

*Communications with and Services to Nunavummiut*

**Languages Services Guidelines for  
the Government of Nunavut**



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## 1. Preamble

The following guidelines are intended to support the Government of Nunavut in its delivery of language services to the public, in accordance with its legal obligations under federal and territorial official languages legislation and Canada's Constitution.

These Guidelines are a reflection of the Government of Nunavut's commitment to language services.

## 2. Principles

The Government of Nunavut should consider the following principles when implementing these guidelines:

- Nunavut's Inuktitut speaking majority has the right to communicate with and receive services from the Government of Nunavut in Inuktitut, in accordance with the *Official Languages Act* of Nunavut.
- Nunavut's Inuinnaqtun speakers should have the ability to access services in Inuinnaqtun from all the Government of Nunavut's Headquarters as well as in the communities of Cambridge Bay, Kugluktuk, Bathurst Inlet and Umingmaktok.
- Nunavut's French and English speaking minorities have the right to communicate with and receive services from the Government of Nunavut in the French and English languages, in accordance with the *Official Languages Act* of Nunavut, the *Official Languages Act* of Canada, and Canada's *Charter of Rights and Freedoms*.
- The protection, promotion and use of Inuktitut is one of the Government of Nunavut's most important objectives.
- The delivery of services in Inuktitut and Inuinnaqtun is critical to the government's efforts to ensure the maintenance, enhancement and use of this language in Nunavut.
- Government communication in all of Nunavut's languages is essential to ensure that all Nunavummiut are treated equally in terms of their ability to access and benefit from government programs and services.

### 3. Application

These Guidelines apply to all departments, boards, agencies and crown corporations of the Government of Nunavut.

These Guidelines shall also apply to GN contracting and procurement, in accordance with section 7.11 below.

### 4. Definitions

**Headquarters Office** – any office of the Government of Nunavut headed by an Assistant Deputy Minister, a Director or equivalent.

**Decentralized Headquarters Office** – any Headquarters office located outside of Iqaluit.

**ICI Standardized Orthography** – a standardized format for writing Inuktitut / Inuinnaqtun developed by the Inuit Cultural Institute.

**Interpretation** – the verbal explanation in one of Nunavut's languages of something said in another of Nunavut's languages.

**Inuinnaqtun** – the Inuit language as it is spoken in the communities of Kugluktuk (Qurluqtuq), Cambridge Bay (Iqaluktuuttiaq), Bathurst Inlet (Qingaut) and Umingmaktok (Umingmaktuuq). Inuinnaqtun is written in roman orthography.

**Nunavut's Languages** – for the purposes of these Guidelines, the languages of Nunavut are Inuktitut, Inuinnaqtun, English and French.

**Languages Transfer Card** – a card affixed to all Government of Nunavut telephones that enables staff to transfer callers to staff designated to provide services in Nunavut's languages.

**Translation** – the conversion, in written form, of a document from one of Nunavut's languages to another one of Nunavut's languages.

## 5. Authority and Accountability

- These Guidelines are issued under the authority of the Executive Council, which has the authority to make exceptions and approve revisions to the Guidelines.
- All Ministers are responsible for the implementation of these Guidelines in accordance with the appended *Implementation Strategy*.
- Deputy Heads are accountable to their respective Ministers for the application of the Languages Services Guidelines (including the appended *Implementation Strategy*) within their areas of responsibility.

## 6. Spoken Communications

### 6.1 Government Services and Programs

- i. **Health:** All health facilities should have interpreters available for each of Nunavut's languages for the community in which the facility is located, in accordance with Section 8, below. Interpreters should be provided by the health care facility whenever required by a patient.
- ii. **Emergency Information:** The Government of Nunavut should ensure that in emergency situations, information impacting the health and safety of the public be broadcast in all of Nunavut's languages as outlined in section 8, below.

### 6.2 Serving the Public in Person

**Headquarter Obligations:** Headquarters of the Government of Nunavut (including Decentralized Headquarter Offices) should have positions designated to serve the public in all of Nunavut's languages.

**Regional, Community and Local Offices:** All Government of Nunavut offices that are not headquarters offices, should have employees who are designated to serve the public in person in the languages of Nunavut in accordance with Section 8.2.

### 6.3 Serving the Public by Telephone

**Headquarter Obligations:** Headquarters of the Government of Nunavut should have positions designated to answer calls from the public in all of Nunavut's languages.

**Other Obligations:** All Government of Nunavut offices that are not headquarters, should have employees who are designated to answer calls from the public in person in Nunavut's languages in accordance with Section 8.2.

Employees who do not speak one of Nunavut's languages as required for their office should have the ability to tell the caller that he/she will be transferred to someone who can speak that language. For the purposes of facilitating transfers, each telephone within the Government of Nunavut should have a languages transfer card affixed to it.

#### ***Voice Mail***

All GN employees in recording their voice mail messages should use Nunavut's languages required for their office as outlined in section 8. However, this does not mean that the entire voice mail message must be repeated in its entirety in all languages.

***Toll-free numbers***

Any toll-free number operated by an organization of the Government of Nunavut with the objective of offering a Nunavut-wide government service should have operators who can respond to the public in all of Nunavut's languages.

***Automated Telephone Services***

Any automated service of a Government of Nunavut department or organization that provides information to the public by telephone should be available in all of Nunavut's languages.

**6.4 Interpreting at public meetings**

Any Government of Nunavut department that holds public meetings should make interpreting available in Nunavut's languages in accordance with Section 8.2, or should provide the opportunity for a separate meeting to be conducted in a specific language.

The Government of Nunavut department that is conducting the meeting is responsible for arranging for interpreters to be present.

**6.5 Radio and television public announcements**

All Government of Nunavut radio and television public announcements should be broadcast in Nunavut's languages in accordance with Section 8.2. Announcements may be broadcast in different languages on different radio or television stations, taking advantage of broadcasts available in those languages.

Territorial-wide announcements should be broadcast in all of Nunavut's languages.

## **7. Written Communications**

### **7.1 Language Profiles**

All Government of Nunavut job descriptions should include a language profile that indicates which of the languages candidates for the position are required to speak and/or write. This information should appear in all advertising for those positions.

### **7.2 Employee Duties**

Employees who speak more than one of Nunavut's languages may be called upon to provide services in those languages and should receive the Bilingual Bonus.

### **7.3 Staff Lists**

Each department should maintain up-to-date staff lists in each of Nunavut's languages in the GN's Public Folders. Employees may use this information to ensure their business cards and signature blocks comply with the Languages Services Guidelines.

### **7.4 The Use of ICI Standardized Orthography**

The use of ICI standardized orthography in syllabics and roman orthography is required for all documents written in Inuktitut and Inuinnaqtun.

Departments will use the ICI standardized writing systems according to guidelines established by the Department of Culture, Language, Elders and Youth.

### **7.5 Standard Fonts**

All new Government of Nunavut computers shall be equipped with Unicode-compliant fonts.

All Government of Nunavut documents in Inuktitut shall be written using a Unicode-compliant font.

### **7.6 Correspondence**

All written correspondence with a member of the public should be in the same language used by that person in his/her original correspondence.

When a language preference is not known, the correspondence should be in Inuktitut and English except if the correspondence is addressed to a resident of Cambridge Bay (Iqaluktuuttiaq), Kugluktuk (Qurluqtuq), Bathurst Inlet (Qingaut), or Umingmaktok (Umingmaktuuq), in which case it should be in Inuinnaqtun and English.



## **7.7 Letterhead & Envelopes**

Government of Nunavut letterhead and envelopes should show the departmental name in all of Nunavut's languages when the department's name is used. If the letterhead includes the department's address, it should also appear in all of Nunavut's languages.

## **7.8 E-mail Signature Blocks**

All Government of Nunavut employees should include a signature block in their e-mail that provides their contact information in all of Nunavut's languages. The signature block is not required for replies to messages.

## **7.9 Public Documents**

- i) The following written material should be made available to the public in all of Nunavut's languages:
- Any written document that is of significant importance to the health or safety of members of the public;
  - Any document that the Deputy Minister of the department in question deems of significant interest to the public.
  - Government of Nunavut web pages, excluding attachments and external links;
  - Information/instructions related to the completion of forms;
  - Licences, permits and invoices issued by the Government of Nunavut;
  - Posters and other promotional material.

Where speed is of the essence for the health and safety of Nunavummiut, the document should be provided in any language available as quickly as possible, and in the remaining languages as soon as practicable.

- ii) Documents requiring translation that are 10 pages or less in length should be available in all of Nunavut's languages at the time of their distribution to the public. Documents requiring translation that are more than 10 pages should be made available in all of Nunavut's languages as soon as practicable. In the interim, such documents should include a cover page with the following information in all of Nunavut's languages:

- the title
- a brief summary of its contents
- the date by which the document will be available in all of Nunavut's languages

- iii) Documents not listed in subsection (i) above should be reviewed to ensure compliance with section 11 of the *Official Languages Act (Nunavut)* respecting "Instruments Directed to the Public".

Any documents, not listed in subsection (i) above that are of particular interest to one of Nunavut's language groups, should be translated into the language of that community.

### **7.10 Job Postings**

In accordance with Article 23 of the *Nunavut Land Claims Agreement*, job postings, that are posted in public places in Nunavut should appear in Nunavut's languages as outlined in section 8.2 below.

The language profile for each position should be included in all advertising, in accordance with Section 7.1 above.

### **7.11 Requests for Proposals, Tender Calls and GN Contracting**

Where applicable, GN Requests for Proposals, Tender Calls and Contracts for Goods and Services involving public services, information or visibility, should indicate that the *GN Language Services Guidelines* apply to the work carried out on behalf of the government.

