

**Third Report by Canada
To UNESCO**

On Measures Taken to Implement the

**Recommendation concerning the Promotion and Use of Multilingualism
and Universal Access to Cyberspace**

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General Information

Country: Canada

Organization responsible for the preparation of the report: Canadian Commission for UNESCO

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Brief description of the consultation process established for the preparation of the report: The Canadian Commission for UNESCO (CCUNESCO) was mandated by the Department of Foreign Affairs, Trade and Development Canada to consult with federal departments and the ten provinces and three territories. CCUNESCO received reports from the following federal departments: Canadian Heritage, Industry Canada, Citizenship and Immigration Canada and from the governments of Quebec, Newfoundland and Labrador and Nunavut.

A. Development of multilingual content and systems

The Official Languages Act applies to all federal institutions in Canada. The Act assigns to Canadian Heritage the responsibility for the coordination of federal institutions' efforts in meeting their commitments and to ensure that appropriate measures are taken to advance the equality of status and use of English and French in Canadian society. Canadian Heritage exercises this leadership principally through its Official Languages Support Programs which constitute the Government of Canada's most significant contribution in this area.

The Roadmap for Canada's Official Languages 2013-18: Education, Immigration, Communities, a federal pan governmental strategy coordinated by Canadian Heritage, represents a renewed \$1.1 billion investment which aims to protect, celebrate and strengthen the country's two official languages through initiatives implemented by 14 federal institutions.

The Aboriginal Languages Initiative (ALI) <http://www.pch.gc.ca/eng/1267285112203/1388770448005>

The objective of the Aboriginal Languages Initiative (ALI) is to support the preservation and revitalization of Aboriginal languages for the benefit of Aboriginal peoples and other Canadians.

Expected results of the ALI program include:

- Aboriginal people have access to community-based projects and activities that support the preservation and revitalization of Aboriginal languages and cultures;
- Aboriginal communities are assisted in their efforts to enhance languages and cultures; and
- Aboriginal languages and cultures are preserved and enhanced as living cultures.

Northern Aboriginal Broadcasting (NAB) <http://www.pch.gc.ca/eng/1267292195109>

The objectives of the Northern Aboriginal Broadcasting (NAB) are:

- to support the production of culturally-relevant Aboriginal programming;
- to facilitate establishment and maintenance of production facilities;
- to ensure availability of significant amount of radio and television programming;

- to contribute to the protection and enhancement of Aboriginal languages and cultures; and
- to provide venues to articulate issues of relevance to Aboriginal audiences and communities.

Canada Media Fund (CMF): <http://www.cmf-fmc.ca/>

Launched in 2010, the Canada Media Fund (CMF) is the largest fund which supports the production of television and digital content in Canada. The CMF, a partnership between the Government of Canada and Canada’s cable and satellite distributors, supports the creation of convergent digital television content in both official languages, including minority official language productions, in Aboriginal languages and in third languages. The CMF allows the creation of digital content across multiple platforms such as television, wireless devices or Internet through two funding streams.

- The Convergent Stream supports the creation of high quality Canadian television programs and value-added digital convergent content on at least one other platform: wireless devices or Internet.
- The Experimental Stream encourages the development of leading-edge non-linear, interactive digital media content and software applications.

Canadian Heritage Information Network (CHIN): <http://www.rcip-chin.gc.ca/index-eng.jsp>

The Canadian Heritage Information Network (CHIN) has continued to provide museums in communities across Canada with resources designed to enable them to manage, preserve and present collections information. These resources have facilitated the creation and publishing of content on the Internet. All professional content developed by CHIN is made available in both French and English. Resources designed to provide public access to museum content, such as Artefacts Canada, enable users to search for content in either French or English.

Canadian Multiculturalism Act

While the *Canadian Multiculturalism Act* (1985) was written before the advent of cyberspace, it seeks to preserve and enhance use of other languages while strengthening Canada’s two official languages. It states that the policy of the Government of Canada will “preserve and enhance the use of languages other than English and French, while strengthening the status and use of the official languages of Canada”, and that all federal institutions shall “make use, as appropriate, of the language skills and cultural understanding of individuals of all origins”. It further states that the Minister may “facilitate the acquisition, retention and use of all languages that contribute to the multicultural heritage of Canada”.

