



STAFF CODE OF CONDUCT, CONFLICT & DISPUTE RESOLUTION POLICY

Updated October 18, 2021

POLICY STATEMENT

Any individual employed by or engaged in activities on behalf of the Canadian Sport Institute Pacific (CSI Pacific) shall maintain the dignity and respect of clients and other staff. They shall respect the property of others and not willfully cause damage. They shall adhere to all federal, provincial and municipal laws and comply with CSI Pacific by-laws, policies, procedures, rules and regulations.

This policy includes:

1. STAFF BEHAVIOURS
2. DRESS CODE
3. CONFLICT OF INTEREST
4. PERSONAL USE OF CANADIAN SPORT INSTITUTE PACIFIC SERVICES AND ASSETS
5. SUPPLEMENT DISTRIBUTION
6. WORKPLACE BEHAVIOUR
7. CONFLICT AND DISPUTE RESOLUTION

DEFINITIONS

The following terms have these meanings in this Code:

- a) “*Staff*” – Any individual employed by, or engaged in activities on behalf of, CSI Pacific including: employees, contractors, volunteers, medical personnel, researchers, and administrators;
- b) “*Clients*” – Users of CSI Pacific services, including on-site services, such as athletes, coaches, medical staff, and other personnel connected to a team or athlete; and
- c) “*Workplace*” – Any place where business or work-related activities are conducted. Workplaces include but are not limited to, the CSI Pacific campus locations, work-related social functions, work assignments outside of CSI Pacific campus locations, work-related travel, and work-related conferences or training sessions.
- d) “*SafeSport*” ensures that environments in which staff interact for the purposes of sport are free of maltreatment, and are supported by and uphold behaviours defined in the BC Universal Code of Conduct (BC UCC). The BC UCC is referenced in appendix C and identifies behaviours that apply to all staff. CSI Pacific is committed to upholding SafeSport standards as a requirement of both provincial and federal funding requirements.

APPLICATION

This policy will ensure a safe and positive environment within CSI Pacific workplace by making staff aware that there is an expectation, at all times, of appropriate behaviour consistent with CSI Pacific’s core values.

CSI Pacific supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all staff, clients, members, directors and strategic volunteers are treated with respect. Association with CSI Pacific, as well as participation in its activities, brings many benefits and

privileges. Staff are expected to fulfill certain responsibilities and obligations including complying with CSI Pacific's policies, bylaws, rules and regulations, and *Staff Code of Conduct*. Conduct that breaches these values may be subject to disciplinary action pursuant to this Policy.

This Policy also applies to staff conduct outside of CSI Pacific's workplace, business, activities, and events when such conduct adversely affects relationships within CSI Pacific (and its work and sport environment) and is detrimental to the image and reputation of CSI Pacific.

Complaints against clients will be directed to the client's National or Provincial sport organization, as appropriate, and through appropriate national or provincial Safesport investigative mechanism. Disciplinary matters and complaints arising within the business, activities, or events organized by entities other than CSI Pacific will be dealt with pursuant to the policies of these other entities unless requested and accepted by CSI Pacific at its sole discretion.

1. STAFF BEHAVIOUR

Staff are required to maintain the highest standard of behaviours which include;

