreter booths and removing old equipment which allows the Legislative Assembly to host more interpreters on site.
 - The Workers' Safety and Compensation Commission has a contingent of Inuktitut-speaking staff to better serve Inuit clients.



News and media

- An [Indigenous Languages Month news release](#) issued in February 2024 included the campaign phrase “say it in our languages” in all official languages.
- A Minister’s Statement delivered during session by Minister Cleveland on Indigenous Languages Month in February 2024 included Wìlìdeh translations for the first lines of the statement.

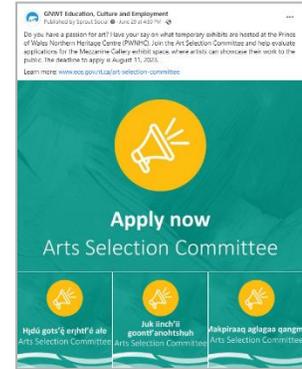
English	Wìlìdeh
Mr. Speaker, hello, my name is Caitlin Cleveland.	Mr. Speaker, Edàaht’e, Caitlin Cleveland siyeh.
My mother is _____. My father is _____.	Semq _____ wiyeh. Setà _____ wiyeh.
I am from and live in Yellowknife.	Sqòmbak’è naàhdè eyits’q jq gots’q aht’e.
Happy Indigenous Languages Month!	Dìi saà Dqne Sqłj Saà hq̄t’e!

- The Legislative Assembly produced a social media languages campaign highlighting words and phrases in Indigenous languages throughout Indigenous Languages Month.
- The Workers’ Safety and Compensation Commission published all media releases in Inuktitut.

Radio, print and digital advertising

- Below is a list of the various Indigenous language related advertising campaigns and initiatives undertaken by the Department of Education, Culture and Employment.
 - For Indigenous Languages Month, promotion included: print advertising (NNSL, l’Aquila, NWTTA newsletter), radio advertising, digital ads on Facebook, CKLB and l’Aquila, social media content, pop-up banners and promotional items such as stickers and coffee sleeves. The campaign this year was expanded to include social media posts/cover images and website sliders on all Government of the Northwest Territories department websites.
 - Promotion for the Indigenous Languages Revitalization Scholarship included a Public Service Announcement, print advertising, digital advertising, social media content (including posts in all of the official Indigenous languages) and an email to Student Financial Assistance recipients.
 - NWT high school graduates and the end of the school year were celebrated through social media messaging, Bear Net messaging, a Ministerial message through NNSL, posters provided to schools, translations provided for use in school newsletters, TV monitor messaging and for use in their own communications.
 - The [Junior Kindergarten to Grade 12 Curriculum Renewal](#) was advertised on CKLB in four Indigenous languages.

- An NWT Arts Council call for members was advertised with NWT News North and L’Aquila with “apply now” translated into Dene Kádá, Dinjii Zhu’ Ginjik, Inuinnaqtun and Inuvialuktun. An Arts Selection Committee call for members was also advertised through a social media post with “apply now” translated.



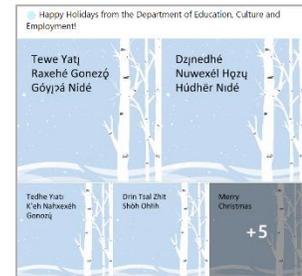
- The [Call for NWT Arts Council Members webpage](#) was translated to Dene Kádá and Inuvialuktun, and the social media post advertisement included Dene Kádá, Dinjii Zhu’ Ginjik, Inuinnaqtun, Inuktitut, Inuvialuktun and nēhiyawēwin translations.

- A call for applications for the Early Learning and Child Care Scholarship included advertising with NNSL and L'Aquila with “Early Learning and Child Care Scholarship” translated into Dēne Sų́líné, Dinjii Zhu’ Ginjik, Inuktitut, Inuvialuktun and nēhiyawēwin. This also included a social media post fully translated into the above listed languages.



- A call for applications for the Indigenous Language Revitalization Scholarship was advertised through a social media post fully translated into Dēne Sų́líné, Dinjii Zhu’ Ginjik, Inuktitut, Inuvialuktun and nēhiyawēwin.

- Radio advertising with CKLB was arranged for Student Financial Assistance to communicate the full-time student application deadline for October 31 in five Indigenous languages: Dene Kádá, Dēne Sų́líné, Dene Zhatié, Dinjii Zhu’ Ginjik and Tłı̄chq̄.



- A “Merry Christmas” social media post was made and translated in Dene Kádá, Dēne Sų́líné, Dinjii Zhu’ Ginjik, Inuktitut, Inuvialuktun and nēhiyawēwin.

- A call for applications for the Early Child Infrastructure Fund, as well as Supporting Child Inclusion and Participation were made and translated into Dēne Sų́líné, Dinjii Zhu’ Ginjik, Inuktitut, Inuvialuktun and nēhiyawēwin.



- A call for applications for the Mentor-Apprentice Program was made through CKLB radio advertising in Dene Kádá, Dēne Sų́líné, Dene Zhatié, Dinjii Zhu’ Ginjik and Tłı̄chq̄.

- Indigenous language translations for “NWT Literacy Awards” and “Nominate someone” were included in six Indigenous languages for use in posters, social media posts and Bear Net postings.