In the Citizenship and Immigration Canada’s role of coordinating input to the Minister’s annual report on the implementation of the *Multiculturalism Act*, there are good examples where federal entities are better serving a diverse, multicultural Canada by conducting outreach and by providing information and services in multiple languages in addition to French and English. This includes the provision of resources to the public in multiple languages, in addition to English and French, and including through on-line and social media formats, to be consistent with the *Multiculturalism Act* and best practices.

B. Facilitating access to networks and services

In 2009, \$225 million was provided by the Government of Canada to develop and implement a strategy to extend broadband coverage to as many unserved and underserved households as possible. The main

tool for accomplishing this goal was the Broadband Canada: Connecting Rural Canadians Program. Internet access was provided to 218,000 households that previously did not have access.

In 2014, the Government of Canada announced Digital Canada 150, Canada's digital economy strategy, to advance Canada's efforts to being a global leader as a digital economy. A component of Digital Canada 150 is the Connecting Canadians Program which will provide \$305 million to extend and enhance high-speed Internet services to a target speed of 5 Mbps for 280,000 Canadian households in rural and remote areas. https://www.ic.gc.ca/eic/site/028.nsf/eng/h_00569.html

Canada's Computers for Schools Program is a national, federal government-led initiative that operates in cooperation with all provinces and territories as well as the private and volunteer sectors. Program funding recipients collect, repair and refurbish donated surplus computers from public and private sectors and distribute them to schools, public libraries, not-for-profit organizations and Aboriginal communities throughout Canada. Over the 20-year life of the program more than 1,300,000 computers have been refurbished and donated. In 2014 the Government of Canada announced that the renewal of the program would put approximately 280,000 computers in schools across Canada and would provide 1000 training opportunities for young people in all areas of digital technology. <http://www.ic.gc.ca/eic/site/cfs-ope.nsf/eng/home>

Canada has committed to an open, multi-stakeholder approach to Internet governance, led by the private sector and technical community, which has enabled economic progress, innovation and social development.

In July 2004 Canada's world-leading anti-spam law came into force to protect Canadians from malicious online attacks.

The Government of Canada will be a leader in using digital technologies to interact with Canadians, making it simpler and quicker to access services and information online. https://www.ic.gc.ca/eic/site/028.nsf/eng/h_00569.html

C. Development of public domain content

"Open data" – the ready access to government data in easily usable formats – will expand public dialogue, stimulate citizen engagement and foster greater cooperation among governments, businesses, academia and individuals. Canada will open its vaults and release datasets. An Open Data Portal has been created. Open Science will be developed to facilitate open access to the publications and related data resulting from federally-funded research. https://www.ic.gc.ca/eic/site/028.nsf/eng/h_00569.html

D. Reaffirming the equitable balance between the interests of rights-holders and the public interest

Canadian Copyright Legislation

Canada's constitution provides that the federal government has the exclusive power to legislate on copyright matters. The *Copyright Act* (the *Act*) is the responsibility of the Minister of Industry, and for the formulation of cultural policies, of the Minister of Canadian Heritage. The *Act* is an important market framework law and cultural tool, central to the promotion of creativity and innovation.

With the passage of the 2012 *Copyright Modernization Act*, Canada brought up to date its copyright law that was last updated in 1997. This modernization is part of the Canada Digital 150 initiative. This new

plan was adopted in order to take full advantage of the opportunities of the digital economy as we approach the 150th anniversary of Canada (2017).

The changes strike the right balance between the interests of creators and users. The new legislation implements the rights and protections set out in the WIPO Internet treaties, an international consensus on the standard of copyright protection needed to respond to the challenges and opportunities of the Internet and other digital technologies.

<http://www.balancedcopyright.gc.ca/eic/site/crp-prda.nsf/eng/rp01189.html>

A series of new limitations and exceptions to copyright have also been added, including:

- The right, for consumers, to record their favorite TV programming in order to watch it at another time, to transfer their records on their digital music players and to create “mash ups” on social networks.
- The recognition of fair uses for educational purposes, providing better access to protected works for professors, students and researchers (allowing effective ways to teach, to do research, to distribute educational materials and to give lessons while using the technology).
- New opportunities for software and technological companies to support the development of new products (e.g. by allowing the use of copyrighted works, and reverse engineering).
- The authorization, for libraries, to digitize print material and then send a copy electronically to another library, allowing the person who has requested the loan to either view the material on a computer or print one copy.
- The addition of an exception for Canadians with perceptual disabilities, allowing the adaptation of copyrighted works to facilitate the use and export.