1. Demonstrating respect to Staff and Clients regardless of body type, physical characteristics, athletic ability, gender, ancestry, colour, ethnic or racial origin, nationality, national origin, sexual orientation, age, marital status, religion religious belief, political belief, disability, or economic status.
2. Consistently demonstrating the spirit of sport leadership and ethical conduct.
3. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory.
4. Consistently treating staff and clients fairly and reasonably.
5. Ensuring the Rule of Two when meeting with athletes particularly in interactions with minors in vulnerable situations (such as closed-door meetings, travel, and private training environments) by ensuring that more than one adult is present. Note that the Rule of Two may be waived where staff role is superseded by professional practice designated by staff's professional organization and in performance of duties within CSI Pacific. (Eg. Medical, Physiotherapy, Clinical Counselling).
6. Undergoing appropriate background screening prior to interacting with athletes which may include but not be limited criminal record checks, job interviews and reference checks (as stated in HR policy, section 3),
7. Ensuring that appropriate training and qualifications related to job roles (first aid, CPR, professional certifications), and other training as required within overall staff policies are obtained, upgraded and re-certified as needed.
8. Refraining from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities.
9. Refraining from any inappropriate behaviour as defined in the *Workplace Behaviour Section of this policy*
10. Refraining from any behaviour that constitutes a conflict of interest as defined in the *Conflict of Interest section within this policy*
11. Refraining from associating with any Client for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision, who has incurred an anti-doping rule violation as announced by the Canadian Centre for Ethics in Sport (CCES) and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program (CADP) and/or the World Anti-Doping Code and recognized by the CCES. Staff may resume association with the Client during the period of ineligibility for the purpose of coaching, training, instruction, administration, management, athletic development or supervision pursuant to the return to training rules in the CADP. The current CADP rules are available on the CCES website: <http://cces.ca/canadian-anti-doping-program>
12. Refraining from any behaviour that constitutes a breach of the BC *Universal Code of Conduct*
13. Disclosing any known criminal activity (charged or convicted)

A staff member found to have violated this policy against any other employee, worker, contractor, customer, supplier, client or other third party while representing duties as a CSI Pacific employee or at any CSI Pacific event, will be subject to appropriate disciplinary and sanctions within this policy.

2. DRESS CODE

CSI Pacific is a professional organization and as such employees and contract service providers are expected to dress professionally when representing the Institute both in and outside of the office environment. If an employee or contractor is unsure of what is appropriate dress, they should consult their Lead, the Governance & Operations Lead or the CEO.

All staff and contractors are required to adhere to the following guidelines.

Sport Performance Environment

- A sport performance environment is defined as the exercise lab and any field-of-play (training or competition) whereby Institute staff (includes employees and contractors) are working with athletes, coaches or external agencies.
- All staff will be required to wear clothing that aligns with the culture of the sport they are engaged with and the specific task demands of their job. Institute clothing is the preferred choice.
- When working with an external agency that provides the team with gear it is expected that staff will wear it at their events (i.e. WC Rugby gear is to be worn at WC Rugby events).
- Casual clothing while on the road is dictated by sport culture. For example, if the team is traveling in team gear (i.e. Swimming Canada polos, jeans and flip flops) it is appropriate for the Institute staff to do the same. If they are wearing personal clothing to travel it is appropriate for the Institute staff to do the same.

Office Attire – Business Casual

- Preferred are casual pants/shorts (Dockers/khaki style or dress pants/shorts), casual dresses and skirts, polo tees, collared shirts and blouses or sweaters, or institute branded clothing (no logo t-shirts, or tank tops with thin straps without a layered shirt over top).
- Leggings/tights are appropriate when worn with a dressy blouse/dress.
- Business attire is required when you are meeting with external partners in a business environment and it is recommended that collared shirts are worn. (eg. CSI Pacific golf shirt, blouse,
- Inappropriate pants include sweatpants or other exercise pants, unless part of institute clothing package.
- Dark denim jeans will be permitted along with casual shoes and shirts in the office environment. Jeans should be clean and unripped (no whitewash).
- Professional sport attire is generally not permitted but may be allowed in certain circumstances where approved by lead.

Hats and Footwear

- Hats are only permitted in sport performance environment. Institute baseball hats and toques are encouraged, however professional sport team hats are not permitted.
- Conservative athletic or walking shoes, loafers, sneakers, boots, flats, dress heels, dress sandals, leather or Birkenstock style sandals, and leather deck-type shoes are acceptable for the office environment. Plastic, foam or “beach” style sandals are not acceptable in the office environment.
- Performance footwear is appropriate when working in a sport performance environment and exceptions vary by sport. For example, beach style flip flops are permitted on the pool deck and cleats or running shoes are appropriate on the Rugby field.

Non-Compliance:

- Failure to comply with the standards as set out above will result in the staff member being sent home to change into appropriate attire. All Leads have the authority to enforce these guidelines. Repeated behaviour will be dealt with on a case by case basis.

3. CONFLICT OF INTEREST**Policy Statement**

The honesty and integrity of CSI Pacific demands that the impartiality of staff members, in the conduct of their duties, be above suspicion. Staff conduct should instill confidence and trust and must not bring our organization into disrepute.

Definitions

"**Conflict of interest**" occurs when a staff member's private affairs or financial interests are in conflict, or could result in a perception of conflict, with the employee's duties or responsibilities

Examples of conflicts of interest include, but are not limited to, the following:

- a staff member uses CSI Pacific property or the staff member's position or affiliation to pursue personal interests;
- a staff member is approached by an organization to provide paid services similar to current CSI Pacific provided programs and services;
- a staff member is in a situation where they are under obligation to a person who might benefit from or seek to gain special consideration or favour;
- a staff member, in the performance of official duties, gives preferential treatment to an individual, corporation or organization, including a non-profit organization, in which the staff member, or a relative or friend of the staff member, has an interest, financial or otherwise;
- a staff member benefits from, or is reasonably perceived to have benefited from, the use of information acquired solely by reason of employment; and
- a staff member benefits from, or is reasonably perceived to have benefited from, a transaction over which the staff member can influence decisions (for example, sales, purchases, contracts, or appointments);
- a current CSI Pacific partner organization approaches staff for additional service;
- a staff member requests or accepts from an individual, corporation or organization, directly or indirectly, a personal gift or benefit that arises out of their employment other than:
 - the exchange of hospitality between persons doing business together;
 - tokens exchanged as part of protocol;
 - the normal presentation of gifts to persons participating in public functions;
 - the normal exchange of gifts between friends; and
 - a staff member solicits or accepts gifts, donations or free services for work-related leisure activities other than in situations outlined above.

Application:

Staff with questions regarding interpretation of the policy may discuss them with their Director. Staff who find themselves in an actual, perceived or potential conflict of interest must disclose the matter using the Conflict of Interest Form and send it to hr@csipacific.ca immediately. Staff who fail to disclose may be subject to disciplinary action up to and including dismissal.

The Conflict of Interest Form will be presented and reviewed by the CEO for a final decision, which may result in the conflict being approved or not approved.

Outside Remunerative and Volunteer Work

Staff may engage in remunerative employment with another employer, carry on a business, or engage in volunteer activities provided it does not:

- interfere with the availability to perform and quality of their CSI related duties;
- bring CSI Pacific into disrepute;
- represent a conflict of interest or create the reasonable perception of a conflict of interest;
- involve the unauthorized use of work time or premises, services, equipment or supplies to which they have access by virtue of their employment; and
- gain an advantage that is derived from their employment as an employee.

Confidentiality and Intellectual Property

All staff and contractors sign a Confidentiality and Intellectual Property Agreement before commencing employment. Any exceptions or changes to the agreement must be approved by the CEO. Intellectual property, copyrights, patents, and trademarks resulting from the staff member's professional work on behalf of CSI Pacific become the property of CSI Pacific unless otherwise permitted by written agreement. Confidential information staff receive through their employment must not be divulged to anyone other than persons who are authorized to receive the information. Confidential information that staff receive through their employment must not be used by a staff member for the purpose of furthering any private interest, or as a means of making personal gains. Staff who are in doubt as to whether certain information is confidential must ask the appropriate authority before disclosing it. Caution and discretion in handling confidential information continues to apply after the employment relationship ceases.

Items purchased by CSI Pacific or produced by employment duties are the sole property of CSI Pacific and may only be removed from CSI Pacific premises for work related purposes, may not be copied for personal use or given to another party.

Public Comments

All requests for public comment regarding the policies or operations of CSI Pacific are to be referred to the staff member's Director.

