



**Δοῦνῃ: Ἐν ἑβραϊστὶ 1**

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ᐅᑦᑲᐅᑦᓄᑦ ᑲᑦᑦᑲᑦ ᑦᑲᑦᑲᑦ ᓄᓇᑭᑦ  
Uqauhinut Kamisinaup Havakiva Nunavunmi  
Office of the Languages Commissioner of Nunavut  
Bureau du commissaire aux langues du Nunavut



**2** | ᐱᕋᕈᕐᕐ ᐅᓂᔭᕐ 2018-2019 ᐅᕋᐅᕐᕐ ᑲᒥᕐᕐ ᐱᕋᕈᕐᕐ



1.

## መጋቢት ለገጠናውና ለግብረሰብ ጥራትና ጥቅም ማረጋገጫ

የግብርና ሚኒስቴር  
መጋቢት ለገጠናውና ለግብረሰብ  
ጥራትና ጥቅም  
ፈጠራዊ ሚኒስቴር  
አዲስ አበባ

ጥቅም ለገጠናውና ለግብረሰብ:

የግብርና ሚኒስቴር 24(1) የጥቅም ለገጠናውና ለግብረሰብ ማረጋገጫ ስልጣን ለግብርና ሚኒስቴር  
2018-2019 የጥቅም ለገጠናውና ለግብረሰብ ማረጋገጫ ስልጣን ለግብርና ሚኒስቴር.

ጥቅም ለገጠናውና ለግብረሰብ ማረጋገጫ ስልጣን 1, 2018, ሰኔ 31, 2019.

የግብርና ሚኒስቴር የጥቅም ለገጠናውና ለግብረሰብ ማረጋገጫ ስልጣን ለግብርና ሚኒስቴር  
ፈጠራዊ ሚኒስቴር የጥቅም ለገጠናውና ለግብረሰብ ማረጋገጫ ስልጣን 24(2) የጥቅም ለገጠናውና ለግብረሰብ ማረጋገጫ ስልጣን.

ለግብርና ሚኒስቴር,

ዘጠኝ ዋ. ዋ. ዋ.  
የጥቅም ለገጠናውና ለግብረሰብ ማረጋገጫ ስልጣን





ፊርማው፡ ሲደረግበት ሁኔታዎችን ለማረጋገጥና ለሰላምና ለህብረተሰቡ ጋራ ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡

ወደፊት ለሚገኝ ሁኔታዎች ፊርማውን በሚፈቀድበት ሁኔታ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡ ፊርማውን ለሚፈቀድበት ሁኔታ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡ ፊርማውን ለሚፈቀድበት ሁኔታ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡

ሲደረግበት ሁኔታዎችን ለማረጋገጥና ለሰላምና ለህብረተሰቡ ጋራ ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡

ፊርማውን ለሚፈቀድበት ሁኔታ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡



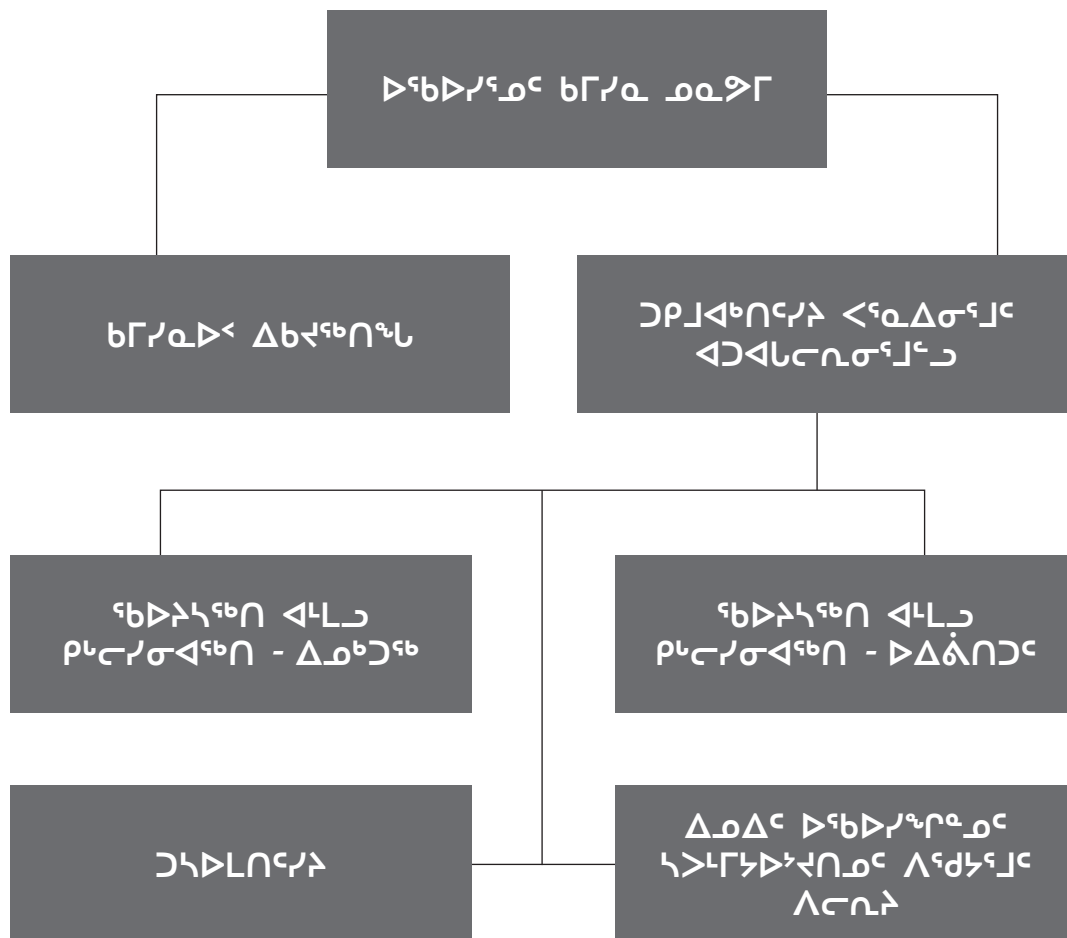
Hailu B. Pareda

- 1 ልማት ምክር ቤቱ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡
- 2 ልማት ምክር ቤቱ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡
- 3 ልማት ምክር ቤቱ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡
- 4 “ልማት ምክር ቤቱ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡
- 5 ልማት ምክር ቤቱ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡
- 6 ልማት ምክር ቤቱ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡
- 7 ልማት ምክር ቤቱ ለሰላም ማስፈጸም ያለባቸውን ጥረትና ልማት ምክር ቤቱ ለሰላም ማስፈጸም ለሚችል ሁኔታዎች ላይ ያተኮረ ነው፡፡



### 3.

## በገጠና ላይ የሚከናወኑ የፍትሕ ስርዓቶች







**8** | ᐃᑦᑭᑭᑦ ᐅᑦᑭᑭᑦ 2018-2019 ᐅᑦᑭᐅᑦᑭᑦ ᑲᑦᑭᑦᑭᑦ ᐃᑦᑭᑭᑦ



## 9





### 6.3. $\mathcal{H}^1$ - $\mathcal{H}^2$ ለጥያቄው ልዩነት ጥያቄ

[illegible]

<p> <b>ፈርዲናንድስ ድጋፍ ለፍትህ</b> </p>	<p> <b>ፌዴራል ድጋፍ ለፍትህ</b> </p>
<p> ጋራ ለፍትህ ድጋፍ  ፈርዲናንድስ ድጋፍ ለፍትህ፣  ፍትሕን ለማስፈጸም </p>	<p> ፌዴራል ድጋፍ ለፍትህ </p>
<p> ፈርዲናንድስ ድጋፍ ለፍትህ፡ </p> <ul style="list-style-type: none"> <li>ጋራ ለፍትህ ለፍትህ ለፍትህ</li> <li>ፍትሕን ለማስፈጸም</li> <li>ጋራ ለፍትህ ለፍትህ ለፍትህ</li> </ul>	<p> ፌዴራል ድጋፍ ለፍትህ፡ </p> <ul style="list-style-type: none"> <li>ጋራ ለፍትህ ለፍትህ ለፍትህ</li> <li>ፍትሕን ለማስፈጸም</li> <li>ጋራ ለፍትህ ለፍትህ ለፍትህ</li> </ul>
<p> ፍትሕን ለማስፈጸም ለፍትህ  ‘ፍትሕን ለማስፈጸም ለፍትህ’  ፍትሕን ለማስፈጸም ለፍትህ  ፍትሕን ለማስፈጸም ለፍትህ </p>	<p> ፍትሕን ለማስፈጸም ለፍትህ  ፍትሕን ለማስፈጸም ለፍትህ </p>
<p> ፍትሕን ለማስፈጸም ለፍትህ  ፍትሕን ለማስፈጸም ለፍትህ </p>	<p> ፍትሕን ለማስፈጸም ለፍትህ (ፍትሕን ለማስፈጸም ለፍትህ)  ፍትሕን ለማስፈጸም ለፍትህ </p>
<p> ፍትሕን ለማስፈጸም ለፍትህ፣  ፍትሕን ለማስፈጸም ለፍትህ  ፍትሕን ለማስፈጸም ለፍትህ </p>	<p> ፍትሕን ለማስፈጸም ለፍትህ፣  ፍትሕን ለማስፈጸም ለፍትህ  ፍትሕን ለማስፈጸም ለፍትህ </p>

[illegible]



መደቃርቢ፣ ለጎረቤታችሁ ልማት ልማት ልማት ልማት ልማት<sup>10</sup>

[illegible]

10  $C\Delta b^{\mathfrak{A}}L^{\mathfrak{A}}\Delta^{\mathfrak{A}}a^{\mathfrak{A}}b^{\mathfrak{A}}$ ,  $L^{\mathfrak{A}}\Delta^{\mathfrak{A}}L^{\mathfrak{A}}b^{\mathfrak{A}}$  4.  $\mathfrak{m}\mathfrak{a}\mathfrak{g}\Gamma\cap\Gamma\Delta^{\mathfrak{A}}\mathfrak{r}^{\mathfrak{A}}C\Delta J^{\mathfrak{A}}b^{\mathfrak{A}}C\Delta\mathfrak{r}^{\mathfrak{A}}L^{\mathfrak{A}}\mathfrak{r}^{\mathfrak{A}}C\Delta\mathfrak{J}^{\mathfrak{A}}b^{\mathfrak{A}}\mathfrak{h}\sigma^{\mathfrak{A}}\Delta, <\Delta^{\mathfrak{A}}L^{\mathfrak{A}}\dot{C}\dot{\rho}\mathfrak{a}\Delta^{\mathfrak{A}}\mathfrak{r}^{\mathfrak{A}}C\Delta\sigma^{\mathfrak{A}}J^{\mathfrak{A}}C\Delta^{\mathfrak{A}}L^{\mathfrak{A}}\Delta^{\mathfrak{A}}C\Delta\sigma^{\mathfrak{A}}J^{\mathfrak{A}}C\Delta^{\mathfrak{A}}\Lambda^{\mathfrak{A}}d^{\mathfrak{A}}b^{\mathfrak{A}}\cap J^{\mathfrak{A}}C.$



- [illegible]

ᐃᓄᑦᐅᑦ ᐱᓚᑦᑦᑦᑦ ᐱᑦᑦᑦᑦᑦᑦᑦᑦ

- [illegible]

Երևանի քաղաքապետարանի քաղաքականության  
 ղեկավար Գևորգ Բաղդասարյանը և Երևանի  
 քաղաքապետ Զավեն Ագոստյանը

- [illegible]









- [illegible]

### 7.3. $\Delta \mathcal{O}^b \mathcal{C}^c \supset \mathcal{C}^a \mathcal{A}^b \mathcal{C}^c$

- ጋካፊኒፕብሩሮጋር ጋጋፊኒፕብሩሮ (ለፎርሩብጋር ሲረጋገጥ) ካረፈ፡ጋር ፊኒፕብሩሮና ፊኒፕብሩሮና ፊኒፕብሩሮና ፊኒፕብሩሮና (ፊኒፕብሩሮ) ፊኒፕብሩሮ ፊኒፕብሩሮና *Les Rendez-vous de la Francophonie* (ፊኒፕብሩሮ).

