

# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT



Effective August 2019  
Version 1.1



# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

## Table of Contents

<b>Introduction</b> .....	<b>1</b>
<b>Abuse, Discrimination, Harassment and Bullying</b> .....	<b>2</b>
<b>Child Protection Policy and Code of Conduct to Protect Children</b> .....	<b>4</b>
Treating Children with Dignity and Maintaining Boundaries .....	4
General Rules of Behaviour.....	4
Guidelines for Appropriate/Inappropriate Behaviour Between Adults/Adolescents and Children.....	5
Rule of Two and NCCP Ethical Principles.....	6
<b>Reporting Requirements</b> .....	<b>8</b>
<b>Follow-up on Reporting</b> .....	<b>9</b>
<b>Reporting - Additional Resources &amp; Contact Information</b> .....	<b>10</b>
<b>C2K Steps for Reporting Child Abuse</b> .....	<b>11</b>
<b>C2K Steps for Reporting Inappropriate Conduct</b> .....	<b>12</b>
<b>NCCP Code of Ethics</b> .....	<b>13</b>
<b>Rule of Two Guidelines (Canada Soccer)</b> .....	<b>15</b>
<b>Canada Soccer Code of Conduct and Ethics</b> .....	<b>18</b>
<b>Employee/Volunteer Acknowledgement of Member Protection Policy &amp; Code of Conduct</b> .....	<b>27</b>



# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

## INTRODUCTION

PSA IS COMMITTED TO PROVIDING A SAFE, POSITIVE, INCLUSIVE AND WELCOMING ENVIRONMENT THAT SUPPORTS OUR MEMBERS' PHYSICAL AND EMOTIONAL SAFETY. EVERY MEMBER HAS THE RIGHT TO BE TREATED WITH RESPECT AND DIGNITY AND TO PARTICIPATE IN A SAFE AND SUPPORTIVE SPORTS ENVIRONMENT.

We are committed to providing safeguards to minimize a member's exposure to abuse, harassment or discrimination and bullying during their participation in any activity/program provided by PSA.

We are committed to ensuring that all our facilities and equipment are safe, well-maintained and in good condition, according to Canada Soccer standards. All facilities are managed by and meet the standards established by the city of Montreal.

Our policy aims to inform everyone involved in our club of their legal and ethical rights and responsibilities, the standards of behaviour that are expected of them and reporting requirements. It also addresses the care and protection of children participating in our club's activities.

PSA adheres to the [Canada Soccer Code of Conduct and Ethics](#), the Coaches Association of Canada [Responsible Coaching Movement](#) and is committed to ensuring that all our coaches and team personnel complete the Respect in Sport Activity Leader training.

PSA is committed to providing an environment in alignment with Canada Soccer's ["Rule of Two"](#) Guidelines to "protect minor athletes in potentially vulnerable situations by ensuring that more than one screened adult is present". This document, as well as others referenced in this policy, are available on our Website along with additional resources related to Member Protection.

PSA adheres to its own Code of Conduct to Protect Children and screening processes, as well as the guidelines and safeguards outlined in Canada Soccer's Guide to Safety and the [Commit to Kids](#) Program for sports organizations to help keep kids safe in sport. PSA's Administrator has completed the "Commit to Kids" training, is identified as the primary liaison for child protection and the Administrator's contact information is provided to PSA coaches, team personnel and parents.

THIS POLICY APPLIES TO EVERYONE INVOLVED IN THE ACTIVITIES OF OUR CLUB WHETHER THEY ARE IN A PAID OR VOLUNTARY CAPACITY AND HAS BEEN APPROVED AND ADOPTED BY PSA'S BOARD OF DIRECTORS.

Oscar Tellechea  
President  
Pierrefonds Soccer Association



# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

## ABUSE, DISCRIMINATION, HARASSMENT AND BULLYING

Everyone carries a personal responsibility for his or her own behaviour and for ensuring that their conduct is in accordance with the principles set out in this policy. In addition, everyone carries a personal responsibility to report any instance of abuse, discrimination, harassment and bullying which they witness, or which comes to their attention. Employees and volunteers are expected to act as role models, promoting responsible behaviour.

PSA HAS A “ZERO TOLERANCE” POLICY; ABUSE, DISCRIMINATION, HARASSMENT AND BULLYING AGAINST MEMBERS IS NOT ACCEPTABLE AND WILL NOT BE TOLERATED. ANYONE AWARE OF SUCH BEHAVIOUR IS EXPECTED TO REPORT IT; PLAYERS MUST TELL A COACH OR ANOTHER MEMBER OF THE TEAM PERSONNEL, BOARD MEMBER OR THE ADMINISTRATOR. TEAM PERSONNEL OR ADULTS MUST CONTACT A BOARD MEMBER OR THE ADMINISTRATOR. ANY ALLEGATIONS OF SUCH BEHAVIOUR WILL BE INVESTIGATED, REGARDLESS OF WHETHER THE MATTER HAS BEEN RAISED FORMALLY OR INFORMALLY.

**Discrimination** is defined as follows by the Canadian Human Rights Commission:

Discrimination is an action or a decision that treats a person or a group badly for reasons such as their race, age or disability. These reasons, also called grounds, are protected under the Canadian Human Rights Act.

Grounds for Discrimination:

- race
- national or ethnic origin
- colour
- religion
- age
- sex
- sexual orientation
- gender identity or expression
- marital status
- family status
- disability
- genetic characteristics
- a conviction for which a pardon has been granted or a record suspended

**Harassment** is defined as follows by the Canadian Human Rights Commission:

Harassment is a form of discrimination. It includes any unwanted physical or verbal behaviour that offends or humiliates you. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.



## PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

Harassment occurs when someone:

- makes unwelcome remarks or jokes about your race, religion, sex, age, disability or any other of the grounds of discrimination;
- threatens or intimidates you because of your race, religion, sex, age, disability or any other of the grounds of discrimination;
- makes unwelcome physical contact with you, such as touching, patting, or pinching.

[PREVNet](#) describes **Bullying** as:

- traditionally defined by three elements: aggression, a power differential, and repetition.
- recently reconceptualised as a relationship problem that requires relationship solutions because it is a form of aggression that unfolds in the context of a relationship in which one individual asserts interpersonal power through aggression.
- repeated and targeted aggression and does not need to be physical in order to be hurtful.

Types of Bullying:

Physical Bullying includes hitting, kicking, shoving, spitting, beating up, stealing or damaging property.