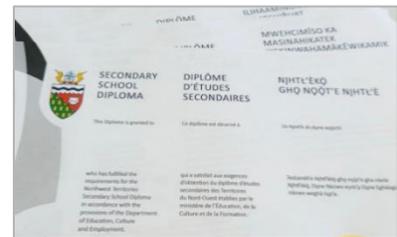
- Translations were included in social media posts for “Pink Shirt Day.”

- Radio ads ran on CKLB in all available Indigenous languages, announcing that the General Education Diploma (GED), a high school equivalency exam, would be ending and that a new exam would be introduced in the spring.

- Radio ads ran on CKLB in all available Indigenous languages, advertising the Education Hall of Fame nomination period opening.
- The Department of Environment and Climate Change coordinated radio ads for NWT Fire and Respectful Harvest in several Indigenous languages.
- The Department of Health and Social Services advertised their Child and Family Services ID card as well as posters for a Caribou Meat Cutting Chart and the 811 health advice line.
- The Department of Municipal and Community Affairs ran Indigenous language radio advertising for their BeReady Campaign and other topics such as Personal Preparedness, Emergency Kits, Flood Preparedness, Notices/Alerts/Orders and insurance in Dëne Sų́łnė, Dene Zhatıé, Dinjii Zhu' Ginjik , Dene Kədə and Tųchų.
- Prosper NWT (formerly the Business Development and Investment Corporation) coordinated digital ads on CKLB to promote Board of Directors member opportunities as well as Digital Support Programs ([Canada Digital Adoption Program](#) and [Accelerate Digital Adoption Projects for Tomorrow Fund](#)).
- All Workers' Safety and Compensation Commission advertising (radio, print and digital) in Nunavut is done in Inuktitut and English; however, the Workers' Safety and Compensation Commission did run Expressions of Interest for Legislated Committees in Inuinaqtun and Inuktitut for placement in Nunavut newspapers.

Interpretation and translation

- NWT Fire Information Officers with the Department of Environment and Climate Change have local language interpreters available when on an incident. They also liaise with local radio to ensure messaging is available in the appropriate languages.
- The Department of Education, Culture and Employment Content translated Income Assistance emergency benefit information and used it to develop one-pagers and social media content. Translations in eight Indigenous languages were received. The High School Diploma was translated in all nine Indigenous languages for inclusion on the new Trilingual High School Diploma and the Education Hall of Fame certificate was translated in all nine Indigenous languages.
- The Department of Finance's Long Service Awards and Retirement Certificates are available to employees in the official Language of their preference.
- Housing NWT's mission, values and vision statement were translated into multiple Indigenous languages.
- The Department of Health and Social Services' "North Star" was translated in all Indigenous languages related to a project for Primary Health Care Reform.



- The Department of Infrastructure’s Mackenzie Valley Highway Environmental Affairs team in Strategic Infrastructure produced a non-technical summary of the Developer’s Assessment Report. The 24-page report, which included text and graphics, was translated into French, Dene Kǎdǎ and Dene Zhatié. This document was submitted to the Mackenzie Valley Environmental Impact Review Board with the Developer’s Assessment Report and posted to MVEIRB’s public registry in all four languages. The project team printed hard copies of the non-technical summary in Dene Kǎdǎ, Dene Zhatié and English for use at engagement events. English and Dene Zhatié copies of the report were distributed at engagement sessions in Fort Simpson in February and March 2024.
- The Department of Justice’s NWT Rental Office used Dene Kǎdǎ interpretation services twice in 2023-24.

Legal Aid used Dene Kǎdǎ (Déljné Got’jné) interpretation services one time and Tłjchq one time. In addition, Legal Aid court workers translated numerous documents and assisted clients in the communities of Behchokq and Whatì.

Courts Services used interpreter services one time for Inuktitut, ten times for Dene Zhatié, four times for Dene Kǎdǎ and 55 times for Tłjchq. The services of Tłjchq interpreters were retained for six court circuits in Behchokq and six court circuits in Whatì.

The Hay River Court Registry used interpreter services five times and translation services three times in Dene Zhatié. That office also used interpreter service one time in Dene Zhatié.

The North Slave Probation Office used the services of a Tłjchq interpreter one time.

- The Legislative Assembly regularly interprets Session days and Committee meetings. Interpreters of the Legislative Assembly requested the Orders of the Day be translated into the Indigenous languages as a tool for them to use, of which Dene Kǎdǎ, Dene Zhatié, Dinjii Zhu’ Ginjiik, Inuinnaqtun, Inuktitut and Tłjchq have been translated. The Member’s Oath of Office was translated into all nine official languages. The Speaker’s pin was translated to Dinjii Zhu’ Ginjik.
- The Department of Municipal and Community Affairs’ Cantalk interpretation services contracted by NWT 911 for over 200 languages, including Dene Kǎdǎ, Dēne Sųłiné, Dene Zhatié, Inuktitut, nēhiyawēwin and Tłjchq. Service provides live interpretation upon request. The department also had Emergency Alert messaging translated into all nine official Indigenous languages.
- The Workers’ Safety and Compensation Commission provides official language translations on request. An “available on request” template in all official languages is shown as standard on publications so people can make a request. The Workers’ Safety and Compensation Commission has a contracted external provider for interpretation services, but most Inuktitut services are provided by bilingual staff in Nunavut.

