

DPC members may communicate with and obtain services from the National Office in the official language of their choice.

## **1. LANGUAGE OF SERVICE AND COMMUNICATION WITH MEMBERS**

In accordance with this fundamental objective, DPC actively pursues the provision of available services to members in the official language of their choice.

a) In person and over the telephone

Individuals are provided with available services in the official language of their choice either directly or by referral.

b) Correspondence

Correspondence with an individual member or with the public are issued in the official language of the addressee, unless other arrangements have been agreed upon in advance.

c) Provision of information

Information material (media packages, releases, memo, etc.) intended for the members and/or the general public are issued simultaneously in both official languages as required.

## **2. PUBLICATIONS OF DPC**

a) Technical and non-technical

Technical publications/manuals will be published in both official languages simultaneously.

## **3. MEETINGS**

Meetings of the Association are conducted in the language that members agree to use. Any member may speak in the official language of their choice.