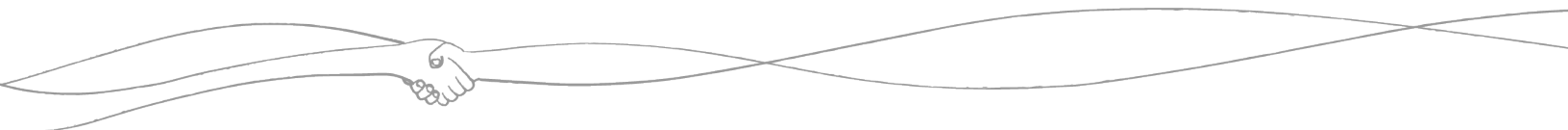




SINGLE WINDOW SERVICE CENTRE

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:

Yvonne Nakimayak, Director, Regional Operations

e-mail: yvonne.nakimayak@gov.nt.ca

Phone: 867- 678 – 8055 Cell 867 446 8007 Fax: 867- 777 7443

Mail Address:

2nd Floor, Mack Travel Building

Bag Service #1

151 Mackenzie Road

Inuvik, NT X0E 0T0

Shandel McLeod, Manager, Regional Operations, North

e-mail: shandel.mcleod@gov.nt.ca

phone: 867-978-2285

Fax: 867-978-2061

George Morin, Manager, Regional Operations, South

e-mail: george.morin@gov.nt.ca

phone: 867-767-9148 ext. 11051

Fax: 867-873-0662

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
Gamètì	867-997-3106
Jean Marie River	867-765-8035
Katlodeeche First Nation	867-874-6306
Lutselk'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>