Signage

- Signage was created for use in the Department of Environment and Climate Change's Respectful Harvest Campaign.
- Housing NWT updated their signage for their North Slave District Office and Sahtu District Office following the name change.
- The Department of Infrastructure produced a Kigiaq building sign in Inuvik and a Driver and Vehicle Services door sign in Fort Smith.
- The Department of Industry, Tourism and Investment developed a Yukon/NWT border sign that includes Dinjii Zhu' Ginjik and Inuvialuktun translations. They also produced Fred Henne and Prospector Trail signs in Inuktitut and in Tłıchq.
- The Department of Justice had the Office of the Regulator of Oil and Gas Operations door sign translated into Inuktitut, and the Inuvik Legal Aid Office obtained the translation of a door sign in Inuvialuktun.
- The Workers' Safety and Compensation Commission has permanent signage in its offices in both Inuinnaqtun and Inuktitut. The lobby signage/directory for the Yellowknife office is also in all official Indigenous languages. No new signs were developed in 2023-24.

Human resources

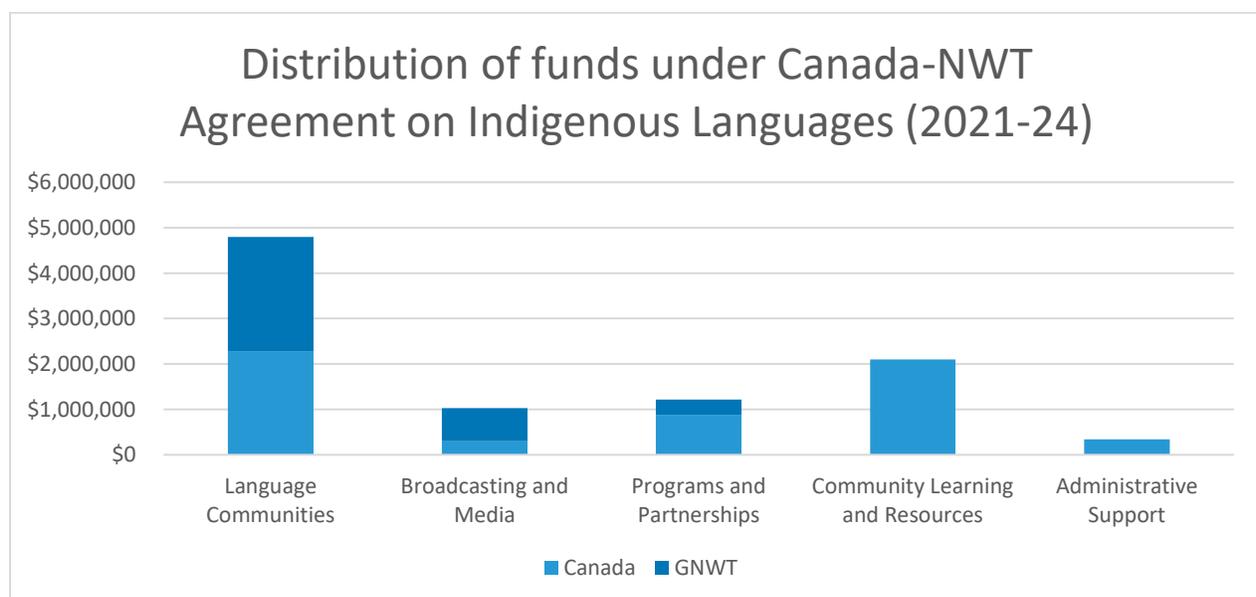
One hundred and sixty-nine employees received the bilingual bonus for Indigenous languages in 2023-24, totalling \$155,236.53.

Fifty employees of the NWT Teachers' Association received an Indigenous language allowance, totalling \$249,653.87 in Indigenous language employee allowances.

Funding and expenditures

The Government of the Northwest Territories spent \$9,445,859 to support Indigenous language revitalization, community partnerships and public services in 2023-24.

Description	Actual Expenditures
Language communities (Indigenous governments)	\$4,792,497
Broadcasting and media	\$1,028,000
Programs and partnerships	\$1,219,400
Community learning and resources	\$2,100,000
Administration and services	\$305,962
TOTAL	\$9,445,859



The Government of the Northwest Territories spent \$2,100,000 of the *Canada-NWT Agreement on Indigenous Languages* funds for “Community learning and resources,” plus an additional \$10,124,684 of junior kindergarten to grade 12 funds for education bodies to provide a combined total of \$12,224,684 toward Indigenous language and culture education in 2023-24.

Description	Actual Expenditures
Community learning and resources (Canada-NWT Agreement on Indigenous Languages funding)	\$2,100,000
JK-12 Language and culture education (Department of Education, Culture and Employment funding)	\$10,124,684
TOTAL	\$12,224,684

French

Francophone Affairs Secretariat

The Francophone Affairs Secretariat serves as a Central Support Agency for government institutions regarding French language communications and services. It provides advice on the interpretation and implementation of the *Strategic Plan on French Language Communications and Services 2023-2028* (Strategic Plan) and the *Government of the Northwest Territories Standards for French Language Communications and Services* (the Standards) and offers tools and support for monitoring and reporting strategies. In addition, the Francophone Affairs Secretariat negotiates, manages and administers the *Canada-NWT Agreement on French Language Services*, coordinates the Government of the Northwest Territories French Translation Services and manages Services TNO.

