

Implementation of the
Official Languages Act:

**PRIORITIES OF THE
FRANCOPHONE COMMUNITY
OF NUNAVUT REGARDING
FRENCH SERVICES**

MARCH 2015

Implementation of the *Official Languages Act*: Priorities of the Francophone Community of Nunavut regarding French Services, Government of Nunavut

2015-03

Minister of Languages
Department of Culture and Heritage
Government of Nunavut
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CANADA

<http://www.ch.gov.nu.ca>

Disclaimer: the opinions of Nunavummiut as reported through consultations in this document do not necessarily represent the views of the Government of Nunavut.

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I. MESSAGE FROM THE MINISTER OF LANGUAGES



In 2008, the Legislative Assembly of Nunavut adopted the *Official Languages Act* (OLA) of Nunavut. This Act recognizes three official languages in Nunavut: the Inuit language, English and French, each having equal status, rights and privileges regarding their use in territorial institutions.

The adoption of the OLA is an accomplishment in itself, but the way had to be paved for its coming into force.

Community hearings were held, namely among the Francophone community within the framework of the Forum on the implementation of the *Official Languages Act* of Nunavut (March 2009) and the Nunavut Language Summit (February 2010). The final version of the implementation plan, the Uqausivut Plan, was tabled at the Legislative Assembly on October 30, 2012, thus paving the way for the coming into force of the OLA, on April 1, 2013.

The coming into force of the OLA represents an important milestone in the young history of Nunavut. It is now time to ensure it is implemented in an orderly fashion that meets the needs of our official language communities. To this end, it is important to involve the Francophone community during the setting of priorities, development and maintenance of the plan, as well as the monitoring and evaluation of results from the plan.

In this regard, a public consultation was held on October 5, 2013, with the Francophone community in order to identify their priorities regarding the implementation of the OLA. Forty-three Franco-Nunavummiut attended. Following this consultation, the Department of Culture and Heritage conducted a survey on French services in Nunavut in order to further analyse some of the steps proposed by the Francophone community. Ninety people from the regions of Qikiqtani, Kitikmeot and Kivalliq completed the survey.

This report summarizes the main findings stemming from the consultation and survey. This paper will help to seek community-based solutions, as called for in the *Sivumut Abluqta* mandate: *Stepping Forward Together 2014-2018*, in line with the priorities identified by the Francophone community of Nunavut.

Sincerely,

The Honourable George Kuksuk
Minister of Languages

II. BACKGROUND

DEMOGRAPHIC PROFILE OF THE FRANCOPHONE POPULATION OF NUNAVUT

Nunavut's Francophone population is in a unique position compared to other provinces and territories in Canada. This is because Nunavut is the only jurisdiction where the mother tongue of the majority is neither English nor French. Approximately 69% of the territory's 31,765 residents have the Inuit language as their mother tongue, while English is the mother tongue of approximately 9,000 residents and French the mother tongue of 435 people, or 1.4% of the total population of Nunavut.¹ In other words, the Francophone population of Nunavut lives in a situation of dual linguistic minority.

However, if the number of Francophones or Francophiles able to hold a conversation in French is taken into account, this number rises to 3.9% of the population, for a total of 1 235 people.² The vast majority of Francophones live in Iqaluit (315 French mother tongue speakers). Moreover, 860 people living in the capital have some knowledge of French, which represents approximately 13% of Iqaluit's population.³ There are Francophones residing throughout the territory: 375 live on Baffin Island, about twenty live in the Kitikmeot Region and close to forty in the Kivalliq Region.⁴

The Francophone community is well organized at the community level in Iqaluit. Since the creation of the *Association des francophones de Frobisher Bay* in 1981 (now *Association des francophones du Nunavut*), it has established several institutions and organizations to represent its interests in various sectors including the *Commission scolaire francophone du Nunavut* (education), *Carrefour Nunavut* (social entrepreneurship, tourism and employability), the *Réseau santé en français au Nunavut* (health services and promotion of active lifestyle), the *Centre de la Petite Enfance Les Petits Nanooks* (early childhood education), the *Association des parents francophones du Nunavut* (Francophone Parents' Association) and *Le Théâtre Uiviit* (an amateur theatre troupe). In addition, the *École des Trois-Soleils* provides education in French since 2001, and information can be obtained in French in Nunavut through two Francophone community media outlets: CFRT 107.3 radio and the newspaper *Le Nunavoix*.

1 Statistics Canada. 2012. *Focus on Geography Series*, 2011 Census. Statistics Canada. Catalogue no 98-310-XWF2011004. Ottawa, Ontario. Analytical Products, .2011 Census. Last updated October 24, 2012.

2 *Ibid.*

3 Statistics Canada, 2011 Census, Statistics Canada. Catalogue no 98-314-XCB2011044.

4 Statistics Canada, 2011 Census, Statistics Canada. Catalogue no 98-314-XCB2011028.

SUMMARY OF THE *OFFICIAL LANGUAGES ACT OF NUNAVUT*

The *Official Languages Act of Nunavut (OLA)* officially came into force on April 1st, 2013. Nunavut then became the third jurisdiction among Canadian provinces and territories to adopt such legislation, after New Brunswick and the Northwest Territories.

Section 3 of the OLA recognizes that the Inuit language, French and English are the official languages of Nunavut, each having “equality of status and equal rights and privileges as to their use in territorial institutions”. In practice, section 3 aims to establish institutional trilingualism in Nunavut, that is to say, equal access to services of equal quality for members of the three official languages communities in Nunavut.

