



## November 2025 version

This includes:

- This document provides information on complying with section 3 of the Inuktitut Protection Act (IPA) and outlines the process to ensure compliance.

Every organization (including territorial and federal institutions, municipalities, and private sector bodies) operating in Nunavut **must display, publish, and offer** the following in Inuktitut:

- The Inuktitut versions of signs, posters, and written documents must be at least equally as prominent as those in other official languages used.

*Inuktitut, English and French are the official languages of Nunavut. Inuktitut refers to Inuinnaqtun in Kugluktuk or Cambridge Bay, and to Inuktitut in the other communities.*

### Do you provide any particular services?

If your organization provides any of the following services, then it falls into the category of **organizations delivering particular services**:

- **Essential services**, including:

- **Emergency, rescue** or similarly **urgent services** or interventions (including **intake** or **dispatch services**)
  - **Health, medical** or **pharmaceutical** services
- **Household, residential** or **hospitality** services, including:
  - **Restaurant, hotel, lodging, residential** or **housing** services
  - **Basic services** to a household (including the supply of **electricity, fuel, water** and **telecommunications**)

If your organization provides those services, then it must, **in addition** to the obligations respecting signage, posters and commercial advertising and reception/client services, ensure that the following **written and oral communications** are offered in Inuktitut:

- All notices, warnings or instructions directed to users or consumers of the service.
- Monthly bills, invoices, and similar demands directed to persons who may be Inuktitut speakers.
- Other prescribed communications under the IPA

### What am I expected to do?

Organizations must meet their language obligations and comply with the *Inuktitut Protection Act*.

To manage your compliance with the *Inuktitut Protection Act*, you can prepare an Inuktitut Language Plan. Your organization initiates its transition to compliance with the law by doing it.

## INUKTUT LANGUAGE PLAN

### What is an Inuktitut language plan?

The Inuktitut language plan is a tool that private organizations can use to manage their compliance with the *Inuktitut Protection Act*. This plan helps organizations monitor the fulfillment of their linguistic obligations.

The Inuktitut language plan is a form that includes specific, time-bound objectives. These objectives form stages in your progression toward meeting your compliance obligations. A plan contains information on the following:

- The category to which your organization belongs and your corresponding compliance obligations.
- The measures, policies and practices proposed for satisfying your compliance obligations.
- An implementation schedule.

- The way you will publicize both the Inuktitut Language Plan and the availability of your communications or services in Inuktitut.

### **What kinds of actions or measures should organizations include in the Inuktitut language plan?**

There are various actions or measures that you should consider when planning your compliance initiatives to your obligations. For example:

- Translating and publishing advertisements, brochures, posters, etc.
- Offering online customer or client services in Inuktitut
- Translating and displaying signs
- Offering Inuktitut training to staff
- Teaching basic greeting words in Inuktitut to reception staff
- Developing a procedure to offer Inuktitut services and communications.
- Including the ability to speak Inuktitut as a hiring qualification.
- Partnering with an on-call interpreter/translator
- Adapting software for syllabics
- Advertising the availability of services in Inuktitut

### **Is it mandatory to prepare an Inuktitut language plan?**

Your organization may be required to prepare an Inuktitut language plan if a complaint is filed with our Office regarding your organization's non-compliance with your language obligations.

However, preparing an Inuktitut language plan voluntarily is a process that will help your organization comply with the *Inuktitut Protection Act*. The plan is helpful because it allows your organization to figure out and plan future actions necessary for compliance. Also, the Official Languages Commissioner has the authority to discontinue any ongoing investigation after the approval of the Inuktitut language plan under section 30(4) of the IPA.

### **What is the process?**

Your organization can complete the Inuktitut language plan and return it to the Office of the Languages Commissioner of Nunavut (OLCN) using the contact information included in the template.

At any time, the Language Commissioner's office is available to provide you with advice regarding your language obligations and how to comply with them.

When the OLCN receives an Inuktitut language plan, it will review it to determine whether the following criteria are met:

- All the obligations are addressed.
- The proposed measures are relevant and will ensure compliance with the IPA.
- The proposed timelines are reasonable.

During that review, the OLCN may seek additional input from the organization. The initial review can take up to a month.

After the **initial review**, the OLCN will either approve the plan or suggest amendments.

Once the Inuktitut language plan is approved, your organization will receive a letter from the OLCN. The organization must implement the plan. Checks usually occur at least once a year.

## ACCOMMODATION

### Can an organization request accommodation from any of the Inuktitut language obligations?

Under section 3(5) of the **Inuktitut Protection Act**, accommodation may be granted **only** in limited circumstances and primarily for **private sector bodies**, when:

- Compliance would cause **undue hardship**, or
- The organization primarily serves or protects a non-Inuit linguistic or cultural community

Accommodations are evaluated on a **case-by-case basis**, based on evidence provided in the ILP process.

There are **no general exemptions** under the IPA.

## ASSISTANCE

### Office of the Languages Commissioner

The Office of the Languages Commissioner can assist you with the development and implementation of your organization's Inuktitut language plan upon request.

Phone: 867-975-5080 / Toll-free: 1-877-836-2280

Website: <https://langcom.nu.ca/en>

Email: [langcom@langcom.nu.ca](mailto:langcom@langcom.nu.ca)

### Department of Culture and Heritage

The Department of Culture and Heritage provides funding to the private sector. It also has publications on best practices.