Government of the Northwest Territories' Strategic Plan on French Language Communications and Services 2023-28

The Strategic Plan facilitates the application of the Act by guiding government institutions in the development, implementation, offer and delivery of French language communications and services to the Francophone community.

In March 2024, Cabinet approved the new Strategic Plan 2023-28. This third Strategic Plan is based on progress made in recent years and includes recommendations from the third-party evaluation of the Strategic Plan 2018-23. For 2023-28, strategic priorities are services, monitoring and evaluation and Francophone community input.

Monitoring, Evaluation and Accountability Plan

The *Monitoring, Evaluation and Accountability Plan* for the *Government of the Northwest Territories French Language Communications and Services* helps track and assess the progress and results of the implementation of the Strategic Plan. The document establishes monitoring and evaluation approaches and schedules, and accountability structures. In fall 2024, the actual *Monitoring, Evaluation and Accountability Plan 2020* will be updated to match the new Strategic Plan 2023-28.

Government of the Northwest Territories' Standards for French Language Communications and Services

The Standards contain guidance for government institutions in the offer and delivery of French language communications and services to the public. The document includes advice and examples on nuanced questions related to the implementation of the Strategic Plan. The Standards are updated regularly, and they complement and work in tandem with the Government of the Northwest Territories [Visual Identity Program Standards](#) and communications directives.

French Language Services Coordinators

[French Language Services Coordinators](#) play a key role in the implementation of the Strategic Plan. They work with the Francophone Affairs Secretariat to develop plans and strategies for the active offer and effective delivery of French language communications and services to the public. Ultimately, French Language Services Coordinators coordinate and champion the delivery of quality French language communications and services throughout their government institution.

Operating Plans on French Language Communications and Services 2023-24

The core points of the Strategic Plan are reflected at a government institution's level through their *Operating Plan for French Language Communications and Services* (Operating Plan). Each government institution develops its own Operating Plan that is specific to their unique institution's situation and covers their French language communications and services offered to the public.

Operating Plan Monitoring Grids 2023-24

Deputy Heads are responsible for ensuring regular monitoring of their institution's French language communications and services. The Francophone Affairs Secretariat offers tools and advice to French Language Services Coordinators such as the Operating Plan Monitoring Grid to report on the advancement of their institution's Operating Plan activities.

Minister's Council on the Canadian Francophonie

The Minister's Council on the Canadian Francophonie is an intergovernmental organization created in 1994; it is made up of federal, provincial and territorial ministers responsible for the Canadian Francophonie. The Minister's Council on the Canadian Francophonie works on various issues related to the Canadian Francophonie, provides direction for intergovernmental cooperation and plays a unifying role in support of the country's Francophonie.

In July 2023, the Government of the Northwest Territories participated in the Council meeting in Vancouver. The Francophonie Ministers pledged to continue their efforts to strengthen coordination of their governments' investment in the Canadian Francophonie for the benefit of Francophone and Acadian communities, in the context of the modernization of the federal *Official Languages Act* and the [2023-28 Action Plan for Official Languages](#).

Votre avis GTNO

Receiving and responding to public feedback plays a key role in improving the Government of the Northwest Territories' French language communications and services. Via "Votre avis GTNO," the government provides two options for feedback:

1. **Option 1: No formal response**

Feedback is anonymous. The Government of the Northwest Territories will act in response to the feedback, but the member of the public will not receive a response.

2. **Option 2: Formal response**

The individual providing the feedback can request that their identity remains confidential. A formal response from the Government of the Northwest Territories will be provided.

In 2023-24, the Francophone Affairs Secretariat received two public feedback forms through "Votre avis GTNO." To increase feedback, "Votre avis GTNO – Option 1" was updated in February 2024. In partnership with the Fédération franco-ténoise, questions were reviewed to streamline the questionnaire.

This update was complemented by a promotional campaign for "Votre avis GTNO" that ran from March to December 2024. The campaign included website feature boxes on Government of the Northwest Territories' websites, Bear Net, prints, radio and digital ads, and social media content.

Communications

Translation services

- A total of 2,511,347 words were translated by the Government of the Northwest Territories French Translation Services, the Workers' Safety and Compensation Commission and the Department of Justice's Legislation Division.
- 202,376 words were translated by the Government of the Northwest Territories French Translation Services for social media, which totals 3,148 posts.
- 108,105 words were translated by the Government of the Northwest Territories French Translation Services for Human Resources purposes; this represents 575 job posters and five job descriptions.
- 75,462 words were translated by the Government of the Northwest Territories French Translation Services for News Releases, which represents 176 publications.
- Court wording cards used to describe procedure in Court were translated by the Department of Justice's Legislative Division and made available in French to the public. The wording cards aim to help French-speaking individuals better understand Court procedures.

Government institutions

- Prosper NWT planned and executed two advertising campaigns in English and in French to promote their Digital Support Programs.

Prosper NWT conceived and ran a five-week advertising campaign to recruit new members for the Board of Directors. The campaign was bilingual (French/English) and one of the Board members is a Francophone.

