

OFFICIAL LANGUAGES POLICY

Wheelchair Basketball Canada is committed to promoting and using the two official languages in Canada in the delivery of its services. English and French enjoy equal status in Canada, and WBC is committed to providing services to its members and the public in both official languages in accordance with the spirit and intent of the Official Languages Act. Those wishing to communicate with WBC can do so in their preferred official language.

WBC will produce the following materials in both official languages:

Published materials

- Printed information brochures about WBC programs, services and events
- Governance policies, including Bylaws
- Policies relating to team selection, including Selection Criteria, Carding Criteria and Athlete

Agreements

- Policies applicable to members including the Code of Conduct, Discipline Policy, Harassment Policy, Dispute Resolution Policy, Appeal Policy and other standard policies that are directly relevant to athletes, coaches and officials

Published collateral

- WBC Electronic Newsletter
- All digital and social media communication
- Technical documents including tournament rules, league rules, hosting standards, officials certification exams, classification policies, NCCP training materials
- Notices about employment opportunities within WBC
- Personnel profiles of senior national team players and national team coaches
- Strategic Plan
- Annual Report
- Notices and minutes of Members' meetings
- Other materials not listed here and intended for use by members or the public.

Internal and personal documents

- Internal letters, memos, notices, reports, summaries
- Notices and minutes of committee meetings and Board of Directors meetings
- Employment contracts and documents in personnel files

Inquiries

The WBC will implement a system for addressing general inquiries, whether by telephone, fax, letter, or e-mail, in the language in which they are made.

Answering Services

WBC will feature a greeting in both official languages on its general telephone message and encourage individual employees to do the same on personal voice message recordings.

Staffing

WBC will hire bilingual employees whenever possible to facilitate compliance with this policy.

Signage

The WBC will identify any of its offices or facilities with signs which include both official languages of equal prominence.