



Policy Title: Official Language Policy	Policy No: SYNC 5-2
Approved: August 2003	Pages: 3
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1. OBJECTIVE

To guide SC in its use of both official languages in its activities

2. FIELD OF APPLICATION

This policy applies to Synchro Canada and its activities. It also applies to its partners when they are “doing business” with the Synchro Canada including but not limited to the National Sport Centres, Sponsors, Suppliers, Licensees, all national sport agencies, Games Organizing Committees and Bid Cities.

3. DEFINITIONS

3.1 Both official languages: English and French

3.2. Events: All National events sanctioned by SC

4. PRINCIPLES

Synchro Canada recognizes English and French as its official languages.

5. POLICY STATEMENT

Synchro Canada is committed to provide its members with services and information in the members’ official language of preference.

6. PROVISIONS

6.1 Written

All broadcast correspondence, whether official documentation or press releases will be delivered in both official languages. Any emails that include official document or official information will be sent in both official languages. All documentation will first be sent to the Synchro Canada office where a staff member will ensure official translation of all documents has been completed. Only once this is completed will documents be released to its respective parties.

6.2 Visual

Much like written correspondence we will demand all posters, programs, overheads, slides, etc. be made available in both official languages. In the case of posters we will accept titles in both French and English. Prior to meetings all speakers will be required to give Synchro Canada an outline of its presentation a minimum of ten working days prior to the event in order to allow enough time for translation of documents if necessary.

6.3 Meetings/Oral Presentations/Water Shows, etc

In order to assure all representatives (athletes, coaches, officials, etc...) feel comfortable in their language of choice we will designate an English and French point of contact for athletes, coaches and officials. Prior to the meeting the two parties will work together on the meeting content to ensure the minority language is served as well as the primary language. In the event that the language representatives feel their community won't be properly serviced we will consider simultaneous translation. In certain circumstances groups may be formed in order to better service all in their preferred language.

6.4 Announcements

All verbal announcements during presentations, award ceremonies, competitions and meetings will be delivered in both French and English. Prior to these events host committees will need to inform Synchro Canada of its master of ceremonies or announcer to ensure the individual is fluent in both languages. Synchro Canada will also have the right to suggest a number of possible candidates to handle the task.

Seeing that Synchro Canada hosts a number of various events over the course of a year in different regions of the country we would take into account our target audience. Introductions and announcements will be done in both languages, but portions of the event may lean toward the language of the population.

Should an event be held in Toronto we may feel the need to have a greater content of English during a presentation, while an event in Quebec would have a greater portion of French content.

6.5 Monitoring Process

While it is often difficult to get overwhelming response to changes we feel we can take some steps in measuring our improvements.

This winter Synchro Canada will post a questionnaire on its website asking for comments and suggestions regarding its bilingual communication strategies. The questionnaire will also be sent to all its provincial offices to measure opinion across the country.

The strategy will also be discussed at our annual general meeting to gather feedback from Synchro Canada's key partners.

It is Synchro Canada's mandate to ensure that all parties feel they are being well serviced.

6.6 Audiences

Synchro Canada deals with diverse audiences throughout the course of the year and we want to ensure that each individual's needs are met.

With athletes, coaches and officials being our primary audience we feel that all communication whether visual or oral be presented in both official languages at all official functions.

In the case of informal functions such as water shows, public appearances or media events we feel the need to cater to the greater audience. While all written correspondence such as flyers, posters or tickets will remain bilingual the actual event may be approached differently. Introductions and announcements will be done in both languages, but portions of the event may lean toward the language of the population.

Should an event be held in Toronto we may feel the need to have a greater content of English during a presentation, while an event in Quebec would have a greater portion of French content.

7. REVIEW AND APPROVAL

7.1 The Synchro Canada Board of Directors and CEO shall review this policy biennially.

7.2 Original Policy Lead: