



Code of Conduct and Ethics

| Date Approved | Date of Last Review | Date of Last Revision |
|-----------------|---------------------|-----------------------|
| August 20, 2020 | August 20, 2020 | January 2024 |

*Racquetball Ontario (the “Organization”) has adopted the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (“UCCMS”) (provided as **Appendix A**) which shall be incorporated into this Code by reference as if set out in full herein. Any modifications or amendments made to the UCCMS by the Sport Dispute Resolution Centre of Canada (“SDRCC”) shall come into effect immediately and automatically upon their adoption by the SDRCC, without the need for any further action by the Organization.*

Definitions

1. The following terms have these meanings in this Code: Terms in this code are defined as follows:

- a) **Athlete** An individual who is an Athlete Participant in the Organization who is subject to the policies of the Organization and to this Code.
- b) **Athlete Support Personnel** - Any coach, trainer, manager, agent, team staff, official, medical, paramedical personnel, parent, or any other person working with, treating or assisting an Athlete participating in or preparing for sports competition.
- c) **Bullying** – Offensive behaviour and/or abusive treatment of an Organizational Participant that typically, but not always, involves an abuse of power.
- d) **Event** – an event sanctioned by the Organization, and which may include a social Event
- e) **“Harassment”** – A vexatious comment (or comments) or conduct against an Organizational Participant or group, regardless of whether the comment or conduct occurs in person or via and other media, including social media, 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.
- f) **Organization** – Racquetball Ontario.
 - g) **Independent Third Party** – the individual retained by the Organization to receive Reports and to fulfill the responsibilities outlined in the *Discipline and Complaints Policy*. This individual must not be in a conflict of interest.
 - h) **OSIC** – Office of the Sport Integrity Commissioner, an independent division of the Sport Dispute Resolution Centre of Canada (SDRCC) which comprises the functions of the Sport Integrity Commissioner
 - i) **"Organizational Participant"**– refers to all categories of members and/or registrants defined in the By-laws of the Organization and its members who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with, the Organization, including but not limited to, employees, contractors, athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, and directors and officers;
 - j) **Person in Authority** – Any Organizational Participant who holds a position of authority within the Organization including, but not limited to, coaches, instructors, officials, managers, support personnel, chaperones, committee members, and Directors and Officers.
 - k) **Power Imbalance** – As defined in the UCCMS

- l) **Report** – As defined in the UCCMS
- m) **UCCMS** – Universal Code of Conduct to prevent and address Maltreatment in Sport, as amended from time to time by the SDRCC
- n) **Workers** – all individuals who perform work for the Organization including employees, managers, supervisors, temporary workers, volunteers, student volunteers, part-time workers, and independent contractors.
- o) **Workplace** – Any place where business or work-related activities are conducted. Workplaces include but are not limited to, the registered office(s), work-related social functions, work assignments outside the registered office(s), work-related travel, the training and competition environment, and work-related conferences or training sessions;
- p) **“Workplace Harassment”** – A course of Vexatious comment or conduct against an Organizational Participant 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
- q) **“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

Purpose

- 2. The purpose of this Code is to ensure a safe and positive environment within the programs, activities, and events of the organization by making all Organizational Participants aware that there is an expectation, at all times, of appropriate behaviour consistent with the Organizations core values, mission and policies.
- 3. The Organization supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect and fairness.

General

- 4. This Code applies to the conduct of all Organizational Participants during the business, activities, and events of the Organization including, but not limited to, competitions, practices, evaluations, treatment or consultations, training camps, travel associated with organizational activities, the office environment, and any meetings.
- 5. This Code also applies to the conduct of all Organizational Participants outside of the business, activities, and events of the Organization when such conduct adversely affects the Organization’s relationships (and the work and sport environment) or is detrimental to the image and reputation of the Organization. Such applicability will be determined by the Organization at its sole discretion.

6. This Code applies to Organizational Participants active in the sport or who have retired from the sport where any claim regarding a potential breach of this Code occurred when the Organizational Participant was active in the sport.
7. However, notwithstanding anything to the contrary contained herein, all incidents of Maltreatment involving Workers, may also be addressed pursuant to the processes set out in any applicable workplace policy. For greater certainty, where an allegation of misconduct is alleged to be a breach of a workplace policy and of the UCCMS, the matter may be referred for handling to an independent third party.