## 7.4. ΛCnΔC

- ድንገተኛ ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡
- የጥቅም ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡
- የጥቅም ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡
- የጥቅም ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡ ለጥቅም የሚያገለግሉት ምርመራዎች ለጥቅም አይደሉም፡፡

- [illegible]

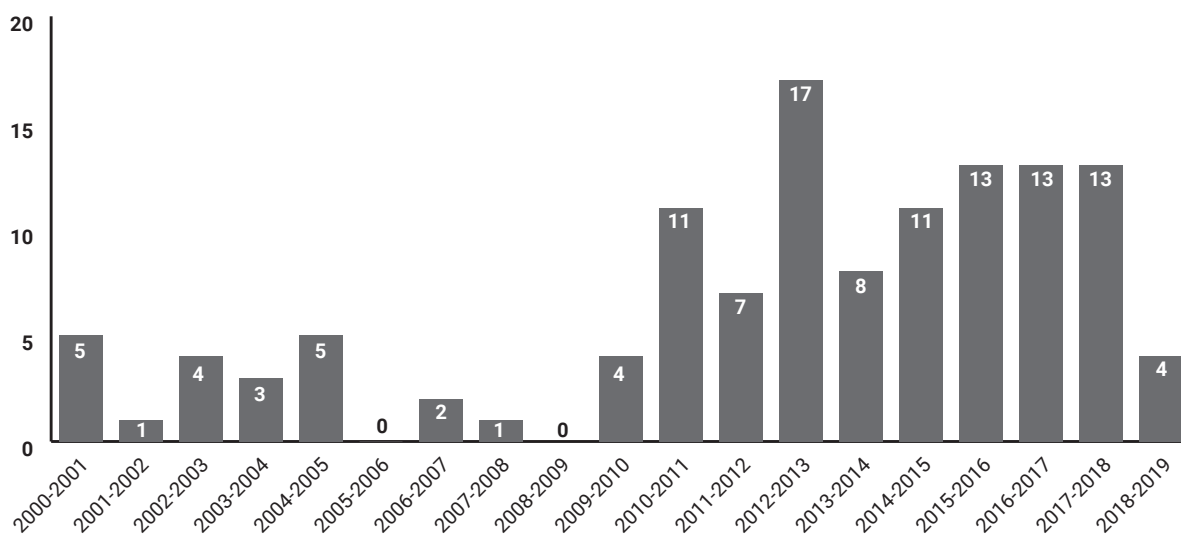
## 7.5. $\triangleleft \triangleright \subset \sigma^{\epsilon} \rfloor^{\epsilon}$

- [illegible]



## ԳԵՊԱՆԵՏՎԻՇ ԸԺՐՎՅՈՐԸ

ከግንባር 121 ልሳጋርታዊ ህልውናዎች  
ላሳጡበት ድረስ ከግንባር ወጪ  
ላሳጡበት ድረስ 2000 ላሳጡበት 2019, ርዕሰ  
69 (57%) ከግንባር ወጪ ላሳጡበት 52  
(43%) ከግንባር ወጪ ላሳጡበት



**20** | ᐃᓴᑲᑲᑦ ᐅᓂᓐᓴᑦ 2018-2019 ᐅᓴᐅᑲᓴᓂᑦ ᐅᑲᑲᑲᑦ ᐃᓴᓴᓴᑦ





- [illegible]

ለኢንፎርሜሽን ማግኘት

- [illegible]

[illegible]

- [illegible]

**ᄒᆞᆫ ᄇᆡᆯᆫ ᄂᆞᆫ**

- [illegible]

[illegible]

- [illegible]

[illegible][illegible][illegible]



[illegible][illegible]





[illegible][illegible][illegible]

- [illegible]

[illegible]

[illegible]

၇၄၆၆၆ ၁

[illegible]

ኤፌልጋሙኒ ልሲኒር	ላፖሙሮ ልሲኒር
ኮላሎላፖሊፍጋ	3
ኮላሎላፖሊፍሮጋ	1
<b>ኮሎላ</b>	<b>4</b>

Cd<sup>b</sup>L<sup>9b</sup> 2

[illegible]

ጋላኖቡርግ ርዕሰ ጉዞ	ጠቅላይ ርዕሰ ጉዞ
ጋላኖቡርግ (ጋላኖቡርግ ርዕሰ ጉዞ)	1
ጋላኖቡርግ (ጋላኖቡርግ ርዕሰ ጉዞ)	3
ጋላኖቡርግ	4

Cd<sup>b</sup>L<sup>9b</sup> 3

ΔΗΛΩΝΩ ΉΜΕΛΑΙ  
ΕΞΕΛΕΞΑΜΕΝΟΙ

[illegible]

Cd<sup>b</sup>L<sup>9b</sup> 4

ԵՎԴՈՆԻԿԱՅԻՐԻՉԸ    ՃԻՆՉԱԳԵՉԵՆ  
ՔՐՈՋԻՆՏԻՐԸ

[illegible]

# ልዩ ስርዓት ለጥቅም ስራ ለጥቅም ስራ ለጥቅም ስራ ጥቅም ስራ - 2018-2019

ጥቅም ስራ	ልዩ ስርዓት		
	ጥቅም ስራ (3)	ጥቅም ስራ (1)	ጥቅም ስራ (4)
ልዩ ስራ	3 ስርዓት 75%	1 ስርዓት 25%	4 ስርዓት 100%
ጥቅም ስራ	0 0%	0 0%	0 0%
ጥቅም ስራ	0 0%	0 0%	0 0%
ጥቅም ስራ	3 ስርዓት 75%	1 ስርዓት 25%	4 ስርዓት 100%

## ጥቅም ስራ ለጥቅም ስራ

1. ለጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ

ልዩ ስርዓት ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ

## 2. ለጥቅም ስራ ለጥቅም ስራ

ልዩ ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ

ልዩ ስርዓት ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ  
ጥቅም ስራ ለጥቅም ስራ





ᐃᓄᓗᑦᑕᓄᑦ ᐱᓗᑦᓯᑦᑕᓗᑦ	ᐃᓄᑦᑎᓗᑦ	ᐃᓄᐃᓐᓇᑦᑕᓗᓐ	ᐅᐃᐃᑦᑎᓗᑦ	ᑦᑕᓗᑦᑕᓗᑦ
ᐃᓄᐃᑦ ᐅᑦᑕᐅᓯᓐᓯᓐᓂᑦ ᑕᐃᓴᓯᑕᐅᑦᑕᑦᑎᑦ	94%	0%	0%	94%
ᐅᑦᑕᑦᑕᓐ ᓴᓯᓯᓐᓇᑦᑕᓐᓇᑦ ᓄᓇᓴᓯ	59%	53%	56%	100%
ᓄᓇᓴᓯ ᓇᑦᑎᓐᓇᓐᓄᑦ ᐃᓴᑦᑕᓐᓇᑦᑕᓐ ᓄᐃᓴᓐᓇᑦ	72%	0%	70%	100%
ᓄᓇᓴᓯ ᐱᓐᓇᑦᑕᓐᓇᑦᑕᓐᓇᑦ ᓄᐃᓴᓐᓇᑦ	97%	23%	23%	100%
ᓄᓇᓴᓯ ᐃᓐᓇᓐᓇᑦᑕᓐᓇᑦ	53%	30%	33%	98%
ᓄᓇᓴᓯ ᐃᓄᐃᑦ ᐱᓐᓇᑦᑕᓐᓇᑦᑕᓐᓇᑦ ᓇᑕᑦᑎᑦ	100%	91%	100%	100%
ᓄᓇᓴᓯ ᐃᑦᑕᓇᓇᓐᓇᑦᑕᓐᓇᑦ ᐅᑦᑕᓐᓇᑦᑕᓐ ᑎᑎᑦᑕᓐᓇᑦ	55%	0%	61%	100%
ᑦᑕᓐᓇᑦᑕᓐ ᓄᓯᓐᓇᑦᑕᓐᓇᑦᑕᓐᓇᑦ	92%	88%	92%	100%
ᐃᑦᑕᓇᓇᓐᓇᑦᑕᓐ ᐃᑕᓇᓇᓐᓇᑦᑕᓐᓇᑦ ᐃᓐᓇᑦᑕᓐᓇᑦᑕᓐᓇᑦᑕᓐᓇᑦ	89%	29%	93%	100%

ᑦᑕᓗᑦᑕᓐᓇᑦᑕᓐᓇᑦ	ᐅᐃᐃᑦᑎᓗᑦᑕᓐᓇᑦ
ᓄᓇᓴᓯ ᓯᑕᓐᓇᑦᑕᓐᓇᑦ * ᑦᑕᓐᓇᑦᑕᓐ ᓄᓇᓴᓯ ᐃᑦᑕᓇᓇᑦᑕᓐ ᑕᑎᐅᓐᓇᑦ ᐃᑦᑕᓇᓇᑦᑕᓐ ᐃᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ ᑕᑎᐅᓐᓇᑦ ᐃᑦᑕᓇᓇᑦᑕᓐ ᐃᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ ᑕᑎᐅᓐᓇᑦ ᓄᓇᓴᓯ ᐃᑦᑕᓇᓇᑦᑕᓐᓇᑦ*	ᓄᓇᓴᓯ ᐅᐃᐃᑦᑕᓐ ᐃᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ ᑕᑎᐅᓐᓇᑦ

\* ᐃᓯᐃᑦᑕᓐᓇᑦᑕᓐ ᓴᑦᑕᓐᓇᑦᑕᓐ ᓴᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ ᐃᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ, ᓯᓴᓇᓴᓯ ᓴᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ ᓴᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ ᓴᑦᑕᓇᓇᑦᑕᓐᓇᑦᑕᓐ.





A =  $\wedge \triangleright \neg \neg \triangleright \supset$  (80 to 100%)  
 B =  $\wedge \triangleright \neg \supset$  (65 to 79%)  
 C =  $\neg \neg \neg \triangleright \supset$  (50 to 64%)  
 D =  $\wedge \triangleright \neg \neg \neg \neg \neg \neg$  (0 to 49%)

[illegible]

<b>ᐊሥቶ ወድርጅ ለኦሮሚያ ባለስልጣን<sup>24</sup></b>	<b>2014–2015</b>	<b>2015–2016</b>	<b>2016–2017</b>	<b>2017–2018</b>	<b>2018–2019</b>
ወድር ክፍል	A	A	A	A	<b>A</b>
ፎካል አገልግሎት	A	D	A	A	<b>A</b>
የዕድል ወድር ፋይናል ክፍል	-	B	A	A	<b>A</b>
የዕድል ወደብተኛነት	C	B	A	A	<b>A</b>

24 ሲከታተሉ ጋንዲናቸውን ለሰላም ለማግኘት ለሚችሉት ሁሉም ሰላማዊ መንገዶች ላይ ለመሳተፍ ይረዳቸዋል።

[illegible][illegible][illegible]





[illegible][illegible]



### 10.1. ႁႃႉႁၢၼ်ႉ

၁၄၆၆

- [illegible]

ለናቢብላጥፍጥፍ ወይም ለፍጥፍ

- የዋናው የጥያቄ ማረጋገጫ ሰነድ ለጥያቄው ላይ ያለውን ማረጋገጫ ማረጋገጥ ለማድረግ ማስገባት ይገባል፡፡

ԿԵՐԵՐԵՐ

- ᐅᐃᐸᐸᐸᐸᐸᐸ ᐸᐸᐸ 2019ᐸ, ᐸᐸᐸᐸᐸᐸᐸᐸ  
ᐸᐸᐸᐸᐸᐸᐸᐸᐸ ᐸᐸᐸᐸ 2019.

ለኢትዮጵያ ልማት ትራንስፎርሜሽን  
ክልላዊ ጥበቃና ጥበቃ  
ልማት ልማት ልማት ልማት

ՇԳՆՆ

- **ደጋፊ ልዩ ምርጫ ለጋራ ጥያቄ ምክር ቤቱ**  
 ለጥያቄ ምክር ቤቱ ለጋራ ጥያቄ ምክር ቤቱ  
 ለጥያቄ ምክር ቤቱ ለጋራ ጥያቄ ምክር ቤቱ

ለርሲብላኛ ምዕራብ ደቡብ

- $\Delta^{\mathbb{A}} \Gamma^{\mathbb{B}} \Sigma^{\mathbb{C}} \vdash \Delta^{\mathbb{A}} \Gamma^{\mathbb{B}} \Sigma^{\mathbb{C}} \vdash \Delta^{\mathbb{A}} \Gamma^{\mathbb{B}} \Sigma^{\mathbb{C}}$

## ԿԵՐԵՐԵՑ

- [illegible]

**Λ<sup>9</sup>bCDσ<sup>6</sup> 2018 Δ<sup>a</sup>cσ<sup>d</sup>σ<sup>e</sup>ησ<sup>f</sup>]c  
Λ<sup>g</sup>d<sup>h</sup>i]c ρΓ<sup>j</sup>ρσ<sup>k</sup>Δ<sup>l</sup>]c**

၁၄၆

- [illegible]





- ልዩፊደረጃ ወይም ጥቅም ስራ ለሚፈጸም ለሚችሉ ሰራተኛዎች የሚሰጥ ልዩ ልዩ ስልጣን ሊሰጥ ይችላል።

#### ለሰራተኛዎች ልዩ ስልጣን

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

#### ሥራዎች

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

#### ጋራ

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

#### ለሰራተኛዎች ልዩ ስልጣን

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

#### ሥራዎች

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

#### ጋራ

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

#### ለሰራተኛዎች ልዩ ስልጣን

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

#### ሥራዎች

- ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።

26 ለሰራተኛዎች ልዩ ስልጣን ለሚሰጥ ሰራተኛው ልዩ ስልጣን ሊሰጥ ይችላል።



ፅኑፍጥጥ 3 ልዩ ልዩ ስልጣን  
ሕግጥሙን ለማረጋገጥ

- ስልጣን ለሰጠው ሰው  
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**ΛCΛσ<sup>μν</sup> ρ<sup>αβγδ</sup> ε<sup>λκτθ</sup>**

- ኖቮምበር 2019. ስለጥቅምት 2019-2020.

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- $\Delta\sigma^b b_L \Delta^c \Pi \Delta^c \zeta^b >^b \Delta^c \zeta \Pi \Delta^c$   
 $\Delta\sigma^b b^c \Pi^a \sigma$  2019-2020.

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 $\Delta\sigma^b\dot{b}_L \Delta^c\dot{b}_L$  2019-2020.

