

OFFICIAL LANGUAGES POLICY

Definitions

1. Terms in this Policy are defined as follows:
 - a) “*Events*” – All events sanctioned by Ringette Canada.
 - b) “*Official Languages*” – The official languages of Canada are English and French.

Purpose

2. Ringette Canada is committed to the promotion and use of Canada’s two official languages in the delivery of its services. The purpose of this Policy is to guide Ringette Canada in its use of both official languages in its activities and services.

Scope and Authority

3. This Policy applies to Ringette Canada and its Events and activities.
4. As a federally funded sport organization, Ringette Canada is obligated by the Government of Canada to recognize that the English and French languages have equal status in Canada. Sport Canada requires Ringette Canada to comply with the spirit of the *official languages Act* when both official language communities are being served.
5. Ringette Canada will:
 - a) Recognize Canada’s linguistic duality
 - b) Promote the use of French and English in the Canadian society
 - c) Offer programs and services to and communicate with the public and members in both official languages

Responsibilities – Communications

6. Ringette Canada will provide communications, announcements, and information to the public in both official languages.

Website:

- a) Ringette Canada’s website has equivalent content and equal language quality in both official languages.
- b) Ringette Canada’s website is updated simultaneously in both official languages.

Social Media

- c) The static content (account name, organization profile, contact information, etc.) and the communications from Ringette Canada provided on the organization's social media platforms have equivalent content and equal language quality in both official languages.
- d) All information published on Ringette Canada's social media platforms is posted and updated simultaneously in both official languages.

Promotional material and activities

- e) Ringette Canada's promotional material (poster, pamphlet, brochure, video, etc.), newsletters and press releases are available simultaneously in both official languages.
- f) Ringette Canada's press conferences (team unveiling, sporting event, awareness campaign, etc.) are in both official languages.

Written Communication

- g) Written communication (correspondence) to a member of the public, an athlete, a coach, an official or a volunteer is drafted in the official language of their choice.
- h) Written communication (correspondence) to all or a group of athletes, coaches, officials or volunteers is drafted in the official language of the recipients' choice (when known by the organization) or in a bilingual format.

Verbal Communication

- i) Verbal communication with a member of the public, an athlete, a coach, an official or a volunteer is conducted in the official language of their choice.
- j) Verbal communication with all or a group of athletes, coaches, officials or volunteers is conducted in the official language of the recipients' choice (when known by the organization) or in a bilingual manner.

Responsibilities – Governance, Programs, and Services

7. Ringette Canada will provide services to national level athletes, coaches and officials in the official language of their choice. Ringette Canada will organize activities, services or program in such a manner as to meet the needs of members from the two official language communities and encourage participation of members of both these communities.

Program and Service Documents

- a) The documents related to programs and services for athletes, coaches, officials and volunteers are available simultaneously in both official languages: training and education, recruitment, identification of talent, retention and transition, research and development, training camps, national training centres managed by Ringette Canada, professional development, etc.
- b) Programs and services to athletes, to coaches, to officials, to volunteers are provided in both

official languages: training camps, national training centres managed by Ringette Canada, essential services (financial support, coaches, sport science, sports medicine, sanctioned activities, etc.), insurance, post-career, anti-doping information, medical, physiotherapy and psychology services, team management, professional development, recruitment, training and education, etc.

Governance Documents

- c) The documents related to governance that are provided the public and the members are available simultaneously in both official languages, including: policies, by-laws and regulations, strategic plans, annual reports, minutes, etc.

Meetings (conferences, annual meetings, etc.)

- d) The information published on Ringette Canada's website and social media platforms about a meeting is in both official languages.
- e) The invitation to the meeting is in both official languages.
- f) The registration for the meeting can be made in either official language.
- g) Promotional material for the meeting (posters, press releases, etc.) is available in both official languages.
- h) Documentation related to the meeting (agendas, programs, presentations are available in both official languages.
- i) The facilitator of the meeting is bilingual and makes their speeches (opening and closing remarks, transition, security, etc.) in both official languages or a duo of facilitators, speaking in each of the two official languages, make their speeches consecutively.
- j) Speakers or presenters at the meeting come from both official language communities and are invited to speak in their language of choice.
- k) When possible, Ringette Canada will project presentations simultaneously in the two official languages and/or provide an interpreter.
- l) Participants are invited to express themselves in the official language of their choice from the start of the meeting.

Responsibilities – National Competitions

- 8. Ringette Canada will ensure that National Competitions are delivered in both official languages.
 - a) Event employees are hired and volunteers are recruited such that there is sufficient capacity in both official languages.
 - b) Members of both official language communities are invited and encouraged to be actively involved in the Event.

- c) All promotional and Event material (programs, posters, press releases, etc.) provided, distributed or authorized to inform the general public, the participants or media prior to, during and after the Event are available simultaneously in both official languages.
- d) The logo of the Event is in both official languages.
- e) Temporary signage at all Event sites, installed for the duration of the Event, is in both official languages.
- f) Written documentation providing Event administrative information to the athletes, coaches, technical officials and other delegation members (guides, manuals, schedules, instructions, etc.) is disseminated simultaneously in both official languages.
- g) All information on the Event website is made available and updated simultaneously in both official languages.
- h) All information on the Event social media platforms is made available and updated simultaneously in both official languages.
- i) All public address announcements related to the Event are made consecutively in both official languages.
- j) 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.
- k) Opening and closing ceremonies, if applicable, will be staged in a manner that both official languages communities are included and represented in the development, the production, and the use of talents.
- l) 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 include presence of both official languages in the development, the production, and the use of talent.
- m) If the national anthem is sung, it will be the bilingual version.

This Policy is subject to review at least once every three years

Date of last review: September 2021

The publication of Ringette Canada policies will be in the English and French languages. In the case of conflicting interpretations, the English version will prevail.