While physical bullying causes harm to a child's body or property, the below forms of bullying cause psychological harm. Such offensive, degrading and rejecting behaviours undermine and destabilize victimized children's sense of themselves, of their place in the school, and of their place in the world.

Verbal Bullying includes name-calling, mocking, hurtful teasing, insults, slurs, humiliating or threatening someone, racist comments, or sexual harassment.

Social Bullying includes rolling your eyes or turning away from someone, excluding others from the group, getting others to ignore or exclude, gossiping or spreading rumours, setting others up to look foolish, and damaging reputations and friendships.

Electronic or Cyberbullying includes the use of email, cell phones, text messages, and internet sites to threaten, harass, embarrass, socially exclude, or damage reputations and friendships.

Racial Bullying includes treating people badly because of their racial or ethnic background, saying bad things about a cultural background, calling someone racist names or telling racist jokes.

Religious Bullying includes treating people badly because of their religious background or beliefs, making negative comments about a religious background or belief, calling someone names or telling jokes based on his or her religious beliefs in an effort to hurt them.

Sexual Bullying includes leaving someone out; treating them badly or making them feel uncomfortable because of their sex; making sexist comments or jokes; touching, pinching or grabbing someone in a sexual way; making crude comments about someone's sexual behaviour or orientation; or spreading a sexual rumour.

Disability Bullying includes leaving someone out or treating them badly because of a disability, making someone feel uncomfortable, or making jokes to hurt someone because of a disability.



# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

## CHILD PROTECTION POLICY AND CODE OF CONDUCT TO PROTECT CHILDREN

PSA IS COMMITTED TO ITS RESPONSIBILITY TO SAFEGUARD THE WELFARE OF EVERY CHILD\* ENTRUSTED TO ITS CARE BY HAVING EFFECTIVE CHILD SAFEGUARDING MEASURES IN PLACE TO PROACTIVELY WORK INTERNALLY AND EXTERNALLY TO ENSURE THAT CHILDREN ARE KEPT SAFE. WE ARE COMMITTED TO SPREADING THE MESSAGE ABOUT KEEPING CHILDREN SAFE AND BUILDING A CULTURE OF ALWAYS ACTING IN THE BEST INTEREST OF CHILDREN.

\*A "CHILD" REFERS TO ANYONE UNDER THE AGE OF 18.

The intent of the Code of Conduct to Protect Children is to guide our employees and volunteers in developing healthy relationships with the children involved in activities or programs delivered by PSA and to model appropriate boundaries for children.

The purpose of this policy is to outline PSA's expectations for employees and volunteers in their interactions with children, assist individuals in identifying concerning behaviour, and clarify the steps they should take to report such behaviour.

### TREATING CHILDREN WITH DIGNITY AND MAINTAINING BOUNDARIES

All employees/volunteers must:

- Treat all children with respect and dignity
- Establish, respect, and maintain appropriate boundaries with all children and families involved in activities or programs delivered by the organization

Standard of Measure for Maintaining Appropriate Boundaries

All interactions and activities with children should be (including electronic communication):

- Transparent
- Accountable
- Tied to coaching/volunteer duties
- In response to meeting the child's needs

### GENERAL RULES OF BEHAVIOUR

Employees/volunteers of the organization must not:

- Engage in any sort of physical contact with a child that may make the child or a reasonable observer feel uncomfortable, or that may be seen by a reasonable observer to be violating reasonable boundaries.
- Engage in any communication with a child within or outside of job/volunteer duties, that may make the child uncomfortable or that may be seen by a reasonable observer to be violating reasonable boundaries.
- Engage in any behaviour that goes against (or appears to go against) the organization's mandate, policies, or Code of Conduct to Protect Children, regardless of whether or not they are serving the organization at that moment.



## PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

- Conduct their own investigation into allegations or suspicions of potentially illegal or inappropriate behaviour – it is an employee/volunteer's duty to report the matter to his/her supervisor and/or PSA's Administrator or Child Welfare Agency, not to investigate.

### GUIDELINES FOR APPROPRIATE/INAPPROPRIATE CONDUCT BETWEEN ADULTS/ADOLESCENTS AND CHILDREN

INAPPROPRIATE BEHAVIOUR IS HARMFUL FOR CHILDREN AND MUST BE CORRECTED AND ADDRESSED. THE TERM "INAPPROPRIATE BEHAVIOUR" REFERS TO ANY BEHAVIOUR TOWARDS A CHILD THAT MAY BE SEEN BY A REASONABLE OBSERVER TO BE A VIOLATION OF THAT CHILD'S REASONABLE BOUNDARIES AND/OR IS IN CONFLICT WITH THE DUTIES OF THE INDIVIDUAL TOWARDS THE CHILD.

PSA adheres to the following "**Commit to Kids**" **Guidelines for Adults Interacting with Children in Sport** and these guidelines apply to all PSA team personnel (Coach, Assistant Coach, Managers, Physio or other).

#### The Coach and Athlete Relationship

Generally, coaches are in a position of trust, and it's through professional boundaries that this foundation of trust between coaches and athletes is built. If boundaries are broken, the pillar of the relationship crumbles.

The coach and athlete relationship is also characterized by a power imbalance in favour of the coach. Athletes are taught to respect and listen to their coaches, and they are dependent upon the coach's knowledge and training to further develop their skills.

Both trust and power can be used to breach the coach-athlete relationship, and often this happens through boundary violations, which occur when the adult places their needs above the needs of the child and gains personally or professionally at the child's expense.

The responsibility is always with the adult to establish and maintain appropriate boundaries with children.

Individuals working or volunteering in sport are expected to model behaviour that upholds public confidence and enhances healthy relationships with children and families.

#### Examples of Appropriate Behaviour:

- Respectful language, tone and attitude towards others
- Respectful of personal physical and emotional boundaries
- Responding to children to meet the child's needs and not the adult's
- Engaging with children in a manner that would be seen by a reasonable observer as maintaining reasonable boundaries
- Keeping practices open to observation by parents
- Communication with children (including electronic) is transparent and accountable



# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

## Examples of Inappropriate Behaviour:

- Disrespectful language
- Humiliating or intimidating children
- Inappropriate touching of children (e.g., massaging, stroking, caressing, roughhousing, tickling)
- Confiding or sharing overly personal information with a child
- Asking children to keep secrets
- Electronic communication (email, text message, instant message, online chats, social networking (including “friending”), etc.) with children that is personal and not directly tied to coaching duties
- Communication that is sexual or flirtatious in nature
- Pictures taken with personal devices or in change rooms

## RULE OF TWO and NCCP ETHICAL PRINCIPLES

One of the most effective rules we can follow to ensure that we are never placing children or ourselves at risk is Canada Soccer’s Rule of Two.