Political Activity

Staff are free to participate in political activities including belonging to a political party, supporting a candidate for elected office and actively seeking elected office. Staff members' political activities, however, must be clearly separated from activities related to their employment. If engaging in political activities, staff must be able to retain the perception of impartiality in relation to their duties and responsibilities to CSI Pacific. Staff must not engage in political activities during working hours and partisan politics at the local, provincial or national levels are not to be introduced into the workplace. This does not apply to informal private discussions among co-workers.

Allegations of Wrongdoing

Staff have a duty to report either to the CEO or, in the event of the alleged involvement of the CEO in the concern to the Board Chair of CSI Pacific, any situation that they believe contravenes the law, misuses funds or assets, or represents a danger to public health and safety or poses a significant threat to the environment. Staff can expect such matters to be treated in confidence, unless disclosure of information is authorized or required by law (for example, the Freedom of Information and Protection of Privacy Act). Staff will not be subject to discipline or reprisal for bringing forward to the CEO, in good faith, allegations of wrongdoing in accordance with this policy.

Acts of Wrongdoing may include, though not be limited to:

- unauthorized use of CSI funds or assets
- possible fraud or corruption
- threats to employee, contractor, supplier health or safety in association with institute activities or premises
- any other unethical, improper or suspicious conduct or abuse

Staff must also report a safety hazard or unsafe condition or act in accordance with the provisions of WorkSafeBC's Occupational Health and Safety Regulations.

Working Relationships

Staff who are direct relatives or who permanently reside together may not be employed in situations where:

- a reporting relationship exists where one staff member has influence, input or decision-making power over the other staff member's performance evaluation, salary, premiums, special permissions, conditions of work and similar matters; or
- the working relationship affords an opportunity for collusion between the two staff members that would have a detrimental effect on CSI Pacific's interest.
- the working relationship exists between staff and client where either person has influence or decision-making power over the other person's performance evaluation, salary, contractual obligations or other conditions that may constitute a conflict of interest.

The above restriction on working relationships may be waived provided that the CEO is satisfied that sufficient safeguards are in place to ensure that CSI Pacific's interests are not compromised.

Personnel Decisions

Staff are to disqualify themselves as participants in personnel decisions when their objectivity would be compromised for any reason or a benefit or perceived benefit could accrue to them.

4. PERSONAL USE OF CANADIAN SPORT INSTITUTE PACIFIC SERVICES AND ASSETS

Staff may use CSI Pacific services under the same charge rate structure applicable to CSI Pacific clients. CSI Pacific may restrict availability of services at its discretion.

Staff are requested to personally keep accurate records of personal photocopier and long distance telephone use and report such to the accounting department for billing.

Asset Ownership

Assets of CSI Pacific (examples include: office supplies, equipment, furniture, files, promotional material, database lists, forms, reports, manuals, books, artwork, computer hardware, software and data) and other items purchased by CSI Pacific or produced by employment duties are the sole property of CSI Pacific and may only be removed from CSI Pacific premises for work related purposes, may not be copied for personal use or given to a third party.

Office Security

It is important that all CSI Pacific personnel comply with the following security guidelines to protect CSI Pacific staff and property:

- Any unknown persons seen "wandering" around CSI Pacific offices should be offered assistance and/or challenged regarding their presence and asked to leave if necessary;
- The last staff member leaving at the end of the day must ensure that the door is properly locked and that lights are turned off;
- Lap top computers and other small items of value should not be left on desk tops, but rather locked up or placed discreetly out of sight;
- Loss of any item should be reported immediately to the CSI Pacific administrative lead and staff member's lead; and
- CSI Pacific is not responsible for any lost or stolen personal items

Key Control System

- Keys are under the management of CSI Pacific. All keys are identified by an engraved or stamped number and will be allocated to staff through the Administrative Assistant.

- Office and campus keys may not be duplicated, and lost keys must be reported immediately to the staff member's Lead.

Property & Equipment Security

It is important that all CSI Pacific personnel comply with the following security guidelines when working with property and equipment out of office and/or at training sites.