- The Department of Education, Culture and Employment advertised its new arts funding programs. The programs were updated to better support the arts sector, especially artists and craftspeople in small communities and arts organizations. Advertisement and promotion, including News Releases, information sheets, website content and FAQs, were all available in French.

The department ran advertising campaigns for the Student Financial Assistance and the Early Childhood Infrastructure Fund. All ads, social media and web content were mirrored in French.

- The Department of Executive and Indigenous Affairs ran various bilingual French/English advertising or promotional campaigns, such as the Gender-Based Violence Community Initiatives Fund ad, the Inuvialuit Arbitration Board ad, the Moose Hide Campaign, and the Indigenous Peoples Day campaign.



- The Department of Environment and Climate Change ran several bilingual advertising or promotional campaigns: the Squeal on Pigs, the Firefighter Recruitment on Facebook, the Beverage Container Program – Drop and Go and the Electronics Recycling Program were all promoted bilingually (French/English) in 2023-24.

The department communicates with the public via social media and offers a mirrored version of all their social media accounts in French. In 2023-24, critical information was shared through their main Facebook page and via the NWT Fire/Feux TNO pages.

- The Department of Finance released new publications in French, such as [Emerging stronger: Planning the NWT's social and economic recovery together](#), [Restoring balance: A fiscal sustainability strategy for the 20th Legislative Assembly](#), the [Public Service Annual Report 2022-23](#), the [2024-25 Capital Estimates](#) and the [Diversity and inclusion framework document](#).

The department ran various advertisement campaigns in French, such as for Procurement Training Session or to celebrate Pride Month. They also launched its new Careers Facebook page in French: Travaillez au GTNO.

- The Department of Health and Social Services released the bilingual French/English 811 promotional campaign, which was supported by various publications such as the 811 information sheet and the 811 Health Advice Line infographic. A targeted campaign for kids in French complemented the 811 promotional campaign.

The department also published information in French about Syphilis rates in the NWT, changes to the [Extended Health Benefits Policy](#) and Human Papillomavirus (HPV) vaccine for cancer prevention.

- The Hay River Health and Social Services Authority published new information in French about public health, kindergarten screening and client experience, and ran advertising and promotional campaigns related to mental health resources, nursing week and employee spotlights, to name a few.

- The Housing NWT ran advertising and promotional campaigns in French about Housing NWT Memorial Scholarships and Canada-NWT Housing Benefits. New publications in French included the new [Public Housing Tenant Handbook](#) and new web content encompassed Homeownership Education, Support Housing and Rapid Rehousing.



- The Department of Infrastructure had numerous advertising and promotional campaigns in French, such as the Impaired Driving campaign, the Winter Road Safety campaign and the Removal of abandoned vehicles at the Inuvik Airport campaign.

The department installed new bilingual (French/English) posters and entrance signs at the Driver and Vehicle Office in Fort Smith. Compliance and licensing forms were also updated bilingually.

The department also launched its Facebook page, which included a separate page for French updates.

- The Department of Industry, Tourism and Investment completed the French translations of the Resources and Energy Development Information (REDI) website.
- The Department of Justice’s Corrections Services Division advertised their Corrections Northern Recruitment Training Program in French and English through digital and social media for the Fort Smith Correctional Complex and for the North Slave Correctional Complex.

The department released the [What We Heard Report on Missing Persons Legislation](#) in French and English. This report was compiled to provide an understanding of the areas of interest and concern about the proposed legislation raised by NWT residents during a public engagement in 2022.

The Legal Aid Commission and the Justice of the Peace Review Council advertised a call for Expressions of Interests in both French and English through social media and newspapers to respectively recruit a new member and a new representative.

The NWT Rental Office published the “Filing an Eviction Order – Fact Sheet” in both French and English. This document provides information on the process for filing an eviction order, and on the different procedural steps.

- The Department of Municipal and Community Affairs released all Emergency Response and Recovery information in French.
- The Workers’ Safety and Compensation Commission ran the Young Worker Safety Course, the Safety Spotlight, the annual Youth Video Contest 2024 and the territorial Skills Canada competition promotional campaigns in French.

French Language Broadcasting Grant

The Government of the Northwest Territories provides funding to help pay for the operation and equipment costs of the Yellowknife community radio station, Radio Taïga. The maximum grant is set at \$10,000 per year.