The Rule of Two should always be followed to preserve the player’s and coach’s (as well as other team personnel and adults) own protection and to ensure that the NCCP philosophy of Do No Harm is safeguarded.

PSA is committed to providing an environment in alignment with the Rule of Two and adopts the guidelines contained therein as outlined below, which must be followed.

### **THE GOLD STANDARD RULE OF TWO ENVIRONMENT IS ONE WHERE:**

“THERE WILL ALWAYS BE TWO SCREENED AND NCCP TRAINED OR CERTIFIED COACHES WITH AN ATHLETE, ESPECIALLY A MINOR ATHLETE, WHEN IN A POTENTIALLY VULNERABLE SITUATION.

ANY ONE-ON-ONE INTERACTION BETWEEN A COACH AND AN ATHLETE MUST TAKE PLACE WITHIN EARSHOT AND VIEW OF THE SECOND COACH, WITH THE EXCEPTION OF MEDICAL EMERGENCIES.

IF SCREENED AND NCCP TRAINED OR CERTIFIED COACHES ARE NOT AVAILABLE, A SCREENED VOLUNTEER, PARENT, OR ADULT CAN BE RECRUITED.”

### **GENDER IDENTITY**

A PERSON IN AUTHORITY WHO IS INTERACTING WITH ATHLETES SHOULD BE OF THE SAME GENDER IDENTITY AS THE ATHLETES. THE FOLLOWING GUIDELINES ARE STRONGLY RECOMMENDED:





# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

FOR TEAMS CONSISTING OF ATHLETES OF JUST ONE GENDER IDENTITY, A PERSON IN AUTHORITY OF THE SAME GENDER IDENTITY SHOULD BE AVAILABLE TO PARTICIPATE OR ATTEND EVERY INTERACTION

FOR TEAMS CONSISTING OF ATHLETES OF MORE THAN ONE GENDER IDENTITY (E.G., CO-ED TEAMS), A PERSON IN AUTHORITY OF EACH GENDER IDENTITY SHOULD BE AVAILABLE TO PARTICIPATE OR ATTEND EVERY INTERACTION

## THE NCCP'S GOLDEN RULE - DO NO HARM PRINCIPLE

IT IS THE DUTY OF ALL COACHES TO ENSURE THE DECISIONS THEY MAKE AND THE ACTIONS THEY TAKE WILL RESULT IN NO HARM, PHYSICAL OR OTHER, TO THE ATHLETE.

### THE NCCP'S 5 CORE ETHICAL PRINCIPLES:

PHYSICAL SAFETY AND HEALTH OF ATHLETES

COACHING RESPONSIBLY

INTEGRITY IN RELATIONS WITH OTHERS

RESPECT OF ATHLETES

HONOURING SPORT

In the guidelines below, a *Person in Authority* is defined as an NCCP-trained or certified coach, a screened volunteer, or other adult. The Gold Standard for the Rule of Two is met if the Person in Authority is always an NCCP-trained or certified coach. While it is understood that the Gold standard may not be reached at all times, behaviour must always be in alignment with the Rule of Two and **the one-on-one interaction between a coach and an athlete without another individual present is to be avoided in all circumstances (exception: medical emergencies).**

### Travel

- a) A Person in Authority may not be alone in a car with an athlete unless the Person in Authority is the athlete's parent or guardian;
- b) A Person in Authority may not share a room or be alone in a hotel room with an athlete unless the Person in Authority is the athlete's parent or guardian;
- c) Room or bed checks during overnight stays must be done by two Persons in Authority.

### Locker Room / Changing Area / Meeting Room

- a) Interactions between a Person in Authority and an individual athlete should not occur in any room where there is a reasonable expectation of privacy such as the locker room, meeting room, washroom, or changing area. A second Person in Authority should be present for all necessary interactions in any such room;



## PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

- b) If Persons in Authority are not present in the locker room or changing area, or if they are not permitted to be present, they should still be available outside the locker room or changing area and be able to enter the room or area if required.

### Environment before, during, and after practices and games

- a) A Person in Authority should never be alone with an athlete prior to or following a game or practice, unless the Person in Authority is the athlete's parent or guardian. If the athlete is the first athlete to arrive, the athlete's parent should remain until another athlete or Person in Authority arrives. Similarly, if an athlete would potentially be alone with a Person in Authority following a game or practice, the Person in Authority should ask another Person in Authority (or a parent or guardian of another athlete) to stay until all the athletes have been picked up. If an adult is not available, then another athlete should be present in order to avoid the Person in Authority being alone with a single athlete;
- b) Persons in Authority giving instructions, demonstrating skills, or facilitating drills or lessons to an individual athlete should always be doing so within earshot and eyesight of another Person in Authority.

A Person in Authority who is interacting with athletes should be of the same gender identity as the athletes.

- a) For teams consisting of athletes of just one gender identity, a Person in Authority of the same gender identity should be available to participate or attend every interaction;
- b) For teams consisting of athletes of more than one gender identity (e.g., co-ed teams), a Person in Authority of each gender identify should be available to participate or attend every interaction.

## REPORTING REQUIREMENTS

ALL EMPLOYEES AND VOLUNTEERS MUST REPORT SUSPECTED CHILD SEXUAL ABUSE, INAPPROPRIATE BEHAVIOUR OR INCIDENTS THAT THEY BECOME AWARE OF, WHETHER THE BEHAVIOUR OR INCIDENTS WERE PERSONALLY WITNESSED OR NOT.

### Where to report:

1. All allegations or suspicions of potentially **illegal behaviour**, such as child sexual abuse, that an employee/volunteer witnesses first-hand, **must be promptly reported to police and/or child welfare.**
2. All allegations or suspicions of potentially **illegal behaviour that an employee/volunteer learns of must also be promptly reported to police and/or child welfare.** Police and/or child welfare will make the determination as to whether the allegation or suspicion requires further investigation.
3. All allegations or suspicions of **inappropriate behaviour** (see above examples), that an employee/volunteer learns of or witnesses first-hand, **must be reported to their supervisor and/or PSA's Administrator.**



## PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

IF YOU ARE NOT SURE WHETHER THE ISSUE YOU HAVE WITNESSED OR HEARD ABOUT INVOLVES POTENTIALLY ILLEGAL BEHAVIOUR OR INAPPROPRIATE BEHAVIOUR, CONTACT PSA'S ADMINISTRATOR WHO CAN SUPPORT YOU THROUGH THE PROCESS. REMEMBER: YOU HAVE AN INDEPENDENT DUTY TO REPORT ALL SUSPICIONS OF POTENTIALLY ILLEGAL BEHAVIOUR DIRECTLY TO POLICE AND/OR CHILD WELFARE.

