



Code of Conduct and Ethics For Parents/Guardians and Spectators

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Definitions

1. The following terms have these meanings in this Code:

- a) *“Abuse”* – As defined in Racquetball Ontario’s *Abuse Policy*;
- b) *“Discrimination”* – Differential treatment of an individual based on one or more prohibited grounds which include race, citizenship, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, or disability;
- c) *“Harassment”* – A course of vexatious comment or conduct against an Individual or group, which is known or ought to reasonably be known to be unwelcome. Types of behaviour that constitute Harassment include, but are not limited to:
 - i. Written or verbal abuse, threats, or outbursts;
 - ii. Persistent unwelcome remarks, jokes, comments, innuendo, or taunts;
 - iii. Racial harassment, which is racial slurs, jokes, name calling, or insulting behaviour or terminology that reinforces stereotypes or discounts abilities because of racial or ethnic origin;
 - iv. Leering or other suggestive or obscene gestures;
 - v. Condescending or patronizing behaviour which is intended to undermine self-esteem, diminish performance or adversely affect working conditions;
 - vi. Practical jokes which endanger a person’s safety, or may negatively affect performance;
 - vii. Hazing, which is any form of conduct which exhibits any potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking individual by a more senior individual, which does not contribute to either individual’s positive development, but is required to be accepted as part of a team or group, regardless of the junior-ranking individual’s willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or seemingly benign, that sets apart or alienates any teammate or group member based on class, number of years on the team or with the group, or ability;
 - viii. Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing;

- ix. Deliberately excluding or socially isolating a person from a group or team;
 - x. Persistent sexual flirtations, advances, requests, or invitations;
 - xi. Physical or sexual assault;
 - xii. Behaviours such as those described above that are not directed towards a specific person or group but have the same effect of creating a negative or hostile environment; and
 - xiii. Retaliation or threats of retaliation against a person who reports harassment to Racquetball Ontario.
- d) *“Individuals”* – refers to all categories of members and/or registrants of Racquetball Ontario and its affiliated clubs, as well as all people employed by, contracted by, or engaged in activities with, Racquetball Ontario, and affiliated club, including, but not limited to, employees, contractors, athletes, coaches, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, and directors and officers;
- e) *“Provincial/Territorial Associations”* – Provincial/Territorial Associations are the racquetball associations that are affiliated with Racquetball Canada;
- f) *“Sexual Harassment”* – A course of vexatious comment or conduct against an Individual because of sex, sexual orientation, gender identify or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advance to the Individual and the person knows or ought reasonably to know that the solicitation or advance is unwelcome. Types of behaviour that constitute Sexual Harassment include, but are not limited to:
- i. Sexist jokes;
 - ii. Threats, punishment, or denial of a benefit for refusing a sexual advance;
 - iii. Offering a benefit in exchange for a sexual favour;
 - iv. Demanding hugs;
 - v. Bragging about sexual ability;
 - vi. Leering (persistent sexual staring);
 - vii. Sexual assault;
 - viii. Display of sexually offensive material;
 - ix. Distributing sexually explicit messages or attachments such as pictures or video files;
 - x. Sexually degrading words used to describe an Individual;
 - xi. Unwelcome inquiries into or comments about an Individual’s gender identity or physical appearance;
 - xii. Inquiries or comments about an Individual’s sex life;
 - xiii. Persistent, unwanted attention after a consensual relationship ends;
 - xiv. Persistent unwelcome sexual flirtations, advances, or propositions; and
 - xv. Persistent unwanted contact.

- g) *“Workplace”* - Any place where business or work-related activities are conducted. Workplaces include but are not limited to, Racquetball Ontario and its members, leagues or clubs’ office, work-related social functions, work assignments outside the offices, work-related travel, the training and competition environment, and work-related conferences or training sessions;
- h) *“Workplace Harassment”* – Vexatious comment or conduct against a worker in a Workplace that is known or ought reasonably to be known to be unwelcome. Workplace Harassment should not be confused with legitimate, reasonable management actions that are part of the normal work/training function, including measures to correct performance deficiencies, such as placing someone on a performance improvement plan, or imposing discipline for workplace infractions. Types of behaviour that constitute Workplace Harassment include, but are not limited to:
- i. Bullying; Workplace pranks, vandalism, bullying or hazing;
 - ii. Repeated offensive or intimidating phone calls or emails;
 - iii. Inappropriate sexual touching, advances, suggestions or requests;
 - iv. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form;
 - v. Psychological abuse;
 - vi. Excluding or ignoring someone, including persistent exclusion of a person from work-related social gatherings;
 - vii. Deliberately withholding information that would enable a person to do his or her job, perform or train;
 - viii. Sabotaging someone else’s work or performance;
 - ix. Gossiping or spreading malicious rumours;
 - x. Intimidating words or conduct (offensive jokes or innuendos); and
 - xi. Words or actions, which are known or should reasonably be known to be offensive, embarrassing, humiliating, or demeaning.
- i) *“Workplace Violence”* – the use of or threat of physical force by a person against a worker in a Workplace that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker in a Workplace that could cause physical injury to the worker; or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a Workplace that could cause physical injury to the worker. Types of behaviour that constitute Workplace Violence include, but are not limited to:
- i. Verbal or written threats to attack;
 - ii. Sending to or leaving threatening notes or emails;
 - iii. Physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, or throwing objects;
 - iv. Wielding a weapon in a Workplace;
 - v. Hitting, pinching or unwanted touching which is not accidental;

- vi. Dangerous or threatening horseplay;
- vii. Physical restraint or confinement;
- viii. Blatant or intentional disregard for the safety or wellbeing of others;
- ix. Blocking normal movement or physical interference, with or without the use of equipment;
- x. Sexual violence; and
- xi. Any attempt to engage in the type of conduct outlined above.