However, it is sections 11 and 12 of the OLA that set out the Government of Nunavut's (GN) obligations regarding communication with the public and service delivery. In simple terms, every citizen of Nunavut has the right to communicate with a territorial institution and receive services in the official language of their choice. At the same time, a territorial institution must provide an active offer of its services, that is to say, making it known to the members of the public that they have the right to communicate and to receive available services in their official language of choice.

The standard referred to in sections 11 and 12 regarding communications with the public and delivery of services is that of substantive equality. This approach requires that official language minorities be treated differently, if necessary, in order to provide them with a treatment equivalent to that of the other official languages. Substantive equality therefore imposes upon the GN an obligation of results to each of the official language communities. Finally, it is important to reiterate that the exercise of language rights must not be considered a request for an accommodation. There is no such thing as a primary official language community and one or two secondary official language communities.

III. IMPLEMENTATION PRIORITIES

The primary objective of the October 5, 2013 consultation was to identify the priorities of the Francophone community regarding French services in the context of the implementation of the *Official Languages Act* of Nunavut.

In that perspective, four specific questions were raised with the participants and discussed in a round table format. The first two questions focused on the identification of priority areas and key implementation challenges. The two other questions focused on implementation mechanisms. Each question is reproduced hereunder.

Based on the feedback from the consultation, the Department of Culture and Heritage developed a survey on French services. The primary objective of the survey was to profile the respondent to better understand the needs and expectations of the Francophone citizen. The second objective of the survey was to dissect in greater detail the sectorial priorities and courses of action identified during the consultation. Some key parts of the survey are included hereunder. The full results are shown in Appendix C.

THE FIVE PRIORITY AREAS

The participants were asked:

“In your opinion, what are five priority issues for the implementation of Nunavut’s Official Languages Act?”

The five areas identified, not in order of priority, were the following: culture, economic development, education and early childhood, justice and public safety and health and social services.

Respondents to the survey on French services ranked the five areas in order of priority. Here are the results:

- 1 EDUCATION AND EARLY CHILDHOOD
- 2 HEALTH AND SOCIAL SERVICES
- 3 CULTURE
- 4 JUSTICE AND PUBLIC SAFETY
- 5 ECONOMIC DEVELOPMENT

1 EDUCATION AND EARLY CHILDHOOD

“Education is paramount for the development of the Francophone community. A good education system will encourage people to put down roots and stay in Nunavut.”

Comments made during the consultation:

Participants repeatedly stated that the *École des Trois-Soleils* in Iqaluit is a gem and a symbol of great pride for the community. In addition to highlighting the importance of access to primary and secondary education in French, participants also mentioned the importance of teaching French as a second language to Inuit and English students and to adult learners in the workplace. Francophilia is an important factor for the development of community vitality. In addition, support for early childhood is also considered a priority since it is the future student population. It is therefore important to properly prepare Francophone youth by instilling a sense of pride through francization programs and identity construction.

Highlights from the survey:

Respondents identified five programs or services as high priority in the area of education and early childhood:

- i) elementary school, including kindergarten (high priority at 95%);
- ii) high school (high priority at 92%);
- iii) early childhood centres or other licensed daycare (high priority at 87%);
- iv) francization program for students (kindergarten-grade 12) (high priority at 82%);
- v) support for access to higher education (high priority at 77%).

2 HEALTH AND SOCIAL SERVICES

“When you are sick, the language you need at that moment is French.”

Comments made during the consultation:

Access to health services in French is an absolute priority. In an emergency situation, it is imperative for a person to receive services in his or her mother tongue. It is essential to immediately improve service delivery in French in hospital (the Qikiqtani General Hospital in Iqaluit), but also in the areas of public health, mental health, family health, social services and medical travel.

Highlights from the survey:

Respondents identified five programs or services as high priority in the area of health and social services:

- i) access to a general practitioner (high priority at 92%);
- ii) admission services at the hospital (high priority at 91%);
- iii) emergency services at the hospital (high priority at 87%);
- iv) telephone health line (high priority at 84%);
- v) GN communications (websites, forms, guidelines, policies, etc.) (high priority at 79%).

3 CULTURE

“Culture is something that is sorely lacking in the Francophone community in Nunavut, even in the wider community. The lack of adequate infrastructure, such as a theatre or auditorium, is a huge challenge that deprives us of regular access to professional cultural events.”

Comments made during the consultation:

Culture is an intrinsic element in the vitality and development of the Francophone community. It is essential to have a place to gather and to live our culture, and to share the French language and culture with the many Francophiles in Nunavut. A strong culture is equivalent to a strong community. It is therefore essential to have regular access to arts and culture to forge a cultural pride for our youth.

Highlights from the survey:

Respondents identified five programs or services as high priority regarding culture

- i) GN communications (websites, forms, guidelines, policies, etc.) (high priority at 82%);
- ii) a funding program for the delivery of community services (high priority at 74%)
- iii) the 5544 telephone line (information in French on GN programs and services) (high priority at 72%);
- iv) a funding program for cultural and artistic productions in French (high priority at 71%);
- v) funding for community radios (high priority at 57%).

4 JUSTICE AND PUBLIC SAFETY

“Justice is clearly a priority, given the importance of being defended in one’s own language or to understand exactly what is happening in a problematic situation.”

Comments made during the consultation:

The area of justice and public safety is important because it has a direct impact on citizens’ lives, whether it is related to an emergency (4422 line in Iqaluit, for example), police services or fire protection. We also need to understand our environment, like road signs or public signs, or ticketing by municipal officers. Finally, it is important to have access to quality services in the area of justice, including legal aid assistance, services to victims of crime or access to the courts. Front-line officers must consequently be able to provide services in every official languages of Nunavut, including French.

Highlights from the survey:

Respondents identified five programs or services as high priority in the area of justice and public safety:

- i) access to legal aid (high priority at 88%);
- ii) access to the Nunavut Court of Justice, including front-line staff and interpretation services (high priority at 84%);
- iii) the services of the Royal Canadian Mounted Policed (high priority at 84%);
- iv) emergency telephone services, like the 4422 line in the city of Iqaluit (high priority at 83%);
- v) the coordination of emergency measures (high priority at 78%).

5 ECONOMIC DEVELOPMENT

"We need to create more opportunities in French for our Francophone entrepreneurs."

Comments made during the consultation:

Economic development – in particular employability and business services - is a priority for the Francophone community. Moreover, services to newcomers is also important because of the high level of movement within the Francophone community in the territory. It is important to reach out to newcomers to facilitate their integration into the Francophone community, to support community building and to create more economic opportunities for local entrepreneurs.

Highlights from the survey:

Respondents identified five programs or services as high priority in the area of economic development:

- i) services to Francophone newcomers (high priority at 85%);
- ii) GN communications (websites, forms, guidelines, policies, etc.) (high priority at 83%);
- iii) initiatives to recruit Francophone employees (high priority at 80%);
- iv) employment assistance services (high priority at 71%);
- v) business start-up services (high priority at 64%).

THE MAIN CHALLENGES

After having identified the five priority areas, participants to the consultation looked at the main challenges and potential obstacles to the implementation of the OLA. The following question was raised:

“In your opinion, what are the main challenges of implementing Nunavut’s Official Languages Act?”

Comments made during the consultation:

Several challenges were identified, such as costs associated with the implementation, the vast land area of the territory and the lack of infrastructure, particularly in telecommunications. However, two concerns have clearly emerged from the discussions, namely the lack of designation of bilingual positions and the absence of a policy regarding the active offer of services provided by the GN.

THE DESIGNATION OF BILINGUAL POSITIONS

“The lack of designated bilingual positions is an ongoing challenge. I am Francophone and I am glad to provide services in French to the public, but the day I leave my job, it is very likely that it will not be filled by a Francophone. So it will be the end of French language services.”

Participants noted the insufficient number of Francophones in the territorial public service. What is more problematic is that there seems to be no concerted strategy to remedy this situation, particularly regarding front-line positions. Often, an employee who speaks French becomes the “go-to Francophone” who is called upon whenever there is a demand for services in French, whether it is in their area of expertise or not. With a high turnover of staff, this practice is not very effective, and cannot provide continuity in services, much less contribute to services that are of comparable quality to those provided in the other official languages. Without the formal designation of bilingual positions, it will be impossible to achieve the effective and efficient delivery of services in French in Nunavut.

THE ACTIVE OFFER OF SERVICES

“Quite often, Francophones simply resort to speaking English. It is easier to send our form for the health card in English, because when it is sent in French, it must be translated, then it must be sent back, and it may be lost somewhere.”

The importance of promoting the active offer of services was raised repeatedly. It is important that Francophones be informed at the initial contact about the possibility of obtaining services in French. When a service is not clearly offered, a Francophone will tend to speak English first. In addition, it is important to promote the French language in order to demonstrate the added value of French to Nunavut. Finally, the importance of reaching out to Francophones across the territory was mentioned. Although the majority of Nunavut Francophones live in Iqaluit, it is important to include Francophones living in other communities across the territory, especially when dealing with areas of health and public safety.

EFFECTIVE AND EFFICIENT DELIVERY OF SERVICES

After having identified five priority areas and two main challenges to implementation, participants reflected on possible courses of action. The following question was raised:

“In your opinion, how can we ensure the effective and efficient delivery of French-language services in Nunavut?”

Comments made during the consultation:

- i) Designate bilingual positions: the designation of bilingual positions (mandatory French) would better serve the Francophone population by ensuring the presence of Francophones in certain government positions.
- ii) Prioritize services in French for front-line positions (positions providing direct service to the public): this is particularly important in areas where people are emotional (e.g., health) or in situations where it is impossible to wait for assistance (e.g., emergency services).

- iii) Build upon existing services: as several Francophones already work for the GN, it would be appropriate to list the existing language capacity within the public service. This approach would draw upon existing resources.
- iv) Provide quality services in French, including through the 5544 telephone line: several participants wished to receive fewer comprehensive and quality services, rather than several partial services.
- v) Consolidate all GN services in French under one roof: a one-stop service would create a single point of access for Francophones to access all GN services, such as driver's licenses and health insurance cards.
- vi) Establish an active offer system: that is to say, a proactive approach that informs the public at initial contact about the availability of services in French.
- vii) Establish a management and accountability framework: it is important to make key implementation players accountable through a timely assessment process of implementation progress.
- viii) Maintain a corporate memory: due to the high turnover of staff, it is important to establish and implement transition plans and ensure proper management of information.
- ix) Develop a strategic governmental action plan dedicated to the delivery of French services: this document would detail tangible goals with timelines and resources required to ensure implementation of effective and efficient services in French in Nunavut.

