

Dear Senator Moncion,

Thank you for your inquiry regarding the satisfaction of individuals utilizing CanTalk services for medical care, particularly in regions with diverse linguistics like the Northwest Territories.

To address your question, while there hasn't been a formal evaluation specifically focused on CanTalk's service user satisfaction, we have gathered anecdotal feedback which suggests a preference for in-person services, particularly among French-speaking clients.

It's important to note that the primary utilization of CanTalk within the Northwest Territories Health and Social Services Authority (NTHSSA) is for languages not commonly spoken in the region, such as Cantonese, Tagalog, and Arabic, where internal capacity for interpretation is limited. CanTalk is typically considered a last resort for official languages of the NWT. Instead, we prioritize and exhaust all other available avenues, including in-person interpretation and remote phone services within the territory, before resorting to CanTalk.

While this approach ensures accessibility to necessary language services, we recognize the significance of continually evaluating and improving the efficiency and satisfaction levels of patients utilizing such services.

Sincerely
Jo-Anne