Phone: 867-975-5500 / Toll free: 1-877-212-6438

Website: <https://www.gov.nu.ca/en/culture-language-heritage-and-art>

Email: [info@gov.nu.ca](mailto:info@gov.nu.ca)

## Inuktut Uqausinginnik Taiguusiliuqtiit (IUT)

Inuktitut Uqausinginnik Taiguusiliuqtiit (IUT) can provide expertise on the correct use of Inuktitut and its terminologies. It does not provide translations.

Phone: 867-975-5545 / Toll-free: 1-855-232-1852

Website: <http://www.taiguusiliugtiit.ca/>

Email : [iut@gov.nu.ca](mailto:iut@gov.nu.ca)

## FAQ

## OBLIGATIONS

**What if I am a contractor doing work for the Government of Nunavut? Do I have to communicate with the public in Inuktitut?**

Yes. Section 4 of the IPA describes the obligations for contracts with the Government of Nunavut and public agencies. Every contract must include a requirement on the contractor to communicate with and provide services to the public in Inuktitut.

## What does it mean to publicize my organization's Inuktitut language plan and the availability of communications and services in Inuktitut?

You must make your organization's plan available to the public (i.e., it may be posted on your organization's website or be on display in the reception area) and create an environment where customers and clients know they can use Inuktitut (this might be accomplished by posting signs, using Inuktitut in greetings at the reception desk, Inuktitut available stickers, etc.).

## What happens if a complaint is reported to the Office of the Languages Commissioner about my organization?

The Office of the Languages Commissioner of Nunavut will investigate all eligible complaints raised. These could be complaints about a document, sign, or notification that is not in Inuktut, or about services offered by a business only in English.

If your organization has submitted an Inuktitut language plan, the Office will review the plan and monitor its implementation.

If your organization has not submitted a plan, the Office will ask your organization to prepare one. This plan will define how and when you will meet the requirements of the law.

## CHALLENGES

### How can my organization offer reception and customer service in Inuktitut when it does not have bilingual staff?

The OLCN understands that offering reception and customer services in Inuktitut might be difficult for some to achieve. Your organization must implement this, but compliance can be gradual.

Depending on the situation, your organization could provide training to your employees, translate essential documents, hire Inuktitut-speaking employees and rely on on-call interpreters, depending on your organization's capacity.

## TRANSLATIONS

### What items does my organization need translated into Inuktitut?

- Public signs, including emergency and exit signs.
- Posters and commercial advertising

If your organization offers particular services (see page 1 for more information), you must translate:

- Monthly bills
- Invoices
- Warnings
- Notices
- Drug use instructions
- Restaurant menus
- Hotel room instructions
- Instructions on services

### **IMPORTANT NOTE:**

*Ensure that the Inuktitut text (syllabic or roman orthography) on public signs, posters and commercial advertising is at least equally prominent with any other language used.*

### Does my organization need to publish in both Inuktitut and Inuinnaqtun?

It depends. Your organization needs to provide both Inuktitut and Inuinnaqtun only if you are providing services throughout all of Nunavut.

Otherwise, your organization must publish in Inuinnaqtun if it conducts business in Kugluktuk or Cambridge Bay, or in Inuktitut if it only conducts business in the rest of Nunavut.

### I own a retail business. Am I required to have receipts and labels in Inuktitut?

No, unless your organization provides specific services (see p. 1 for more information).

However, you may want to include in Inuktitut the store's contact information, a friendly "Thank you for shopping..." message, and any other public messages printed on your receipts.

## RESOURCES

### Having everything translated and offering my services in Inuktitut might be costly. Is there help available?

The Department of Culture and Heritage has a funding program geared towards the private sector. You can find more information online at:

- <https://www.gov.nu.ca/en/culture-language-heritage-and-art/grants-and-contributions-private-sector-inuktitut>

### Do you have a list of translators?

Yes, we have a list of translators. However, we cannot guarantee the quality of the translations.

To obtain the list, you have to write to us at [langcom@langcom.nu.ca](mailto:langcom@langcom.nu.ca) or call us at 867-975-5080 or 1-877-836-2280 (toll-free)

### Is there language training available to employees?

Yes. The Pirurvik Centre and the Nunavut Arctic College periodically offer courses to the public.

#### **Pirurvik Centre**

Phone: 867-979-4722

Email: [info@pirurvik.ca](mailto:info@pirurvik.ca)

Website: [www.pirurvik.ca](http://www.pirurvik.ca)

Also, their "Tusaalanga" website is a valuable tool to learn basics in Inuktitut: [www.tusaalanga.ca/](http://www.tusaalanga.ca/)

#### **Nunavut Arctic College**

Phone: 867-857-7200 / Toll-free: 1-866-979-7222

Email:

- [nunatta@arcticcollege.ca](mailto:nunatta@arcticcollege.ca)
- [kivalliq@arcticcollege.ca](mailto:kivalliq@arcticcollege.ca)
- [kitikmeot@arcticcollege.ca](mailto:kitikmeot@arcticcollege.ca)

Website: <https://www.arcticcollege.com/>