### PSA PRIMARY LIASON FOR CHILD PROTECTION:

MANUELA DE PAOLI CLUBADMINISTRATOR@SOCCERPIERREFONDS.CA

## FOLLOW-UP ON REPORTING

When an allegation or suspicion of potentially illegal behaviour is reported, police and/or a child welfare agency will be notified. The organization will follow up internally as appropriate.

[Steps for reporting Child sexual abuse allegations or suspicions](#) will respect Commit to Kids program guidelines.

[Steps for reporting Inappropriate conduct](#) will respect Commit to Kids program guidelines.

When an allegation or suspicion of inappropriate behaviour is made, the organization will follow up on the matter to gather information about what happened and determine what, if any, formal or other disciplinary action is required.

In the case of inappropriate behaviour, if:

- multiple behaviours were reported
- inappropriate behaviour is recurring, or
- the reported behaviour is of serious concern

PSA may refer the matter to child welfare or the police.

Please see page 10 for Additional Resources & Contact Information.

Oscar Tellechea  
President  
Pierrefonds Soccer Association



# PSA MEMBER PROTECTION POLICY AND CODE OF CONDUCT

## REPORTING - ADDITIONAL RESOURCES & CONTACT INFORMATION

To report suspected child maltreatment: Call the [Director of Youth Protection](#) (child protection agency) for your area. For services in English in Montreal, call 514-935-6196. For services in French in Montreal, call 514-896-3100.

[To report is to protect | Batshaw Youth and Family Centres](#)

For the police, call the [Société de police de Ville de Montréal](#) at 514 393-1133. Incidents can also be reported on-line at <https://spvm.qc.ca/en/Contact>

[PDQ 3 : L'île-Bizard, Pierrefonds, Sainte-Geneviève, Roxboro](#)

Address

14 680, boul. de Pierrefonds  
[Près de la rue Esther Blondin]  
Pierrefonds  
H9H 4Y6  
Telephone : 514-280-0103

Emergency: 911

[Ministère de la Santé et des Services sociaux \(Health and Social Services\):](#)

787, boulevard Lebourgneuf  
Québec, QC G2J 0B5  
Québec calling area: 418-644-4545  
Montréal calling area: 514-644-4545  
Elsewhere in Québec: 1-877-644-4545 (toll free)  
TTY: 1-800-361-9596

[Commission des droits de la personne et des droits de la jeunesse:](#)

360, Saint-Jacques St, 2nd floor  
Montréal QC H2Y 1P5  
Access for disabled persons:  
361, Notre-Dame St West  
Phone: 514-873-5146, toll free: 1-800-361-6477  
E-mail: [accueil@cdpdj.qc.ca](mailto:accueil@cdpdj.qc.ca)

Additional Resources

[Canada Soccer Association Guide to Safety](#)

[Commit 2 Kids website](#)

Kids Help Phone – 1-800-668-6868 or <https://kidshelpphone.ca>

# CHILD SEXUAL ABUSE

## STEPS FOR REPORTING:

This card is a component of the Commit to Kids® program. It is intended as a quick reference for use in a sporting environment and is not meant to be exhaustive or to replace legal advice. Consult with child welfare, law enforcement and legal counsel if child abuse is alleged or suspected.



**1** **Child discloses abuse or abuse is discovered** with the adult involved in the abuse being a coach/volunteer. (Document)



**2** Coach/volunteer who receives disclosure:  
 • **Notifies law enforcement** and/or child welfare about the incident;  
 • **Consults with child welfare** about notifying parents; and  
 • **Notifies the supervisor/manager**, who in turn notifies the head of the organization. (Document)



**3** Head of the organization/manager **suspends coach/volunteer** suspected of abuse with or without pay until case is resolved.\* (Document) If the individual is a volunteer or unpaid staff, consider if the individual should be dismissed from their position immediately.

**Many of these steps would also apply when:**

- A child discloses abuse by someone outside the organization
- A peer discloses on behalf of another child
- An adult suspects a child is abused



As part of any investigation or internal follow-up process, an organization should be **critically assessing the adequacy of existing policies** and practices, and strengthening as necessary to better protect children.



**4** A child welfare agency and/or police **carry out investigation**. Organization should conduct an internal follow-up in consultation with police/child welfare and adjusts internal policies if needed.

POTENTIAL OUTCOME OF INVESTIGATION:

**A) Substantiated/guilty.** Coach/volunteer is dismissed from his/her position.\*

**B) Inconclusive/not guilty\*.** Seek legal counsel. Consider if coach/volunteer should be dismissed, with or without severance.\*

+ Criminal processes can be complex and lengthy. A finding of not guilty may not necessarily mean that the abuse did not occur. Consult with a lawyer.



**5**

- **Document the outcome** of the investigation on the incident report form.
- **Document the results** of the internal follow up.

**\*NOTE:**  
 Seek legal guidance prior to suspension and/or dismissal.



*The safety of the child and other children in the organization must be ensured at all times in the process.*



www.commit2kids.ca

is operated by



CANADIAN CENTRE for CHILD PROTECTION®

Helping families. Protecting children.

# INAPPROPRIATE CONDUCT

## STEPS FOR REPORTING:

This card is a component of the Commit to Kids® program. It is intended as a quick reference for use in a sporting environment and is not meant to be exhaustive or to replace legal advice. Users are strongly encouraged to consult with any or all of child welfare, law enforcement and legal counsel as appropriate to a given situation.



**1** A child **discloses information** or information is discovered indicating that a coach/volunteer may have acted inappropriately. (Document)



**2** Coach who receives the report **notifies the supervisor/manager**. (Document)



**3** Manager **notifies the head** of the organization.



**4** **Consultation** between the manager and head of the organization to decide if concern is warranted. (Document)



**5** If warranted, meet with accused coach/volunteer to **discuss allegations and concerns**. The individual is told about the complaint without disclosing the source. The individual is asked to respond to the allegation. (Document)



**6** If the head of the organization determines that the nature of the conduct is **not** sufficiently serious to warrant formal action, the organization may choose to **clarify expectations** with the coach/volunteer as outlined in the Code of Conduct to Protect Children. (Document)

**!** As part of any investigation or internal follow-up process, an organization should **critically assess the adequacy of existing child protection policies** and practices in light of concerns raised. If needed, strengthen policies and practices to better protect children.