**ፖሊስ ምክር ቤቱ የጥያቄውን አጠቃላይ መረጃ**

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 ለሕዝባችን ስለሚገባው  
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**ፊርማዎን ይቀመጡ**

- [illegible]

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- $\Delta\sigma^b\bar{b}L\Delta^c\bar{N}\Delta^c\bar{b}^c>^c\bar{b}$   $\Delta^c\bar{c}J\bar{J}^c$   
 $\Delta\sigma^b\bar{b}^c\bar{N}^a\sigma$  2019-2020.

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- $L \cap \Delta C^a \sigma \wedge C^b.$

ΛCΛσ<sup>2</sup>J<sup>2</sup> ϕ<sub>6</sub>Δ<sup>2</sup>ρCΔσΔ<sup>2</sup>ϕ<sub>6</sub>Δ<sup>2</sup>

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- ካልተረጋገጠ ለሰላም ጥራት ማረጋገጥ ማድረግ

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**50** | ᐅᓂᔭᕈᕐᑦ ᐅᓂᔭᕈᕐᑦ 2018-2019 ᐅᓂᔭᕈᕐᑦ ᐅᓂᔭᕈᕐᑦ ᐅᓂᔭᕈᕐᑦ





# 2018-2019

## ANNUAL REPORT



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Uqauhinut Kamisinaup Havakvia Nunavunmi  
Office of the Languages Commissioner of Nunavut  
Bureau du commissaire aux langues du Nunavut





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1.

## LETTER TO THE SPEAKER OF THE LEGISLATIVE ASSEMBLY

The Honourable Simeon Mikkungwak  
Speaker of the Legislative Assembly  
Legislative Assembly of Nunavut  
Iqaluit, Nunavut  
X0A 0H0

Mr. Speaker:

In accordance with subsection 24(1) of the *Official Languages Act*, I am pleased to submit to you the 2018–2019 Annual Report of the Office of the Languages Commissioner of Nunavut.

This report covers the period from April 1, 2018, to March 31, 2019.

Furthermore, please table this report in the Legislative Assembly of Nunavut, as specified in subsection 24(2) of the *Official Languages Act*.

Respectfully,

Helen K. Klengenberg  
Languages Commissioner



## 2.

## MESSAGE FROM THE LANGUAGES COMMISSIONER

*Not enough is being done in Nunavut regarding the language laws!* That is what the Office of the Languages Commissioner hears regularly. Although the language legislation is in place, it has been slow to enforce, mainly because the *Official Languages Act* came into force in 2013 and sections 3-5 of the *Inuit Language Protection Act* were not enacted until July 9, 2017. Other reasons are: lack of active offer, shortage of Inuktitut speakers within the work environment, especially the larger communities such as Iqaluit, where English is prevalent in the workforce, lack of financial and human resources within the private sector and lastly but not the least reason, lack of effort put into its implementation by all sectors.

It is the law to make Inuktitut a language of work within the Government of Nunavut; however, this has been slow to implement. Although reception services are available in the offices of the Government of

Nunavut, working in the Inuit language within an office is still far from being accomplished. For Inuktitut to become the working language, one needs to function in its entirety, not just provide interpretation services for visitors whom may request the services.

Although it is the Office of the Languages Commissioner's responsibility to work with the Minister of Languages to ensure the Government of Nunavut is complying with the legislation, it is however the responsibility of the Minister of Languages to ensure that the government is functioning in Inuktitut.

It is not only the Government of Nunavut that needs to look at a holistic approach other than an as needed basis when it comes to delivering Inuit language services, the federal government is also included among institutions that are required to comply with Nunavut's *Inuit Language*

*Protection Act*<sup>1</sup>. The federal government had been adamant that they are not obligated to provide Inuit language services in Nunavut<sup>2</sup>.

The *Indigenous Languages Act*<sup>3</sup> of Canada does not in its entirety say the federal government is obligated to comply with Nunavut's language legislations, however section 4<sup>4</sup> of the Act is written declaring that a treaty or a land claims agreement prevails over the inconsistency or conflict therefore obligating the federal government to comply with Nunavut's *Inuit Language Protection Act*<sup>5</sup>. The Nunavut's language legislations are prodigies of the *Nunavut Act*<sup>6</sup> as the Government of Nunavut is a creation out of the *Nunavut Land Claims Agreement*<sup>7</sup>.

The Office of the Languages Commissioner will continue to pursue this issue with the federal agencies until it is satisfactorily resolved.



Helen K. Klengenber

1 *The Inuit Language Protection Act* (ILPA) S. Nu. 2008, c.17.

2 As of April 2019 - The Office of the Languages Commissioner is pursuing its stance after the *Indigenous Languages Act* received its royal ascent.

3 Bill C-91.

4 "In the event of any inconsistency or conflict between this Act and a treaty – including a land claims agreement – or a self-government agreement, the treaty or self-government agreement prevails to the extent of the inconsistency or conflict" *Indigenous Languages Act* 2019, section 4, page 4.

5 ILPA provides for specific positive measures to protect and enhance Inuit language. In particular, section 3, which came into force in July 2017, imposes obligations on "every organization" to communicate with and provide services to the public in the Inuit language. The term "organization" includes, among others, a "public sector body", which is defined to include "a federal department, agency or institution".

6 S.C. 1993, c. 28.

7 S.C. 1993, c. 29.



# 3.

## ORGANIZATIONAL CHART





## 4.

# MANDATE, VISION AND RESPONSIBILITIES OF THE LANGUAGES COMMISSIONER

The Languages Commissioner is an independent officer of the Legislative Assembly of Nunavut appointed for a five-year term by the Commissioner of Nunavut on the recommendation of the Legislative Assembly. The duty of the Languages Commissioner is established under section 22 of the *Official Languages Act* (OLA) and under section 28 of the *Inuit Language Protection Act* (ILPA).

The Languages Commissioner position had been vacant since June 6, 2016, when the Legislative Assembly approved the appointment of Helen K. Klengenberg as Languages Commissioner on September 12, 2017.

### MANDATE

The Languages Commissioner's mandate is to promote and safeguard the language rights of Nunavummiut enshrined in Nunavut's language legislation. Our role is to champion three distinct linguistic

communities: the Inuit language-speaking community, the French-speaking community and the English-speaking community.

### VISION

In addition to her statutory aims and duty, the Languages Commissioner's broader vision is:

**For the official languages to be central to everyday life in Nunavut and wherever they can be used to a greater degree.**

More specifically:

(*Official Languages Act*) Members of the public are able to communicate with and receive services from the Government of Nunavut and its public agencies, the Legislative Assembly and its institutions, the Nunavut Court of Justice and other tribunals, and municipalities<sup>8</sup> in the official language of their choice.

(*Inuit Language Protection Act*) Members of the public are able to communicate with

<sup>8</sup> According to the OLA, municipalities have to provide communications and services in French or English if it is deemed that there is "significant demand." The Government of Nunavut has yet to provide a mechanism to identify what constitutes this "significant demand" and to pass regulations under which municipalities are to provide services and communications in French or English.

and receive services from the Government of Nunavut and its public agencies, the Legislative Assembly and its institutions, the Nunavut Court of Justice and other tribunals, municipalities,<sup>9</sup> private sector organizations, and federal departments, agencies and institutions in the Inuit language.

## **RESPONSIBILITIES**

The Languages Commissioner has four main responsibilities:

### **Ombudsman**

The Languages Commissioner reviews any possible breach of the language legislation by territorial institutions, municipalities, private sector organizations, and federal departments, agencies and institutions. The Office can investigate, make findings and reports, mediate settlements and suggest ways to redress language rights violations.

### **Advocate**

The Languages Commissioner communicates with obligated bodies to influence decision-making, practices or policies about respecting language rights.

### **Advisor**

The Languages Commissioner advises, assists and works with territorial institutions, municipalities, private sector organizations, and federal departments, agencies and institutions on their service and communication obligations. The Office also informs Nunavummiut of their language rights.

### **Monitor**

The Languages Commissioner monitors and examines the progress of territorial institutions, municipalities, private sector organizations, and federal departments, agencies and institutions in meeting their obligations under Nunavut's language acts.

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<sup>9</sup> According to the ILPA, municipalities must provide communications and services to the public in the Inuit language, regardless of demand.





## 5. RECOMMENDATIONS

We monitored the websites of territorial institutions by examining three levels of menu links, namely the main menu, the submenus and the links contained in the menus. About 2,900 pages were verified. Despite some improvements, many territorial institutions do not comply with the *Official Languages Act*. According to sections 11 and 12 of the Act, territorial institutions must communicate with and provide services to the public in all the official languages.

To comply with the *Official Languages Act*, every territorial institution should:

- Assess whether its website is available in all the official languages
- Develop procedures and tools to track changes to the website as a way of ensuring that changes are made in all the official languages
- Prioritize the translation of documents geared toward the public (such as forms, guidelines, and posters)
- Assess the relevance of the content presented on the website, and remove or archive irrelevant documents
- Assess the feasibility of developing multilingual templates for recurring documents (such as statistical tables and reports)



## 6. OFFICIAL LANGUAGES OF NUNAVUT

Nunavut has three official languages: the Inuit language (Inuktitut and Inuinnaqtun), also known as Inuktitut, English and French. All three official languages have equal status, rights and privileges under territorial laws. However, it has become difficult for speakers of the Inuit language and French to enjoy that equal status in their day-to-day interactions as English has become dominant in many areas of daily life. The *Official Languages Act* and the *Inuit Language Protection Act* ensure that Nunavut's Inuit and Francophone communities have the means necessary to safeguard and strengthen their cultural expression, collective life and heritage for future generations.

### 6.1. LANGUAGE LAWS

Nunavut has two language acts: the *Official Languages Act* (OLA) and the *Inuit Language Protection Act* (ILPA). The Government of Nunavut is committed to implementing Nunavut's language legislation by ensuring that its spirit and intent are reflected in government policies, programs and services.

#### **The *Official Languages Act* (OLA)**

Nunavut's *Official Languages Act* was approved by the Legislative Assembly in 2008 and came into force on April 1, 2013. The OLA maintains all the rights and privileges of English and French speakers, while raising Inuktitut to equal status. This level of statutory protection of an Aboriginal language is unprecedented across Canada. The OLA creates obligations for the Legislative Assembly, the courts and the Government of Nunavut to actively offer their communications and services to the public in all the official languages. Since July 2017, services being provided to the public for territorial institutions through third-party contracts have to be provided in all the official languages.

Municipalities also need to provide communications and services in French or English if it is deemed that there is a "significant demand" for services and communications in these official languages. The Government of Nunavut has yet to provide a mechanism to identify what constitutes this "significant demand" and to

pass regulations under which municipalities are to provide services and communications in French or English.

These obligated bodies must provide an active offer and ensure that members of the public can communicate with and receive services in the official language of their choice from the head or central service offices as well as other offices where there is significant demand for an official language or due to the nature of the service (public safety, security and health).

The implementation of the *Official Languages Act* as it applies to Inuinnaqtun must address the need for language revitalization and improve access to government programs and services specifically in Kugluktuk and Cambridge Bay.

The OLA created a minister responsible for languages to coordinate and guide the language service requirements that must be met by territorial institutions and municipalities.

### **The Inuit Language Protection Act (ILPA)**

The *Inuit Language Protection Act* was approved in September 2008. The ILPA responds more specifically to the challenges confronting the Inuit language and its speakers by protecting and promoting its use, quality and prevalence throughout Nunavut society. The ILPA guarantees the right to education in the Inuit language, protects territorial public servants who prefer to work in the Inuit language, and

defines specific obligations for government, municipalities, and private sector and federal organizations for providing their day-to-day communications and services generally available to the public in the Inuit language.

Since July 9, 2017, provisions for Inuit language services in civil claims must be included in the Nunavut Court of Justice's rules or directions. Moreover, every contract issued or made by or on behalf of a department of the Government of Nunavut or a public agency shall require the third-party communications with and services to the public in the Inuit Language that are necessary to ensure compliance with section 3.

The ILPA created a minister responsible for coordinating the implementation of policies as well as the Inuit Uqausinginnik Taiguusiliuqtiit (IUT), the Inuit Language Authority.

## **6.2. EFFECTIVE DATE**

The Cabinet has yet to set an effective date for early childhood education and adult language acquisition and upgrading to be provided in the Inuit language (ILPA, sections 9 and 10).

### 6.3. COMMUNICATIONS AND SERVICES TO THE PUBLIC

The following chart summarizes and compares the scope and scale of the two acts with respect to communications and services to the public.<sup>10</sup>

OFFICIAL LANGUAGES ACT	INUIT LANGUAGE PROTECTION ACT
Deals with Nunavut's three official languages: the Inuit language, English and French	Deals only with the Inuit language
Applies to "territorial institutions": <ul style="list-style-type: none"> <li>• GN departments and public agencies</li> <li>• Legislative Assembly</li> <li>• Nunavut Court of Justice and other tribunals</li> </ul>	Applies to "territorial institutions": <ul style="list-style-type: none"> <li>• GN departments and public agencies</li> <li>• Legislative Assembly</li> <li>• Nunavut Court of Justice and other tribunals</li> </ul>
Applies to municipalities "if there is a significant demand" for "prescribed" communications and services in an official language	Applies to municipalities regardless of demand
Does not directly apply to private sector bodies	Applies to private sector bodies (includes business and any other organized entity delivering services or information to the public in Nunavut)
Does not apply to federal departments, agencies and institutions	Applies to federal departments, agencies and institutions

<sup>10</sup> DEPARTMENT OF CULTURE AND HERITAGE, *Uqausivut – The Comprehensive Plan Pursuant to the Official Languages Act and the Inuit Language Protection Act 2012–2016*, Government of Nunavut, page iii.

