

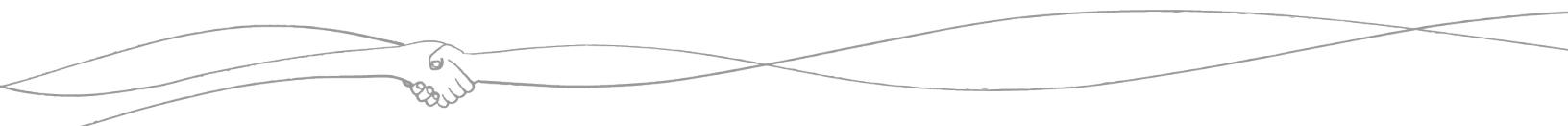


# SINGLE WINDOW SERVICE CENTRE

## GOVERNMENT SERVICES OFFICER

## PROGRAMS, SERVICES, AND OPERATIONS

Government of  
Northwest Territories



## About Single Window Service Centers

Single Window Service Centres (SWSCs) make it easier for residents in small communities to access government programs and services close to home. Operated by the GNWT Department of Executive and Indigenous Affairs, there are 21 SWSCs across the Northwest Territories.

## Role of the Government Services Officer (GSOs)

Government Services Officers (GSOs) are the main point of contact at SWSCs. They:

- Provide information and guidance on programs and services
- Assist with applications and access to government support
- Improve service delivery by coordinating with GNWT departments, the Government of Canada, Indigenous governments, and other organizations
- Support visiting departments and agencies with logistics, office space, and community engagement

## Elder's Day Visits – Every Thursday

Every Thursday is Elders' Day. GSOs visit Elders in their homes to provide direct assistance at the kitchen table—bringing applications, answering questions, and helping with forms.

- Elders can call their local GSO to book a visit
- Or, they may stop by the SWSC for support

GSOs also work with community resources and partners to maximize support for Elders' programs and services.

## How GSOs Support Departments

- Hours of Operation Advertising community meetings, sessions, or events
- Attending appropriate meetings
- Networking with local organizations
- Providing information on transportation, accommodation, and meeting spaces
- Promoting GNWT services in the community
- Offering office space and equipment for departmental use

## Hours of Operation

- Monday–Wednesday: 1:00–5:00 pm
- Thursday (Elders' Day): 1:00–5:00 pm
- Friday: 1:00–5:00 pm

## Services Offered at SWSCs

### Vital Statistics

- Birth Certificate Application
- Death Certificate Application
- Marriage Certificate Application
- Health Care Card Application
- Name Change Application

### ECE

- Senior Home Heating Subsidy
- Income Assistance

### Infrastructure

- Create account to access services such as Driver's license renewal, registration renewal or General Identification card renewal

### MACA

- Senior Property tax rebate applications

### Online services

- E-Services (GNWT)
- My service Canada Account
- My Canada Revenue Agency Account

### Special services

- Notary public designation
- Marriage license Issuer

### Service Canada

- Canada Pension plan application
- Survivors' benefits application
- Old age security application
- Social Insurance Application
- My Service Canada Account
- Passport Application
- Employment Insurance Application
- Employment Insurance reporting
- Print T4A
- Print T4E
- Access to Record of Employment (ROE)

### CRA

- My Revenue Canada Account
- Notice of Assessment
- Child Tax Statement
- GST Statement
- Canada Child Tax Benefits Application

### Other services

- Status Card Application
- Possession and acquisition License application
- Print Bank Statements

## Contact Information:

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### *North Region Offices:*

Aklavik	867-978-2285
Colville Lake	867-709-2047
Deline	867-589-4910
Fort Good Hope	867-598-2179
Fort McPherson	867-952-2060
Paulatuk	867-580-3068
Sachs Harbour	867-690-3812
Tsiigehtchic	867-953-3726
Tuktoyaktuk	867-977-2097
Tulita	867-588-3002
Ulukhaktok	867-396-3084

### *South Region Offices:*

Behchoko	867-492-4660
Fort Providence	867-699-3149
Fort Liard	867-770-2277
Fort Resolution	867-394-3017
Gamèti	867-997-3106
Jean Marie River	867-765-8035
Katlodeeche First Nation	867-874-6306
Łutselk'e	867-370-3386
Wekweeti	867-713-2600
Whati	867-573-3256

For SWSC locations and GSO contacts <https://www.eia.gov.nt.ca/en>