Staff are expected as part of their employment to safeguard CSI Pacific property and equipment, and property and equipment entrusted by CSI Pacific, from loss, theft or damage by taking reasonable steps such as, but not limited to:

- Maintaining an accurate equipment inventory;
- Keeping items protected from the elements, hazardous environments or conditions that might reasonably be expected to cause damage to the equipment;
- Using the equipment item in accordance with manufacturer's guidelines and only for the purpose(s) for which the item was designed;
- Ensuring required / preventative maintenance is performed;
- Securing equipment when not in use; and
- Limiting equipment access to CSI Pacific staff members trained in the use of the equipment.

Property and equipment are not to be left in a locked or unlocked CSI Pacific or staff vehicle such that it is visible to an outside observer. Such equipment shall be moved to a secure CSI Pacific location, a temporary storage facility or secure compound.

Loss or damage to any item shall be reported immediately to the CSI Pacific IT team and the staff member's Lead. The staff member reporting such a loss shall, as soon as practicable, provide Human Resources with a written statement outlining the circumstances that led to said damage / loss. Note: In cases of damage caused by fair wear and tear the Lead may waive the requirement to provide a written statement.

In cases where property and equipment are lost or damaged as a result of nefarious circumstances the staff member responsible for the equipment at the time of said occurrence shall cooperate fully with authorities and provide any information said authorities may require.

Where a staff member is found to be grossly negligent in caring for equipment entrusted to them, and such negligence contributes to its loss, the staff member may be held financially liable and / or be subjected to a disciplinary process.

Pets in the Workplace

CSI Pacific works to provide a safe and healthy work environment for all staff members. To support this, no animals are allowed in CSI Pacific facilities and premises with the exception of authorized guide and service animals. Any staff requiring the support of a guide or service animal must present the Human Resources with a copy of documentation from a registered practitioner stating the need for the guide or service animal.

Pets of clients are not allowed in CSI Pacific workplaces or facilities.

5. SUPPLEMENT DISTRIBUTION

Whenever possible, CSI Pacific encourages athletes to implement a wholesome natural diet. This is supported by the International Olympic Committee (IOC) statement on supplements from both the 2010 and the 2018 Nutrition Consensus meetings.

However, CSI Pacific acknowledges the use of supplements¹ among athletes and that supplements may assist an athlete to achieve peak performance, although this varies between individuals. CSI Pacific is therefore committed to establishing best practice protocols for supplement use based on the core principles of athlete health and safety, evidence-based science, and compliance with the WADA Prohibited List.

All staff must read and sign the CSI Pacific Supplement Policy Operations Guide upon hire and may need to verify updates to the supplement policy on an annual basis depending on job role or duties.

6. WORKPLACE BEHAVIOUR

All staff have the right to expect, and the responsibility to create, a workplace where all staff are treated with respect and dignity. Therefore, the conduct and language of staff in the workplace must meet acceptable social standards and will contribute to a positive work environment. A staff member's conduct will not compromise the integrity of CSI Pacific and staff will adhere to the Staff Code of Conduct policy.

Any form of violence, workplace bullying, harassment of any kind or discriminatory act toward any individual by employees, managers, contractors or any other stakeholder involved with CSI Pacific is taken seriously by CSI Pacific.

Workplace behaviours are upheld through WorkSafeBC standards and apply to interactions and behaviours in the normal working environment. The nature of CSI Pacific business also includes interactions with clients that may also be impacted by Safesport as supported by the BC Universal Code of Conduct. This section of the policy deals predominantly with workplace behaviours as set out by WorkSafeBC, however, staff who witness or suspect forms of maltreatment defined by BC UCC have an obligation to report maltreatment to identified (national or provincial) investigative mechanism.

Definitions

Discrimination is an action or a decision that treats a person or a group negatively for reasons based on any of the prohibited grounds covered by the Human Rights Code. The prohibited grounds are race, colour, ancestry, place of origin, religion, family status, marital status, physical disability, mental disability, sex, sexual orientation, age, political belief or conviction of a criminal or summary offence unrelated to the individual's employment.