## Territorial institutions in Nunavut as defined by the Act<sup>11</sup>

<p><b>DEPARTMENTS OF THE GOVERNMENT OF NUNAVUT</b></p> <ul style="list-style-type: none"> <li>• Community and Government Services</li> <li>• Culture and Heritage</li> <li>• Economic Development and Transportation</li> <li>• Education</li> <li>• Environment</li> <li>• Executive and Intergovernmental Affairs</li> <li>• Family Services</li> <li>• Finance</li> <li>• Health</li> <li>• Human Resources (April 1, 2019)</li> <li>• Justice</li> </ul> <p><b>THE OFFICES AND INSTITUTIONS OF THE LEGISLATIVE ASSEMBLY OF NUNAVUT</b></p> <p><b>JUDICIAL BODIES</b></p> <ul style="list-style-type: none"> <li>• Court of Appeal</li> <li>• Nunavut Court of Justice</li> </ul>	<p><b>PUBLIC AGENCIES</b></p> <ul style="list-style-type: none"> <li>• Commission scolaire francophone du Nunavut</li> <li>• District education authorities</li> <li>• Inuit Uqausinginnik Taiguusiliuqtiit</li> <li>• Legal Services Board of Nunavut</li> <li>• Liquor Commission</li> <li>• Nunavut Arctic College</li> <li>• Nunavut Business Credit Corporation</li> <li>• Nunavut Development Corporation</li> <li>• Nunavut Housing Corporation</li> <li>• Qullit Nunavut Status of Women Council</li> <li>• Qulliq Energy Corporation</li> <li>• Workers' Safety and Compensation Commission</li> </ul> <p><b>QUASI-JUDICIAL BODIES (WITHOUT LIMITATION)</b></p> <ul style="list-style-type: none"> <li>• Human Rights Tribunal</li> <li>• Labour Standards Board</li> <li>• Liquor Licensing Board</li> </ul>
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<sup>11</sup> *Idem*, page 4. Territorial institutions as listed in Schedules A, B and C of the *Financial Administration Act*.

## 6.4. STATISTICS

Statistics Canada issued a report on the evolution of the language situation in Nunavut from 2001 to 2016.<sup>12</sup> The main objective of this report was to provide a statistical overview of the recent situation of Inuktitut in Nunavut and of its speakers, based on 2016 Census data, by showing how use of the language at home and at work has changed since 2001. A summary of the findings was presented during the Inuugatta Conference held in March 2019.

As stated in Statistic Canada's report, the findings are as follows:<sup>13</sup>

### Population characteristics

- According to data from recent censuses, the population of Nunavut grew 12.7% between 2011 and 2016, to reach 35,944 in 2016.
- Nunavut's population is much younger than that of the provinces and other territories, with an average age of 27.7 years, compared to 41.0 years nationally.
- Inuit made up 84.9% of the population of Nunavut in 2016, down slightly from 2011 (85.5%).
- In 2016, the non-Inuit population was mostly concentrated in Iqaluit (61.1%). A larger proportion was also found in Rankin Inlet (9.1%) and Cambridge Bay (5.7%).

### Population with Inuktitut as a mother tongue

- *In 2016, 23,225 Nunavut residents (65.3% of the population) reported Inuktitut as a mother tongue. This proportion is down from previous censuses (71.7% in 2001).*

- Nearly all people with Inuktitut as a mother tongue (99.6%) are Inuit. In 2016, 95 non-Inuit reported Inuktitut as a mother tongue, which is less than 1.0% of the population having Inuktitut as a mother tongue.
- *Just over three quarters of Inuit (76.6%) reported Inuktitut as a mother tongue in 2016, which means that Inuktitut was not transmitted as a mother tongue to 23.4% of Inuit, or 7,075 people.*
- Inuit without Inuktitut as a mother tongue are mainly located in the Kitikmeot region.
- Of Inuit in the Kitikmeot region without Inuktitut as a mother tongue, 70.4% are under 25 years old.
- Inuinnaqtun is the mother tongue of 495 Nunavummiut (1.4%). Speakers are mostly in Cambridge Bay and Kugluktuk.

### Ability to conduct a conversation in Inuktitut or English

- *In 2016, 76.8% of the Nunavut population reported being able to conduct a conversation in Inuktitut. This proportion was 79.0% in 2001. The downward trend occurred in spite of a 6,370-person increase, over 15 years, in the number of people who could conduct a conversation in Inuktitut, from 20,950 in 2001 to 27,320 in 2016.*
- The Nunavut population having knowledge of English has increased in both number and proportion. *In 2001, 86.7% of the Nunavut population, or 23,000 people, was able to conduct a conversation in English, compared with 94.1%, or 33,485 people, in 2016.*

<sup>12</sup> JEAN-FRANÇOIS LEPAGE and STÉPHANIE LANGLOIS, with the collaboration of MARTIN TURCOTTE, *Evolution of the language situation in Nunavut, 2001 to 2016*, for Statistics Canada, March 2019. The report was officially released in July 2019.

<sup>13</sup> *Idem*, page 5.

- In 2016, 89.0% of Nunavut's Inuit population (or 26,880 people) could conduct a conversation in Inuktitut, compared to 8.3% of non-Inuit (or 450 people).
- In 2016, 82.3% of Inuit were bilingual (Inuktitut and English).
- *Although the proportion of the Inuit population having knowledge of Inuktitut remained high in 2016 (89.0%), it had decreased since 2001, when 91.6% of Inuit in Nunavut were able to have a conversation in Inuktitut.*
- In 2016, knowledge of Inuktitut among Inuit aged 0 to 34 was much lower in the Kitikmeot region, and it generally declined more quickly there than in the other regions.

#### **Inuktitut spoken at home**

- *In 2016, 73.8% (26,270 people) of the Nunavut population reported speaking Inuktitut at home on at least a regular basis. This proportion is slightly higher than in 2001 (73.4%), when 19,480 people reported speaking Inuktitut at home. Inuinnaqtun is the language most spoken at home for 110 people.*
- *While Inuktitut is increasingly being used in the home, it is shifting from the main language to the secondary language.*
- At home, Inuktitut is mainly spoken by Inuit. Across Nunavut, 98.8% of people who speak Inuktitut at home have an Inuit identity.
- Most Inuit (58.4%) spoke more than one language at home in 2016. This proportion has increased since 2001, when 52.2% of Inuit spoke more than one language at home, a gain of 6.2 percentage points.

#### **Language transfer, exogamy and transmission of Inuktitut as a mother tongue**

- The rates of complete language transfer are fairly low among Inuit who have Inuktitut as a mother tongue and have declined. *In 2016, only 2.7% of Inuit having Inuktitut as a mother tongue no longer spoke it at least regularly at home, a lower proportion compared to 5.1% in 2001.*
- However, the rates of partial language transfer increased over the 15-year period. In 2016, 21.0% of Inuit having Inuktitut as a mother tongue spoke Inuktitut at home as a secondary language and another language as their main home language. This rate of partial language transfer is higher compared to the 15.1% observed in 2001.
- For 71.4% of couples in Nunavut with at least one Inuit spouse or partner, Inuktitut is the mother tongue of both partners.
- *For the whole Nunavut population, Inuktitut is transmitted as a mother tongue to 87.4% of children aged 0 to 17 years living in a two-parent household where both parents have Inuktitut as a mother tongue, compared to 28.8% of children of linguistically exogamous couples and 1.4% of children of couples in which neither parent has Inuktitut as a mother tongue.*
- *The transmission rates of Inuktitut as a mother tongue to Inuit children aged 0 to 14 years have been falling. For example, in 2001, 78.5% of Inuit children aged 0 to 4 years had Inuktitut as a mother tongue, compared to 68.4% in 2016, a decline of over 10 percentage points.*



### **Inuktitut used at work**

- According to 2016 Census data, 60.7% of Nunavut workers (10,315 people) reported using Inuktitut at work. Inuktitut was the main work language for 27.9% of workers in Nunavut.
- While 65.0% of Nunavut workers used Inuktitut at work in 2001, only 57.8% did so in 2011, a decline of 7.2 percentage points over a 10-year period. This downward trend was reversed between 2011 and 2016: *60.7% of workers used Inuktitut as their language of work in 2016.*

### **French spoken in Nunavut**

- In 2016, 1,565 people were able to conduct a conversation in French in Nunavut, up 550 from 2001 (1,015 people). This represented 4.4% of the Nunavut population in 2016, compared to 3.8% in 2001.
- In 2016, 630 people reported French as a mother tongue, and 625 people used French at home on at least a regular basis in Nunavut, representing 1.8% of the population.
- Of the 625 people who use French at home in Nunavut, a strong majority (500 people or 80%) live in Iqaluit. There has been a Francophone community in Iqaluit for several years, which accounts for this higher concentration of French speakers. As a result, a number of Francophone organizations and services have been created, such as Association des francophones du Nunavut, a school and school board, a daycare, health services, a community radio station and a newspaper.

### **Conclusion<sup>14</sup>**

- Non-transmission of a mother tongue seems to be the biggest factor that negatively affects the vitality of Inuktitut in Nunavut.

The Inuit population is steadily growing in Nunavut and Inuit make up approximately 85% of the territory's total population, a figure that varies little from one census to the next. However, nearly one in four Inuit and close to one in three children under the age of 15 did not have Inuktitut as a mother tongue in 2016. The proportion of Inuit residents who did not have Inuktitut as a mother tongue rose steadily between 2001 (15.7%) and 2016 (23.4%). In comparison, other factors likely to adversely affect the vitality of Inuktitut, such as full language transfer, seem to have a much less significant impact.

- Most of the linguistic indicators revealed considerable regional disparities.

Regardless of the indicator used, the vitality of Inuktitut seems to be more fragile in the Kitikmeot region, and particularly in the communities of Cambridge Bay and Kugluktuk. The same is true in Iqaluit and Rankin Inlet, the regional centres with larger non-Inuit populations, and in Baker Lake, though to a lesser extent. Conversely, the vitality of Inuktitut seems generally very good, particularly in the communities of the Qikiqtaaluk region, with the exception of Iqaluit.

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<sup>14</sup> *Idem*, page 7.

- There was somewhat of a resurgence of Inuktitut between 2011 and 2016, particularly in the public sphere.

Between 2011 and 2016, the number of Inuit workers using Inuktitut at work increased, after falling between 2001 and 2011. However, the use of English at work increased continuously between 2001 and 2016. This means that the increased use of English at work by Inuit workers has not necessarily hindered the use of Inuktitut and, conversely, that the increased use of Inuktitut between 2011 and 2016 has not hindered the use of English but improved bilingualism at work.

- Other findings in this report also show a strong English presence, but this is not necessarily detrimental to Inuktitut. For example, there was a decrease in language transfers, particularly complete transfers, among Inuit having Inuktitut as a mother tongue between 2011 and 2016. There was also constant growth of the combined use of Inuktitut and English at home among Inuit in Nunavut between 2001 and 2016.

## 6.5. FIFTH LEGISLATIVE ASSEMBLY

Among the priorities of the 5<sup>th</sup> Legislative Assembly, below are some that impact the OLC's duties. Statutorily required reviews will be conducted during the term of the 5<sup>th</sup> Legislative Assembly.

- Amending the *Education Act* and the *Inuit Language Protection Act* to ensure quality schooling and improve student outcomes<sup>15</sup>
- Enabling the Inuit language to be used as the working language of the public service through training and performance incentives<sup>16</sup>
- Strengthening the foundations for a fully functional, bilingual society in Inuktitut and English or French<sup>17</sup>
- Reviewing the *Official Languages Act* and the *Inuit Language Protection Act*<sup>18</sup>

### 2018 *Education Act* review

In 2018, the Department of Education developed a legislative proposal outlining planned amendments to the *Education Act* and the *Inuit Language Protection Act*. Once Cabinet approved the proposal, the Department travelled across Nunavut to hear from Nunavummiut about the amendments it is considering. We submitted our comments on the proposed amendments to the Department of Education on December 14, 2018.

<sup>15</sup> GOVERNMENT OF NUNAVUT, *Turaaqtavut*, page 23.

<sup>16</sup> *Idem*, p. 25.

<sup>17</sup> *Ibid.*

<sup>18</sup> The Legislative Assembly of Nunavut's Full Caucus, "Members of the 5th Legislative Assembly Identify Goals and Priorities" News Release, February 26, 2018.



# 7.

## ACTIVITY REPORT

Activities were reduced, as some positions were vacant and the Languages Commissioner was absent from October 2018 to March 2019.

### 7.1. STAFFING AND PROFESSIONAL DEVELOPMENT

There are seven full-time positions at the Office of the Languages Commissioner.

As of March 31, 2019, five positions were staffed:

- Languages Commissioner
- Director of Strategic Planning and Policy
- Public Affairs Officer
- Investigation and Research Officer – French
- ILPA Liaison Officer

and competitions were underway for two positions:

- Investigation and Research Officer – Inuktitut
- Executive Assistant

As of July 2019, we were fully staffed. The Investigation and Research Officer – Inuktitut started working on July 15, 2019, and the Executive Assistant started working on June 24, 2019. Out of a total of seven positions, four (57.2%) are filled by Inuktitut-speaking people.

