

## CROSS-COUNTRY SKI DE FOND CANADA OFFICIAL LANGUAGES POLICY

### Preamble

1. As an organization with a national mandate and responsibilities, Cross–Country Ski de fond Canada (CCC) 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, CCC 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 CCC comply with the Treasury Board 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 CCC will meet its official language obligations.

### General Policy

4. English and French are the official languages of CCC. All communication may be in either official language.
5. CCC shall maintain the capability to communicate with its members and with the broader cross-country skiing public in both official languages.
6. CCC shall endeavour to provide all services and programs in both official languages. However, limitations in financial and staff resources are such that it may not be practical to translate all material or to provide English and French versions simultaneously.

### Implementation Provisions

7. **Identification.** CCC’s name, logo, letterhead, business cards and other items of corporate identification will be produced in a bilingual format.
8. **Reception Services.** CCC National Office staff will greet visitors and answer telephone enquiries in a bilingual manner.
9. **Routine Correspondence.** CCC 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. CCC 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 CCC (e.g. By-Laws, policies, minute of AGMs, strategic plan) shall be provided in both official languages.
- c. Official documents relating to the operational management of CCC (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. The translation into French of routine media releases shall be dependent on budget.

## 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 CCC website shall be structured with English and French pages. All items posted to the website shall be posted on both pages, regardless of whether they have been translated. As noted above, technical publications, official documents, media releases and notices will be posted in both official languages.

14. **Competitions.** CCC 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 in a timely manner.
- b. Within the NST coaching staff, 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 the Sport Canada policy "Official Language Standards for the Operation of High Performance Training Centres".

## 16. Translation

- a. The Communications and Marketing Manager (CMM), in the National Office, is responsible for coordinating translation services for CCC. All translation requests are to be channelled through the CMM. The CMM 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 CMM shall refer to the CEO decisions regarding the necessity for translating non-critical documents.

- b. Documents and correspondence may be drafted initially in either official language. Where there is a difference in interpretation between the original and the translated versions, the original version, whether written in English or French, shall be accepted as valid. The aim is to protect the original intent.
- 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.