Highlights from the survey:

Respondents identified five measures or initiatives as high priorities that may contribute to an effective and efficient delivery of services in French by the GN:

- i) designation of bilingual positions, mandatory French (high priority at 74%);
- ii) prioritization of services in French for front-line positions (high priority at 61%);
- iii) adoption of a communications policy applicable across the GN (high priority at 45%);
- iv) identification of existing language capacity within the GN to build upon existing resources (high priority at 39%);
- v) adoption of a strategic governmental action plan dedicated to the delivery of French services (high priority at 39%).

LANGUAGE PROMOTION AND COMMUNITY VITALITY

The following question was raised among participants:

"In your opinion, how can we protect and promote the French language and the vitality of Nunavut's French language community

- i) through government initiatives?*
- ii) through community initiatives?"*

Comments made during the consultation:

GOVERNMENT ACTION

Four government actions have been identified as leverage for the protection and promotion of the French language and the vitality of the Francophone community of Nunavut:

- i** The Government of Nunavut must assume a leadership role in the planning and development of programs and services, paying particular attention to their cultural relevance and effectiveness for the Francophone community. It is important to acknowledge and celebrate the cultural differences of each official language community of Nunavut in order to promote harmony, understanding and respect of cultures.
- ii** Communication is an important promotion and vitality element. Without exception, all GN public communications must be issued in all of Nunavut's official languages.
- iii** The establishment of linguistic rules and standards would ensure the consistency and uniformity of the "northern" terminology used by the GN.
- iv** Maintaining adequate funding for cultural and heritage programs is critical to the Francophone community. Multi-year funding would contribute to community vitality by allowing medium and long term planning.

COMMUNITY ACTION

Four community actions have been identified as leverage for the protection and promotion of the French language and the vitality of the Francophone community of Nunavut:

- i The citizen makes it a priority to use French on a daily basis.
- ii Francophone community organizations, including the main organization representing the community, must assert strong and efficient leadership when dealing with government authorities.
- iii Community organizations have an important role to play in the integration of Francophone newcomers and Francophiles of Nunavut.
- iv Community organizations must work together in order to increase the opportunities of community and cultural events and to actively inform the Francophone and Francophile population about these events.

IV. FINDINGS AND RECOMMENDATIONS

THE MAIN FINDINGS

Ninety (90) respondents from the three regions of Nunavut completed the survey on French services. Of these, 77 reported French as their mother tongue. Although the sample is small in absolute numbers, it nevertheless represents 18% of Nunavut Francophones speaking French as their mother tongue.

The respondent profile reveals some interesting findings. First, 77% of respondents are aged between 25 and 54 years old and more than half of respondents have at least one child. Approximately 96% of respondents are gainfully employed, and 76% of them are public service employees. Interestingly, over 55% of respondents have lived in Nunavut for at least the past five years and more than 32% for at least 10 years.

Francophones in Nunavut actively use GN services. According to the survey results, 92% of respondents said they used GN services over the past 12 months. Moreover, 42% of them communicated more than 10 times with the GN during that period. Asked about how they communicate with the GN, three means of communication are favoured, being via email (69%), phone (61%) and in person (45%). Importantly, 60% of respondents mentioned that their communications with the GN were related to health services.

However, in the absence of a policy on the active offer of services, more than half of respondents, or 53%, noted that they first speak in English. A recent study by the Canadian Institute for Research on Linguistic Minorities reveals that nearly 90% of clients will ask for a service in French if the service provider makes available an active offer and has an accent similar to the one used by the client. The study concludes that the presence of an active offer is a key factor for the people to use French when requesting government services.⁵

Finally, participants in the October 2013 consultation acknowledged that the implementation would be a lengthy process. That being said, everyone expects an increase of services in French and not a regression. To achieve this, the GN must first know its existing resources within the public service in order to use them effectively and efficiently. On the other hand, it is imperative to establish the designation of bilingual positions to ensure the continuity of services in French in Nunavut. Lastly, the GN must adopt a government action plan dedicated to services in French in Nunavut to ensure the planning, adoption and implementation of culturally relevant and effective services in French.

⁵ CANADIAN INSTITUTE FOR RESEARCH ON LINGUISTIC MINORTIES (CIRLM) 2009. *Utilisation des services gouvernementaux de langue française* (Use of Government French Language services), p. 68.

FIVE KEY RECOMMENDATIONS

According to the priorities put forward by the community regarding French services during the October 5, 2013 consultation and data extracted from the survey about French services in Nunavut conducted in February 2014, it is recommended:

- 1 That the GN immediately undertake an inventory and assessment of the linguistic capacity of the territorial public service employees;
- 2 That the GN adopt a policy concerning the designation of bilingual positions (mandatory French), and that a sufficient number of positions be designated in the public service to ensure the implementation of the OLA and the duties outlined in the Act;
- 3 That the GN develop and adopt a communications policy applicable to all territorial institutions;
- 4 That the GN develop and adopt a strategic action plan for the delivery of French services in Nunavut, accompanied by a rigorous management and accountability framework;
- 5 That the GN, in accordance with the *Sivumut Abluqta: Moving Forward Together 2014-2018* mandate, work in collaboration with its partners to identify community solutions that will enhance the well-being and the vitality of the Francophone community in Nunavut.