This modernization also clarifies the limits to the Internet service providers and search engines responsibility when acting strictly as intermediaries, and provides parameters to their liability for the follow ups required in case of reception of a notice of presumed copyright infringement. Finally, this initiative has introduced a cyclical review of the *Act* by Parliament (every five years) to ensure it remains responsive to a changing digital environment.

Government of Quebec

The responses provided here are the result of consultations with the Secrétariat du Conseil du Trésor (SCT), Culture et Communications Québec, the language policy office and the Office québécois de la langue française (OQLF).

A. Development of Multilingual Content and Systems

French is the official language of Quebec. Information and communication technologies (ICT) are widely used in the Quebec public administration for managing programs and communicating with citizens, ministries, organizations and businesses.

The 2006 policy on the use of French in information and communication technologies requires ministries and organizations to use only French in ICT.

<http://www.spl.gouv.qc.ca/documentation/loisreglementspolitiques/puftic/> This applies to developing automated systems and to every step of regular or planned updating of material, databases, information

systems and software. Its goal is to give preference to the use of exact French terminology and make the use of terms and expressions standardized by the Office québécois de la langue française mandatory. The Policy also entails the development of mandatory standards to provide French versions of ICT. At present, all Quebec ministries and public administration organizations must comply with nine standards for the interoperability and integral use of French in information and communication technologies. Standards are listed here: <http://www.tresor.gouv.qc.ca/fr/ressources-informatiques/architecture-dentreprise-gouvernementale/standards-et-normes/standards-relatifs-a-linteroperabilite-et-a-lutilisation-integrale-du-francais-dans-les-tics/?style=large%25252523c324>

To adapt to the present government situation, the SCT and the Office québécois de la langue française began an audit in 2014.

By applying this policy, the Quebec public administration intends to play a leading role in protecting and promoting French in cyberspace. It also hopes to motivate the private sector to follow suit, particularly by encouraging the offer of computer products in French.
<http://www.oqlf.gouv.qc.ca/subventionTIC/subventionTIC.html>

The portal www.carrefourfrancisation.com was set up in conjunction with the Board of Trade of Metropolitan Montréal to present the program along with various tools for businesses involved in the francization process in Montréal.

With financial help from the OQLF, the Fédération des travailleurs et travailleuses du Québec (FTQ) and CGT (France) created a portal to promote French in French-speaking countries, <http://languedutravail.org/>. The program originally for aerospace workers has now spread to the telecommunications, plastics and composite materials, automobile and metal sectors.

The OQLF's program offering support to associations promoting francization of businesses provided the assistance required by Culture Montréal to create the portal www.lefrancaisenscene.ca/, a site that encourages artistic and cultural organizations to promote the use of French in their workplaces.

Furthermore, after two years' work by the OQLF and the Délégation générale à la langue française et aux langues de France (DGLFLF), a guide entitled Bonnes pratiques linguistiques dans les entreprises [Best language practices in businesses - TRANS] was published in March 2013. Based essentially on company observations, the guide, part of www.francaisautravail.org, is a practical, results-oriented tool that encourages businesses to adopt a proactive approach to workplace francization.

The Office québécois de la langue française promotes the French language and provides universal access to it through its termino-linguistic tools offered free of charge on line, especially Le grand dictionnaire terminologique (GDT) <http://gdt.oqlf.gouv.qc.ca/> and the Banque de dépannage linguistique (BDL) <http://www.oqlf.gouv.qc.ca/ressources/bdl.html>. Those tools, available to all Internet users, spotlight the French language to ensure its long-term survival in North America and around the world. The French language as a whole is reflected in OQLF tools, as a language that expresses the variety of situations in the geographic locations where it is used.

The GDT also encompasses multilingual data and so supports linguistic diversity by providing access to terminological data in various Romance languages, including such minority languages as Catalan and Galician.

Culture et Communications Québec has been carrying out extensive discussions since 2010 with interested parties in the cultural and communications sectors, along with its network of organizations and Crown corporations, to determine what actions in the cultural arena should be taken to begin the digital shift in Quebec.