Prohibited Behaviours

8. All Organizational Participants must refrain from any behaviour that constitutes a Prohibited Behaviour as defined by the UCCMS and the Code.
9. Organizational Participants are responsible for knowing what actions or behaviours are Prohibited Behaviours and/or Maltreatment.
10. Prohibited Behaviours under the UCCMS include, but are not limited to:
 - a) Physical Maltreatment
 - b) Psychological Maltreatment
 - c) Neglect
 - d) Sexual Maltreatment
 - e) Grooming
 - f) Boundary Transgressions
 - g) Discrimination
 - h) Failing to Report
 - i) Aiding and Abetting
 - j) Retaliation
 - k) Interference with or Manipulation of Process
 - l) False Reports
 - m) Bullying
 - n) Harassment
 - o) Workplace Harassment

p) Workplace Violence

11. In addition to the Prohibited Behaviours as defined by the UCCMS, this Code sets out other expected standards of behaviour and conduct for all Organizational Participants and any failure to respect these expected standards of behaviour by an Organizational Participants may constitute a breach of this Code. In addition, the following behaviours also constitute breaches of this Code

- a) Bullying
- b) Harassment
- c) Workplace Harassment
- d) Workplace Violence

Responsibilities of Organizational Participants

12. All Organizational Participants have a responsibility to:

- a) Respect the dignity and self-esteem of other Organizational Participants by:
 - i. Treating each other with fairness, honesty, respect and integrity;
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees, or other Organizational Participants;
 - iii. Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct;
 - iv. Ensuring adherence to the rules of the sport and the spirit of those rules.
- b) Refrain from any behaviour that constitutes Maltreatment or Prohibited Behaviour under this Code or the UCCMS,
- c) Refrain from consuming tobacco products, cannabis, or recreational drugs while participating in a competition.
- d) Refrain from the use of power or authority to coerce another person to engage in inappropriate activities;
- e) In the case of minors, not consume alcohol, tobacco, or cannabis at any competition;
- f) In the case of individuals who are not Minors, take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations;
- g) Respect the property of others and not willfully cause damage;
- h) Promote the sport in the most constructive and positive manner possible;

- i) When driving a vehicle with or without other Organizational participants at a practice, competition or event
 - i. Have a valid driver's license;
 - ii. Not be under the influence of alcohol or illegal drugs or substances;
 - iii. Have valid car insurance;
 - iv. Refrain from engaging in any activity that would constitute distracted driving
- k) Adhere to all applicable federal, provincial/territorial, municipal and host country laws;
- l) Refrain from engaging in deliberate behaviour which is intended to unfairly manipulate the outcome of a competition and/or not offer or receive or refrain from offering or receiving any benefit which is intended to unfairly manipulate the outcome of a competition. A benefit includes the direct or indirect receipt of money or other anything else of value, including, but not limited to, bribes, gains, gifts, preferential treatment, and other advantages.
- m) Comply, with the bylaws, policies, procedures, rules and regulations of the Organization and as adopted and amended from time to time;

Directors, Committee Members, and Employees

13. In addition to section 12 (above), Directors, Committee Members, and employees of the Organization have additional responsibilities to:

1. Function primarily as a Director, Committee Member or employee of the Organization and ensure to prioritize their duty of loyalty to the Organization while acting in this role;
2. Ensure that financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities;
3. Conduct themselves openly, professionally, lawfully and in good faith;
4. Comply with their obligations under the *Screening Policy*, including UNDERSTANDING ongoing expectations under the *Screening Policy* and fully cooperating in the screening process.
5. Be independent, impartial, and not let self-interest, outside pressure, expectation of reward, or fear of criticism influence their decision-making on behalf of the Organization;
6. Exercise the degree of care, diligence, and skill required in the performance of their duties;
7. Maintain required confidentiality of organizational information.
8. When acting as a Director or Committee Member, Respect the decisions of the majority (the Board or a Committee, as applicable) and resign if unable to do so;

9. Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings;
10. Have a thorough knowledge and understanding of all governance documents;

Athlete Support Personnel

14. In addition to section 12 (above), Athlete Support Personnel have many additional responsibilities.
15. Athlete Support Personnel must understand and respect the inherent power imbalance that exists in their relationship with athletes and must be extremely careful not to abuse it, consciously or unconsciously.
16. Athlete Support Personnel will:
 - a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the athletes;
 - b) Avoid any behaviour that abuses the Power Imbalance inherent in the position of the Athlete Support Personnel
 - c) 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;
 - d) Support the Athlete Support Personnel of a training camp, provincial/territorial team, or national team; should an athlete qualify for participation with one of these programs;
 - e) Accept and promote athletes' personal goals and refer athletes to other coaches and sports specialists as appropriate;
 - f) Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete;
 - g) Act in the best interest of the athlete's development as a whole person;
 - h) Comply with *their obligations under the Screening Policy*; including UNDERSTANDING ongoing expectations under this Policy and fully cooperating in the screening process.
 - i) Report any involvement in any ongoing criminal or anti-doping investigation, conviction, or existing bail conditions to the Organization, including those for violence, child pornography, or possession, use, or sale of any illegal or prohibited substance or method;
 - j) Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or prohibited substances or prohibited methods and, in the case of minors, alcohol, cannabis, and/or tobacco;