Sexual Harassment includes any behaviour involving unwelcome sexual advances, requests for sexual favours or other communication (verbal or written) or physical conduct of a sexual nature that the person knew or reasonably ought to have known would cause that staff member to be embarrassed, humiliated, offended and/or intimidated. Any abuse of power in exchange for sexual favours is considered sexual harassment.

Violence in the workplace is also unacceptable and will not be tolerated. Violence is the attempt to exercise physical force against a staff member, in a workplace, that causes or could cause physical injury to the staff member.

Bullying and Harassment includes any inappropriate conduct or comment by a person towards a staff member that the person knew or reasonably ought to have known would cause that staff member to be humiliated or intimidated.

¹ There is no internationally recognized consistent legal definition of a "supplement". For the purpose of this policy, "supplement" includes "other" supplements such as Performance Supplements (e.g. pills, powders, creatine), Medical/Health Supplements (e.g. iron, Vit. D), and common Sports Foods (e.g. recovery bar, sports drink) which are later separated into distinct categories of risk.

Cyber-Bullying includes forms of bullying and harassment through electronic communications, i.e. e-mail, text messaging, social networking and websites. Sending derogatory or threatening messages or sharing personal and confidential messages or images are examples which will not be tolerated.

Bullying and harassing behaviours do not include:

- expressing differences of opinion
- offering constructive feedback, guidance or advice about work-related behaviour; or
- reasonable action taken by CSI Pacific, a Lead, or a Director relating to the management and direction of staff or the place of employment (e.g. managing performance, taking reasonable disciplinary actions, assigning work)

“SafeSport” ensures that environments in which staff interact for the purposes of sport are free of maltreatment, and are supported by and uphold behaviours defined in the BC Universal Code of Conduct (BC UCC). The BC UCC is referenced in appendix C and identifies behaviours that apply to all staff.

Staff Responsibilities

CSI Pacific staff must:

- not engage in workplace behaviour that includes discrimination, bullying, harassment or violence or other forms of maltreatment or prohibited behaviours as defined in the BC UCC
- report if discrimination, bullying or harassment is observed or experienced;
- uphold all aspects of safesport as supported by the BC Universal Code of Conduct
- take appropriate training related to Safe Sport and ethical practices as required by CSI Pacific. This may include, depending on role: Commit to Kids Training; Safe Sport Training; NCCP Make Ethical Decision; Respect in Sport or Respect in Workplace; and
- apply and comply with the complaint procedures and disciplinary action.

Workplace Behaviour Complaint Procedures

Staff must report any incident of workplace bullying, any type of harassment, discrimination or violence directed towards themselves or their co-workers. Any staff member seeing, hearing or experiencing any type of discrimination, bullying, harassment, or violence, in the workplace must report it if he or she has reasonable cause to believe that the threat is serious. Any incident that violates this policy must be addressed immediately.

Staff who witness or suspect maltreatment as defined by BC UCC must report it to the appropriate identified investigative mechanism (provincial or national).

CSI Pacific will treat staff complaints/reports in the strictest confidence. Any staff member who believes that they have been affected in violation of this policy should submit a complaint using the *Discipline, Complaints and Dispute Resolution* section below.

Workplace Restoration – Moving forward after complaints

After a complaint and investigation of inappropriate workplace behaviour has been conducted, it can be challenging for all those involved to move forward and restore workplace relationships. Whether the accusations were found to be true and discipline has taken place, or the claims were unsubstantiated, in many cases employees will need to continue working with one another, possibly with “hard feelings” of resentment and tension in the working relationship. During the investigation, words have been spoken and emotions have been exposed by all parties, including those that have been involved in the investigation (i.e. witnesses).

CSI Pacific will take a proactive approach in assisting staff in re-establishing their working relationships with one another and moving past the complaint and investigations that have taken place. Any form of retaliation of retribution due to a complaint and/or investigation is not acceptable and may lead to discipline up to and including termination of the offending staff member.

7. DISCIPLINE, CONFLICT AND DISPUTE RESOLUTION

Canadian Sport Institute Pacific (CSI Pacific) supports an environment of safety, trust and mutual respect for all its Staff. CSI believes that conflict brings an opportunity for change and greater understanding, and encourage all Staff to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences.