On September 29, 2014, the government of Quebec unveiled its digital cultural plan (hereafter the Plan), <http://culturenumerique.mcc.gouv.qc.ca/> which will ensure the vitality of its culture and extend it into local, national and international markets. It will especially help cultural communities make a smooth transition to the digital world so that Quebec can continue to count on this major economic support and remain competitive in world markets. The Plan focuses on three main objectives: Create digital cultural content; Innovate to adapt to the digital culture; Distribute digital cultural contents to ensure their accessibility.

As for enhancing aboriginal content production capacity, the Musée de la civilisation du Québec is expected to double the number of digital publications in circulation to make collection documentation, research and exhibition production accessible. This will involve producing content, particularly on aboriginal cultures, and preparation material adapted to school children, an increase in the digital circulation of knowledge about the Musée's collections and exhibitions (for the general public), specialized museology knowledge (for professionals) and upgrading unpublished material.

A project to form a network of broadcast halls for the performing arts in aboriginal communities using state-of-the-art digital infrastructures is also planned.

The Plan will incorporate measures to help the cultural network use semantic Web technology to maximize the presence of Quebec cultural data on the Web. This technology is the future that will facilitate the distribution multilingual cultural content. A total of \$110 million spread over 7 years is earmarked for implementation. The measures announced refer to only the first two years of the Plan.

B. Facilitating access to networks and services

In 2013, the treasury board office set up the Communauté des dirigeants de l'information et leur entourage [Community of information leaders and colleagues] to encourage cooperation and sharing among all public bodies reporting to the government of Quebec on issues related to information resources. The Community is supported by an online collaborative tool that other communities will soon join.

C. Development of public domain content

In June 2011, the Quebec government adopted the Act respecting the governance and management of the information resources of public bodies and government enterprises. This law regulates the use of information resources and its objective is to make sure that citizens have top quality online services and guarantees the future of the government's digital heritage.

http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=2&file=/G_1_03/G1_03.html

In 2011, the treasury board secretariat, in partnership with Quebec's Office des personnes handicapées, also developed government standards covering Web accessibility for disabled persons. To assist public bodies with implementing the standards, the treasury board secretariat provided guides, answers to frequently asked questions and summaries. : <http://www.tresor.gouv.qc.ca/ressources->

informationnelles/architecture-dentreprise-gouvernementale/standards-et-normes/standards-sur-laccessibilite-du-web/

Since May 2012, the government of Quebec has committed to becoming an open government based on the transparency of government information, public participation and cooperation among State employees. The government of Quebec promotes the free use of information it makes public through open data. This data is of interest to citizens, business and researchers and can be used by everyone, particularly to create new services.

To date, the portal contains some 350 sets of data on government activities.
<http://www.donnees.qouv.qc.ca/>

Quebec's ministry of culture and communications is participating in the government effort, coordinated by the treasury board, to make maximum open data accessible to the population as a whole. Seven sets of data dealing with heritage are presently available and more will be added in the short and medium terms. The digital cultural plan is an excellent vehicle to encourage the creation of content freely accessible to all.

In 2014, many Quebec cities joined the open government movement with the government of Quebec by signing an agreement to adopt a common licence enshrining the right to reuse open data. That licence is based on Creative Commons international standards.

D. Reaffirming the equitable balance between the interests of rights-holders and the public interest

According to the division of constitutional jurisdictions in Canada, copyright comes under the federal government. For the Quebec government, the question of copyright is inseparable from that of the status of the artist, which includes improving socioeconomic conditions, a priority issue for Quebec. This principle is incorporated in the government of Quebec's position that creators must receive their fair share for the use of their work by others. Quebec's digital cultural plan therefore states that Culture et Communications Québec will coordinate a steering committee for all cultural sectors (performing arts, arts and letters, cinema, reading and books, the media, arts and crafts, music, heritage) along with a workshop on adapting copyright to the digital age to promote legal solutions and compensation to creators.

E. Final comments

- Helping provide all Quebec citizens with adequate Internet access so that they can access information, and educate and express themselves.
- Supporting citizens' adoption of the digital world so they can be part of this evolution and benefit fully from content and services available through the Internet.
- Supporting the development of first-rate French-language content to encourage the use of information and communication technologies.

Please provide references to the main sources of information and data used in compiling this report and that could be of interest to share with other Member States, such as recent public policy strategies, reviews or evaluations; latest research or studies, and statistical data.

