

## OFFICIAL LANGUAGES POLICY

Review date	Action	Approval date
	Policy approved	February 2005
May 19, 2021	First draft for review by the CAC Board of Directors.	June 4 2021
Review cycle	Insert expected review cycle	
Four-year cycle	Board Review in June 2024	

### Overview of Policy:

The Coaching Association of Canada (CAC) is committed to ensuring that all communications and services to the public are provided in both official languages and to complying to Sport Canada contribution guidelines on Official Languages. The CAC supports policies and initiatives that promote and strengthen the use of both French and English in the Canadian sport system and that provide equitable access to the sport system for both linguistic communities. To this end, the CAC requires that recipient organizations foster recognition and the use of both French and English.

It is the CAC policy that organizations receiving funding for activities, projects or programs involving service to a public composed of members of both official language communities must take the necessary measures to ensure that the recipients respect the spirit of the Official Languages Act as well as Treasury Board policies on Official Languages.

The purpose of this policy is to demonstrate CAC's commitment to Canada Official Languages when offering or providing services.

The CAC will ensure that the official language requirements stated in the Sport Canada Contribution Agreement are respected, including:

- Make any announcements to the public concerning the activity, project or program in both official languages;
- Actively offer services to members of the sport community and the general public in both official languages;
- Make available in both official languages any documents to members of the sport community and the general public relating to the activities, projects, or programs

- Encourage members of both official languages communities to actively participate in the planning and staging of activities, projects, or programs; and,
- Organize activities, projects, or programs, when appropriate, in such a manner as to meet the needs of the two linguistic communities.
- Provide communications, announcements and information to the public concerning activities, projects and programs in both official languages;
- Actively offer services to members of the sport community and the general public in both official languages;

## **Translation**

The CAC will use the services of professional translators to ensure the quality of the material translated when and where required. To the best of our ability, we will centralize the translation through one service provider to assure quality and consistency.

The translation process will generally follow the steps outlined below:

1. A staff member will prepare the final version of material in their preferred language.
2. The material is then sent to the CAC official translator for translation with any additional information to support the material and its translation.
3. The translation service provider uses a 3-steps translation process to provide quality service and minimize errors:
  1. Translation
  2. Copy edits of translated material
  3. Parallel read
4. To ensure the quality of the translation, the material may be reviewed by a staff member or by a technical expert.

## **Products and Services**

Some of the ways the CAC will ensure that service to the public is available in both official languages include:

1. Website  
All material published on the [www.coach.ca](http://www.coach.ca) website is published in both Official Languages and users can switch to either language.
2. The Locker database  
All access pages on the Locker database are in both Official Languages and users can switch to either language.
3. Social Media  
All information published on the CAC's social media platforms is posted and updated simultaneously in both Official Languages.

4. Promotional material and activities  
The CAC's promotional material (poster, brochure, video, etc.), newsletters and press releases are available simultaneously in both Official Languages.
5. Program and services  
Program and services and all the relevant documentation are provided in both Official Languages.
6. Contracts and Documents  
Contracts will be prepared in the preferred language of the contracted person.
7. Written and verbal communication  

Written and verbal communication to a member of the public, an athlete, a coach, an official or a volunteer is communicated in the Official Language of their choice.

Written communication to a group of athletes, coaches, officials or volunteers is communicated in the Official Language of the recipients' choice (when known by the organization) or in a bilingual format.
8. Internal Activities, Projects & Programs  
While the majority of the internal functioning of the CAC will, for purposes of practicality and economy, be in English, any member requesting materials, information or explanations in French, will receive such either in written or oral format.
9. Documents related to governance.  
The documents related to governance for the public and the general membership are available simultaneously in both Official Languages: policies, by-laws and regulations, annual reports, minutes, etc.
10. Meetings  
Participants are invited to express themselves in the Official Language of their choice from the start of the meeting.
11. Events  
All events organized by the CAC are to be presented in English and in French as well as offer visually and audibly accessible content in both official languages. Participants are invited to express themselves in the Official Language of their choice.
  - All promotional and event material (programs, posters, press releases, etc.) provided, distributed, or authorized to inform the public, the participants, or media prior to, during and after the event is available simultaneously in both Official Languages.
  - The logo of the event is in both Official Languages.
  - Temporary signage at all event sites, installed for the duration of the event, is in both Official Languages.
  - Written documentation providing event administrative information to participants and other delegation members (guides, manuals, schedules,

instructions, etc.) is disseminated simultaneously in both Official Languages.

- All information on the event website is made available and updated simultaneously in both Official Languages.
- All information on the event social media platforms is made available and updated simultaneously in both Official Languages.
- All public address announcements related to the event are made consecutively in both of Official Languages.

In order to meet official language requirements, the CAC will ensure that:

1. Bilingualism will be considered an asset in our recruitment process for staff and volunteers;
2. Language will be considered when scheduling staff for events and other public services to insure bilingual representation.
3. Competent translation service provider will be retained.
4. Translation cost will be factored into the delivery of programs and services to ensure an adequate budget is protected for this purpose.
5. Employee language training will be offered to full-time staff as part of professional development employee funds.

The rights and privileges of CAC employees will not be impaired or adversely affected because of employees being unilingual English-speaking or unilingual French-speaking.