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| SECTION         | OPERATIONAL                    |              |                    |
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| DOCUMENT EDITOR | TRANSLATOR/BOARD ADMINISTRATOR |              |                    |

Policy

This policy is intended to provide guidance on the use of Canada’s official languages in the operations of the CCEB.

Purpose

The CCEB is a national organization and recognizes English and French as its languages of operation. The CCEB strives to provide information and services in both official languages. This policy clarifies the parameters of the use of English and French at the CCEB, and its commitment to bilingualism, particularly with regard to document creation and maintenance, and CCEB communication with staff, candidates, volunteers, and stakeholders.

Definitions:

In this policy:

“CCEB” means the Canadian Chiropractic Examining Board.

“CEO” means the Chief Executive Officer (CEO) of the CCEB.

Process

1. The CCEB encourages its staff to communicate and express themselves in their preferred official language in performing their duties and to acknowledge and respect their colleagues’ diverse language competencies, given that some personnel speak multiple languages and others speak one language exclusively.
2. All written material requiring translation into the other official language must be translated, reviewed, and/or edited by the in-house Translator to ensure clarity. These translated materials should be consistent with the CCEB’s Style Guide and other documents while being faithful to the source text. In the absence of the in-house Translator, the Translator or CEO may appoint a freelance translator who has signed a CCEB confidentiality agreement to complete this task.
3. All official CCEB exams, policies, forms, voicemail messages, vacation messages, and website materials are to be provided in English and French.

4. Written or verbal communication with individuals, including CCEB candidates, volunteers, stakeholders, and external audiences, will be provided in the official language of their preference, where the language preference is known and this communication is feasible.
5. The CCEB will write materials intended for an external audience in both official languages, provided the communication is directed to recipient groups with a mixture of English and French speakers. This does not apply to one-to-one communications, which will be in the preferred language of the individual recipient.
6. In the course of supporting the CCEB Board of Governors and its committees, the CCEB office personnel shall ensure that materials are provided to each board member in the official language of their choice. It is recognized that Governors may all speak the same official language or that they may not have an official language preference; therefore, translation is sometimes not required.
7. In the course of supporting the CCEB's exam and other committees, the CCEB office personnel shall ensure that materials are provided to each committee member in the official language of their choice. It is recognized that committee members may all speak the same official language or that they may not have an official language preference; therefore, translation is sometimes not required.
8. The CCEB provides all written materials for its regulatory Members in both official languages, including annual general meeting (AGM) documents, recognizing that at least one member will always be French-speaking.
9. In CCEB documentation in French, the masculine form is used as gender-neutral for the sake of brevity.

The following are examples where exceptions may arise to the Official Languages Policy:

- A CCEB staff member may write material intended to be published in a non-CCEB publication that is produced in one language only.
- Historical materials may only exist in one official language.
- The CCEB's Version Control Policy specifies that policy filenames will all be in English. This is to avoid confusing separation of these files on the shared drive and maintain file pairings. French files and English files are distinguished by "FR" and "EN" tags respectively.

All exceptions to the provisions of this policy require CEO approval.

### Scope

This policy applies to all documents created and/or modified by the CCEB whether electronically or on paper, and to the CCEB's communications with candidates, staff, volunteers, and stakeholders.

### Responsibility

Approval: The CCEB Board of Governors is responsible for approving this policy and any changes hereto.

### Acknowledgements

*This policy was written in reference to numerous documents including the Engineers Canada Official Languages Policy and the Government of Canada Official Language Act, which strives to "ensure respect for English and French and ensure equality of status and equal rights and privileges as to their use in federal institutions".*