Regrettably, not all conflict can be resolved through direct and open communication and formal procedures are necessary to resolve the complaint. In situations where serious conflict exists and intervention is necessary the following procedures have been put in place in an effort to resolve conflict in an expedient, yet fair manner.

The Discipline, Complaints and Dispute Resolution policy applies to all matters addressed within the Staff Code of Conduct.

Definitions:

- a) "*Complainant*" – The Party initiating a complaint;
- b) "*Days*" – Days irrespective of weekend and holidays;
- c) "*Respondent*" – The Party who is the subject of the complaint; and
- d) "*Parties*" – The Complainant, Respondent, and any other Individuals or persons affected by the complaint.
- e) Client

Application:

Complaint and dispute resolution will be used in all matters that may arise during the course of CSI Pacific business, activities, and events including, but not limited to:

- contact with clients;
- travel associated with CSI Pacific activities;
- CSI Pacific's office environment; and
- any business activities related to CSI Pacific

Complaints against staff or clients that involve violation or breaches of Safe Sport including maltreatment or a boundary transgression will be guided by the BC UCC which may require different or additional complaint process

Reporting Maltreatment

Any person who observes or has a suspicion of maltreatment, and/or believes that observed or suspicious behaviours are in violation of the BC UCC should be directed to the Provincial Safe Sport investigatory mechanism. Staff and clients are also encouraged to contact the Canadian Sport Helpline 1-888-83SPORT (1-888-837-7678) if they observed, and/or have a suspicion of, maltreatment during their CSI Pacific duties.

External clients who believe CSI Pacific staff are in violation of the BC UCC or UCCMS should consult the Canadian Sport Helpline, and appropriate National or Provincial investigative mechanism. If third party investigative mechanism does not exist, external complaints should be reported to their sport organization and CSI Pacific.

Staff Informal Complaint Process:

It is CSI Pacific's intention that staff will use open communication and attempt to resolve issues of conflict using the Informal Procedures prior to issuing a formal complaint.

Informal procedures encourage staff to take initial steps to speak to the person they are having concerns or are in conflict. Many times disputes arise due to misunderstandings and miscommunications. It is

recommended that staff attempt to use ethical decision making to guide issues that may arise and include;

1. Gathering the facts
2. Determining if the issue is legal
3. Identifying options and consequences
4. Evaluating options
5. Making a decision
6. Developing an action plan

If the informal procedure is unsuccessful, or if it is considered inappropriate or uncomfortable to use informal procedures, staff should discuss the matter with their Lead, or if the Lead is allegedly involved, to a director or the CEO (or designate).

If the issue has potential or concerns legal implications a director, CEO and or law informant should be notified of the nature of the issue.

Alternative Dispute Resolution and Mediation

CSI Pacific supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. Alternate Dispute Resolution avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.

Opportunities for Alternate Dispute Resolution may be pursued at any point in a dispute within the Canadian Sport Institute Pacific when all parties to the dispute agree that such a course of action would be mutually beneficial and when all internal processes have been exhausted. Opportunities to engage in ADR may include, depending on jurisdiction:

- The SDRCC (Sport Dispute Resolution Centre of Canada) offers **national** alternative dispute resolution programs and available to the Canadian sport community offering arbitration, mediation and education services, nationally at a low cost for the parties. Disputes at the international, provincial, municipal and local levels fall outside the jurisdiction of the Dispute Resolution Secretariat.
- Sport law connect program (SLCP) is available offers provincial alternative dispute resolution services to provincial organizations that includes discipline, team selection and governance

Staff Formal Complaint Process

Before issuing a formal complaint, staff should attempt to resolve the issue using the Informal Complaint Process. If the issue is not satisfactorily resolved, or requires a formal complaint to be issued, the following process should be followed:

