

OFFICIAL LANGUAGE POLICY

ARNIS CANADA

1. PREAMBLE

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Canada's Official Language Act recognizes that our country has two official languages – French and English.

2. OBJECTIVE

The objective of the policy is to ensure the delivery of services of equal quality in both official languages to all of its membership and the public.

3. PROVISIONS

I) COMMUNICATIONS

- i) **CORRESPONDENCE**
Correspondence should normally be answered in the language used by the member writing to Arnis Canada. If Arnis Canada is initiating the correspondence, it should seek to ascertain the language preference of the individual addressed.

- ii) **FORMS**
All forms used by members should be made available in English and French, preferably in a bilingual format. If separate versions are produced the availability of the form in the other language should be noted.

- iii) **PUBLICATIONS**
Any publication intended to Arnis Canada's membership or the

general public is to be issued simultaneously in English and in French. Examples of such publications are all technical and non-technical material, bylaws resource material, auditor reports, AGM and board minutes.

- iv) NEWS RELEASES
News releases intended for the public at large are to be issued simultaneously in English and in French.

- v) WEBSITE
Any information on the Arnis Canada website will be issued simultaneously in English and in French.

- vi) ANNUAL GENERAL MEETING AND OTHER MEETINGS
When the AGM meeting, conference or seminar includes members of both official languages, efforts should be made to ensure that members feel free to use the language of their choice.
 - Interpretation service will be offered if needed.

- vii) TRANSLATION
While the presence of staff able to function in both of the official language may help to reduce the need for translation, recourse of translation will no doubt prove necessary for a number of documents and publications.

When translation of material is required, such translation will be carried out, whenever possible, by an accredited translator.

All translated documents will be reviewed by someone assigned by Arnis Canada to assure the quality and accuracy to the original work.

II) BILINGUAL STAFF

The provision of bilingual services requires the presence of staff able to effectively communicate and deal with its member in either official language.

- i) **EXECUTIVE DIRECTOR**
Must have complete spoken and written command of both official languages

- ii) **TECHNICAL DIRECTOR**
Must have complete spoken and written command of both official languages

- iii) **TRAVEL COORDINATORS**
Must have complete spoken and written command of both official languages

- iv) **NATIONAL REGISTRAR**
Must have complete spoken and written command of both official languages

- **III) COMPETITIONS**
In respect to athletes, coaches, officials and other Canadian team members are to receive service in the language of their choice. As a result, Arnis Canada will ensure that the team mission composition will have English and French representation.
At championships and competitions, all public announcements, such as, draws, results and medal ceremonies must be done in both official languages.

- **IV) APPLYING THE POLICY**
Arnis Canada is committed to responding to any complaint, which

may occur from time to time on the application of its Official Language Policy, either complaints directly from its memberships, from its employees or from the public. These matters will be directed to the Executive Director for action.