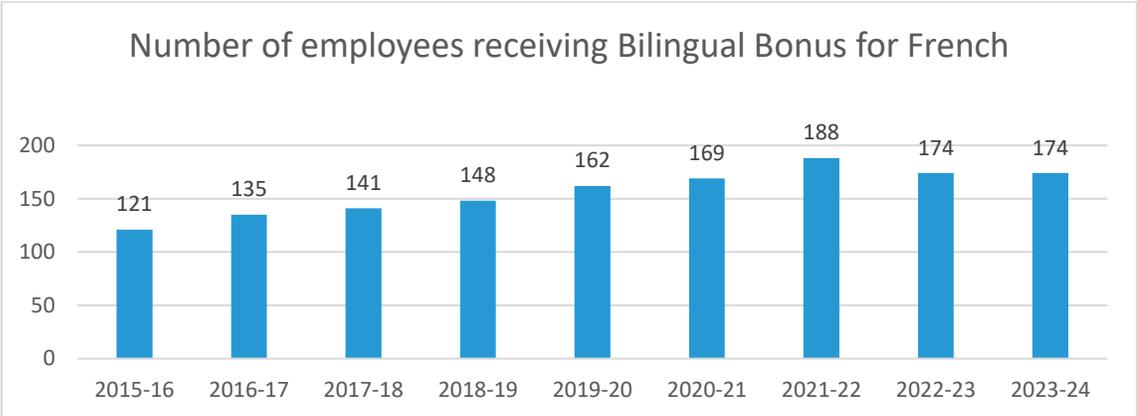


Services

- The Department of Education, Culture and Employment provided a French version of Clevr for NWT schools. Safe School Plans on Clevr were translated in French and made available to administrators for the 2023-24 school year.
- The Prince of Wales Northern Heritage Centre launched the NWT historical timeline website "[Parcourez l'histoire des Territoires du Nord-Ouest - Northwest Territories Timeline](#)," a new resource for schools and residents. From origin stories to present day events, the renewed timeline aims to be an inclusive depiction of the history, cultures and people that make up the NWT, told through the collections and archives of the Prince of Wales Northern Heritage Centre.
- The Department of Finance developed the Evacuee Travel Support Program, the Evacuee Income Disruption Support Program and the Evacuee Web Portal to support NWT residents during the wildfire evacuations of summer 2023.
- The Department of Health and Social Services merged the NWT Helpline and the Quitline into the 811 Health Advice Line to create one place where residents can call for ease of access to get health advice, mental health counselling and tobacco cessation counselling. By dialing 811, NWT residents can now access a free and confidential 24-hour phone service. This service is available in French.
- The Hay River Health and Social Services Authority hired a new bilingual (French/English) physiotherapist and a new bilingual child youth counsellor.
- The Legislative Assembly's Official Languages Coordinator now provides a French tour to the public twice a week on Tuesdays and Thursdays at 1:30 pm.
- The Office of the Public Trustee hired a bilingual (French/English) Public Trustee in August 2023. The Public Trustee offers a diverse range of services that safeguard the legal, personal and financial interests of certain private individuals and estates. Having a bilingual Public Trustee allows NWT residents to receive timely and equitable access to legal information, resources and services.
- Court Services issued 49 correspondences in French, twice as many as the previous year. Seventy-five inquiries were also answered in French, either in-person or over the phone.
- The Department of Municipal and Community Affairs issued all public alerts in both French and English through the NWT Alert System.
- The Workers' Safety and Compensation Commission created a new email address for the public to enquire and provide feedback on official languages. The inbox is managed by the Workers' Safety and Compensation Commission's Official Languages Coordinators.
- Services TNO processed a total of 2,044 requests in 2023-24. This represents a 62 percent increase from 2022-23.

Human resources

- In 2023-24, 174 employees received the bilingual bonus for French.



- On March 31, 2024, 55 bilingual required positions were filled, of a total of 74 bilingual required positions. This represents 75 percent of bilingual (French/English) required positions being filled.
- Thirty employees in bilingual required positions or having the bilingual preferred status for French completed the French Language Proficiency Test. This test evaluates French language skills to ensure the employee has an adequate level of French to accomplish the position duties.
- Nineteen employees in bilingual required positions or having the bilingual preferred status participated in the French Language Refresher Course. In partnership with Collège Nordique francophone, the Government of the Northwest Territories provides its bilingual French/English employees with the opportunity to improve their spoken and written French.
- Thirty bilingual (French/English) required job competitions were held.
- A total of 249 employees completed the Government of the Northwest Territories' Onboarding Training for Employees' module on Official Languages.

Funding

Education and French

On behalf of Collège Nordique francophone, the Government of the Northwest Territories successfully applied for multi-year funding (2021-22 to 2023-24) and two-year funding (2023-24 to 2024-25) from Canadian Heritage. This financial support is being used to increase and consolidate the institutional capacity of the Collège Nordique francophone. The Department of Education, Culture and Employment regularly engages with Collège Nordique francophone to discuss its plans for continued growth and development and considers it a valued post-secondary education partner in the NWT.

Similarly, to the additional money provided for French first language programming for fiscal years 2019 to 2023, Canadian Heritage increased the funding for French second-language programs over three years. The Government of the Northwest Territories distributed an additional \$368,000 in 2021-22 and \$575,000 in 2022-23 and 2023-24 to French second-language education bodies. This funding is used for expanding and extending partnerships within the NWT education bodies, supporting teacher shadowing between NWT schools and staffing.

In addition, the Government of the Northwest Territories received \$177,900 to carry out activities for the Establishing Effective Retention and Recruitment Strategies for French minority language and French second-language Educators project for the 2023-2024 fiscal year. It supported education bodies with teacher recruitment, professional development and mentorship programs. These initiatives will improve French second-language and French minority language teacher retention and recruitment in the NWT.

