

OROMOCTO AND AREA PICKLEBALL CLUB (OAPC)

CODE OF CONDUCT

Oromocto and Area Pickleball Club (OAPC) provides members with:

- Recreational and competitive opportunities
- Information, training and programs to increase knowledge and improve skill levels
- Fun, exercise and social interaction in a safe environment

The OAPC has designated court times at the Base Gagetown Fitness Centre throughout the year. From late spring to late fall, we also play at the public courts on Winnebago Street.

Wherever we play, we strive for an atmosphere of respect and courtesy.

- Appropriate social behaviour and treatment of others is expected of all participants.
- Unruly behaviour, foul language, harassment and discrimination will not be tolerated. This includes verbal abuse or rude behaviour directed at staff associated with either location (Fitness Centre; Town of Oromocto). The use of alcohol or drugs is also not permitted.
- Your cooperation is essential to keep the experience positive and fun for everyone.

We expect our members to follow the club's guidelines and policies (*Equipment; Game Rules & Court Protocols; Safety; Fairplay and Sportsmanship*) and abide by Pickleball Canada's rules: (<https://pickleballcanada.org/play-and-learn/basic-rules/>).

Our Board Members are also required to respect confidentiality of all information received via the Club's activities; represent the best interests of the Club; declare potential conflicts of interest; act in a fiscally responsible manner in all Club decisions; and not make public statements on behalf of the Club without Board approval.

Violations of the Code of Conduct may be subject to disciplinary actions. In addition, disagreements or disputes may arise between members. To address these matters, the OAPC has developed a complaint and conflict resolution process for handling issues at both an informal and formal level. The intent is to follow a process that is transparent, respectful, and resolves a conflict or complaint quickly and fairly.

- Informally: If someone has a complaint about a violation or has experienced a club-related conflict with another member, the complainant should first attempt to resolve the matter directly with the respondent. In some circumstances, one or both parties may seek the assistance of a OAPC Board designated Board member to guide this informal process.

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- Formally: If someone wants to initiate a formal complaint / conflict resolution process, submit a written complaint to the OAPC Board of Directors. This may be submitted through an email or letter at oromoctopb@gmail.com or by using the Formal Complaint Form (will be available in the members' section of the club's website). Complaints may not be submitted anonymously.

Violations are subject to the Club's by-laws regarding Discipline of Members and can include suspension or expulsion. No refunds will be issued in these circumstances.

Note: When playing at the Gagetown Fitness Centre, participants are also subject to the Personnel Support Programs (PSP) Code of Conduct ([PSP Online - Public Access](#)). In addition to what is covered above, this code of conduct also references intentional damage to Non-Public Property (NPP) and the property of others. PSP reserves the right to take necessary measures including, but not limited to, suspension or termination of enrolment and/or contacting the police when any participant contravenes Base/Wing/Unit policies and/or by-laws.

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SAFETY PROTOCOLS

NO SCENT POLICY - The OAPC and the Gagetown Fitness Centre have a no-scent / fragrance-free policy to protect those with environmental allergies and sensitivities.

SAFETY ON THE COURTS

The goal is to have fun and stay safe. By making safety a priority, we reduce risks and avoid injuries. Here are some guidelines:

DO	DON'T
Keep an eye out for potential hazards.	Don't take unnecessary risks.
Warm up before playing.	Don't ignore the importance of warming up.
Play within your capacity.	Don't overextend yourself beyond your physical ability and fitness.
When returning the ball to your opponents after a point or side out, throw or gently hit it to them. Be respectful.	Don't slam the ball. Make sure your opponents are ready to receive the ball.
When your ball enters an active court, call BALL loudly. Wait for play to stop and put your hand or paddle up to show which court you're on.	Don't run into the adjacent court to chase your ball.
When you hear someone call BALL, stop play immediately. Retrieve stray balls promptly. Look for a player from that court and throw or gently hit the ball back to them.	Don't ignore it when someone calls BALL on your court. Don't cause a tripping hazard by rolling, kicking or hitting the ball <u>across the floor</u> with your paddle.
Be aware of where players are on the court. On your side, call balls ("mine, yours or "got it").	Don't collide with your partner or hit them with a paddle. Keep track of each other! Don't hit the ball <u>with excessive force</u> directly at your opponents. Never aim at someone's head.
When chasing a lob over your head either circle, turn, use side-shuffle steps, or let your partner get it.	Don't back-pedal when chasing a lob.
Be careful if the court is wet or damp. Use a towel, mop or squeegee to improve conditions if possible.	Don't ignore wet or damp conditions (could be from humidity or wet shoes indoors or weather conditions outside).

LET'S ALL DO WHAT WE CAN TO KEEP EVERYONE SAFE!

Approved – March 11, 2025

OROMOCTO AND AREA PICKLEBALL CLUB (OAPC)
EQUIPMENT PROTOCOLS

Pickleball has some basic equipment needs. Nets and balls are provided for club play. You will need the following:

Footwear: Court shoes are highly recommended for safety and comfort. Non-marking footwear is mandatory in almost all indoor facilities.

Paddles: Paddles approved by Pickleball Canada are highly recommended for club play and mandatory for Pickleball NB / Canada sanctioned events.

Protective Eyewear: The OAPC strongly recommends the wearing of protective goggles / eyewear.

Clothing: Appropriate gym attire is recommended for your comfort and safety. You should avoid bright colours that match the colour of the balls.

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FAIR PLAY AND SPORTSMANSHIP

A big part of having fun, whether playing socially or competitively, is fair play and good sportsmanship. Here are some guidelines:

Do:	Don't:
Introduce yourself to players you don't know and welcome new players.	Don't forget the fun and social side of pickleball.
Be respectful of all skill levels and abilities.	Don't talk down, criticize or yell at other players.
Support your partner, show respect for their skills and acknowledge effort.	Don't swear nor use offensive language or negative non-verbal gestures.
Play fairly and honestly, accepting wins and losses gracefully. Control your mood.	Don't throw your paddle or hit the ball too hard out of frustration or anger.
As a stronger player in social play, be willing to play with people who aren't as skilled as you.	Don't "slam" the ball at or hit the ball excessively to your weakest opponents.
As a new or less experienced player in social play, stay positive and be prepared for the learning curve. Challenge yourself to play with better players and improve.	Don't get discouraged. Don't hesitate to ask for help.
When playing opponents where there is a stronger player, play to both players. Hit shots to the lower skilled player that will help improve their skills.	Don't hit ALL the balls at the lower skilled player and 'freeze out' the stronger player.
During competitive play, welcome all players who wish to challenge themselves. Be prepared for a faster-paced game with harder shots.	Don't adjust paddles or suggest to a player that they should move to the social side.
If you are playing with someone who needs extra assistance, accommodate them in any way you can. Play to their strengths. Help with keeping score and rules, retrieving balls, etc.	Don't take advantage of a person's physical limitations. Don't focus on their weaknesses (e.g., if a person is physically unable to go back for a lob, don't hit it).
Call lines and faults honestly, giving the benefit of the doubt to the opponent when unsure.	Don't ignore the honour system for line calls and faults.
At the end of your game, thank your partner and opponents. Find something positive to say, even if it's just "thank you for the game".	Don't insult, argue or storm off the court at the end of the game.
Tread lightly when giving advice. Provide coaching only when requested. Keep it brief and positive.	Don't offer too much feedback unless asked. Don't overwhelm new players.
As a spectator, show your appreciation for well-played rallies. Be respectful with comments.	Don't distract the players on the courts or make disparaging comments.

OROMOCTO AND AREA PICKLEBALL CLUB (OAPC)

GAME RULES & COURT PROTOCOLS

Basic Rules: Learn and understand the rules, apply them fairly and cooperate in situations not expressly covered by the rules. If you run into a situation not covered or where you don't know, work with your partner and opponents to come up with a fair solution. You will find more information about the rules and basic play here: <https://pickleballcanada.org/play-and-learn/basic-rules/>

On the day of play:

Sign in: Sign in before playing to help the club track usage and membership status.

Warm-ups: Warm-ups should be brief and only on your first game of the day.

Doubles play: Club time is usually designated as doubles play.

Order of play / paddles: There are designated paddle holders. Place your paddle in the next available slot (winner or runner up) as it determines order of play after each game. Groups of four proceed to the next available court.

- Don't use a second paddle as a place holder and don't switch any paddles from one holder to another at any time.
- Don't jump ahead of others who are waiting to play. If you really want to play with someone who is not in line to be a partner or opponent, do not move them up to play with you. You should instead move yourself backward.

On deck: Know when you are "on deck" and be ready to play when it's your turn. When walking to your court [if you have to cross or go behind another court that is being used], wait until play has stopped and then cross quickly.

Score calling: Call out the score loudly and clearly before you serve (using the proper sequence) for all players to hear. It helps everyone to remember the score and to clarify if a mistake was made.

Playing time: Sharing courts during busy sessions is easier when we all pay attention to the process. Rotate on and off each court fairly – four on, four off.

Scoring: Typically, a game is played to 11, win by 2. However, when the courts are very busy with lots of people waiting, the club modifies the format so that games finish with first team to score 9. When does this happen?

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GAME RULES & COURT PROTOCOLS

When using 3 courts and there are 4 or fewer paddles waiting	Games go to 11
When using 3 courts and there are 5 or more paddles waiting	Games go to 9
When using 6 courts and there are 8 or fewer paddles waiting	Games go to 11
When using 6 courts and there are 9 or more paddles waiting	Games go to 9

Line Calls and Faults: Pickleball is based on the honour system. Do your best to call lines and faults honestly. If the call is close or questionable, give the benefit of the doubt to your opponent or in some cases, replay.

Some guidelines include:

- Your team calls the ball IN or OUT on your side of the court, verbally and/or with hand signals. If you call a ball OUT, make sure it was clearly out. If the ball is close or partners disagree, consider it IN.
- When the ball is still in play on your side, you can communicate with your partner about it being IN or OUT ... but the 'official' call is made after the ball lands.
- Respect your opponents' ability to make their line calls on their side of the court.
- Generally speaking, do not question the calls made by your opponents.
- If you ask your opponent for their assistance with a call, accept their answer.
- Anyone can call non-volley zone (aka kitchen line) faults and service foot faults. It must be called as soon as it happens. If there is a disagreement, replay the rally.
- Admit your faults. It doesn't matter if your opponents call or even see it, such as stepping on the service or non-volley zone line; the ball landing out; double bounces; or the ball grazing you, your paddle or your partner on the way out of bounds. Remember the honour system - calling your own faults is part of that!
- Do not call a hinder unless it affects your ability to play the ball. A hinder is something that adversely affects play but is not caused by one of the players and is not a permanent feature. It could be balls, flying insects, foreign matter, a player from another court, etc.

End of game – Leave the court promptly as a group. Do not walk behind, alongside, or into another court while play is in session. Call COURT at the end of a rally on the adjacent court to let other players know that the court is available. At the Gagetown Fitness Centre, we cross alongside the nets. Return the ball to the designated area. If you intend to play more games, re-engage paddles in next available slots of the paddle holder.

Oromocto and Area Pickleball Club (OAPC)

FORMAL COMPLAINT FORM

If someone has a complaint about a violation or has experienced a club-related conflict with another member, the complainant should first attempt to resolve the matter directly with the respondent. However, if the issue is not successfully resolved informally, the complainant may initiate a **Formal Complaint** in writing to the OAPC Board. This may be submitted through an email, letter or using this form. Complaints may not be submitted anonymously.

The OAPC Board is committed to maintaining the confidentiality and security of personally identifiable information as required by the Personal Information Protection Act. However, in accordance with the principles of procedural fairness, the Committee may share some or all the information in your complaint with the party against whom the complaint has been lodged. The PIPA provides for the use of your personal information without consent when it is necessary to respond to an emergency that threatens the life, health, or security of a person.

Check this box to acknowledge that you are aware that your complaint and personal information may be shared. ☐

Please note, that the OAPC will only intervene if it is a OAPC related conflict.

COMPLAINANT DETAILS	
Name	
Mailing Address	
Contact email	
Contact phone	

RESPONDENT DETAILS - If more than one Respondent, attach additional page(s)	
Name	
Mailing Address	
Contact email	
Contact phone	

Oromocto and Area Pickleball Club (OAPC)

FORMAL COMPLAINT FORM

WITNESS(ES) DETAILS - If applicable. If more than one Witness, attach additional page(s).	
Name	
Mailing Address	
Contact email	
Contact phone	

INFORMAL RESOLUTION DETAILS

Informal resolution is most desirable, but may not always be possible.

Have attempts been made to resolve the conflict informally? ☐ YES ☐ NO

Result of informal resolution (if applicable).

OCCURRENCE DETAILS

Detailed description of incident(s): In an organized chronological order, provide as much relevant detail about the incident(s) as possible in the box below (attach another page if necessary). Include dates, time, location.

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FORMAL COMPLAINT FORM

Other relevant details:

Please attach any photos or supporting documents that you think may assist the OAPC Board with conflict resolution.

Submit email, letter, or this completed form to oromoctopb@gmail.com

Complainant Signature	
Date of submission	