APPENDIX A PROGRAM OF THE CONSULTATION

PRIORITIES FOR THE IMPLEMENTATION OF NUNAVUT'S OFFICIAL LANGUAGES ACT

October 5, 2013
Frobisher Inn, Koojesse Conference Room
Iqaluit, Nunavut

9:30-9:40	Opening remarks and program overview: Isabelle Déry and Maurice Chiasson, co-facilitators Centre canadien de leadership en évaluation
9:40-9:50	Remarks by the Honourable James Arreak, Minister of Languages
9:50-10:00	Remarks by Madam Sandra Inutiq, Languages Commissioner of Nunavut
10:00-10:30	Introduction of participants / ice-breaker
10:30-10:45	HEALTH BREAK
10:45-12:00	Discussion Panel: Best Practices and Lessons Learned Aubrey Cormier, Executive Director Société Saint-Thomas d'Aquin, PEI "Balancing the needs of the community for public services and the ability of the government to provide them" Guy Matte, Chair Provincial Advisory Committee on Francophone Affairs, Ontario: "The role of the citizen in the development of public services" Régis St-Pierre, Executive Director (outgoing) Association franco-yukonaise, Yukon: "The concept of useful, used and usable services"
12:00-1:15	LUNCH (KOOJESSE ROOM)

1:15-1:30	Recap of the morning session and instructions for the round table process: Isabelle Déry
1:30-2:15	Round tables <ol style="list-style-type: none"> 1. In your opinion, what are five priority issues for the implementation of Nunavut's Official Languages Act? 2. In your opinion, what are the main challenges of implementing Nunavut's Official Languages Act?
2:15-2:45	Presentation of observations and results
2:45-3:00	HEALTH BREAK
3:00-3:45	<ol style="list-style-type: none"> 3. In your opinion, how can we ensure the effective and efficient delivery of French-language services in Nunavut? 4. In your opinion, how can we protect and promote the French language and the vitality of Nunavut's French language community <ol style="list-style-type: none"> i) through government initiatives? ii) through community initiatives?
3:45-4:15	Presentation of observations and results
4:15-4:25	Recap of the day: Isabelle Déry
4:25-4:30	Closing Remarks: Stéphane Cloutier, Director of Official Languages Department of Culture and Heritage
8:30	Concert: Luc De Larochellière and Andrea Lindsay at Franco-centre (Building 981)

APPENDIX B

LIST OF PARTICIPANTS TO THE CONSULTATION

Guests:

Mr. Maurice Chiasson,
co-facilitator, Canadian Centre for *Leadership in Evaluation*

Mr. Aubrey Cormier,
Executive Director, Société Saint-Thomas d'Aquin (Prince Edward island)

Mrs. Isabelle Déry,
co-facilitator, Canadian Centre for *Leadership in Evaluation*

Mrs. Sandra Inutiq,
Languages Commissioner of Nunavut

Mr. Guy Matte,
President, *Provincial Advisory Committee on Francophone Affairs* (Ontario)

Mr. Régis St-Pierre,
outgoing Executive Director, Yukon Francophone Association (Yukon)

Participants:

1. Pascale Arpin
2. Yoan Barriault
3. Marie Bélanger
4. Marie Belleau
5. Mylène Bellerose
6. Tim Brown
7. Carole Cancel
8. Carine Chalut
9. Mylène Chartrand
10. Stéphane Cloutier
11. Damien Côté
12. Jacques D'Auteuil
13. Éric Doiron
14. Christian Dufour
15. Martine Dupont
16. Jacques Fortier
17. François Fortin
18. Serge Gagnon
19. Alexandre Gaudreault-Cambron
20. Denise Grandmaison
21. Daniel Hubert
22. Marie-Josée Joyal
23. Francine Lantin
24. Jacques Larabie
25. Sylvie LeBlanc
26. Audrey Lemieux
27. Aïda Maigre-Touchet
28. Ed Maruyama
29. Emmanuel Michaux
30. Lucie Moisan
31. Amélie Morel
32. Robert Nevin
33. Marc Noreau
34. François Ouellette
35. François Picotte
36. Michel Potvin
37. Louis Robillard
38. Danielle Samson
39. Tommy Tremblay
40. Nalini Vadapalli
41. Linda Vaillancourt
42. Réjane Vaillancourt
43. Halima Zouhar

APPENDIX C

RESULTS OF THE SURVEY ON FRENCH SERVICES (FEBRUARY 2014)

1. ARE YOU:		
Answer Choices	Responses	
Male	51.1%	46
Female	48.9%	44
Number of respondents		90

2. WHAT IS YOUR MOTHER TONGUE?		
Answer Choices	Responses	
French	85.6%	77
English	8.9%	8
Inuit language	0.0%	0
Other	5.6%	5
Number of respondents		90

3. YOUR AGE:		
Answer Choices	Responses	
Younger than 25 years old	4.4%	4
25 to 39 years old	45.6%	41
40 to 54 years old	31.1%	28
55 or older	18.9%	17
Number of respondents		90

4. ARE YOU:		
Answer Choices	Responses	
A student	1.1%	1
A public sector employee	75.6%	68
A private sector employee	11.1%	10
Self-employed	7.8%	7
Retired	1.1%	1
Other	3.3%	3
Number of respondents		90

5. WHERE DO YOU LIVE?		
Answer Choices	Responses	
Iqaluit	91.1%	82
Baffin region (community other than Iqaluit)	3.3%	3
Kivalliq region	2.2%	2
Kitikmeot region	3.3%	3
Number of respondents		90