### 7.2. TRAVEL, MEETINGS AND EVENTS

- The Languages Commissioner contacted the Clerk of the Privy Council to schedule a meeting to discuss their obligations regarding compliance with section 3 of the *Inuit Language Protection Act*.
- The Languages Commissioner travelled to Ottawa to meet with the Inuit Tapiriit Kanatami (ITK) regarding the *Indigenous Languages Act* and participated in the consultation organized by the Department of Canadian Heritage held in Iqaluit.
- The Languages Commissioner travelled to Ottawa to meet with the new Commissioner of Official Languages of Canada.
- The Languages Commissioner participated in a breakfast session organized by the Iqaluit Chamber of Commerce to talk about the private

sector and section 3 of the *Inuit Language Protection Act*.

- We met with Ottawa parliamentary interns to talk about Nunavut's language acts, the preservation of culture and the revitalization of the Inuit language.
- We attended the Inuugatta Conference organized by the Department of Culture and Heritage.
- We attended the banquet organized by the Association des francophones du Nunavut during *Les Rendez-vous de la Francophonie* and delivered a speech on language rights.

### 7.3. PUBLIC OUTREACH

- We produced a promotional campaign (newspaper and radio ads) on language rights during *Uqausirmut Quviasuutiqarniq* (February) and *Les Rendez-vous de la Francophonie* (March).

### 7.4. PROJECTS

- We submitted our comments on the proposed amendments to the *Education Act* and the *Inuit Language Protection Act* to the Department of Education on December 14, 2018.
- We conducted a communication review on written communications issued by territorial institutions via Outlook.
- We conducted a website verification to monitor the territorial institutions' compliance with the requirement to provide communication in all the official languages.

- We responded to inquiries about section 3 of the ILPA and about language rights and obligations.
- We reviewed the Inuit language plans we received.
- We investigated concerns filed with the OLC.
- We continued to update the OLC's website, communication plan and communication tools.

### 7.5. OPERATIONAL

- We produced the OLC's 2017–2018 annual report, which was tabled in the Legislative Assembly on October 26, 2018.
- We produced the OLC's 2019–2022 business plan, which was tabled in the Legislative Assembly on February 25, 2019.
- We produced a narrative report on the activities of the Investigation and Research Officer – French, as required by the Department of Culture and Heritage to gain access to the Department of Canadian Heritage's French Language Fund.
- We produced semi-annual reports for the Management and Services Board.



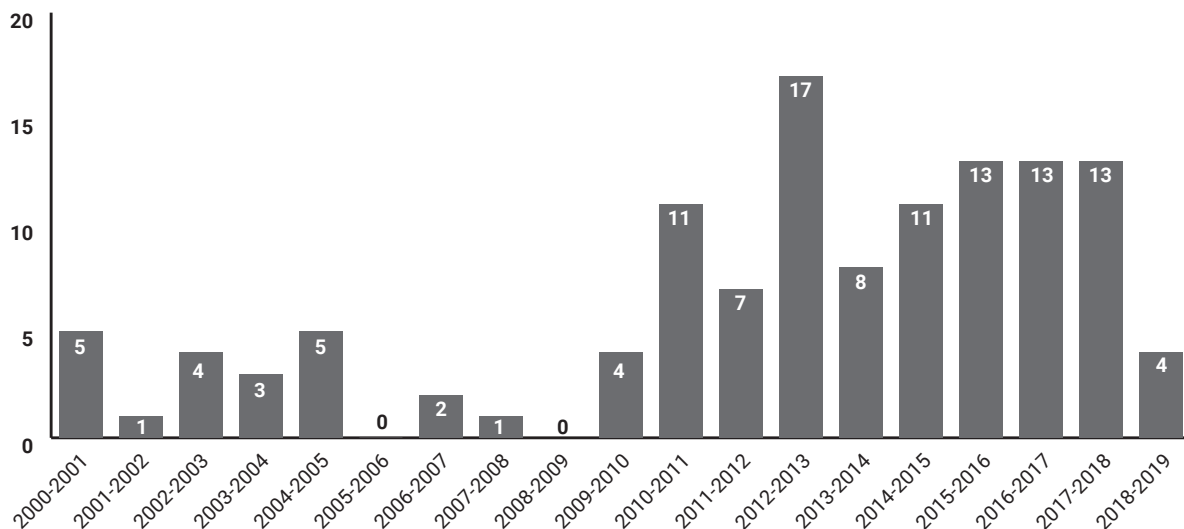
## 8.

## CONCERNS - PORTRAIT OF THE SITUATION

In this chapter, we present a summary of the concerns<sup>19</sup> received since 2000, and our findings and observations over the years.

In addition to our own observations, we consulted the Office of the Commissioner of Official Languages of Canada's report entitled *Trends in complaints to ombudsmen: Analysis of related factors*. Since the Office had observed that the number of complaints it received that met the admissibility criteria had fallen significantly from 1988 to 2012-2013, as stated in the introduction, it conducted a survey to explore the links between the

variations in the number of admissible complaints to ombudsmen's offices and the demographic, political, social and operational factors that explain them. Between March and May 2015, the Office of the Commissioner conferred with 20 Canadian and international ombudsman organizations that have mandates similar to its own to determine whether they too had seen a downward trend in the number of complaints received and to examine the factors that might have contributed to any changes they had observed. This report was helpful in portraying our own situation and providing food for thought.



<sup>19</sup> Within Nunavut language laws, lawmakers choose to use the word "concern" rather than "complaint".

A total of 121 concerns were filed with the Office of the Languages Commissioner of Nunavut between 2000 and 2019, of which 69 (57%) were admissible and 52 (43%) were inadmissible.

## Topics

Concerns were about the following topics:

- Road signs
- Bilingual bonuses
- Student records
- Translation services
- Interpretation services
- Terminology
- Employment insurance
- The health card form
- Billing
- The right to work in the Inuit language
- Collective agreements
- The employment process
- Job postings
- Contribution agreements
- Medical services
- Surveys
- Medical escorts
- Requests for proposals
- Application forms
- Press releases
- Outdoor and indoor signs
- Pay stubs
- Interviews
- Policies
- Advertisements
- Public notices
- Waybills
- Promotional items
- Banking services
- Safety demonstrations
- Election material and ballots

## FINDINGS AND OBSERVATIONS

We noted an increase in concerns filed with our Office after the *Official Languages Act* (OLA) came into force in 2013.

Nevertheless, we also note that territorial institutions are still, in 2019, not fully providing communications and services to the public in all the official languages, as required under sections 11 and 12 of the OLA. Most of the time, concerns are about written documents (brochures, leaflets, pamphlets, letters, forms, etc.) not being available in all the official languages, and the lack of interpretation and translation services when obligated bodies are communicating with the public (meetings, celebrations, training sessions, etc.).

The coming into force of section 3 of the *Inuit Language Protection Act* (ILPA) in July 2017 broadens the scope of the OLC's mandate and the rules and criteria that determine whether a concern is admissible, which may affect the number of concerns filed with the OLC and the number considered admissible.

The Office of the Languages Commissioner observed an increase in requests for information, which are not admissible concerns.

During an investigation, the Commissioner's role is to gather all the facts and all necessary and useful considerations to find a lasting solution. The solutions that emerge are helpful not only in resolving the immediate concern, but also in encouraging systemic changes toward a sustainable culture of respect for language rights.

We also stressed the importance of both being proactive and getting in front of issues that might generate numerous concerns and trying to resolve issues that affect a large number of people by taking targeted action toward obligated bodies. When a violation of language rights is seen as an endemic problem, the investigation may take the form of a systemic investigation. That is why, we conducted a systemic investigation into the Qikiqtani General Hospital's compliance with the *Official Languages Act* in 2014-2015. We were essentially concerned with finding ways to take systemic action in an effort to reduce concerns about a specific issue, in both the short and the long term.

We observed that only a very small number of formal concerns involved members of jeopardized populations. Internal findings suggest that not all communications and services for these populations are supplied in full compliance with the content and spirit of the *Official Languages Act* by the government and all obligated bodies.

According to statistics from the Office of the Commissioner of Official Languages of Canada, for every registered concern, there are approximately 21 people who are affected but do not register their complaint. Here in Nunavut, we could easily say 50 people.

At the Office of the Languages Commissioner of Nunavut, we consider the following factors, since they could be decisive factors that can potentially influence the number of concerns received:

## Members of the public

- People may not know their language rights.
- Members of disadvantaged groups complain much less, especially against authority.
- People may not know the procedure for filing concerns.
- People may not know the Languages Commissioner's role and mandate.
- There may be a lack of interest in filing concerns.
- Residents may be vulnerable or fear suffering harm or repercussions on their work or private life if they file a concern, which seems to indicate a lack of trust in the process.
- Some people have been harassed after they filed concerns.
- Cultural factors – Many Inuit are unfamiliar or uncomfortable with the formal "concern" process because it has negative connotations and is something many adults were discouraged from doing as children.
- Many concerns have long been deemed inadmissible because Nunavut's *Official Languages Act* did not come into force until 2013, and section 3 of the *Inuit Language Protection Act* about Inuit language services and use came into force only in July 2017.
- Some people stopped filing concerns because nothing was done or because they stopped expecting changes. Here are some comments:
  - *I filed a concern before, but they told me that my concern was not admissible, so I stopped complaining.*



- *I had a concern about .... I know I should file a concern, but I did not. Well, we're in the North and it's like this here.*
- *I filed many concerns in the past, but there were no or few changes, so I stopped complaining...[it's] a waste of time.*
- Since Iqaluit and communities are small areas, confidentiality is an important issue and could be an obstacle to filing concerns.
- When people are facing a precarious work situation or issues with their health, housing, education or income, language rights might not be that high of a priority.
- Francophones and Inuit do not always ask for services in French or in the Inuit language. In order to save time, out of habit, to facilitate the process or in urgent situations, they sometimes simply agree to be served in English.
- Since there are fewer face-to-face contacts between territorial officials and the public and more and more services in all official languages on the institutions' websites, maybe citizens are finding their answers.
- Another key factor is accountability. As deputy ministers are not currently accountable for the implementation of the language acts, complying with these acts might not be a priority.
- By not actively offering services<sup>20</sup> in the Inuit language or French, service providers place responsibility for understanding the information provided on the shoulders of the service user. Inuit and Francophone citizens in vulnerable situations (such as health care contexts) are the hardest hit by this failure.
- Obligated bodies can reduce potential concerns by improving their procedures and addressing compliance issues internally. This way, issues can be resolved before they reach the Office of the Languages Commissioner.
- The number of concerns is related to the number of interactions with the public. The institutions that have the most contact with the public run a greater risk of generating more concerns. However, this does not mean that they are less successful in terms of compliance.

### **Obligated bodies**

- The importance of leadership within obligated bodies is a key factor. Being personally committed to improving compliance can have a major impact on non-compliance issues, which can affect the number of concerns.
- We often noted a lack of information regarding language obligations and requirements being passed from the head official to employees.

### **Other factors**

- The increasing availability of government services delivered electronically rather than in person might be reducing the number of concerns. The transition to e-services, when managed effectively, can prevent many potential concerns. Also, voicemail messages that have been designed to meet official languages requirements can reduce the volume of concerns about the active offer of service in all the official languages.

<sup>20</sup> According to the OLA, the administrative head of a territorial institution has a duty to provide an active offer of the services in question, making it known to members of the public that they have the right to communicate and receive available services in the official language of their choice.

- We noted that technological accessibility issues can be a challenge for many different segments of the population and access to the Office of the Languages Commissioner is especially important for the groups who are most socio-economically vulnerable (those in a precarious work situation and those with the lowest education and income levels).
- Bureaucratic jargon can also cause comprehension issues for applicants who do not have a certain level of education. It is likely more difficult for more vulnerable clients to find their way to the OLC, and the system can be difficult to navigate for those who are not familiar with bureaucratic or legal terminology.
- We noted that the public does not always understand that the OLC is independent of the government, which could be a problem when public trust in government institutions is low or when the public becomes cynical and suspicious of public authorities.
- We also noted that the public and obligated bodies are not familiar with the powers of the Languages Commissioner.

## CONCLUSION

The number of admissible concerns that result in an investigation is not necessarily increasing, but the total number of requests for information is, indicating that people are becoming more aware of language rights and obligations. The number of

concerns received quite clearly represents a very small fraction of the interactions between the public and obligated bodies, and when we compared the number of concerns we received to the number other commissioners received, this seems to be the norm rather than an indication of irrelevance. The extent to which the concerns and the people filing them (applicants) reflect the population can be distorted, however. Sometimes issues affecting vulnerable or underrepresented segments of the population do not generate any concerns.

As there is a connection between accessibility and the effectiveness of the concern process, applicants and potential applicants can contact the OLC in person, online or by telephone, e-mail, mail or fax to file a concern. Most of the concerns the OLC receives are filed by phone and e-mail. Accessibility is an important factor with regard to the effort required of an applicant and the potential rate of functional illiteracy among members of the public. This is why we accept concerns on behalf of other people, groups and community, and use all existing means of communications as well as in-person interactions to communicate with applicants.