References:

- Quebec survey of Internet access by households completed in 2012 by the Institut de la statistique du Québec: <http://www.stat.douv.qc.ca/statistiques/sciencetechnologie-innovation/utilisation-internet/menages-individusimenade-internet-2012.pdf>
- Survey of Internet integration of business processes: <http://www.statdouv.qc.ca/statistiques/science-technologieinnovation/utilisationinternetentrepriseskapport-internet-2012.pdf>

Government of Newfoundland and Labrador

During the reporting period, the Government of Newfoundland and Labrador implemented policies and initiatives that align with the themes identified, including development of multilingual content and systems; facilitating access to networks and services; and development of public domain content. Please find below some examples of such provincial initiatives.

A. Development of multilingual content and systems

The Government of Newfoundland and Labrador's Office of French Services (OFS) <http://www.exec.gov.nl.ca/exec/HRS/frenchservices/> is responsible for building the capacity of the Government to deliver services in French and to contribute to the development and vitality of the province's Francophone community. In addition to acting as a resource to government departments, the OFS is a point of contact for the Francophone community on government programs and services. The OFS delivers the following programs and services to government departments: Translation; Linguistic Support; French Language Training; and Government and Community Liaison. The Government of Newfoundland and Labrador has a Translation Services Policy in place to ensure quality, timely translation of document from French to English and English to French. A recent example of a translation project is the www.honour100.ca website, which is the Government's First World War commemoration official site. It is available in English and in French.

In 2011, the Government of Newfoundland and Labrador expanded upon multilingual content on the provincial immigration website, providing Spanish language capacity in addition to existing English and French language capacity <http://www.nlimmigration.ca/es/>

The Department of Education and Early Childhood Development launched a new, interactive website designed to highlight and promote components of the Cultural Connections Strategy www.culturalconnectionsnl.ca , which is available in both English and French.

B. Facilitating access to networks and services

In 2011, the Government of Newfoundland and Labrador launched the Rural Broadband Initiative to provide incentive to telecommunications carriers to expand broadband access into unserved rural and remote areas of Newfoundland and Labrador. Work continues with industry, community, and government partners to improve further broadband infrastructure within the province. The Provincial Government has expanded broadband access to over 550 communities throughout Newfoundland and Labrador through government initiatives- up from 114 communities in 2003 <http://www.releases.gov.nl.ca/releases/2014/ibrd/0716n01.aspx>

The Department of Education and Early Childhood Development also offers enhanced online tutorials designed to help high school students prepare for public examinations a number of courses, as well as assisted the school system to increase the number of small and remote schools offering courses under the Futures in Skilled Trades and Technology Program through on-line distance learning initiatives. All related services are available free of charge and 24 hours a day, seven days a week at www.cdli.ca

Other initiatives of the Department of Education and Early Childhood Development that also align within this theme include adopting a new professional delivery model that contains an online component allowing teachers to view online curriculum updates and tips on delivery of curriculum in key areas, in their own time; investments in mass communication tools; providing 7,202 computers and 2,115 interactive whiteboards for classrooms and professional development to aid in using this technology; and implementing curriculum supported by information and communication learning technologies, such as interactive whiteboards or computers.

C. Development of public domain content

In 2012, the Government of Newfoundland and Labrador released the Provincial Strategy for the Inclusion of Persons with Disabilities. This strategy provides a broad-based policy framework for the identification, removal and prevention of barriers in areas that include access to cyberspace (electronic information, and eServices). As a best practice, the Government of Newfoundland and Labrador is constantly improving to achieve international standards of web accessibility to ensure interoperability with adaptive technology and barrier-free access to information and services delivered via internet.

The Department of Advanced Education and Skills through its funding of post-secondary institutions, indirectly supports initiatives that align under facilitating access to networks and services and the development of public domain content. In 2012, Memorial University's Senate approved a Statement on Open Access, which supports and encourages the open dissemination of research. In addition, Memorial University has a number of initiatives to support open educational resources and their use in education. The university has developed an open access research repository to help faculty to build digital portfolios; a learning object repository for use by all K-12 and postsecondary educators in the Province for storing learning objects; and an open journal system to assist faculty and graduate students start an Open Access journal, including mechanisms for article submission, peer review workflow, journal layout, reader access and long-term archiving. Through the university's Distance Education, Learning and Teaching Supports (DELTS), Memorial collaborates with the K-12 and system, College of the North Atlantic and the provincial government's Centre for Distance Learning and Innovation to support educators in their integration of technology in teaching. Memorial University also commemorated Open Access Week in October 2014 to highlight further Open Access and digital resources.