**NOTE: Consider when/if the child's parents should be notified about allegations of inappropriate conduct.**



**7** If the head of the organization determines that the nature of the conduct is sufficiently serious to warrant action, an **internal follow-up** takes place. (Document)



**8** Organization conducts an internal follow up. (Document)  
**OUTCOME OF FOLLOW-UP:**

- A) Inappropriate conduct is not substantiated.** Follow internal policies. No further action necessary but organization may choose to take the opportunity to remind all coaches/volunteers of the Code of Conduct to Protect Children.
- B) Inappropriate conduct is substantiated.** Next steps will depend on severity of the conduct, the nature of the information gathered during internal follow-up, and other relevant circumstances (such as past inappropriate conduct of a similar nature). Varying levels of disciplinary action may be appropriate. For example, it may be prudent for an organization to report concerns to child welfare or law enforcement.
- C) Inconclusive.** Next steps will need to be carefully considered and depend on the nature of the information gathered during the internal follow-up. Work through options, assess risk and consult professionals as needed.



**9** Adequately **supervise and monitor** coach/volunteer, consistent with internal policies. (Document)

**Many of these steps would also apply when:**

- A coach/volunteer reports observing inappropriate behaviour by another coach/volunteer
- A peer discloses on behalf of another child



*The safety of the child and other children in the organization must be ensured at all times in the process.*



is operated by



CANADIAN CENTRE for CHILD PROTECTION®  
Helping families. Protecting children.

www.commit2kids.ca

Page 12

©2017, Canadian Centre for Child Protection Inc. All rights reserved. No posting online without permission. Users may save one copy and print a reasonable number of copies for non-commercial purposes.

## What is a Code of Ethics?

A code of ethics defines what is considered good and right behaviour. It reflects the values held by a group. These values are usually organized into a series of core principles that contain standards of behaviour expected of members while they perform their duties. It can also be used as a benchmark to assess whether certain behaviours are acceptable.

## Why a Code of Ethics in Coaching?

Core coaching values have been formalized and expressed as a series of principles in the *NCCP Code of Ethics*. These principles can be thought of as a set of behavioural expectations regarding participation in sport, coaching athletes or teams, and administering sports.

The *NCCP Code of Ethics* can help coaches to evaluate issues arising within sport because it represents a reference for what constitutes both “the good and right thing to do”. For example, the code of ethics helps coaches make balanced decisions about achieving personal or team goals and the means by which these goals are attained.

## Values Underpinning the *NCCP Code of Ethics*

The *NCCP Code of Ethics* deals with the fundamental values of safety, responsible coaching, engaging in relations with integrity, respecting athletes, and honouring sport. These values are expressed as 5 core ethical principles.

1. Physical safety and health of athletes
2. Coaching responsibly
3. Integrity in relations with others
4. Respect of athletes
5. Honouring sport

The following chart provides a description of each principle and outlines some implications for coaches.

## Ethical Principles and Their Corresponding Behaviours/Expectations

Principle	Standards of Behaviour Expected of Coaches
<b>Physical safety and health of athletes</b>	Ensure that training or competition site is safe at all times
	Be prepared to act quickly and appropriately in case of emergency
	Avoid placing athletes in situations presenting unnecessary risk or that are beyond their level
	Strive to preserve the present and future health and well-being of athletes
<b>Coaching responsibly</b>	Make wise use of the authority of the position and make decisions in the interest of athletes
	Foster self-esteem among athletes
	Avoid deriving personal advantage for a situation or decision
	Know one's limitations in terms of knowledge and skills when making decisions, giving instructions or taking action
	Honour commitments, word given, and agreed objectives
	Maintain confidentiality and privacy of personal information and use it appropriately
<b>Integrity in relations with others</b>	Avoid situations that may affect objectivity or impartiality of coaching duties
	Abstain from all behaviours considered to be harassment or inappropriate relations with an athlete
	Always ensure decisions are taken equitably
<b>Respect</b>	Ensure that everyone is treated equally, regardless of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, language, creed, religion, athletic potential, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation
	Preserve the dignity of each person in interacting with others
	Respect the principles, rules, and policies in force
<b>Honouring sport</b>	Strictly observe and ensure observance of all regulations
	Aim to compete fairly
	Maintain dignity in all circumstances and exercise self-control
	Respect officials and accept their decisions without questioning their integrity



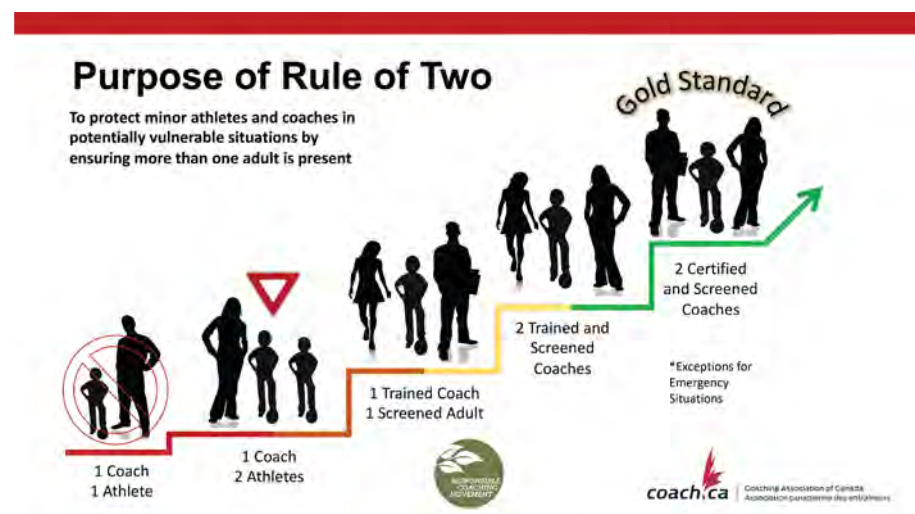
## 13.6 RULE OF TWO GUIDELINES (CANADA SOCCER)

### Purpose

The Coaching Association of Canada's Rule of Two states that there will always be two screened and NCCP-trained or certified coaches with an athlete in situations where the athlete is potentially vulnerable. One-on-one interactions between a coach and an athlete, without another individual present, must be avoided in all circumstances except medical emergencies.

### Standards

The Coaching Association of Canada has developed standards for the Rule of Two.



Canada Soccer expects that all organizations will work toward the Gold Standard – having two NCCP-trained or certified coaches always present with an athlete. If NCCP-trained or certified coaches are not available, screened volunteers (such as managers, support personnel, chaperones, and Directors of the club or organization) should be available instead. If screened volunteers are not available, parents of other athletes should be asked to temporarily substitute. If another adult is not available, there should always be more than one athlete with the coach (this is the lowest standard and is not recommended).

