

Your language rights in New Brunswick

A summary of your rights under the *Official Languages Act* of New Brunswick

FACTSHEET 6 - Professional Associations

What you need to know

Professional associations that regulate a profession (see list) must offer and provide their services in both official languages. Any person (citizen or member) has the right to communicate with these professional associations and to receive services in his or her official language of choice.

The linguistic obligations of professional associations apply to all of their communications and services, for example:

- Admission exams and associated documentation;
- Information for members or the public (e.g. website);
- Procedure for filing a public complaint;
- Professional development courses;
- Meetings of the disciplinary board;
- Members' meetings and related documentation;
- Responses to inquiries from the public or members.

Note: Exception

Professional associations that are not established by a provincial act and that do not regulate a profession do not have linguistic obligations under the *Official Languages Act*.

An important role

The role of a professional association is to protect the public. In order to do so, it regulates and oversees the exercise of a profession through the powers conferred on it by a provincial act. An association's responsibilities include the following:

- Admission of candidates to the exercise of the profession;
- Enforcement of professional standards (code of ethics);
- Practice inspections;
- Handling of complaints from the public and management of the disciplinary process.

Across the province

The linguistic obligations of professional associations apply across the province.



All communications

The language obligations of professional associations apply to all types of communication.



Active offer of service

From the moment of first contact, you must be greeted in both official languages so that you know that services are available in both English and French.



Services of equal quality

The services provided must be of equal quality in both languages.



Did you know?

- Under the *Official Languages Act*, a person cannot be placed at a disadvantage because he or she chooses one official language rather than the other to fulfil a requirement of a professional association, such as writing an exam.
- Professional associations have had language obligations since July 1, 2016.

Professional associations with language obligations

Following is the list of professional associations with obligations under the *Official Languages Act* of New Brunswick. This list was provided by the Government of New Brunswick and may be subject to change without notice.

- Architects' Association of New Brunswick (AANB)
- Association of New Brunswick Land Surveyors (ANBLS)
- Association of New Brunswick Licensed Practical Nurses (ANBLPN)
- Association of Professional Engineers and Geoscientists of New Brunswick (APEGNB)
- Association of Registered Interior Designers of New Brunswick (ARIDNB)
- Association of Registered Professional Foresters of New Brunswick (ARPFNB)
- Board for Registration of Embalmers, Funeral Directors and Funeral Providers of New Brunswick
- Chartered Professional Accountants New Brunswick (CPANB)
- College of Massage Therapists of New Brunswick (CMTNB)
- College of Physicians and Surgeons of New Brunswick (CPSNB)
- College of Physiotherapists of New Brunswick (CPTNB)
- College of Psychologists of New Brunswick (CPNB)
- Corporation of Translators, Terminologists and Interpreters of New Brunswick (CTINB)
- Cosmetology Association of New Brunswick (CANB)
- Law Society of New Brunswick (LSNB)
- New Brunswick Association of Dietitians (NBAD)
- New Brunswick Association of Medical Radiation Technologists (NBAMRT)
- New Brunswick Association of Occupational Therapists (NBAOT)
- New Brunswick Association of Optometrists (NBAO)
- New Brunswick Association of Planners (NBAP)
- New Brunswick Association of Real Estate Appraisers (NBAREA)
- New Brunswick Association of Respiratory Therapists, Inc. (NBART)
- New Brunswick Association of Social Workers (NBASW)
- New Brunswick Association of Speech-Language Pathologists and Audiologists (NBASLPA)
- New Brunswick Building Officials Association (NBBOA)
- New Brunswick Chiropractors' Association (NBCA)
- New Brunswick College of Dental Hygienists (NBCDH)
- New Brunswick College of Pharmacists (NBPC)
- New Brunswick Dental Assistants Association (NBDA)
- New Brunswick Dental Society (NBDS)
- New Brunswick Denturists Society (NBDS)
- New Brunswick Home Economics Association (NBHEA)
- New Brunswick Institute of Agrologists (NBIA)
- New Brunswick Podiatry Association (NBPA)
- New Brunswick Real Estate Association (NBREA)
- New Brunswick Registered Barbers' Association (NBRBA)
- New Brunswick Society of Cardiology Technologists (NBSCT)
- New Brunswick Society of Certified Engineering Technicians and Technologists (NBSCETT)
- New Brunswick Society of Medical Laboratory Technologists (NBMLT)
- New Brunswick Veterinary Medical Association (NBVMA)
- Nurses Association of New Brunswick (NANB)
- Opticians Association of New Brunswick
- Paramedic Association of New Brunswick (PANB)

If your rights are not respected

If you believe that your language rights have not been respected, we invite you to contact us. It is easy to file a complaint, and the investigations we conduct help to improve the quality of bilingual services. Click on this [link](#) for more information.

How to contact us

Office of the Commissioner of Official Languages
for New Brunswick
Telephone: 1-888-651-6444
Email: commissioner@officiallanguages.nb.ca
Website: officiallanguages.nb.ca
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OFFICE OF THE COMMISSIONER
OF OFFICIAL LANGUAGES
FOR NEW BRUNSWICK



COMMISSARIAT AUX
LANGUES OFFICIELLES DU
NOUVEAU-BRUNSWICK