Any contracts signed as a result of a request for proposal or tender call should also specify the deliverables which will result from the application of the GN's Language Services Guidelines to the Contract, including:

- interpretation or translation service requirements;
- the requirement to provide documents in more than one language;
- terminology development requirements;
- the use of the ICI standardized writing system in both Inuktitut and Inuinnaqtun;
- the use of Unicode-compliant fonts for syllabics
- the languages used on signs

### **7.12 Forms**

All forms that are used by members of the public should be available from any Government of Nunavut offices that issue them in Inuktitut, Inuinnaqtun, English and French.

### **7.13 Business Cards**

Business cards produced for any employee of the Government of Nunavut should contain all information in Inuktitut, Inuinnaqtun, English and French.

## **7.14 Signs**

### *On the Exterior of Buildings*

All exterior signs placed on buildings or facilities that house offices of the Government of Nunavut should appear in Inuktitut, Inuinnaqtun, English and French. All languages should be equally prominent. This includes buildings where the Government of Nunavut rents or leases office space.

### *Directional signage*

Except where pictograms are used, directional signage (for vehicles or pedestrians) on Government of Nunavut property should appear in the languages of the community in which the office is located, in accordance with Section 8.2 below. All languages should be equally prominent.

### *Interior Signs and notices*

All official interior signs and notices placed in buildings and offices of the Government of Nunavut in the Territory's capital should appear in all of Nunavut's languages. Those in all other communities should appear in the languages of the community in which the office is located, as outlined in section 8.2 below. All languages should be equally prominent.

### *Health, Safety or Security*

Where the Government of Nunavut uses written notices or signs designed to alert the public to hazards related to public health or to radioactive, explosive, chemical, biological or environmental hazards of a similar nature, these notices and signs should appear in Inuktitut, Inuinnaqtun, English and French. All languages should be equally prominent.

### *Park Signage*

Except where pictograms are used, all signs posted within the boundaries of territorial parks in Nunavut should appear in all of Nunavut's languages. All languages should be equally prominent.

## **7.15 Display of Other Public Information**

All signs, posters, exhibits and other public information posted in a Government of Nunavut office and not covered by section 7.15, above, should appear in all of Nunavut's languages, unless these materials are targeted to a specific language group.

## 8. Languages by GN Office and Community

### 8.1 Languages Offered by GN Headquarters

All GN Headquarters should provide services in all of Nunavut's languages.

### 8.2 Significant Demand

The following list should be used for the purposes of interpreting “significant demand” as cited in section 14 of the *Official Languages Act*, except in situations where there is otherwise a constitutional or legal requirement.

<b>Community Name in Inuktitut/Inuinnaqtun (ICI standardized orthography)</b>	<b>Official English Name</b>	<b>Languages</b>
Arviat	Arviat	Inuktitut / English
Ausuittuq	Grise Fiord	Inuktitut / English
Igluligaarjuk	Chesterfield Inlet	Inuktitut / English
Iglulik	Igloolik	Inuktitut / English
Ikpiarjuk	Arctic Bay	Inuktitut / English
Iqaluit	Iqaluit	Inuktitut/English/French
Iqaluktuuttiaq	Cambridge Bay	Inuinnaqtun / English
Kangiqliniq	Rankin Inlet	Inuktitut / English
Kangiqtugaapik	Clyde River	Inuktitut / English
Kimmirut	Kimmirut	Inuktitut / English
Kinngait	Cape Dorset	Inuktitut / English
Kuugaaruk	Kugaaruk	Inuktitut / English
Mittimatalik	Pond Inlet	Inuktitut / English
Naujaat	Repulse Bay	Inuktitut / English
Panniqtuuq	Pangirtung	Inuktitut / English
Qamani'tuaq	Baker Lake	Inuktitut / English
Qausuittuq	Resolute	Inuktitut / English
Qikiqtarjuaq	Qikiqtarjuaq	Inuktitut / English
Qingaut	Bathurst Inlet	Inuinnaqtun / English
Qurluqtuq	Kugluktuk	Inuinnaqtun / English
Salliq	Coral Harbour	Inuktitut / English
Sanikiluaq	Sanikiluaq	Inuktitut / English
Sanirajak	Hall Beach	Inuktitut / English
Talurjuaq	Taloyoak	Inuktitut / English
Tikrarjuaq	Whale Cove	Inuktitut / English
Umingmaktuuq	Umingmaktok	Inuinnaqtun / English
Uqsuqtuuq	Gjoa Haven	Inuktitut / English

### **8.3**

Nothing in this guideline, or which has been omitted from this guideline, is intended to derogate from any legal, constitutional or customary right or privilege with respect to the delivery of government programs and services in any official language of Nunavut.

## **9. Translation Services**

Translations of written documents from one of Nunavut's languages to another should be provided in accordance with the Government of Nunavut's Translation Policy.

## **10. Representation**

The Government of Nunavut bodies to whom these Guidelines apply should consider representation from all of Nunavut's language groups when making appointments to territorial boards, commissions, agencies, and other bodies as may be established from time to time.