The Government of Newfoundland and Labrador in March 2014 launched the Open Government Initiative. Further to this, work is being conducted to develop an Open Government Action Plan. An Open Government is described as one that provides more information and data to residents and offers meaningful opportunities for the public to have input in decision-making and policy development. For more information on this initiative, please visit the following website <http://www.open.gov.nl.ca/>

Government of Nunavut

In recent years, the Government of Canada, the Government of Nunavut (GN) and Nunavut's Legislative Assembly have instituted substantial legislative, policy and programme frameworks to promote effective multilingualism in Nunavut. While multilingual access to cyberspace has not been the unique focus of these initiatives, they have had a direct impact on how the GN and other actors interact with the public on the Internet.

The Canadian Territory of Nunavut and its public government were established in 1999 pursuant to the federal Nunavut Act. This gave effect to Article 4 of the 1993 Nunavut Land Claims Agreement between the Inuit of the Eastern Canadian Arctic and Her Majesty the Queen in the right of Canada. The Nunavut Territory and our public government are foundation stones upon which we continue to cultivate and reinforce the presence of Inuktitut along with English and French in the public and private sector realms, including on the Internet.

A. Development of Multilingual Content and Systems

At the legislative level, in 2008, the Nunavut Legislative Assembly enacted two key statutes. These work together to establish the framework to achieve effective multilingualism in the territory. The Nunavut Official Languages Act (OLA) establishes English, French and the Inuit Language (Inuktitut) as the three Official Languages of Nunavut, equal in rights and status. OLA defines specific obligations of territorial government institutions to ensure they communicate with and serve members of the public - through the internet and other means - in the official language of their choice. The OLA received royal assent in 2009 and came into force in 2013.

The *Inuit Language Protection Act* (ILPA) is an innovative statute, which language experts, Inuit communities and legislators deemed necessary to achieve real multilingualism in Nunavut. ILPA gives the Inuit Language new prominence in education, work and daily life throughout the Territory and sets out measures by which governments and private sector organizations can take positive action to protect, revitalize and promote its use. As with OLA, ILPA applies to Internet-based and other venues. Provisions of ILPA have been coming into force since 2008.

ILPA requires public sector bodies, municipality and private sector bodies to deliver specific communications and services in Inuktitut. The Uqausivut Plan was tabled to guide implementation. <http://www.ch.gov.nu.ca/en/Uqausivut.pdf> Of relevance to multilingualism, the Uqausivut Plan identifies language standardization and terminology development as a priority for the government. This work will have positive effects on the accessibility of the IT industry and the Internet by Inuktitut speakers.

The Communications and Services Policy and the Language of Work Policy, both under development, will instruct government departments and agencies on their duties. Special attention has been placed on ensuring communications of comparable quality through websites, email and social media are accessible in the three official languages simultaneously. Finally, a \$5 Million Language Implementation Fund established to support Inuit language activities by departments and agencies, while \$1.45 Million in federal funding is allocated to Nunavut for the delivery of government services in French. The upcoming Language of Work policy contains a language training component to improve language capacity of employees including those responsible for developing web content. All GN websites are accessible in three official languages. Inuit Uqausinginnik Taiguusiliqtiit was established to aid in the development of

Inuktitut terminology including that relating to computer applications. Unicode Fonts and Nunavut Utilities are made available through GN website. www.ch.gov.nu.ca/en/ComputerTools.aspx

Major Events, projects and publications relating to universal access and multilingualism: Nunavut Language Conference will bring language experts and community members together to discuss ways to promote multilingualism in Nunavut.

B. Development of Public Domain Content

Universal access to public and government-held records: Pursuant to the OLA, government-held records, reports and studies that are posted online must be in the three official languages. Creation of the Asuilaak Living Dictionary is an example of universal access and multi-users participation. <http://www.ch.gov.nu.ca/en/Terminology.aspx>

Web accessibility: In line with the requirement that communications must be of comparable quality and each language is substantively equal, websites were redesigned such that they are navigable as easily in each official language from any subpage. Links have also been improved such that linked government documents are easily accessible in the three official languages.

C. Final Comments

Availability of syllabics on social media platforms is limiting the ability of the GN to use these powerful communications venues to their full potential.