Purpose

2. The purpose of this Code is to ensure a safe and positive environment within Racquetball Ontario and its clubs' programs, activities, and events by making Individuals aware that there is an expectation, at all times, of appropriate behaviour consistent with Racquetball Ontario's core values. Racquetball Ontario supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect and fairness.

Application of this Code

3. This Code applies to Individuals' conduct during Racquetball Ontario's business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with Racquetball Ontario's activities, Racquetball Ontario's office environment, and any meetings.
4. An Individual who violates this Code may be subject to sanctions pursuant to Racquetball Ontario's *Discipline and Complaints Policy*. In addition to facing possible sanction pursuant to Racquetball Ontario's *Discipline and Complaints Policy*, an Individual who violates this Code during a competition may be ejected from the competition or the playing area, the official may delay the competition until the Individual complies with the ejection, and the Individual may be subject to any additional discipline associated with the competition.
5. An employee of Racquetball Ontario found to have engaged in acts of violence or harassment against any other employee, worker, contractor, member, customer, supplier, client or other third party during business hours, or at any event of Racquetball Ontario, will be subject to appropriate disciplinary action subject to the terms of Racquetball Ontario's *Human Resources Policy* as well as the employee's Employment Agreement (if applicable).
6. This Code also applies to Individuals' conduct outside of Racquetball Ontario's business, activities, and events when such conduct adversely affects relationships within Racquetball Ontario (and its work and sport environment) and is detrimental to the image and reputation of Racquetball Ontario. Such applicability will be determined by Racquetball Ontario at its sole discretion.

Responsibilities

7. Individuals have a responsibility to:

- a) Maintain and enhance the dignity and self-esteem of Racquetball Ontario's members and other individuals by:
 - i. Treating each other with the highest standards of respect and integrity;
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees, or members;
 - iii. Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct;
 - iv. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory;
 - v. Consistently treating individuals fairly and reasonably; and
 - vi. Ensuring adherence to the rules of the sport and the spirit of those rules.
- b) Refrain from any behaviour that constitutes Harassment, Workplace Harassment, Sexual Harassment, Workplace Violence, Abuse, or Discrimination;
- c) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, Racquetball Ontario adopts and adheres to the Canadian Anti-Doping Program. Any infraction under this Program shall be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction, pursuant to Racquetball Ontario's *Discipline and Complaints Policy*. Racquetball Ontario will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by Racquetball Ontario or any other sport organization;
- d) 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 incurred an anti-doping rule violation 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 and recognized by the Canadian Centre for Ethics in Sport (CCES);
- e) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities;
- f) In the case of minors, not consume alcohol, tobacco, or cannabis at any competition or event;
- g) In the case of adults, take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations associated with Racquetball Ontario's events;
- h) Respect the property of others and not wilfully cause damage;
- i) Promote the sport in the most constructive and positive manner possible;
- j) When driving a vehicle with an Individual:

- i. Not have his or her license suspended;
 - ii. Not be under the influence of alcohol or illegal drugs or substances;
 - iii. Have valid car insurance;
 - iv. Not use a mobile device with his or her hands.
- k) Adhere to all federal, provincial, municipal and host country laws;
 - l) Refrain from engaging in deliberate cheating which is intended to manipulate the outcome of a competition and/or not offer or receive any bribe which is intended to manipulate the outcome of a competition;
 - m) Comply, at all times, with Racquetball Ontario's bylaws, policies, procedures, and rules and regulations, as adopted and amended from time to time;
 - n) Report any ongoing criminal investigation, conviction, or existing bail conditions involving an Individual to Racquetball Ontario including, but not limited to, those for violence, child pornography, or possession, use, or sale of any illegal substance.

Parents/Guardians and Spectators

8. In addition to section 7 (above), parents/guardians and spectators at events will:

- a) Encourage athletes to compete within the rules and to resolve conflicts without resorting to hostility or violence;
- b) Condemn the use of violence in any form;
- c) Never ridicule a participant for making a mistake during a performance or practice;
- d) Provide positive comments that motivate and encourage participants' continued effort;
- e) Respect the decisions and judgments of officials, and encourage athletes to do the same;
- f) Go through proper channels if an official's or staff member's judgment or honesty is in question;
- g) Support all efforts to remove verbal and physical abuse, coercion, intimidation, and sarcasm;
- h) Respect and show appreciation to all competitors, and to the coaches, officials and other volunteers;
- i) Not harass competitors, coaches, officials, parents/guardians, or other spectators.