

# Official Languages Policy

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## Preamble

1. As an organization with a national mandate and responsibilities, Nordiq Canada must operate in a way that responds to the linguistic needs and preferences of its membership as regards Canada's official languages.
2. In addition, Nordiq Canada is obligated through undertakings made to Sport Canada, its primary funding partner, to recognize that the English and French languages enjoy equal status in Canada. Sport Canada requires that Nordiq Canada comply with the Official Languages Act and the Policy on Official Languages, in that communications with and services to the public should be provided in both official languages in accordance with the spirit and intent of Part IV of the Official Languages Act when both official language communities are being served.

## Purpose

3. The purpose of this policy is to describe how Nordiq Canada will meet its official language obligations.

## General Policy

4. English and French are the official languages of Nordiq Canada. All communication may be in either official language.
5. Nordiq Canada shall maintain the capability to communicate with its members and with the broader cross-country skiing public in both official languages.
6. Nordiq Canada shall endeavour to provide all services and programs in both official languages.

## Implementation Provisions

7. **Identification.** Nordiq Canada's name, logo, letterhead, business cards and other items of corporate identification will be produced in a bilingual format.
8. **Reception Services.** Nordiq Canada National Office staff will greet visitors and answer telephone enquiries in a bilingual manner.
9. **Routine Correspondence.** Nordiq Canada will take the necessary measures to ensure that routine correspondence and communication can be conducted in the official language of choice of the originator when necessary or desired. This provision is to be interpreted with logic and sensitivity, in order to comply with the principles of this policy without unnecessarily delaying or complicating the flow of information. Replies to formal written correspondence (e.g., letters, appeals) shall be in the language of the originator. Nordiq Canada personnel are expected to be practical when applying this provision to email correspondence.

## 10. Publications

- a. All publications of a technical nature (e.g., rules, manuals) which are expected to be in circulation for a long period of time and which have broad applicability shall be provided in both official languages.
- b. All official documents relating to the governance of Nordiq Canada (e.g., By-Laws, policies, minutes of AGMs, strategic plan) shall be provided in both official languages.
- c. Official documents relating to the operational management of Nordiq Canada (e.g., operational plans, job descriptions, operational policies, staff procedures) shall be provided in both official languages when warranted by the scope and application of the particular document.

11. **Media Releases.** Media releases regarding issues of national importance shall be issued simultaneously in both official languages.

## 12. Meetings.

- a. All notices for meetings or activities with a national profile shall be promulgated in both official languages.
- b. For AGMs, appropriate translation shall be provided such that all members present may comprehend and participate in the proceedings.

13. **Website.** The Nordiq Canada website shall be structured with English and French pages.

14. **Competitions.** Nordiq Canada is endeavouring to expand the bilingual services available at national level competitions sanctioned by the Association. In particular, for the Canadian Championships, event notices and critical on-site communications (including signage and race announcing) are to be in both official languages.

15. **National Ski Team (NST).** The NST Program shall at all times operate in a manner that will create an environment in which both English and French athletes feel comfortable. In particular:

- a. It is of critical importance that documents related to NST programs and activities (e.g., selection criteria, carding criteria, Athlete Contract, Team Handbook) are available in both official languages at the same time.
- b. Within the NST coaching staff and where reasonably possible, there must be a capability to communicate fluently with all athletes in their language of choice.
- c. When NST camps are conducted, planning must provide for the participation of unilingual athletes.
- d. Training Centre policies shall comply with any applicable Sport Canada policy related to training centres and official languages.

## 16. Translation.

- a. The Engagement Coordinator in the National Office, is responsible for coordinating translation services for Nordiq Canada. All translation requests are to be channelled through the Engagement Coordinator. The Engagement Coordinator will ensure that work is contracted to a competent translator, that translation requests are

- appropriately prioritized and that the quality of translated documents is satisfactory. When the translation budget is limited, the Engagement Coordinator shall refer to the COO decisions regarding the necessity for translating non-critical documents.
- b. Documents and correspondence may be drafted initially in either official language.
  - c. The final draft of important documents (e.g., by-laws) that require national review and approval will be translated in order to facilitate clear understanding of what is proposed. In the interests of economy, documents of lesser importance, or those not requiring review at the Division level, will not normally be translated until a final version is approved.