Government of the Northwest Territories language program expenditures

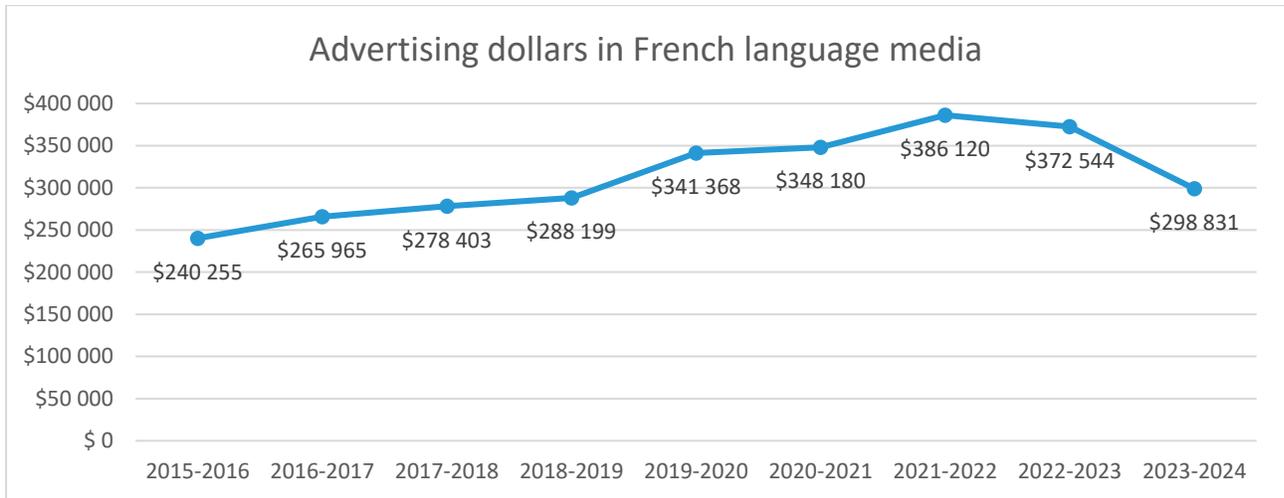
In 2023-24, the Government of the Northwest Territories spent \$5,389,637 for French Language Services. In the same fiscal year, it disbursed an additional \$5,625,834 for French Language Education and instruction programming.

Description	Actual Expenditures
French Language Services	\$5,389,637
French Language Education and instruction*	\$5,625,834
TOTAL	\$11,015,471

**Note: This amount does not include the expenditures incurred by education bodies to deliver French Language Education and instruction programming.*

Funding – Advertisement Expenditures

The Government of the Northwest Territories advertising expenditures for French was \$298,831 in 2023-24.



Collaboration and engagement

- Following the numerous virtual public engagement sessions for the review and amendments to the *Business Development and Investment Corporation Act*, Prosper NWT held a public hearing in May 2023 on the amendments being proposed in Bill 84. The Conseil de développement économique des Territoires du Nord-Ouest participated in that hearing and eventually Bill 84 was passed in October 2023. The amended legislation was enacted in February 2024.
- Prosper NWT has an informal partnership with the Conseil de développement économique des Territoires du Nord-Ouest. The Senior management and Executive Director of the two entities meet on a regular basis to share information, explore opportunities and refer clients to each other when appropriate.
- The Department of Environment and Climate Change offers a mirrored French version of every online engagement. All engagement opportunities are advertised in the French newspaper and on the French online media.
- The department ensured a French-speaking individual was present at community sessions on wildfires for the significant demand communities.
- The Department of Education, Culture and Employment engaged in French with the Francophone community through various surveys, such as the *Employment Standards Act* review and the Minimum Wage Annual Survey. Furthermore, as part of the development of the Immigration Strategy extension, in-person community engagements in French were conducted with Francophone organizations to gather their input.
- The department's Labour Development and Standards Division continues to be an involved observer member of the Réseau en Immigration Francophone des Territoires du Nord-Ouest, which includes the Fédération franco-ténoise, the Conseil de développement économique des Territoires du Nord-Ouest and the Collège Nordique francophone. During the meetings, the Government of the Northwest Territories shares general information about its programs, including the Northwest Territories Nominee Program.
- The Department of Finance sought public feedback through various surveys, for example via the Mental Wellness and Addictions Recovery Survey, or via the Financial Assistance for Evacuees Survey. Surveys were available in French on the "Have Your Say" portal.
- The Francophone Affairs Secretariat took part in the *Rendez-vous de la Francophonie* in March 2024 by running a month-long contest on the Department of Education, Culture and Employment's Facebook page. Weekly prizes for services or events in French were available to the public to boost engagement and encourage residents to learn French words.
- The Department of Health and Social Services conducted public engagements in French via the "Have Your Say" portal on Amendments to Immunization Regulations and on Amendments to Disease Surveillance Regulations.