6. HOW LONG HAVE YOU LIVED IN NUNAVUT?

Answer Choices	Responses	
Less than 1 year	11.1%	10
Between 1 and 5 years	33.3%	30
Between 5 and 10 years	23.3%	21
Longer than 10 years	32.2%	29
Number of respondents		90

7. HOW MANY CHILDREN DO YOU HAVE?

Answer Choices	Responses	
0	48.9%	44
1	20.0%	18
2	22.2%	20
3	6.7%	6
4	1.1%	1
Other	1.1%	1
Number of respondents		90

8. HOW DO YOU KEEP ABREAST OF CURRENT ISSUES IN NUNAVUT? CHECK ALL APPLICABLE ANSWERS.

Answer Choices	Responses	
Social media (Facebook, Twitter, YouTube, etc.)	57.3%	51
Francophone community media (<i>Le Nunavoix</i> newspaper, CFRT 107,3 FM)	62.9%	56
English media (Nunatsiaq News, News North, CBC North)	85.4%	76
Government of Nunavut website (www.gov.nu.ca)	53.9%	48
Websites of francophone community organizations	28.1%	25
Other	3.4%	3
Number of respondents		89

9. HOW DO YOU PREFER TO COMMUNICATE WITH THE GOVERNMENT OF NUNAVUT? CHECK UP TO 2 ANSWERS.

Answer Choices	Responses	
In person	44.9%	40
Social media (Facebook, Twitter, etc.)	1.1%	1
Telephone	60.7%	54
Email	68.5%	61
Correspondence (mail)	4.5%	4
Other	0.0%	0
Number of respondents		89

**10. WHEN YOU CONTACT THE GOVERNMENT OF NUNAVUT,
YOU FIRST SPEAK :**

Answer Choices	Responses	
Always in French	6.7%	6
Usually in French	10.1%	9
Sometimes in French	27.0%	24
In English	52.8%	47
In Inuktitut	0.0%	0
Other	3.4%	3
Number of respondents		89

**11. DURING THE PAST TWELVE MONTHS, HOW MANY TIMES HAVE YOU
CONTACTED THE GOVERNMENT OF NUNAVUT?**

Answer Choices	Responses	
Not once	7.9%	7
From 1 to 5 times	42.7%	38
From 6 to 10 times	11.2%	10
More than 10 times	38.2%	34
Number of respondents		89

**12. YOU PRIMARILY CONTACT THE GOVERNMENT OF NUNAVUT
(CHECK UP TO 3 ANSWERS) :**

Answer Choices	Responses	
For information on funding programs	16.5%	14
To obtain general information	45.9%	39
With regard to health services	60.0%	51
With regard to education and/or childcare	15.3%	13
With regard to economic development	9.4%	8
With regard to culture	15.3%	13
With regard to justice and public safety	8.2%	7
To consult press releases	7.1%	6
To consult employment offers	17.7%	15
To obtain forms, policies, legal or other specific documents	28.2%	24
Other	4.7%	4
Number of respondents		85

13. DURING THE CONSULTATION HELD ON OCTOBER 5, PARTICIPANTS IDENTIFIED FIVE PRIORITY AREAS (OR SECTORS) FOR THE IMPLEMENTATION OF THE *OFFICIAL LANGUAGES ACT* REGARDING SERVICES IN FRENCH. PLEASE LIST THEM IN ORDER OF PRIORITY FROM 1 TO 5 (5 BEING THE HIGHEST PRIORITY AND 1 THE LOWEST):

Answer Choices	1	2	3	4	5	Number of respondents	Average*
Education and early childhood education	3.95% 3	6.58% 5	23.68% 18	22.37% 17	43.42% 33	76	3.95
Health and social services	7.89% 6	6.58% 5	21.05% 16	32.89% 25	31.58% 24	76	3.74
Culture	13.16% 10	28.95% 22	28.95% 22	17.11% 13	11.84% 9	76	2.86
Justice and public safety	30.26% 23	32.89% 25	17.11% 13	11.84% 9	7.89% 6	76	2.34
Economic Development	44.74% 34	25% 19	9.21% 7	15.79% 12	5.26% 4	76	2.12

14. THE FIVE SUB-QUESTIONS BELOW ARE INTENDED TO DETAIL FRANCOPHONES' NEEDS IN EACH OF THE PRIORITY AREAS. REGARDING CULTURE, WHAT PRIORITY WOULD YOU GIVE TO HAVING ACCESS TO FRENCH IN THE FOLLOWING PROGRAMS AND/OR SERVICES?

	High priority	Low priority	Not a priority	Number of respondents	Average*
GN communications (websites, press releases, forms, policies, annual reports, etc.)	81.58% 62	14.47% 11	3.95% 3	76	1.78
Funding program for the delivery of community services	73.68% 56	23.68% 18	2.63% 2	76	1.71
The 5544 telephone line (information in French on GN programs and services)	72.37% 55	21.05% 16	6.58% 5	76	1.66
A funding program for cultural and artistic productions in French	71.05% 54	22.37% 17	6.58% 5	76	1.64
Funding for community radios	56.58% 43	38.16% 29	5.26% 4	76	1.51
Funding program for the updating of cultural infrastructures	55.26% 42	35.53% 27	9.21% 7	76	1.46
Network of public libraries in Nunavut	50.00% 38	43.42% 33	6.58% 5	76	1.43
Québec-Nunavut intergovernmental cooperation program on Francophonie (funding of cultural activities)	51.32% 39	38.16% 29	10.53% 8	76	1.41
Linguistic tools that promote cultural balance (living dictionary, computer tools, glossaries, etc.)	42.11% 32	48.68% 37	9.21% 7	76	1.33
Publication and/or translation of books	44.74% 34	43.42% 33	11.84% 9	76	1.33

* The average is calculated using the following weights: High Priority: 2; Low Priority: 1; No Priority: 0.