1. The complainant will submit a formal complaint in writing, using the Formal Complaint Form, to the Chief Executive Officer (or designate), or where the Chief Executive Officer is involved, the Board Chair, within ten (10) days of the latest alleged occurrence. Such a complaint must be in writing.
2. The Chief Executive Officer (or designate) will review the formal complaint and facts that have become known through the Informal Complaint Process and the Alternate Dispute Resolution Process (if applicable), and will determine the appropriate action to be taken such as disciplinary action, external mediation, or an investigation.
3. A Complainant wishing to file a complaint outside of the ten (10) day period must attach to the complaint form a written statement giving reasons for an exemption from this limitation. The decision to accept, or not accept, the complaint outside of the ten (10) day period will be at the sole discretion of Chief Executive Officer (or designate) of CSI Pacific. This decision may not be appealed.

Investigation Procedures Internal:

The process for investigations includes the following steps:

1. The Chief Executive Officer (or designate) will be responsible for initiating an immediate in-house investigation in all cases of inappropriate workplace behaviour. The course of the investigation may involve outside authorities;
2. The investigator appointed will determine a fair and unbiased process to follow;
3. If the complainant and the respondent agree on what happened, the investigator may not have to investigate any further;
4. All investigations will result in a written report with recommendations for resolution to the Chief Executive Officer (or designate), or the Board Chair, as the case may be, who will inform the relevant parties of the final decision;
5. If the evidence found in the investigation upholds the allegation of inappropriate workplace behaviour, CSI Pacific shall initiate immediate follow-up and disciplinary action (as appropriate); and

Reports of violence, discrimination, bullying or harassment found to be frivolous, vindictive, or vexatious in nature, may lead to disciplinary action.

Investigation Procedures External:

In cases where the complaint warrants a breach of the BC UCC, or allegations of wrongdoing – whistle blower, the process must involve a third party investigative mechanism. Staff who suspect violations or breaches of BC UCC must be directed to the appropriate national or provincial safesport investigatory mechanism, and inform CSI Pacific CEO. Staff are also encouraged to contact the Canadian Sport Helpline if they observed, and or have a suspicion of, maltreatment during their CSI Pacific duties. Allegations of wrongdoing – whistle blowing, must be directed to the CEO.

External clients who believe CSI Pacific staff are in violation of the BC UCC or UCCMS should consult the Canadian Sport Helpline 1-888-83SPORT (1-888-837-7678), and appropriate National or Provincial investigative mechanism. If third party investigative mechanism does not exist, external complaints should be reported to their sport organization and CSI Pacific (hr@csipacific.ca).

Disciplinary Action

The Chief Executive Officer (or designate) may apply disciplinary action depending on the seriousness of the incident which may include the following sanctions:

- Verbal warning and or reprimand;
- Written reprimand that is included with staff HR files;
- Suspension of work duties with pay;
- Suspension of work duties without pay; and
- Termination of employment

Sanctions related to breaches of Safe Sport, will be handled in accordance of the Universal Code of Conduct for Maltreatment in Sport Policy, which may result in the staff discipline identified above.

Confidentiality

The discipline and complaints process is confidential and involves only the Parties, the Investigator, the Chief Executive Officer (or designate), and any independent advisors to the Chief Executive Officer (or designate). Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Timelines

If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Chief Executive Officer (or designate) may direct that these timelines be revised.

Records and Distribution of Decisions

All incidents that result in disciplinary action shall be recorded and maintained by CSI Pacific. Other Canadian Sport Institutes/Centres may be advised of any decisions. Breaches of Safe Sport will be applied in through Universal Code of Conduct for Maltreatment in Sport Policy which may result in public registry of the incident.

UNIVERSAL CODE OF CONDUCT FOR MALTREATMENT IN SPORT

The BC UCC upholds standards for Safe Sport, defined both provincially and nationally. CSI Pacific staff by nature of their work in sport are obliged to uphold the national UCCMS and also the BC UCC and act accordingly as defined by the code.

Updates to UCCMS (Provincial / National) will be included in this appendices.
https://www.viasport.ca/sites/default/files/BC_UCC_2021.pdf

Formal Complaint Form

Insert the Formal Complaint Form here for easy access by the CSI Pacific team.