

SPORT DISPUTE RESOLUTION CENTRE OF  
CANADA

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SDRCC

# Official Languages Policy

**Final Version**

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# Official Languages Policy

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## Context

The Sport Dispute Resolution Centre of Canada (hereinafter “the Centre”), as part of its mission to provide dispute resolution to the Canadian sport community, is committed to reflect, in its day-to-day operations, the duality of official languages in Canada.

The Centre provides services in French, English or both simultaneously on a regular basis. While degree of proficiency in both official languages may vary individually, the Centre’s staff, contactors and consultants, as a unit, are able to serve clients in their official language of preference. This policy is therefore implemented to promote and ensure the use of Canada’s official languages in the Centre’s communications with the sport community.

### 1. Objective and Availability of the Policy

The objective of this policy is to ensure that the Centre, within its organization and through its internal and external activities, meets its official languages obligations, and promotes the right of members of the sport community to access activities, services and programs in the official language of their choice.

This policy will be publicly available and is accessible on the Centre’s website under the “Policies” section of the “Corporate Documents” page.

### 2. Field of Application

The Policy applies to all Board members, personnel, arbitrators, mediators, resolution facilitators, and investigators of the Centre. The policy also applies to all of the Centre’s activities, including but not limited to dispute resolution services, education programs, training and communications.

### 3. Principle

The Centre recognizes the equal status of English and French in Canada, as established in the *Official Languages Act*, and is committed to support the Government of Canada in promoting Canada’s official languages and the development of official languages monitory communities.

The Centre is committed to comply with the *Policy on Official Languages* and to provide the services identified in the *Act to Promote Physical Activity and Sport* and provide communications, announcements and information to the public in both of Canada’s official languages.

The Centre also expects that its potential users and clients comply with their respective obligations with regards to official languages, as applicable.

### 4. Language Capacity of Centre’s Staff

The Centre commits to ensure that its staff can communicate, orally and in writing, and provide services in both official languages. Language training is provided to staff as required to improve capacity of all staff to communicate in both official languages.

### 5. Use of Official Languages in Communication and Resource Centre Services

The Centre commits to communicate and make resources available to the Canadian sport community and to the general public in both official languages.

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

***Websites:*** The Centre commits to make available all static pages on its websites in both official languages.

***Publications:*** The Centre commits to make available in both official languages all publications intended for the Canadian sport community and the general public, such as reports, educational and promotional documents, newsletters, etc.

***Oral Communications:*** The Centre commits to conduct or deliver all oral communications such as lectures, webinars, workshops, press conferences, or other forms of dispute prevention events in both official languages. This commitment does not preclude the Centre from adapting such an event to the specific needs of the target group.

## 6. Use of Official Languages in Dispute Resolution Services

The Centre commits to do its utmost to ensure that the parties involved in a dispute resolution process can be heard and can communicate with one another in their preferred official language. This commitment does not mean that the Centre must cover the costs of enabling the parties to communicate with one another in their preferred official language.

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

***Administrative Communications:*** The Centre commits 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 Centre commits 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 Centre within reasonable time before the event.

***Written Documents Submitted by Parties:*** A party may request the translation by the Centre 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 Centre shall sign a waiver discharging the Centre from any responsibility for the quality of the translation and the delays caused by the translation process.

***Jurisprudence:*** The Centre commits to make available all public decisions rendered by its Dispute Resolution Secretariat in both official languages in its jurisprudence database within a reasonable time.

## 7. Administration

The Chief Executive Officer is responsible to ensure that there is, at any given time, a sufficient number of employees, contractors and consultants capable of offering services to the Centre's individual clients in the official language of their choice. Close monitoring of linguistic capacity shall be triggered automatically upon any change of composition of these groups, including mediators and arbitrators, to ensure that services are uninterruptedly available in both official languages.

## **8. Enforcement**

The implementation of this Policy is monitored by a committee of the Centre designated by the Board of Directors for this purpose. Should a client or user of the Centre's services believe that the Centre failed to comply with the commitments described above, a complaint may be addressed to the Chairperson of the Professional Conduct Committee. The complaint 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.

This policy will be reviewed by the Centre's Board of Directors at least every four years to ensure its principles are adhered to in its daily operations and reflect the Centre's commitment to providing services in both official languages.