Even though some members of the public are familiar with the institution, they do not always have a clear understanding of the Languages Commissioner's mandate and powers. One of the ways the

Office of the Languages Commissioner informs the public about language rights and the Commissioner's mandate and responsibilities is conducting media campaigns to increase its visibility, for example, by placing advertisements in traditional media (e.g., print media ads, radio interviews). However, we advertise during selected periods of time as paid advertising is almost out of reach due to its significant costs. On the other hand, we noted that improving visibility can sometimes result in an increase in communications on various subjects, but not necessarily topics that are admissible as concerns under our mandate. We do not use Twitter as a means of raising awareness among the public and decision makers of obligated bodies because we are too small in terms of staff size.

However, as visibility is still an issue among some target groups, we are also directing our outreach activities toward obligated bodies such as private sector and federal organizations. We deliver presentations to raise awareness of their obligations and the importance of complying with the language acts, and we strive to increase our visibility by targeting key parties (e.g., groups or associations, such as the Nunavut Association of Municipalities, Kivalliq Inuit Association and Kitikmeot Inuit Association).

Systemic investigations are relevant, as problems that once generated numerous concerns are sometimes resolved

through an intervention by the Languages Commissioner and an effort to improve compliance by the institution. We can never really know how many situations of non-compliance and how many concerns have been averted through preventive efforts and the cooperation of institutions. However, when we look only at the total number of concerns, the work done to resolve one source of concerns may go unnoticed because other unresolved issues have arisen that also generate concerns.

An influx of concerns does not automatically indicate a serious systemic problem, particularly if the institution delivers services on a large scale. At the same time, a single concern may conceal a significant problem that has an impact on a large number of residents and organizations. Audits or in-depth investigations may therefore be conducted on issues that generate few concerns if the impact of actual or potential compliance issues is considered to be important enough.

As stated in the report on trends: "The essential part of the ombudsman's mandate is not to investigate a given number of complaints, but rather to shed light on the issues brought to the ombudsman's attention by citizens and to help institutions to resolve these issues in the public interest" (page 21).



# 9.

## CONCERNS, SURVEYS AND INUIT LANGUAGE PLANS

### 9.1. CONCERNS

To fulfill its role, the Office of the Languages Commissioner (OLC) carries out various activities, including investigations into concerns from the public. Concerns are a direct way in which Nunavummiut, as members of the public, can express their dissatisfaction or concern over a failure to provide communications and services in Inuktitut, English or French or over the poor quality of services provided. This may concern health cards, driver's licences, birth certificates, health care, justice, education, municipal or federal services, etc.

Admissible concerns result in the OLC conducting investigations into obligated bodies. During an investigation, we gather the facts from the person who filed the concern (the applicant) and from the obligated body in question, and analyze the information. We provide both parties with updates on how the investigation is progressing, tell them what the final outcome is and inform them of our conclusions. Once the investigation has been completed, recommendations may be made to the obligated body and a follow-up may be carried out to ensure that the recommendations are being followed properly.

It is important to note that all concerns are confidential unless the applicant authorizes the OLC to reveal their name.

It is important to file a concern to:

- Ensure that Nunavummiut's language rights are respected
- Find solutions
- Report a problem
- Increase awareness of language rights and obligations in territorial institutions, municipalities, private sector organizations and federal institutions (obligated bodies)

### Obligated bodies

Members of the public can file concerns against the following obligated bodies:

Territorial institutions, such as the Government of Nunavut and its departments and public agencies, the Legislative Assembly and its institutions, and the Nunavut Court of Justice and other tribunals, as well as municipalities under the *Official Languages Act*.

Territorial institutions, such as the Government of Nunavut and its departments and public agencies, the

Legislative Assembly and its institutions, and the Nunavut Court of Justice and other tribunals, as well as municipalities, private sector organizations, and federal agencies, departments and institutions under the *Inuit Language Protection Act*.

Please refer to Chapter 6.3 – Territorial institutions in Nunavut as defined by the Act for more details.

### **Situations for which the public can file concerns**

According to the OLA, language rights apply to all types of communication and services:

- In-person interactions
- Phone calls
- E-mails
- Websites
- Written documents (such as letters and forms)
- Signs and posters

Here are some examples of situations members of the public may encounter:

- Requesting services in person from the Government of Nunavut or one of its public agencies without being informed that they could receive said services in the official language of their choice
- Seeking information on the Government of Nunavut's website and finding that the information is not available in the official language of their choice
- Phoning a government office without having anyone offer to transfer the call to someone who can speak the official language of their choice

- Seeing a sign or a poster from a government institution that does not include all official languages

According to the ILPA, here are some example of situations for which members of the public can file concerns:

- The right to have children receive instruction, including early childhood education, in the Inuit language is not respected
- The right to have access to Inuit language instruction and adult language acquisition and upgrading is not respected
- The right to work in the Inuit language in territorial institutions is not respected
- The right to communicate with and receive services from municipalities as well as private and public sector organizations, including federal and territorial institutions, in the Inuit language is not respected
- The right to receive services being provided for territorial institutions through third-party contracts in all the official languages is not respected
- The right to have access to Inuit language services in civil claims is not respected

### **Investigation procedures** **Informal resolution process**

The informal resolution process is an investigation that seeks to resolve a concern quickly and still obtain lasting results for the person who filed the concern. The investigation is as thorough as in the formal investigation process, but the approvals required are not as stringent. The objective of this resolution process

is to investigate and resolve the concern informally.

If necessary, the Office of the Languages Commissioner will verify that the commitments made by the obligated body are fulfilled. It is possible to switch to the formal investigation process if the results are not satisfactory or if the obligated body does not cooperate with the process.

### **Formal investigation process**

The objective of the formal investigation process is to determine whether the concern is founded. A formal notice of intent is sent to the administrative head of the institution and to the person who filed the concern. An investigation is conducted and the findings are communicated to both parties. If necessary, the Office of the Languages Commissioner will verify that the commitments made by the obligated body are fulfilled.

### **Systemic investigation process**

An investigation may take the form of a systemic investigation when a violation of language rights is seen as an endemic problem. The decision to conduct a systemic investigation is based on a list of criteria that follows generally accepted ombudsman practices in Canada:

- A large number of people are potentially at risk
- The situation concerns major strategic issues
- It is a recurring problem
- The number of concerns received is significant
- The recommendations made by the Office of the Languages Commissioner were ignored

If a decision is made to proceed with a systemic investigation, a plan is developed in accordance with the procedures, outlining how the investigation will be carried out. Once the plan is complete, the systemic investigation is publicly announced, allowing potentially affected people to share their experience with the OLC. Individual interviews are conducted with those affected by or involved in language issues.

The investigation is then carried out in accordance with the adopted procedures. Once completed, a preliminary report is prepared and submitted to the administrative head for comment within 30 days, and then a final report is issued and provided to key stakeholders to close the investigation. This final report includes the obligated body's comments and a series of recommendations outlining proposed actions to take, as well as a time frame to bring the institution into compliance with the language acts. Later on, an audit is conducted to follow up on the recommendations.

We expect that the obligated body may commit to solutions such as informing the staff and managers of their language obligations, reviewing practices and guidelines for providing communications and services to the public in all the official languages and implementing control measures.

### Concerns received

During the 2018–2019 fiscal year, we received four concerns, of which two were related to territorial institutions and two to private sector bodies.

We also received six requests for information, about interpretation services, advertising, promotional items, voicemail messages, courses in Inuktitut and communications between a territorial institution and its employees. It is important to note that a request for information is not a concern and is not processed as such by the OLC. However, the applicant has the right to file a concern if they consider that their right to receive services in the official language of their choice has not been respected.

TABLE 1  
**NUMBER OF CONCERNS RECEIVED**

Type of concern	Number of concerns
Admissible	3
Inadmissible	1
<b>Total</b>	<b>4</b>

TABLE 2  
**CONCERNS CLASSIFIED BY MEANS OF COMMUNICATION**

Mean of communication	Number of concerns
Verbal (in person or by phone)	1
Written (letter, fax or e-mail)	3
<b>Total</b>	<b>4</b>

TABLE 3  
**CONCERNS RECEIVED CLASSIFIED BY SECTOR**

Sector	Number of concerns
Territorial	2
Municipal	0
Private	2
Federal	0
Futile / frivolous / vexatious / made in bad faith	0
<b>Total</b>	<b>4</b>

TABLE 4  
**INADMISSIBLE CONCERNS CLASSIFIED BY SECTOR**

Sector	Number of concerns
Territorial	1
Municipal	0
Private	0
Federal	0
Futile / frivolous / vexatious / made in bad faith	0
<b>Total</b>	<b>1</b>



TABLE 5  
**PERCENTAGE OF RECEIVED CONCERNS  
 PER LANGUAGE GROUP – 2018–2019**

Language	Concerns		
	Admissible (3)	Inadmissible (1)	TOTAL (4)
Inuktitut	3 concerns 75%	1 concern 25%	4 concerns 100%
French	0 0%	0 0%	0 0%
English	0 0%	0 0%	0 0%
<b>TOTAL</b>	<b>3 concerns 75%</b>	<b>1 concern 25%</b>	<b>4 concerns 100%</b>

### Admissible concerns

**1. We received two concerns regarding notices that were provided in English only; one concern was involving Northview REIT and the other one, Arctic Bay Housing Association.**

*The concerns were deemed admissible. The organizations were notified, and they have to submit an Inuit language plan to comply with the Inuit Language Protection Act.*

**2. We received a concern about a lack of Inuit language interpretation services during a meeting with the Department of Health.**

*This concern was deemed admissible. The Department of Health was notified, as it knows that it must provide interpretation services when communicating with the public. This is an ongoing issue that has been highlighted in a systemic investigation.*

## 9.2. SURVEYS

### 9.2.1. Website verification

We monitored the websites of territorial institutions by examining three levels of menu links, namely the main menu, the submenus and the links contained in the menus. About 2,900 pages were verified.

DEPARTMENTS	Inuktitut	Inuinnaqtun	French	English
Community and Government Services	53%	35%	57%	100%
Culture and Heritage	83%	68%	68%	98%
Economic Development and Transportation	78%	68%	73%	100%
Education	82%	70%	82%	99%
Environment	26%	14%	26%	100%
Executive and Intergovernmental Affairs	15%	13%	16%	97%
Family Services	66%	55%	60%	100%
Finance	59%	27%	30%	100%
Health	94%	82%	93%	100%
Justice	88%	94%	94%	100%

<b>PUBLIC AGENCIES</b>	<b>Inuktitut</b>	<b>Inuinnaqtun</b>	<b>French</b>	<b>English</b>
Inuit Uqausinginnik Taiguusiliuqtiit	94%	0%	0%	94%
Legal Services Board of Nunavut	59%	53%	56%	100%
Nunavut Business Credit Corporation	72%	0%	70%	100%
Nunavut Development Corporation	97%	23%	23%	100%
Nunavut Housing Corporation	53%	30%	33%	98%
Nunavut Human Rights Tribunal	100%	91%	100%	100%
Nunavut Labour Standards Compliance Office	55%	0%	61%	100%
Qulliq Energy Corporation	92%	88%	92%	100%
Workers' Safety and Compensation Commission	89%	29%	93%	100%

<b>English only</b>	<b>French only</b>
Nunavut Arctic College* Qulliit Nunavut Status of Women Council Iqaluit District Education Authority Liquor Licensing Board Nunavut Courts*	Commission scolaire francophone du Nunavut

\*Although the website offers the option to choose a different language, it does not seem to have been translated sufficiently for us to assess it.

## FINDINGS

When content is available in official languages other than English, it is more often available in Inuktitut (58%) and French (48%) than in Inuinnaqtun (36%). These percentages represent an improvement of 7% for Inuktitut and French and 6% for Inuinnaqtun since our 2015–2016 website review.

Despite some improvements, many territorial institutions do not comply with the *Official Languages Act*. According to sections 11 and 12 of the Act, territorial institutions must communicate with and provide services to the public in all the official languages.

Moreover, we are concerned by the fact that a number of documents of public importance (such as forms and policies) are still not available in all the official languages. With information increasingly being accessed online, it is imperative that websites be offered in all the official languages.

## RECOMMENDATIONS

Every territorial institution should:

- Assess whether its website is available in all the official languages
- Develop procedures and tools to track changes to the website as a way of ensuring that changes are made in all the official languages
- Prioritize the translation of documents geared towards the public (such as forms, guidelines and posters)
- Assess the relevance of the content presented on the website, and remove or archive irrelevant documents
- Assess the feasibility of developing multilingual templates for recurring documents (such as statistical tables and reports)

### 9.2.2. Written communication review

During the 2018–2019 fiscal year, the Office of the Languages Commissioner attributed a score to the territorial institutions that issue news releases, public service announcements, public health advisories, statements, position statements and bulletins by keeping track of the communications that were published simultaneously in all the official languages using Outlook. Here are the results for all categories combined:

Language	2014–2015	2015–2016	2016–2017	2017–2018	2018–2019
Inuktitut	93.7%	93.2%	93.4%	94.0%	<b>98.8%</b>
Inuinnaqtun	64.2%	81.7%	88.7%	91.7%	<b>93.6%</b>
French	91.8%	93.0%	93.7%	93.2%	<b>97.0%</b>
English	100.0%	99.4%	100.0%	100.0%	<b>100.0%</b>

Of the 328 communications analysed:

- 304 (92.7%) were published simultaneously in all the official languages
- 4 (1.2%) were missing the Inuktitut version
- 21 (6.4%) were missing the Inuinnaqtun version
- 10 (3.0%) were missing the French version
- 3 (0.9%) were available in English only

#### Scoring

Two tables are provided below. The first one gives a score indicating whether the departments' and the Office of the Premier's respective communications were published simultaneously in all the official languages, since the Department of Executive and Intergovernmental Affairs is responsible for coordinating, translating into all the official languages and sending all Government of Nunavut communications for all departments and the Office of the Premier.

In addition, since the Office of the Premier also published its own communications, we monitored them and gave it a score too.

The second table presents the score for communications issued by some territorial institutions that are responsible for translating their communications into all the official languages themselves.

For the 2018–2019 fiscal year, only communications issued through Outlook were analysed, and the scoring letter system is as follows:

A = Excellent (80 to 100%)

B = Good (65 to 79%)

C = Satisfactory (50 to 64%)

D = Needs improvement (0 to 49%)

DEPARTMENTS <sup>21</sup> and OFFICE OF THE PREMIER	2014– 2015	2015– 2016	2016– 2017	2017– 2018	2018– 2019
Community and Government Services	B	A	A	A	<b>A</b>
Culture and Heritage	C	A	A	A	<b>A</b>
Economic Development and Transportation	A	B	A	A	<b>A</b>
Education	A	A	A	A	<b>A</b>
Environment	C	B	A	A	<b>A</b>
Executive and Intergovernmental Affairs <sup>22</sup>	B	B	A	A	<b>A</b>
Family Services	C	A	A	A	<b>A</b>
Finance	C	A	A	A	<b>A</b>
Health	D	A	A	A	<b>A</b>
Justice	-	A	A	A	<b>A</b>
Office of the Premier <sup>23</sup>	D	B	A	A	<b>A</b>
Office of the Premier <sup>24</sup>	-	D	B	B	<b>A</b>

OTHER TERRITORIAL INSTITUTIONS <sup>25</sup>	2014– 2015	2015– 2016	2016– 2017	2017– 2018	2018– 2019
Commissioner of Nunavut	A	A	A	A	<b>A</b>
Legislative Assembly	A	D	A	A	<b>A</b>
Qullit Nunavut Status of Women Council	-	B	A	A	<b>A</b>
Qulliq Energy Corporation	C	B	A	A	<b>A</b>

<sup>21</sup> The number of communications issued by a department was sometimes too low for analytical purposes.

<sup>22</sup> Communications related to the Department of Executive and Intergovernmental Affairs itself.

<sup>23</sup> Communications issued by the Department of Executive and Intergovernmental Affairs.

<sup>24</sup> Communications issued by the Office of the Premier.

<sup>25</sup> The number of communications issued by a territorial institution was sometimes too low for analytical purposes.

## FINDINGS

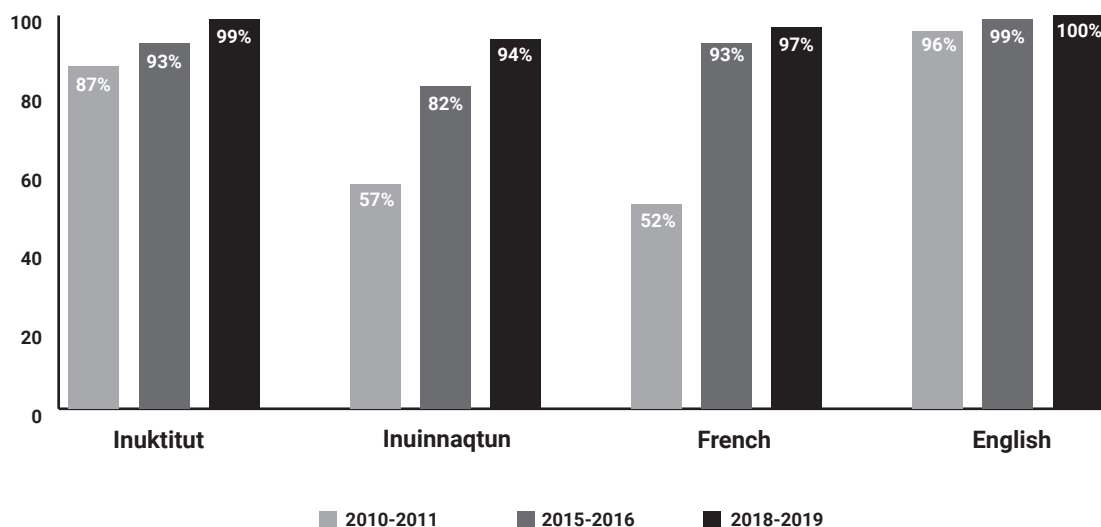
A total of 328 written communications were reviewed during the 2018–2019 fiscal year, of which 304 (92.7%) were published simultaneously in all the official languages. The scoring represents a 9.7% increase from last year's review.

Compared to last year, we noted an increase of 5% in the provision of communications in Inuktitut, 2% in the provision of communications in Inuinnaqtun and 4% in the provision of communications in French.

The provision of written communications in Inuinnaqtun increased from 57% in 2010–2011 to 94% in 2018–2019, and the

provision of written communications in French increased from 52% in 2010–2011 to 97% in 2018–2019, which represents an amazing improvement over the years!

During the 2011–2012 and 2012–2013 fiscal years, as we were receiving concerns related to communications being provided in English only, the Languages Commissioner contacted the Department of Executive and Intergovernmental Affairs and recommended that an official languages media and communications coordinator be hired to improve the situation. Steady improvement has been noted since 2014. The huge gap observed in 2010–2011 in the use of both Inuinnaqtun and French versus English is almost filled, thereby meeting the OLC's expectations.





### 9.3. INUIT LANGUAGE PLANS

Section 3 of the *Inuit Language Protection Act* (ILPA) came into force on July 9, 2017, and requires that private sector organizations, municipalities, and federal departments, agencies and institutions in Nunavut offer their communications and services to the public in the Inuit language. Such communications and services include signs, posters, commercial advertising, and reception and customer/client services.

As of March 31, 2019, we have received 18 Inuit language plans, of which 6 have been approved and 12 are in development. We evaluate each plan and any required requests for accommodations. We have noticed that each case is different and requires a different approach and specific answers. We are therefore taking a case-by-case approach and we have worked with the Office of the Languages Commissioner's legal counsel on several cases.

Obligated bodies can voluntarily prepare an Inuit language plan to help them manage their compliance with the *Inuit Language Protection Act*. Doing so can be useful because the tool allows organizations to plan future actions that are necessary for compliance. We encourage organizations to write one and assist them with the planning and implementation of their Inuit language plan and any accommodation requests.

However, an organization may also be required to prepare an Inuit language plan if a concern is reported to our Office or brought before the Court of Justice about the organization not offering services or communications in the Inuit language.

An Inuit language plan contains information about:

- The nature of the organization's activities
- Measures, policies and practices proposed for communications and services, accompanied by a schedule for implementing them
- The 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

The organization can simply complete the Inuit language plan template and return it to the Office of the Languages Commissioner (OLC). When the OLC receives an Inuit language plan, it reviews it to determine whether the following criteria are met:

- All the obligations are addressed.
- The proposed measures are relevant.
- The proposed timelines are reasonable.

The OLC may seek additional input from the organization during the review. The initial review can take up to a month, after which the OLC either approves the plan or suggests amendments. Once the Inuit language plan is approved, the organization receives a letter from the OLC. It is important that the organization actually implement the plan.

A change in circumstances could cause an organization's plan to no longer comply with the *Inuit Language Protection Act*, in which case the OLC may verify whether the plan is being implemented, ask the organization

to review its plan or revoke its approval of the plan.

Although every organization must offer services and communications in the Inuit language, the Office of the Languages Commissioner may substitute a requirement for a less onerous one in specific cases; this is called accommodation. Accommodation may be offered to private sector organizations only; municipalities and public sector bodies are not entitled to accommodation. An accommodation does not mean an organization is exempt from complying with its Inuit language obligations.

Accommodation requests are carefully examined by the OLC and assessed based on the following criteria:

- The nature of the organization's activities
- The impacts of the proposed accommodation on the Inuit language-speaking population



# 10. REPORT ON THE 2018-2019 INDICATORS

The OLC works in three main areas: legislation, communications, and policy, planning and investigations.

## 10.1. LEGISLATION

### Review the language acts

#### OBJECTIVES

- To ensure that the Inuit and Francophone communities in Nunavut each have the means necessary to safeguard and strengthen their cultural expression, collective life and heritage for future generations
- To ensure that services and communications are delivered in a way that respects the equal status, rights and privileges of all official language communities

#### PERFORMANCE INDICATOR

- The reviewed *Official Languages Act* and *Inuit Language Protection Act* strengthen the culture, language and heritage of Nunavummiut.

#### RESULT

- Postponed. We intended to initiate the analysis in order to be prepared when the acts are to be reviewed. As one of our

investigators started working in February and the other in July of 2019, the review will be conducted in September 2019.

### Finalize the protocol for accessing the Nunavut Court of Justice

#### OBJECTIVE

- To determine the process for the Languages Commissioner of Nunavut to gain access to the Nunavut Court of Justice for investigative purposes

#### PERFORMANCE INDICATOR

- A new protocol is implemented.

#### RESULT

- Completed. A new protocol has been implemented.

### Participate in the 2018 *Education Act* review

#### OBJECTIVES

- To ensure that the *Education Act* review is done in a manner that respects all acquired rights
- To ensure that the government's linguistic obligations to provide Inuit language instruction are not reduced
- To ensure that language rights are protected and promoted

### PERFORMANCE INDICATOR

- The new *Education Act* must not reduce any acquired rights and must propose an Inuit language education program that protects the continued existence of Inuit language and culture.

### RESULT

- Completed. We submitted our comments on the proposed amendments to the 2008 *Education Act* and the *Inuit Language Protection Act* to the Department of Education on December 14, 2018.

### Meet with the federal government

### OBJECTIVES

- To inform the federal government of its language obligations pursuant to section 3 of the *Inuit Language Protection Act*
- To ensure that Inuit language rights are protected and promoted

### PERFORMANCE INDICATOR

- Federal departments, agencies and institutions are complying with section 3 of the ILPA and providing communications and services to the public in the Inuit language.

### RESULT

- On hold. As the OLC was facing resistance from the federal government regarding compliance with section 3 of the *Inuit Language Protection Act*, the Languages Commissioner contacted the Treasury Board of Canada and the Clerk of the Privy Council to schedule a meeting to discuss its obligations. The OLC will follow up on this activity.

### Review Bill 49, an amendment to the *Nunavut Elections Act*

### OBJECTIVES

- To identify the changes that are needed to safeguard language rights during the electoral process
- To ensure that linguistic obligations to provide communications and services to the public in all the official languages are respected

### PERFORMANCE INDICATOR

- The provisions respecting official languages are adequate and people of Nunavut are able to participate in the electoral process in every official language.

### RESULT

- Completed. Bill 49 came into force on April 1, 2019.

ERRATUM: We issued misleading information regarding Elections Nunavut in our previous annual report.<sup>26</sup> In fact, we should have written that the OLC received concerns about municipal elections in 2017 and referred to the *Local Authorities Elections Act*, as municipal elections did not yet fall under the *Nunavut Elections Act* at that time.

<sup>26</sup> The text in the OLC's 2017–2018 Annual Report read: "In the past, the Office of the Languages Commissioner received complaints respecting territorial elections administered by the Chief Electoral Officer. The latter has challenged the application of the *Official Languages Act* to his office and to elections held pursuant to the *Nunavut Elections Act*."

## 10.2 COMMUNICATIONS

### **Develop a communications plan for the Office of the Languages Commissioner (OLC)**

#### **OBJECTIVES**

- To understand the situation in order to choose the best strategies and tactics to implement to reach a target audience
- To set goals and identify target groups
- To communicate in a coherent and effective manner
- To plan activities
- To control costs

#### **PERFORMANCE INDICATOR**

- A comprehensive reflection requires the OLC to develop a plan that will guide all of its actions in a coherent way. It is this consistency that will make our actions effective.

#### **RESULT**

- On-going. We are finalizing the plan.

### **Develop an advertising campaign on language rights**

#### **OBJECTIVES**

- To increase people's awareness of their language rights
- To inform the public of the importance of filing concerns

#### **PERFORMANCE INDICATOR**

- People know more about their language rights and are more aware of the possibility of filing a concern.

#### **RESULT**

- Completed. Each year, the OLC promotes language rights during Inuit Language Month (February) and French Language Month (March). We conducted a print- and radio-based awareness campaign about language rights and the OLC's role.

### **Review the OLC's website**

#### **OBJECTIVES**

- To update existing information on services and products
- To inform people about language rights and obligations
- To guide people on how to file a concern

#### **PERFORMANCE INDICATOR**

- The OLC's website is updated.

#### **RESULT**

- On-going. Texts have been drafted and we are finalizing the English version.

### **Participate in the Inuugatta Language Conference**

#### **OBJECTIVES**

- To assist in developing strategies and initiatives that will contribute to the continued revitalization, preservation, promotion, maintenance and growth of Inuktitut in all regions
- To assist in encouraging Nunavummiut to voice their opinion about the future of the Inuit language

## PERFORMANCE INDICATOR

- Strategies and initiatives on how to change attitudes about speaking Inuktitut are developed and implemented by 2020.