- k) When acting as a coach, respect the relationship between other athletes and their coaches and not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the athletes;
- l) When a power imbalance exists, do not engage in a sexual relationship with an athlete of any age;
- m) Disclose to the Organization any sexual or intimate relationship with an athlete and if requested by the Organization, immediately discontinue any coaching involvement with that athlete;
- n) Avoid compromising the present and future health of Athletes by communicating and cooperating with sport science and sport medicine professionals in the diagnosis, treatment, and management of Athletes' medical and psychological treatments, including when discussing optimal nutritional strategies or weight control methods for junior-aged Athletes and above (18 + years of age). Dieting and other weight control methods are not permitted for Athletes 17 years of age and younger.
- o) Recognize the power inherent in the position of Athlete Support Personnel and respect and promote the rights of all Organizational participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Athlete Support Personnel have a special responsibility to respect and promote the rights of Organizational participants who are in a vulnerable or dependent position and less able to protect their own rights;
- p) Dress to represent the sport and themselves well and with professionalism;
- q) Use inoffensive language, and take into account the audience being addressed.(e.g., the age/maturity of the individuals).

Athletes

17. In addition to section 12 (above), athletes will have additional responsibilities to:

- a) Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete;
- b) Follow their Athlete Agreement (if applicable).
- c) Participate and appear on-time and prepared to participate to their best abilities in all competitions, practices, training sessions and evaluations
- d) Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason;
- e) Adhere to any rules and requirements regarding clothing , professionalism and equipment;
- f) Dress to represent the sport and themselves well and with professionalism;

- g) Act in accordance with applicable policies and procedures and, when applicable, additional rules as outlined by.

Officials

18. In addition to section 12 (above), officials will have additional responsibilities to:

- a) Maintain and update their knowledge of the rules and rules changes;
- b) Place the safety and welfare of competitors, and the fairness of the competition above all else.
- c) Adhere at all times to the rules of their international federation and any other sport organization that has relevant and applicable authority
- d) Strive to provide a fair sporting environment, and at no time engage in Maltreatment of any person on the field of play.
- e) Respect the terms of any agreement that they enter into with the Organization.
- f) Work within the boundaries of their position's description while supporting the work of other officials;
- g) Act as an ambassador of the sport by agreeing to enforce and abide by national and provincial/territorial rules and regulations;
- h) Take ownership of actions and decisions made while officiating;
- i) Respect the rights, dignity, and worth of all Organizational Participants;
- j) Not publicly criticize other Organizational Participants;
- k) Act openly, impartially, professionally, lawfully, and in good faith;
- l) Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others;
- m) Respect the confidentiality required by issues of a sensitive nature, which may include discipline processes, appeals, and specific information or data about Organizational Participants.
- n) Comply with their obligations under the *Screening Policy*, including UNDERSTANDING ongoing expectations under this *Policy* and fully cooperating in the screening process.
- o) Honour all assignments unless unable to do so by virtue of illness or personal emergency, and in these cases inform a supervisor/organizer or the Organization, at the earliest possible time;
- p) When writing reports, set out the actual facts to the best of their knowledge and recollection;
- q) Dress in appropriate attire for officiating.

Parents/Guardians and Spectators

19. In addition to section 12 (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 Organizational Participant for making a mistake during a competition or practice;
- d) Respect the decisions and judgments of officials, and encourage athletes to do the same;
- e) Support all efforts to stop and prevent verbal and physical abuse, coercion, intimidation, and excessive sarcasm;
- f) Respect and show appreciation to all competitors, and to the coaches, officials and parents/guardians, or other spectators;
- g) Never encourage, aid, cover up or assist an Athlete in cheating through doping, competition manipulation or other cheating behaviour.

Anti-Doping

20. Through association membership, all athletes of Racquetball Ontario are bound by Racquetball Canada's anti-doping policy and any resulting sanctions. All Organizational Participants agree to become aware familiar and abide with Racquetball Canada's Anti-Doping Policy.