



Squash Canada OFFICIAL LANGUAGES POLICY

Approved by the Squash Canada Board of Directors, October 15, 2020

Definitions

1. The following terms have the following meanings in this Policy:
 - a) “*Official Languages*” – The Official Languages of Canada are English and French.
 - b) “*Events*” – means all National events sanctioned by Squash Canada.

Policy Statement

2. Squash Canada is committed to the promotion and use of Canada’s two official languages in the delivery of its services.

Purpose

3. The purpose of this policy is to guide Squash Canada in its use of both official languages in its activities and services.

Scope and Application

4. This Policy applies to Squash Canada and its activities.
5. Each program is responsible for coordinating translation services for Squash Canada. It is their responsibility to ensure essential information regarding their program are available in both official languages. Each program will coordinate with Squash Canada’s official translators as needed.
6. Squash Canada is obligated by the Government of Canada to recognize that the English and French languages have equal status in Canada. Sport Canada requires Squash Canada to comply with the spirit of the *Official Languages Act* when both official language communities are being served.

Communications

7. Written Communication – Correspondence to a member of the public, an athlete, coach, official or volunteer shall be drafted in the official language of their choice, or in the case of a response to incoming correspondence, in the originating language. If the language of choice is not known, correspondence should be bilingual.
8. Documents – Any documents intended for Squash Canada’s membership or the general public are to be issued in English and in French simultaneously. This to include bylaws, policies, strategic plans and annual reports.
9. Website – Squash Canada’s website will have an equivalent content and equal language quality in both official languages. Any information posted on the Squash Canada website is to be issued simultaneously in English and in French.

10. Social Media – The static content of Squash Canada’s social media platforms shall be available in both official languages. Squash Canada will strive to have equivalent and simultaneous content in both official languages wherever possible.
11. Promotional Materials and Activities – Newsletters, press releases and promotional materials will be issued simultaneously in both official languages. Press conferences, if held, shall be in both official languages.
12. Verbal Communication – Verbal communication with a member of the public, an athlete, coach, official or volunteer is to be in the official language of their choice. In a group setting where there are participants of both official languages, verbal communication will be made in a bilingual manner.

Programs and Services

13. Documents related to programs and services for athletes, coaches, officials and volunteers are to be available simultaneously in both official languages.
14. Programs and services to athletes, coaches, officials and volunteers are to be available in both official languages. Where the language capabilities of a coach may be limited in verbalizing technical instruction, Squash Canada will take measures to ensure an athlete understands the instruction.

Forms and Contracts

15. Forms – Forms created for Squash Canada membership and/or the general public are to be in English and in French.
16. Athlete Agreements – Athlete Agreements are to be prepared in the language of the choice of the athlete.

Advertising

17. Any advertising initiated by Squash Canada (print, radio, television) is to be produced in the language appropriate for the type of media and, where possible, available for distribution in English and in French upon request.

Meetings and Conferences

18. Information about an annual general meeting or conference, including invitation, registration, promotional materials shall be available in both official languages.
19. Participants are invited to express themselves in the official language of their choice.
20. Ideally, the facilitator of the meeting should be bilingual; and makes speeches or instructions in both official languages, or a duo of facilitators is used, speaking in each of the two official languages.
21. If speakers are engaged, best attempts shall be made to have presenters from both official language communities and are invited to speak in their language of choice.
22. Where possible, the services of an interpreter shall be used.
23. Ideally, there are two screens that project presentations simultaneously in the two official languages. If there is only one screen, ideally the content of the presentation should be in bilingual format.

National Competitions and International Competitions Hosted in Canada by Squash Canada

24. Members of both official language communities are encouraged and welcomed to participate.

- 25. Volunteers or personnel are recruited to provide sufficient capacity in both official languages. An individual on the host committee shall be designated to coordinate implementation of official language services.
- 26. All promotional Event material (posters, press releases) to inform the general public, participants or media shall be made available simultaneously in both official languages.
- 27. Any logotype developed for the Event is to be in both official languages.
- 28. Temporary Event signage installed at the venues shall be in both official languages.
- 29. Written documentation providing Event information to athletes, coaches, technical officials (registration forms, schedules, guides) is disseminated simultaneously in both official languages.
- 30. All information on the Event website is made available and updated simultaneously in both official languages.
- 31. All public address announcements related to the Event are made consecutively in both official languages.
- 32. Where possible, all security, emergency and medical services, provided by or on behalf of the Event to the athletes, coaches, technical officials, other delegation members and public are available at all times in both official languages.
- 33. Opening and closing ceremonies, if held, will be staged in a manner that both official languages communities are included and represented in the ceremony.
- 34. Any associated activities (ancillary events, cultural festivals, displays, etc.) occurring before, during or after the Event and sponsored or promoted as part of the Event shall include presence of both official languages.
- 35. If the national anthem is sung, it will be in its bilingual version.

Policy History and Renewal	
Last Approval Date	October 15, 2020
Next Review Date	2023