

SPORT DISPUTE RESOLUTION CENTRE OF CANADA

SDRCC

Official Languages Policy

Final Version

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SDRCC

Official Languages Policy

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1. Objective of the Policy

The objective of this policy is to ensure that the SDRCC meet its official languages obligations and promote the right of the members of the sport community to be served in the official language of their choice.

2. Field of application

The Policy applies to all Board members, personnel, arbitrators, mediators and resolution facilitators of the SDRCC.

3. Principle

The SDRCC recognizes the equal status of English and French in Canada as established in the *Official Languages Act*.

The SDRCC undertakes to comply with the *Treasury Board Policy on Official Languages* and to provide the services identified in the *Act to Promote Physical Activity and Sport* (hereinafter referred to as the “Act”) in both official languages.

The SDRCC also expects NSOs, MSOs, and other potential users and clients of the SDRCC to comply with their respective obligations with regards to official languages.

4. Language Capacity of SDRCC Staff

The SDRCC undertakes to ensure that its staff can communicate, orally and in writing, and provide the services described in the Act in both official languages.

5. Use of Official Languages in Communication and Education Services

Notices and Communiqués: The SDRCC undertakes to communicate all notices to the Canadian sport community and to the general public in both official languages.

Website: The SDRCC undertakes to ensure that all static pages on its website are available in both official languages.

Publications: The SDRCC undertakes to make available in both official languages all Centre-related documentation for the Canadian sport community and the general public, such as reports, educational and promotional documents, newsletters, etc.

Oral Communications: The SDRCC undertakes to ensure that all oral communications such as lectures, workshops, press conferences, or other forms of dispute prevention events are conducted or delivered in both official languages. This undertaking does not preclude the SDRCC from adapting such an event to the specific needs of the target group.

6. Use of Official Languages in Dispute Resolution Services

The SDRCC undertakes to do its utmost to ensure that the parties involved in a hearing can be heard and can communicate with one another in their preferred official language. This undertaking does not mean that the SDRCC must cover the costs of enabling the parties to communicate with one another in their preferred official language.

Arbitrators and Mediators: The SDRCC undertakes to appoint a group of arbitrators and mediators who, as a group, are able to provide arbitration and mediation services in both official languages.

Administrative Communications: The SDRCC undertakes to provide all communications on administrative matters in the official language of the proceedings, as chosen by the parties or determined by the panel.

Oral Proceedings: Fairness and due process provide that a party has a right to hear oral submissions and express oneself in the language of his or her choice. The SDRCC undertakes to provide, at no cost to the parties, for the services of a French/English or English/French interpreter during oral proceedings, when a request to that effect is made to the SDRCC within reasonable time before the event.

Written Documents Submitted by Parties: A party may request the translation by the SDRCC of certain documents submitted by another party in the course of proceedings. The decision to translate the documents, in part or in full, shall be made by the panel, taking into consideration the relevance and importance of the documents, the urgency of the procedures, exceptional circumstances, and fairness. Parties wishing to obtain a copy of documents so translated by the SDRCC shall sign a waiver discharging the SDRCC from any responsibility for the quality of the translation and the delays caused by the translation process.

Case Law Decisions Database: The SDRCC undertakes to ensure that all public decisions rendered by its Dispute Resolution Secretariat are made available in both official languages in its jurisprudence database within a reasonable time.

7. Enforcement

The implementation of this Policy is monitored by a committee of the SDRCC designated by the Board of Directors for this purpose. Should a client or user of the SDRCC services believe that the SDRCC failed to comply with the undertakings described above, a complaint letter may be sent directly to the Chairperson of the Board of Directors. The complaint letter shall contain the details of the nature of the incident, including the applicable references as may be required to conduct a proper investigation or to remedy the situation promptly.