### Guidelines

Canada Soccer strongly recommends the following guidelines for organizations to ensure they are following the Rule of Two. In the guidelines below, a 'Person in Authority' is defined as an NCCP-trained or certified coach, a screened volunteer, or other adult. The organization is meeting the Gold Standard for the Rule of Two if the Person in Authority is always an NCCP-trained or certified coach.

### Travel

**The following guidelines are strongly recommended during travel with athletes:**

- ▶ A Person in Authority may not be alone in a car with an athlete unless the Person in Authority is the athlete's parent or guardian
- ▶ A Person in Authority may not share a room or be alone in a hotel room with an athlete unless the Person in Authority is the athlete's parent or guardian
- ▶ Room or bed checks during overnight stays must be done by two Persons in Authority

## Locker Room / Changing Area / Meeting Room

**The following guidelines are strongly recommended for locker rooms, changing areas, and meeting rooms:**

- ▶ Interactions between a Person in Authority and an individual athlete should not occur in any room where there is a reasonable expectation of privacy such as the locker room, meeting room, washroom, or changing area. *A second Person in Authority should be present for all necessary interactions in any such room*
- ▶ If Persons in Authority are not present in the locker room or changing area, or if they are not permitted to be present, they should still be available outside the locker room or changing area and be able to enter the room or area if required

## Training / Competition Environment

**The following guidelines are strongly recommended for the training and competition environment (including before, during, and after practices and games):**

- ▶ A Person in Authority should never be alone with an athlete prior to or following a game or practice, unless the Person in Authority is the athlete's parent or guardian. If the athlete is the first athlete to arrive, the athlete's parent should remain until another athlete or Person in Authority arrives. Similarly, if an athlete would potentially be alone with a Person in Authority following a game or practice, the Person in Authority should ask another Person in Authority (or a parent or guardian of another athlete) to stay until all the athletes have been picked up. If an adult is not available then another athlete should be present in order to avoid the Person in Authority being alone with a single athlete
- ▶ Persons in Authority giving instructions, demonstrating skills, or facilitating drills or lessons to an individual athlete should always be doing so within earshot and eyesight of another Person in Authority

## Gender Identity

**A Person in Authority who is interacting with athletes should be of the same gender identity as the athletes. The following guidelines are strongly recommended:**

- ▶ For teams consisting of athletes of just one gender identity, a Person in Authority of the same gender identity should be available to participate or attend every interaction
- ▶ For teams consisting of athletes of more than one gender identity (e.g., co-ed teams), a Person in Authority of each gender identity should be available to participate or attend every interaction

## Practical Tips

### Clubs and teams can consider the following practical tips when working toward the Gold Standard for the Rule of Two:

- ▶ Take the Coaching Association of Canada's Responsible Coaching Movement Pledge
- ▶ Inform parents and guardians that the club or team is aiming to achieve the Gold Standard for the Rule of Two; that is, that two NCCP-trained or certified coaches should always be present with an athlete
- ▶ To hold the club or team accountable, share these guidelines with parents and guardians and ask them to help identify situations, and acknowledge instances, when the club or team was not following the Rule of Two
- ▶ Provide parents with information about the NCCP so that parents can become NCCP-trained or certified coaches (even if they are not actively coaching the team)
- ▶ Recruit a Parent Liaison or other individual to help find parents and guardians to assist in situations where two NCCP-trained or certified coaches may potentially not be present
- ▶ For teams that only have coaches who do not share the same gender identity of some or all the athletes (i.e., for female teams with male coaches), ask a parent or guardian of the gender identity of the athletes to serve as a regular volunteer or 'bench parent' with the team
- ▶ Ask parents or other individuals who volunteer with the team to participate in the organization's screening process and obtain a criminal record check
- ▶ Follow the requirements described in Canada Soccer's Club Licensing Program, which requires all clubs to have:
  - I. A Code of Conduct to Protect Children
  - II. Guidelines for Appropriate/Inappropriate Conduct between Adults/Adolescents and Children
  - III. A policy and procedure, provided to parents and Persons in Authority, that outlines what to do if inappropriate conduct is witnessed
- ▶ Adopt a Discipline Policy that includes the appropriate processes for addressing misconduct and failures to follow these Rule of Two Guidelines



## Canada Soccer Code of Conduct and Ethics

### Table of Contents

1	Definitions.....	3
2	Purpose .....	3
3	Application of this Code.....	3
4	Responsibilities .....	4
4.1	Integrity in Sport .....	4
4.2	Harassment .....	5
5	Additional Responsibilities.....	7
5.1	Directors, Committee Members, Judicial Body Members, and Staff .....	7
5.2	Team Personnel .....	7
5.3	Athletes.....	8
5.4	Match Officials .....	9
5.5	Spectators and Parents .....	9
6	Duty of Disclosure, Reporting and Cooperation .....	9
7	Coming Into Force.....	10

# 1 Definitions

The following terms have these meanings in this Code:

“Officials” means anyone, with the exception of players, performing an activity connected with Canada Soccer, regardless of title, the type of activity (administrative, sporting or any other) and the duration of the activity. It includes, but is not limited to, all Directors, Officers, committee members, Judicial Body members, coaches, trainers, referees, assistant referees, fourth officials, match commissioners, referee inspectors, diversity officers, persons in charge of safety, and any other person responsible for technical, medical and/or administrative matters in Canada Soccer, as well as all other persons obliged to comply with the Canada Soccer *By-laws*.

“Staff” means any paid or volunteer person in a permanent or temporary position.

“Team Personnel” includes, but is not limited to, coaches, assistant coaches, guest coaches, managers, gender representatives, heads of delegation, medical or other personnel in a position of influence on the athletes.

## 2 Purpose

- i. The purpose of the Canada Soccer *Code of Conduct and Ethics* (hereinafter referred to as the Code) is to ensure a safe and positive environment (within Canada Soccer’s programs, activities, and events) by making individuals aware that there is an expectation, at all times, of appropriate behaviour consistent with Canada Soccer’s core values. Canada Soccer supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect.
- ii. This Code is not intended to specifically outline every instance of misconduct. Misconduct that is not in line with the values of Canada Soccer or with the purpose of this Code may still constitute a breach of the Code and be subject to sanctions even though not specifically included in the Code.

## 3 Application of this Code

This Code applies to Officials, Athlete Members, Life Members, players and individuals employed or engaged by Canada Soccer.

