



POLICY ON OFFICIAL LANGUAGES

Definitions

1. The following terms have these meanings in this policy:
 - a. **Active Member** - The Provincial/Territorial association recognized by Volleyball Canada as the sole governing body for the sport of Volleyball in the particular Province or Territory.
 - b. **Events** – refers to all events sanctioned and managed directly or indirectly by Volleyball Canada.
 - c. **Individuals** - refers to all categories of members and/or registrants defined in the By-laws of Volleyball Canada and in the By-laws of an Active Member, as applicable, as well as all people employed by, contracted by, or engaged in activities with or on behalf of, Volleyball Canada or an Active Member including, but not limited to, employees, contractors, athletes, coaches, mission staff, referees, volunteers, managers, administrators, committee members, parents or guardians, spectators, and directors and officers
 - d. **Official Languages** - The Official Languages of Canada are English and French.
 - e. **Programs** – refers to all sanctioned or endorsed on-going activity run directly or indirectly by Volleyball Canada
 - f. **Services** – Business offerings consumed by Individuals, including registered participants.

Policy Statement

2. Volleyball Canada is committed to the promotion and use of Canada's two Official Languages in the delivery of its services, Programs and Events.

Purpose

3. The purpose of this policy is to guide Volleyball Canada in its use of both Official Languages in its activities and services.

Scope and Application

4. This policy applies to Volleyball Canada operations, including, but not limited to its Programs and Events.
5. Each Volleyball Canada Program and/or Event is responsible for coordinating translation services for Volleyball Canada. It is their responsibility to ensure essential information regarding their Program or Event is available in both Official Languages. Each Program and Event will coordinate with Volleyball Canada's Director of Communications as needed.
6. When applicable, Volleyball Canada will have a language coordinator designated to oversee the implementation of this policy.

Provisions

7. Volleyball Canada recognizes Canada's linguistic duality and recognizes that the English and French languages have equal status in Canada.
8. Volleyball Canada will comply with the spirit of the *Official Languages Act* when both Official Language communities are being served. It will promote the use of English and French in its activities, Programs and Events.
9. Volleyball Canada will work to engage with Canada's Official Language minority communities.

Use of Official Languages

10. Volleyball Canada shall maintain the capability to communicate in both Official Languages with its Active Members, Individuals and with the broader public.
11. Volleyball Canada will work to ensure equivalent content and equal language quality in both Official Languages, including but not limited to its website, and social media channels.
12. Volleyball Canada will take the necessary measures to ensure that written communication or correspondence is drafted in the Official Language of the recipient's choice (when known). Volleyball Canada staff are expected to be practical when applying this provision to email correspondence.



13. Volleyball Canada will take the necessary measures to ensure that verbal communication is conducted in the Official Language of the recipient's choice (when known). Individuals are expected to be practical when applying this provision to email correspondence.
14. All official documents relating to the governance of Volleyball Canada, including, but not limited to, By-laws, Policies, Annual Reports, and Strategic Plans shall be provided in both Official Languages.
15. Volleyball Canada will ensure forms created for the general public are made available in both Official Languages.

Programs and Services

16. Volleyball Canada Programs and Services are to be provided in both Official Languages.
17. All publications of a technical nature 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.

Events

18. Volleyball Canada shall endeavour to provide all services and programs in both Official Languages or in the language of an Individual's choice.
19. Volleyball Canada will work to expand the bilingual services available at its Events.
20. All information, including on the Event website; and promotional material (including, but not limited to public announcements, programs, posters, press releases, etc.) shall be made available in both Official Languages, and shall be updated simultaneously in both Official Languages.

Communications

21. This policy will be effectively communicated to those who will be responsible for its implementation.
22. This policy will be broadly communicated.
23. Volleyball Canada will provide suitable education regarding the policy.

Review

24. This policy will be reviewed at least once every two years, or as decided by the Chief Executive Officer and/or the Volleyball Canada Board of Directors.
25. This Policy will next be reviewed in November 2022.

Approval

26. This policy was approved by the Volleyball Canada Board of Directors on November 10, 2020.