## RESULT

- Completed. We attended the conference organized by the Department of Culture and Heritage, which was held March 25–29, 2019.

### Participate in the Ministerial Conference on the Canadian Francophonie<sup>27</sup>

## OBJECTIVES

- To assist in promoting effective intergovernmental cooperation
- To exchange viewpoints, knowledge and experience
- To encourage the implementation of an active offer and increased government services in French

## PERFORMANCE INDICATOR

- A dialogue is maintained that fosters the development of public policies to strengthen strategic directions, and to share information and best practices for providing services in French and supporting Francophone communities.

## RESULT

- Postponed. The Ministerial Conference on the Canadian Francophonie is being organized by that the Department of Culture and Heritage and will be held during the 2019–2020 fiscal year.

<sup>27</sup> The Ministerial Conference on the Canadian Francophonie (MCCF) is an intergovernmental organization that was created in 1994 and is made up of federal, provincial and territorial ministers responsible for the Canadian Francophonie. The MCCF deals with various issues related to the Canadian Francophonie, provides direction for intergovernmental cooperation and plays a unifying role in support of the country's Francophonie. MCCF member ministers meet annually to focus on various subjects related to the Canadian Francophonie. The Conference's regular operations are administered by a network of provincial, territorial and federal public servants called the Intergovernmental Network on the Canadian Francophonie.

### Participate in the *Indigenous Languages Act* consultation

## OBJECTIVES

- To promote effective cooperation
- To exchange viewpoints, knowledge, and experience

## PERFORMANCE INDICATOR

- There is a dialogue on the development of the new Indigenous Languages Act with respect for the Nunavut language acts.

## RESULT

- Completed. The Languages Commissioner met with the Inuit Tapiriit Kanatami (ITK) and participated in the consultation organized by the Department of Canadian Heritage in Iqaluit on July 18, 2018.

Bill C-91 on Indigenous languages was introduced in the House of Commons of Canada on February 15, 2019, and the Languages Commissioner appeared before the Standing Senate Committee on Aboriginal Peoples on April 4, 2019.

## 10.3. POLICY, PLANNING AND INVESTIGATIONS

### Prepare a strategic plan for the Office of the Languages Commissioner

## OBJECTIVES

- To prepare and define the scope of the OLC's activities
- To review and analyze the OLC's internal and external environment
- To formulate and implement strategies

- To build consensus in the organization by getting the message out to employees and stakeholders

#### **PERFORMANCE INDICATOR**

- A strategic plan is available and implemented.

#### **RESULT**

- On-going. The OLC held a two-day strategic planning. An orientation document was distributed to all employees before the meeting, and the Office has determined its objectives, strategies and tactics. As we have new employees, we will hold a new strategic planning session in November in order to update the plan.

#### **Monitor territorial institutions' language services by means of a website review**

#### **OBJECTIVES**

- To evaluate communications and services provided to the public
- To identify themes or trends in regard to language rights violations
- To identify potentially problematic language rights situations

#### **PERFORMANCE INDICATOR**

- Members of the public can communicate with and receive a response from the Government of Nunavut's departments in the official language of their choice.

#### **RESULT**

- Completed. The website review was carried out, and the results are presented in Chapter 9.2 of this annual report.

#### **Monitor territorial institutions' language services by means of a written communication**

#### **OBJECTIVES**

- To evaluate the status of written communications issued by territorial institutions
- To identify potentially problematic language rights situations

#### **PERFORMANCE INDICATOR**

- Written communications are issued by territorial institutions simultaneously in all the official languages.

#### **RESULT**

- Completed. The written communication review was carried out, and the results are presented in Chapter 9.2 of this annual report.

#### **Assist with enforcing section 3 of the ILPA**

#### **OBJECTIVES**

- To continue to inform private sector organizations, municipalities, and federal departments, agencies and institutions of their language obligations under section 3 of the *Inuit Language Protection Act*
- To ensure that Inuit language rights are protected and promoted

#### **PERFORMANCE INDICATOR**

- The obligated bodies are complying with section 3 of the ILPA and providing communications and services to the public in the Inuit language.



## **RESULT**

- On-going. The results are presented in Chapter 9.3 of this annual report.

### **Review the investigation process**

## **OBJECTIVES**

- To update existing information on the investigation process
- To prepare a guide on the investigation process

## **PERFORMANCE INDICATOR**

- A guide is available.

## **RESULT**

- Postponed. As the investigator positions were vacant, we postponed this activity until the 2019–2020 fiscal year.



# 11. 2019-2020 WORK PLAN

Here are some useful explanations about our reporting process:

## OBJECTIVES

The objectives are a means to fulfill the mandate of the Office of the Languages Commissioner of Nunavut and are described in sufficient detail to facilitate accountability and performance assessment. The objectives are:

- Specific: Indicate the subject of change and, if required, the target group and region
- Measurable: Can be measured with indicators
- Attainable: Can realistically be met within a specific time frame
- Relevant: Meet the requirements of the identified situation

## PERFORMANCE INDICATORS

Performance indicators allow for the achievement of specific results to be verified and must therefore facilitate the assessment of progress as the results are being obtained. Indicators may be quantitative (frequency, increase or decrease, improvement, number, percentage

or ratio) or qualitative (vitality, relevance, commitment, scope, degree, quality or satisfaction). It is sometimes necessary to use both qualitative and quantitative indicators to measure attained results.

## PERFORMANCE MEASUREMENT METHODOLOGY

The performance measurement methodology helps to identify the method, data, tools or techniques to be used to evaluate progress and validate the performance indicators, such as a questionnaire, survey, study or report.

### 11.1. LEGISLATION

#### Participate in the 2019 *Education Act* review

## OBJECTIVES

- To ensure that the *Education Act* review is done in a manner that respects all acquired rights
- To ensure that the government's linguistic obligations to provide Inuit language instruction are not reduced
- To ensure that language rights are protected and promoted

## PERFORMANCE INDICATOR

- The new *Education Act* must not reduce any acquired rights and must propose an

Inuit language education program that protects the continued existence of Inuit language and culture.

#### **PERFORMANCE**

##### **MEASUREMENT METHODOLOGY**

- Bill 25 was introduced by the Minister of Education and received a second reading in the Legislative Assembly on June 5, 2019. We will submit our comments on Bill 25 to the Standing Committee on Legislation by September 13, 2019. The follow-up will be presented in the 2019–2020 annual report.

#### **Review the languages acts**

#### **OBJECTIVES**

- To ensure that the Inuit and Francophone communities in Nunavut each have the means necessary to safeguard and strengthen their cultural expression, collective life and heritage for future generations
- To ensure that services and communications are delivered in a way that respects the equal status, rights and privileges of all official language communities

#### **PERFORMANCE INDICATOR**

- The reviewed *Official Languages Act* and *Inuit Language Protection Act* strengthens the culture, language and heritage of Nunavummiut.

#### **PERFORMANCE**

##### **MEASUREMENT METHODOLOGY**

- The review will be conducted in September 2019. The follow-up

will be presented in the 2019–2020 annual report.

## **11.2. COMMUNICATIONS**

Develop an advertising campaign on language rights

#### **OBJECTIVES**

- To increase people's awareness of their language rights
- To inform the public of the possibility of filing concerns

#### **PERFORMANCE INDICATOR**

- People know more about their language rights and are more aware of the possibility of filing a concern.

#### **PERFORMANCE**

##### **MEASUREMENT METHODOLOGY**

- The OLC promotes language rights during Inuit Language Month (February) and French Language Month (March). The follow-up will be presented in the 2019–2020 annual report.

#### **Develop an advertising campaign on the OLC's role**

#### **OBJECTIVES**

- To raise public awareness of the OLC and its role and mandate
- To increase the OLC's visibility
- To strengthen relations between the OLC, the public and obligated bodies with respect to language rights and obligations

#### **PERFORMANCE INDICATOR**

- The advertising campaign raised awareness among the general public and increased the OLC's visibility.

#### **PERFORMANCE**

#### **MEASUREMENT METHODOLOGY**

- The follow-up will be presented in the 2019–2020 annual report.

**Work with private sector organizations on planning and implementing their Inuit language plans**

#### **OBJECTIVES**

- To inform private sector organizations of their language obligations under section 3 of the ILPA
- To ensure that Inuit language rights are protected and promoted

#### **PERFORMANCE INDICATOR**

- The obligated bodies are complying with section 3 of the ILPA and providing communications and services to the public in the Inuit language

#### **PERFORMANCE**

#### **MEASUREMENT METHODOLOGY**

- The follow-up will be presented in the 2019–2020 annual report.

**Review the OLC's website**

#### **OBJECTIVES**

- To update existing information on services and products
- To inform people about language rights and obligations
- To guide people on how to file a concern

#### **PERFORMANCE INDICATOR**

- The OLC's website is updated.

#### **PERFORMANCE**

#### **MEASUREMENT METHODOLOGY**

- The OLC expects to have a new website by the end of the fiscal year. The follow-up will be presented in the 2019–2020 annual report.

### **11.3. POLICY, PLANNING AND INVESTIGATIONS**

**Monitor territorial institutions' language services by means of a telephone communication verification**

#### **OBJECTIVES**

- To evaluate the active offer and official language communications being provided by territorial institutions
- To identify themes or trends in regard to language rights violations
- To identify potentially problematic language rights situations

#### **PERFORMANCE INDICATOR**

- Members of the public can communicate with and receive a response from territorial institutions by phone in the official language of their choice.

#### **PERFORMANCE**

#### **MEASUREMENT METHODOLOGY**

- The call verification consists of two different surveys: the verification of language services through phone calls and the verification of voicemails. It is conducted separately in Inuktitut and in French. The follow-up will be presented in the 2019–2020 annual report.

**Follow up on the Department of Health's and the Qikiqtani General Hospital's compliance with the Languages Commissioner's recommendations**

**OBJECTIVES**

- To determine the Department of Health's and the Hospital's progress in complying with the OLC's recommendations indicated in the systemic investigation report
- To evaluate the active offer and official languages services being provided by the Hospital

**PERFORMANCE INDICATOR**

- Members of the public can communicate with and receive services from the Department of Health and the Qikiqtani General Hospital in the official language of their choice.

**PERFORMANCE MEASUREMENT METHODOLOGY**

- The follow-up will be presented in the 2019–2020 annual report.

**Provide staff with training and professional development opportunities**

**OBJECTIVES**

- To strengthen our internal capacity and expertise
- To also provide staff with individual training tailored to their distinct needs and roles

**PERFORMANCE INDICATOR**

- Employees have relevant professional development opportunities.

**PERFORMANCE MEASUREMENT METHODOLOGY**

- We will provide staff with training on the investigation process and the language acts. The follow-up will be presented in the 2019–2020 annual report.

**Develop a guide on the investigation process**

**OBJECTIVES**

- To update existing information on the investigation process
- To prepare a guide on the investigation process

**PERFORMANCE INDICATOR**

- A guide is available.

**PERFORMANCE MEASUREMENT METHODOLOGY**

- As the investigator positions were vacant, this activity was postponed. It will be achieved by the end of the fiscal year. The follow-up will be presented in the 2019–2020 annual report.

**Provide feedback to territorial institutions on the OLC's survey results regarding the right to work in the Inuit language**

**OBJECTIVE**

- To raise awareness of the status of the right to work in the Inuit language in territorial institutions

**PERFORMANCE INDICATORS**

- Territorial institutions are aware of the right to work in the Inuit language
- Territorial institutions are following the OLC's recommendations

- Territorial institutions are implementing actions to comply with the *Inuit Language Protection Act*

## **PERFORMANCE**

### **MEASUREMENT METHODOLOGY**

- This activity will be followed by a survey to be conducted during the 2020–2021 fiscal year. The follow-up will be presented in the 2019–2020 annual report.

### **Prepare a strategic plan for the OLC**

## **OBJECTIVES**

- To prepare and define the scope of the OLC's activities
- To review and analyze the OLC's internal and external environment
- To formulate and implement strategies
- To build consensus in the organization by getting the message out to employees and stakeholders

## **PERFORMANCE INDICATOR**

- A strategic plan is available and implemented.

## **PERFORMANCE**

### **MEASUREMENT METHODOLOGY**

- As we have new employees, we will hold a new strategic planning session in November in order to update the plan. The follow-up will be presented in the 2019–2020 annual report.



## 12. BUDGET REPORT

### Statement of budgets and expenditures

#### THREE-YEAR COMPARATIVE SUMMARY

	2018-2019	2017-2018	2016-2017
<b>Budget</b>	\$1,410,000	\$1,410,000	\$1,410,000
<b>Expenditures</b>			
Salaries	387,394	427,433	349,715
Casual wages	27,555	39,006	70,553
Travel	8,164	36,534	8,608
Materials and supplies	17,094	37,827	19,158
Purchased services	62,872	57,740	78,654
Utilities	-	-	-
Contract services	286,904	331,046	315,345
Fees and payments	9,725	1,600	-
Other expenses	3,960	4,867	36
Tangible assets	6,497	500	-
Computer hardware and software	2,434	11,375	2,299
<b>Total expenditures</b>	<b>812,599</b>	<b>947,928</b>	<b>844,368</b>
<b>Operating surplus (deficit)</b>	<b>596,401</b>	<b>462,072</b>	<b>565,632</b>