The Code also applies to the Directors of the Provincial / Territorial Association Members, Professional Club Members or League Members or any other individuals who perform duties on behalf of these Members when the Members are engaged in soccer-related activities sanctioned by Canada Soccer.

This Code focuses on the conduct of actions on and off the field of play. Any breach of this Code will be addressed as described in the Canada Soccer *Disciplinary Code*.

## 4 Responsibilities

All parties referred to in Section 3 have a responsibility to:

- i. Comply, at all times, with the Canada Soccer *By-laws, Rules and Regulations*, policies, procedures and directives.
- ii. Work in a spirit of partnership to collaborate with Canada Soccer and all its Members and stakeholders to align efforts to achieve the Mission of Canada Soccer.
- iii. Resolve conflicts in a professional and civil manner on issues that may be in dispute.
- iv. Maintain and enhance the dignity and self-esteem of Canada Soccer Members and other individuals by:
  - a) Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation;
  - b) Directing comments or criticism appropriately and avoiding public criticism of Members;
  - c) Consistently demonstrating the spirit of fair play, sport leadership, and ethical conduct;
  - d) Consistently treating individuals fairly and reasonably;
  - e) Adhering to the *FIFA Laws of the Game*;
  - f) Demonstrating respect for the principle of fair play, which include:
    - Respect for both the letter and spirit of the rules;
    - Respect for referees and their decisions;
    - Respect for opponents, including modesty in victory and composure in defeat;
    - Facilitation of access to sport; and
    - Maintenance of self-control at all times.
  - g) Refraining from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities;
  - h) Promoting the sport in the most constructive and positive manner possible;
  - i) Respecting the property of others and not willfully cause damage; and
  - j) Adhering to all federal, provincial, municipal and host country laws.

### 4.1 Integrity in Sport

All parties referred to in section 3.0 have a responsibility to:

- i. Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods and adhere to the requirements of the Canadian Anti-Doping Program;
- ii. Respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by Canada Soccer or any other sport organization;
- iii. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has violated an anti-doping rule and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code;

- iv. Refrain from consuming alcohol in excess and from the use of illicit drugs while participating in Canada Soccer programs, activities, competitions, or events;
- v. Refrain from consuming alcohol and using tobacco in situations where minors are present;
- vi. Reject and condemn all forms of bribery and corruption;
- vii. Refrain from accepting or giving gifts or other benefits that influence an act that is related to their official activities. If in doubt, gifts shall not be offered or accepted;
- viii. Refrain from offering or accepting cash, other than reasonable per diems, expense reimbursement or salaries;
- ix. Refrain from forging or falsifying a document nor use such;
- x. Ensure information obtained while carrying out one's duties is treated as confidential if that information is received or can be understood as confidential. Respect the confidentiality of the information after the relationship with Canada Soccer ceases;
- xi. Ensure transparency in all actions and decisions;
- xii. Remain politically neutral; and
- xiii. Refrain from betting in connection with soccer and not tolerate any form of manipulation of match results – whether for financial, sporting or political gain, and ensure information in any form that is not publically available is not used for the above purposes for oneself or another party.

## **4.2 Harassment**

All parties referred to in Section 3.0 have a responsibility to:

- i. Refrain from any behaviour that constitutes harassment, where harassment is defined according to the Canadian Human Rights Commission<sup>1</sup> as a form of discrimination that involves any unwanted physical or verbal behaviour that offends or humiliates. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.
- ii. Types of behaviour that constitute harassment include, but are not limited to:
  - a) Written or verbal abuse, threats, or outbursts;
  - b) The display of visual material which is offensive or which a reasonable person ought to know is offensive in the circumstances;
  - c) Unwelcome remarks, jokes, comments, innuendo, or taunts;
  - d) Leering or other suggestive or obscene gestures;
  - e) Condescending or patronizing behaviour which is intended to undermine self-esteem, diminish performance or adversely affect conditions of participation;
  - f) Practical jokes which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance;
  - g) Any form of hazing;
  - h) Retaliation or threats of retaliation against an individual who reports harassment;
  - i) Bullying;
  - j) Offensive or intimidating phone calls, texts, voice mails or emails;

<sup>1</sup> <http://www.chrc-ccdp.ca/eng/content/what-harassment>

- k) Displaying or circulating offensive pictures, photographs or materials in printed or electronic form;
  - l) Psychological abuse;
  - m) Discrimination;
  - n) Words, actions or an environment which is known or should reasonably be known to be offensive, embarrassing, humiliating, demeaning or intimidating; and
  - o) Behaviours such as described above that are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment.
- iii. Refrain from any behaviour that constitutes violence, where violence is defined as the exercise of physical force, that causes or could cause physical injury; an attempt to exercise physical force that could cause physical injury; or a statement or behaviour that it is reasonable to interpret as a threat to exercise physical force. Types of behaviour that are applicable to this section include, but are not limited to:
- a) Verbal threats to attack;
  - b) Sending or leaving threatening notes, texts, voice mail or emails;
  - c) Making threatening physical gestures;
  - d) Wielding a weapon;
  - e) Hitting, pinching or unwanted touching which is not accidental or deemed to be generally accepted as a part of sport participation;
  - f) Throwing an object in the direction of someone;
  - g) Blocking normal movement or physical interference, with or without the use of equipment; and
  - h) Any attempt to engage in the type of conduct outlined above.
- iv. Refrain from any behaviour that constitutes sexual harassment, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favours, or conduct of a sexual nature. Types of behaviour that constitute sexual harassment include, but are not limited to:
- a) Sexist jokes;
  - b) Sexual violence;
  - c) Display of sexually offensive material;
  - d) Sexually degrading words used to describe a person;
  - e) Inquiries or comments about a person's sex life;
  - f) Unwelcome sexual flirtations, advances, requests, invitations or propositions;
  - g) Inappropriate sexual touching, advances, suggestions or requests;
  - h) Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing; and
  - i) Physical or sexual assault.