15. REGARDING ECONOMIC DEVELOPMENT, WHAT PRIORITY WOULD YOU GIVE TO HAVING ACCESS TO FRENCH IN THE FOLLOWING PROGRAMS AND/OR SERVICES?					
	High priority	Low priority	Not a priority	Number of respondents	Average*
Services to Francophone newcomers	85.33% 64	13.33% 10	1.33% 1	75	1.84
GN Communications (press releases, forms, policies, annual reports, etc.)	82.89% 63	13.16% 10	3.95% 3	76	1.79
Initiatives to recruit Francophone employees	80.26% 61	14.47% 11	5.26% 4	76	1.75
Employment assistance services	70.67% 53	28.00% 21	1.33% 1	75	1.69
Business start-up service	64.38% 47	32.88% 24	2.74% 2	73	1.62
Small business support program	64.47% 49	31.58% 24	3.95% 3	76	1.61
Workers Safety and Compensation Commission (forms, permits, documentation, etc.)	65.33% 49	28.00% 21	6.67% 5	75	1.59
Canada Business-Nunavut Service Centre	59.46% 44	33.78% 25	6.76% 5	74	1.53
Arts development program	51.32% 39	40.79% 31	7.89% 6	76	1.43
Application for a permit from the Motor Vehicles Division (including administration of written and road tests)	47.37% 36	44.74% 34	7.89% 6	76	1.39
Revenue and tax program (revenue, salary, property, petroleum products, tobacco)	50.00% 38	35.53% 27	14.47% 11	76	1.36
Business permit (municipal)	42.11% 32	42.11% 32	15.79% 12	76	1.26
Strategic Investment Program	44.74% 34	36.84% 28	18.42% 14	76	1.26
Nunavut Business Credit Corporation	34.21% 26	52.63% 40	13.16% 10	76	1.21
Application for an outfitter or tourist establishment licence	35.53% 27	48.68% 37	15.79% 12	76	1.20

* The average is calculated using the following weights: High Priority: 2; Low Priority: 1; No Priority: 0.

16. REGARDING EDUCATION AND CHILDCARE, WHAT PRIORITY WOULD YOU GIVE TO HAVING ACCESS TO FRENCH IN THE FOLLOWING PROGRAMS AND/OR SERVICES?

	High priority	Low priority	Not a priority	Number of respondents	Average*
Elementary school, including kindergarten	94.67% 71	4.00% 3	1.33% 1	75	1.93
High school	92.11% 70	6.58% 5	1.32% 1	76	1.91
Early childhood centres or other licensed daycare	86.67% 65	12.00% 9	1.33% 1	75	1.85
Francization program for students (kindergarten-grade 12)	81.58% 62	15.79% 12	2.63% 2	76	1.79
Support for access to higher education	77.33% 58	17.33% 13	5.33% 4	75	1.72
Child support services assistance program (early childhood sector)	74.67% 56	20.00% 15	5.33% 4	75	1.69
GN Communications (press releases, forms, policies, annual reports, etc.)	72.00% 54	24.00% 18	4.00% 3	75	1.68
French second-language program	72.37% 55	22.37% 17	5.26% 4	76	1.67
Francization program for parents-children (0 to 4 years old)	73.33% 55	20.00% 15	6.67% 5	75	1.67
Access to the job market after earning a diploma	71.62% 53	22.97% 17	5.41% 4	74	1.66
Support for distance education	69.33% 52	25.33% 19	5.33% 4	75	1.64
Loans and bursaries for francophone students	71.05% 54	19.74% 15	9.21% 7	76	1.62
Literacy programs	64.47% 49	22.37% 17	13.16% 10	76	1.51
Young Parents Stay Learning Program	61.84% 47	26.32% 20	11.84% 9	76	1.50
Adult Education	57.89% 44	32.89% 25	9.21% 7	76	1.49
Summer jobs for students	60.00% 45	29.33% 22	10.67% 8	75	1.49
Identity building initiatives	55.41% 41	35.14% 26	9.46% 7	74	1.46
Establishment of international certification (recognition of knowledge in French)	56.58% 43	32.89% 25	10.53% 8	76	1.46
Special professions program fund	46.67% 35	41.33% 31	12.00% 9	75	1.35

* The average is calculated using the following weights: High Priority: 2; Low Priority: 1; No Priority: 0.

17. REGARDING HEALTH AND SOCIAL SERVICES, WHAT PRIORITY WOULD YOU GIVE TO HAVING ACCESS TO FRENCH IN THE FOLLOWING PROGRAMS AND/OR SERVICES?

	High priority	Low priority	Not a priority	Number of respondents	Average*
General practitioner	92.11% 70	6.58% 5	1.32% 1	76	1.91
Admission services at the hospital	90.79% 69	6.58% 5	2.63% 2	76	1.88
Emergency services at the hospital (e.g.: triage, nurses, emergency doctors, etc.)	86.84% 66	11.84% 9	1.32% 1	76	1.86
Telephone health line	84.21% 64	14.47% 11	1.32% 1	76	1.83
GN Communications (press releases, forms, policies, annual reports, etc.)	78.95% 60	18.42% 14	2.63% 2	76	1.76
Mental health care and programs	73.68% 56	25.00% 19	1.32% 1	76	1.72
Medical interpreting service	76.32% 58	18.42% 14	5.26% 4	76	1.71
Suicide prevention program	75.00% 57	19.74% 15	5.26% 4	76	1.70
Family care	72.37% 55	25.00% 19	2.63% 2	76	1.70
Medical specialist (e.g., cardiologist, otorhinolaryngologist, obstetrician-gynecologist, pediatrician, gastroenterologist, orthopaedist, surgeon, etc.)	72.37% 55	23.68% 18	3.95% 3	76	1.68
Health insurance (health card service)	71.05% 54	25.00% 19	3.95% 3	76	1.67
Chronic illnesses management program (e.g., diabetes, asthma, dialysis, etc.)	72.37% 55	21.05% 16	6.58% 5	76	1.66
Pharmacy services	67.11% 51	30.26% 23	2.63% 2	76	1.64
Audiology and/or speech-language pathology services	64.47% 49	30.26% 23	5.26% 4	76	1.59
Hospital diagnostic services (e.g.: blood samples, X-rays, ultrasound, etc.)	65.79% 50	27.63% 21	6.58% 5	76	1.59
Telehealth	64.47% 49	30.26% 23	5.26% 4	76	1.59
Public awareness campaigns (e.g., Atii anti-smoking campaign, Drop the pop, campaigns against STDs, etc.)	63.16% 48	31.58% 24	5.26% 4	76	1.58
Dental hygiene program	59.21% 45	35.53% 27	5.26% 4	76	1.54
Request for a certificate (birth, marriage or death)	59.21% 45	34.21% 26	6.58% 5	76	1.53

Out-of-territory specialized services	57.89% 44	36.84% 28	5.26% 4	76	1.53
Home care services	59.21% 45	30.26% 23	10.53% 8	76	1.49
Addictions services	57.89% 44	31.58% 24	10.53% 8	76	1.47
Vaccination program	51.32% 39	39.47% 30	9.21% 7	76	1.42

* The average is calculated using the following weights: High Priority: 2; Low Priority: 1; No Priority: 0.

18. REGARDING JUSTICE AND PUBLIC SAFETY, WHAT PRIORITY WOULD YOU GIVE TO HAVING ACCESS TO FRENCH IN THE FOLLOWING PROGRAMS AND/OR SERVICES?					
	High priority	Low priority	Not a priority	Number of respondents	Average*
Legal aid	88.00% 66	9.33% 7	2.67% 2	75	1.93
Nunavut Court of Justice (including front-line staff and interpretation services)	84.21% 64	13.16% 10	2.63% 2	76	1.89
Services of the RCMP	84.21% 64	13.16% 10	2.63% 2	76	1.89
Emergency telephone service (e.g., 4422 for the city of Iqaluit)	82.89% 63	14.47% 11	2.63% 2	76	1.88
Coordination of emergency measures	77.63% 59	18.42% 14	3.95% 3	76	1.86
Victim services to victims of crime	65.33% 49	26.67% 20	8.00% 6	75	1.81
Human Rights Tribunal	75.34% 55	21.92% 16	2.74% 2	73	1.81
GN Communications (press releases, forms, policies, annual reports, etc.)	72.37% 55	25.00% 19	2.63% 2	76	1.78
Family law services (child care subsidy program, execution of child/spousal support orders, etc.)	68.92% 51	27.03% 20	4.05% 3	74	1.77
By-law enforcement services	49.33% 37	38.67% 29	12.00% 9	75	1.73
Legal Registries (land and corporate)	47.37% 36	42.11% 32	10.53% 8	76	1.68
Office of the Fire Commissioner	41.33% 31	46.67% 35	12.00% 9	75	1.65
Correctional Services	34.21% 26	51.32% 39	14.47% 11	76	1.63
Office of the Public Trustee	34.67% 26	56.00% 42	9.33% 7	75	1.53

* The average is calculated using the following weights: High Priority: 2; Low Priority: 1; No Priority: 0.

19. WHAT MEASURES OR INITIATIVES DO YOU THINK MIGHT CONTRIBUTE TO THE MORE EFFECTIVE AND EFFICIENT DELIVERY OF GOVERNMENT OF NUNAVUT SERVICES IN FRENCH? PLEASE CHECK UP TO 5 ANSWERS.

Answer Choices	Responses	
Designate bilingual positions (mandatory French) within Nunavut's public service	73.68%	56
Prioritize services in French for front-line positions (positions providing direct service to the public)	60.53%	46
Adopt a communication policy applicable for all of the GN	44.74%	34
Build on existing services (e.g., identify the current linguistic profile within the GN)	39.47%	30
Introduce a strategic government action plan specific to the delivery of services in French	39.47%	30
Better inform the public on existing French services	31.58%	24
Review the GN's bilingual bonus policy	31.58%	24
Offer a language training program to GN employees	26.32%	20
Have GN employees take a language proficiency evaluation	25.00%	19
Combine all GN French services under one roof (e.g., develop a "single-window" concept)	23.68%	18
Create a community advisory committee to inform the GN of the needs of the community	22.37%	17
Introduce an active offer of services system, i.e. adopt a proactive approach to inform the public of the availability of services in French	21.05%	16
Introduce a management and accountability process	15.79%	12
Number of respondents		76

