

PHE Canada - STATEMENT of POLICY and PROCEDURE			
Manual:	Not-for-Profit	SPP No.	NP 1.11
Section:	Administration	Issued:	Oct 07, 2019
Subject:	Official Languages	Effective:	Oct 07, 2019
Issue to:	All Manual Holders	Page:	1 of 3
		Replaces:	NP 1.11
Issued by:	Board of Directors Motion – 19-10-17	Dated:	Nov 14, 2014

1 POLICY

- 1.01 PHE Canada recognizes English and French as its official languages.
- 1.02 PHE Canada is committed to providing information and services in both official languages.
- 1.03 In the application of its official languages policy, PHE Canada strives to meet the Treasury Board guidelines on official languages.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to guide PHE Canada in its use of both official languages in its activities.

3 SCOPE

- 3.01 This policy applies to all organizational personnel and the Board of Directors.

4 RESPONSIBILITY

- 4.01 It is the responsibility of the **ED&CEO** and the **Communications Department** to ensure the implementation of this policy throughout the organization.
- 4.02 It is the responsibility of all **Staff** to identify and implement instances for this policy in their roles and responsibilities, and to bring opportunities for the implementation of this policy to the attention of the Communications Department.
- 4.03 It is the responsibility of the **Staff** and **Board of Directors** to review the Official Languages Statement of Policies and Procedures bi-annually, to identify any gaps, opportunities, risks and mitigation strategies.

5 DEFINITIONS

- 5.01 “**Both official languages**” refer to English and French.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

- SPP NP 2.03 – Roles and Responsibilities

7 PROCEDURES

7.01 Communications

- (a) PHE Canada will make announcements to the public concerning the activities of the organization in both official languages, where appropriate and feasible.
- (b) Direct written communications to individual Members will be provided in the official language of their preference, where known.
- (c) Any verbal communication or written correspondence with PHE Canada should be responded to in respect of the preferred language of the person to which the communication is with.
- (d) Although not all PHE Canada resources and products will be available in both official languages, a wide selection of these items will be available in each official language.
- (e) PHE Canada encourages individuals to communicate and express themselves in the official language of their choice at all meetings.
- (f) PHE Canada will ensure that simultaneous interpretation, or another type of appropriate translation service, is offered during official Meetings of Members of the organization as needed.
- (g) Documents intended for an audience primarily of one language will be written in that language.
- (h) When a title is developed for a new program, project, or resource, quality and meaning must be consistent across both languages.
- (i) Publications, programs and resources of the organization (e.g. annual reports, newsletters, periodicals, brochures, reports) shall be produced in both official languages, where appropriate and feasible.
- (j) Translation will be reviewed and edited to ensure clarity, quality of the translation and to maintain the original message intent.
- (k) Digital content of the organization (e.g. website, social media, video) shall be produced in both official languages, where appropriate and feasible.

7.02 Services

- (a) One member of the organization's personnel shall be fluent in both official languages.
- (b) PHE Canada shall strive to ensure that the first point of contact for general inquiries at the National Office shall be fluent in both official languages.
- (c) Every effort will be made to ensure that Members are able to obtain services from PHE Canada in the official language of their preference.
- (d) PHE Canada will encourage Members of both official language communities to participate in the activities, projects, programs, meetings and events of the organization.

- (e) PHE Canada will organize activities, projects, programs, meetings and events, when appropriate, feasible, and in such manner as to meet the needs of both official language communities.

7.03 **Advertising**

- (a) Any advertising initiated by PHE Canada (e.g. print, radio, video, television, web-based) shall be produced in the language appropriate for the type of media, and where possible, available for dissemination in English and French upon request.

7.04 **Events**

- (a) When a title and/or theme is chosen for an official event of the organization (e.g. conferences, workshops), quality and meaning must be consistent across both languages.
- (b) Official events of the organization must provide content, signage and programming, when appropriate, feasible, and in such manner as to meet the needs of both official language communities.

7.06 **Quality Control**

- (a) All documentation and information being disseminated for public attention must be reviewed and receive a quality control check from the **Communications Department** or designate before final printing or release.
- (b) All translation of information for public attention should be done professionally by one of the organization's preferred translation services.

7.07 **Conflict or Inconsistency**

- (a) In the event of any conflict or inconsistency between the two languages, the English version and interpretation shall prevail.

8 ATTACHMENTS

None