## **5 Additional Responsibilities**

### **5.1 Directors, Committee Members, Judicial Body Members, and Staff**

Canada Soccer's Directors, Committee Members, and Judicial Body Members must also:



- i. Comply and be familiar with all Canada Soccer governance documents applicable to their role and responsibility;
- ii. Act with honesty and integrity and conduct themselves in a manner which maintains the confidence of Members and other stakeholders;
- iii. Ensure that Canada Soccer's financial affairs are conducted with due regard for all fiduciary and operational responsibilities;
- iv. Conduct themselves openly, professionally, lawfully and in good faith in the best interests of Canada Soccer;
- v. Be independent and impartial and not influenced by self-interest, outside pressure, expectation of reward, or fear of criticism;
- vi. Behave with decorum appropriate to both circumstance and position, and be fair, equitable, considerate, and honest in all dealings with others;
- vii. Keep informed about Canada Soccer's activities, the national sport community, and general trends in sport;
- viii. Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to the laws under which Canada Soccer is incorporated;
- ix. Respect the confidentiality appropriate to the business at hand;
- x. Ensure that Members are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight;
- xi. Respect the decisions of the majority and resign if unable to do so; and
- xii. Commit the time to attend meetings and be diligent in preparation for, participation in, and follow-up from such meetings.

Canada Soccer's Staff must also:

- i. Comply and be familiar with the *Canada Soccer Rules and Regulations* and operational policies applicable to their role, responsibilities and /or their involvement in an event sanctioned by Canada Soccer; and
- ii. Exercise the degree of care, diligence, openness, honesty, decorum and skill required in the performance of their duties.

## **5.2 Team Personnel**

The team personnel-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Team personnel must recognize the power inherent in the position of team personnel and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Team personnel have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights. This section applies equally to the relationship between match officials and their coaches, instructors, accessors, and mentors.

Team personnel must also:

- i. Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes;

- ii. Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes;
- iii. Avoid compromising the present and future health of athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments;
- iv. Provide athletes (and the parents/guardians of a minor) with the information necessary to be involved in decisions that affect the athlete;
- v. Act in the best interest of the athlete's development as a whole person;
- vi. Respect other team personnel;
- vii. Report any ongoing criminal investigations, previous convictions or existing bail conditions;
- viii. Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol and/or tobacco;
- ix. Respect athletes playing with other teams;
- x. Not engage in a sexual relationship with an athlete under 18 years old, or an intimate or sexual relationship with an athlete over the age of 18 if in a position of power, trust, or authority over the athlete;
- xi. Dress professionally, neatly, and inoffensively; and
- xii. Use inoffensive language, taking into account the audience being addressed.

### **5.3 Athletes**

Athletes must also:

- i. Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete; or in the case of carded athletes, interfere with the athlete's ability to fulfill requirements under the Athlete Assistance Program;
- ii. Participate and appear on time, well-nourished, and prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and events;
- iii. Adhere to Canada Soccer's requirements regarding clothing and equipment;
- iv. Never ridicule a participant for a poor performance or practice; and
- v. Act in a sportsmanlike manner and not engage in violent behaviour, foul language, or offensive gestures.

### **5.4 Match Officials**

Match Officials must also:

- i. Conduct themselves with dignity both on and off the field of play, and by example seek to inspire the principles of fair play in others;
- ii. Adhere to all standards and directives established by Canada Soccer, International Football Association Board and FIFA;
- iii. Be neat in appearance and maintain a high level of physical and mental fitness;

- iv. Study and enforce the current Laws of the Game and any event-specific rules and regulations;
- v. Perform his/her designated duties, including attending organized clinics and lectures, etc. and shall assist their colleagues in upgrading and improving their standards of officiating, instructing and assessing;
- vi. Adhere to the Canada Soccer's Anti-Doping Policy;
- vii. Honour any appointments accepted, unless unable to do so by virtue of illness or personal emergency;
- viii. Not publicly criticize other referees or Canada Soccer;
- ix. Not make any statement to the media (newspaper, television, radio, etc.) related to a game in which the referee has officiated, or to the performance of the players or other officials;
- x. Not accept any appointment to officiate in any competitive game in which an immediate member of his/her family by marriage or common law is a registered player or coach. An immediate member of the family is a parent, a spouse, a son or daughter, a brother or sister;
- xi. Not accept any appointment to officiate in unsanctioned events;
- xii. Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others;
- xiii. When writing reports, set out the true facts and not attempt to justify any decisions; and
- xiv. Report any approach to fix the result of a match.

## 5.5 Spectators and Parents

Spectators and Parents are expected to:

- i. Encourage athletes to play by the rules and to resolve conflicts without resorting to hostility or violence;
- ii. Never ridicule a participant for making a mistake during a performance or practice;
- iii. Provide positive comments that motivate and encourage participants' continued effort;
- iv. Respect the decisions and judgments of officials and encourage athletes to do the same;
- v. Respect and show appreciation to all competitors, and to the coaches, officials, and other volunteers who give their time to the sport; and
- vi. Refrain from entering the training or competition area and from interfering with any activities.

## 6 Duty of Disclosure, Reporting and Cooperation

Any behaviour prohibited by this Code that is experienced or observed must be reported confidentially and in writing to [discipline@canadasoccer.com](mailto:discipline@canadasoccer.com).

When a report is submitted, the following shall apply:

1. A person reporting a violation of this *Code* shall be provided the opportunity to remain anonymous, save and except in those circumstances where the nature of the disclosure and/or the resultant investigation make it necessary to disclose identify (for example, legal investigations or proceedings). In such cases, all reasonable steps shall be taken to protect the person reporting from harm as a result of having made a disclosure.

2. The identity of the person submitting a report shall remain confidential unless the person and the Ethics Committee Members agree otherwise.
3. A person is protected against retaliation as a result of having made, in good faith, a report which the person believes to be valid or as a result of such person having otherwise assisted in the investigation of the report. Retaliation against a person who raises a concern, in good faith, will not be tolerated and is considered a violation of this *Code*.

All parties must cooperate fully with the Ethics, Disciplinary and Appeals Committees as requested.

## **7 Coming Into Force**

This Canada Soccer *Code of Conduct and Ethics* came into force on May 6, 2016 and will be reviewed on an annual basis and may be amended, deleted or replaced by Ordinary Resolution of the Board of Directors.

## EMPLOYEE/VOLUNTEER ACKNOWLEDGEMENT OF MEMBER PROTECTION POLICY & CODE OF CONDUCT

I hereby acknowledge that I have received and read the Pierrefonds Soccer Association's (PSA) *Member Protection Policy and Code of Conduct* and that I am fully aware of its terms. I also agree to read and comply with all policies adopted by PSA. I understand that compliance with this Code is a condition of my involvement with PSA whether in a paid or volunteer capacity.

I understand that if I fail to comply with this Code or other published policies or applicable laws, it will be addressed and I may be subject to disciplinary action, including a warning, revision of responsibilities, suspension, or dismissal.

I confirm that I will comply with all provisions of the Code of Conduct.

Name (PRINT) :

---

Signature:

---

Date: \_\_\_\_\_