

# Compliance with ILPA

**What are my obligations?** The obligations aim to provide **communications** with and **services** to the public in Inuktitut. All organizations must display, publish and offer the following **in Inuktitut**: **Public signs, Posters and commercial advertising, Reception services and customer or client services.**

The Inuktitut version of signs, posters and written documents must be at least as prominent as the other languages used.

Organizations that offer essential services (such as emergency and health services) and household, residential or hospitality services must also offer in Inuktitut:

- Notices, warnings, instructions or directions to users or consumers of their services
- Monthly bills, invoices and similar demands

Do I need to comply with these obligations right away?

No.

It is understood that it will take some time for the private sector to comply. However, all organizations are expected to start planning initiatives and implementing them. To guide you through the implementation phase, you can prepare an Inuit Language Plan.

What is an Inuit language plan?

An Inuit Language Plan is a tool that organizations can use to manage compliance with the *Inuit Language Protection Act*. A Plan contains information on the following:

- The nature of your organization's activities
- Measures, policies and practices proposed for communications and services, accompanied by a schedule for implementing these
- Your organization's ability to offer communications and services in the Inuit language
- How the Inuit Language Plan and the availability of communications and services in the Inuit language will be publicized

Once an Inuit Language Plan is completed, the Office of the Languages Commissioner may provide comments or suggestions and can approve the Plan.

What happens if I don't comply?

If you do not comply, a concern about your organization might be raised to the Office of the Languages Commissioner, which will be investigated. These could be concerns about a document, sign or notification that is not in the Inuit language, or services by a business being offered only in English and/or French.

If your organization has submitted an Inuit Language Plan, the Office will review the plan and ensure whether it is being implemented.

If your organization has not submitted a Plan, the Office may ask your organization to prepare one to show that it will be working towards compliance.

What if it is impossible for my organization to comply with some of obligations?

If implementing the obligations would cause undue hardship or if your organization is oriented towards a non-Inuit linguistic or cultural community, you may apply for an accommodation. An accommodation is a less onerous measure than what is described in the *Inuit Language Protection Act*. Therefore your organization would still have to comply to the obligations, but to a lesser extent.

To apply for an accommodation, you must complete an Inuit Language Plan and an accommodation request, available on the Office of the Languages Commissioner's website.



**For more information, please contact:**  
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