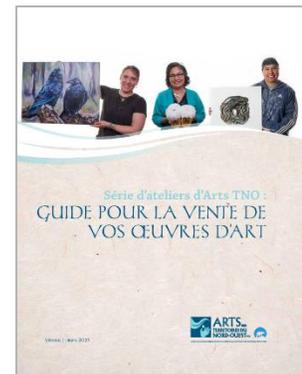
- The Northwest Territories Health and Social Services Authority – Yellowknife region and Stanton Hospital – had a partnership with the Collège Nordique francophone to deliver training targeted at health and social services professionals seeking to start, refresh or improve their skills in French.
- The Hay River Health and Social Services Authority collaborated with the Francophone community to offer the First Aid and Cardiopulmonary Resuscitation (CPR) Training in French via the Ambulance Saint-Jean. Twelve participants took part in the training. These trainings effectively convey necessary information and practical skills to the participants if they wish to carry on with the Instructor Training.
- The Department of Industry, Tourism and Investment’s North Slave Regional Office offered Lunch and Learn sessions to increase community members’ understanding about funding options. A French-speaking officer was present at every session to meet the needs of the Francophone community.
- The Department of Justice had collaborations with various Francophone organizations, such as the Fédération franco-ténoise, the Conseil de développement économique des Territoires du Nord-Ouest and the Collège Nordique francophone. For example, senior management of the Department of Justice reviewed and provided feedback on materials created by the Fédération franco-ténoise as part of the *Accès Justice TNO* program. Moreover, the Department of Justice’s French Language Services Coordinator met with the Conseil de développement économique des Territoires du Nord-Ouest to discuss the Francophone community’s needs related to judicial information and services.
- The Department of Municipal and Community Affairs completed different public engagements in French through the “Have Your Say” portal, such as the Flood 2022 – Recovery After Action Review. Two community meetings were also held on that topic in Hay River, where the department collaborated with the Association franco-ténoise du Sud et de l’Ouest to provide translation services.

Milestones

- The Government of the Northwest Territories Strategic Plan on French Language Communications and Services 2023-28 was approved by Cabinet in March 2024.
- Government institutions closely worked with the Government of the Northwest Territories French Translation Services to offer timely emergency communications in French on social media accounts and the Public Safety page, including wildfire and evacuations information.
- Prosper NWT introduced a new bilingual (French/English) online application tool for all their programs – this one-stop portal facilitates the process for residents to apply for programs and funding.
- Prosper NWT underwent a rebrand for the organization and legislative amendments, including a new organization name. A new visual identity was completed in French, English and bilingually (French/English) in March 2024.
- The Department of Education, Culture and Employment’s Curriculum Development and Student Assessment Division successfully introduced the Curriculum Renewal *ConnectEd NWT/Éducahèque TNO* bilingual (French/English) website. This online platform plays a pivotal role in assisting community members and teachers in a smooth transition to the British Columbia curriculum.
- The Department of Education, Culture and Employment’s Labour Market Program representative, along with delegates from the Conseil de développement économique des Territoires du Nord-Ouest and Fédération franco-ténoise, attended the Destination Canada Mobility Forum in France and Morocco, organized by the Embassy of Canada in France. The Forum is an opportunity for French-speaking foreigners to access information on immigration programs and tools to prepare for the Canadian labour market and to connect with Canadian employers. The Government of the Northwest Territories promoted its Northwest Territories Nominee Program and delivered presentations on living and working in the NWT. It was the first time that the Government of the Northwest Territories attended the event in eight years.
- The NWT Bureau of Statistics has partnered with the Information Systems Shared Services team and has begun the development the French version of their website.



- The Department of Health and Social Services, Northwest Territories Health and Social Services Authority and Hay River Health and Social Services Authority formalized a working committee with the Fédération franco-ténoise by signing a Memorandum of Understanding. This working committee will develop and implement strategies to address the Francophone community priorities related to promoting and improving French language communications and services within the Health and Social Services System.
- The Department of Health and Social Services and Northwest Territories Health and Social Services Authority led the ɩwegòatì – Legacy Stanton Project; the new ɩwegòatì building’s signage is fully bilingual (French/English).
- The Northwest Territories Health and Social Services Authority continued the implementation of the web-based platform OZi to track demand and capacity for French Language Services within the NWT Health and Social Services system. Platform usage also facilitates monitoring and reporting.
- The Housing NWT corporate seal now includes French.
- The Department of Industry, Tourism and Investment translated and published videos and documents in French for the *Selling Your Artwork Workshop Series*.
- The Coroner’s Office official seal is now available in French.
- The Legislative Assembly of the Northwest Territories introduced a new Facebook page in French and offers a new mirrored French/English website. The initiatives aim to increase and better the Legislative Assembly of the Northwest Territories’ communications with the Francophone community.
- The Legislative Assembly of the Northwest Territories updated its technical system for the 20th Assembly to allow its broadcasting in the NWT’s official languages. French interpretation is provided during sessions so the Francophone community can listen to the Assembly’s proceedings in French.
- The Department of Municipal and Community Affairs supported the NWT 911 program in the implementation of updated telephone active offer processes and 911 script.



Looking forward

- Prosper NWT will launch its new websites, prospernwt.ca and prospéritétno.ca in early 2024-25.
- Housing NWT is in the process of updating all their public signs. For significant demand communities, all signs will be displayed in both French and English.
- The Department of Health and Social Services, Northwest Territories Health and Social Services Authority, Hay River Health and Social Services Authority and the Fédération franco-ténoise will draft a Terms of Reference to identify roles and responsibilities and to guide the work of their new working committee.
- The Department of Infrastructure's Compliance and Licensing Division will be launching an e-portal service, which will include electrical, elevator, gas, boiler/pressure vessel permitting and registration in French. Permits, registrations, certificates and other items will be issued bilingually (French/English).
- The Department of Infrastructure will launch a new website for the Yellowknife Airport and a new Highway Conditions map, which will both be fully bilingual (French/English).
- The Department of Municipal and Community Affairs will launch a new e-service for Business Licences. This service will be available in both French and English to facilitate the purchase and renewal of licences online.