

LISA ADMINISTRATION MANUAL 2001

Chapter 2

**District Administrative Procedures
Including Harassment and
Risk Management**





Chapter 2 – General Policy and Procedures

RULE 200 HARASSEMENT POLICY AND PROCEDURE (APPROVED)

200.1 Preventing Harassment

Sport is a reflection of society. It is therefore predictable that the issue of harassment in sport would eventually surface and be scrutinised by the public. There is also a predictable pattern to the 'life-cycle' of harassment - first there is awareness, then *opinion*, and finally a *change* of behaviour.

Soccer, as with other sport, has an opportunity to influence the rest of society by modelling a proactive approach to harassment. Increasing the awareness of this issue will ensure that there will be both changes in behaviour and sound procedures in place to deal with complaints.

Throughout 1997, the process of awareness, opinion, and behaviour change was accelerated due to media attention to a few high profile cases. This extensive media coverage brought to the forefront the vulnerability of young athletes in power relationships with coaches. Subsequent to this, organisations that expected to receive government funding for programs required these organisations to have harassment policies and procedures in place, in order to qualify for funding.

Sport BC has provided the impetus to this process by providing an outline for action and has developed a Harassment Policy and Procedure template. This effort has been continued by the British Columbia Soccer Association and the Lower Island District and Clubs by preparing policy on Volunteer Screening, Harassment and Dispute Resolution.

200.2 Dispute Resolution

Any attempt to deal with issues of harassment will only succeed if a reasonable and easy to use dispute resolution process is in place. Based on recommendations received from the Risk Management Directors of the Lower Island Soccer Clubs, and in particular the Cordova Bay Soccer Club, the Lower Island Soccer Association Board has worked to provide a simplified set of procedures.

As everyone is well aware, youth sports volunteers have only a finite amount of time to devote to the organisation. As the resolution of disputes can be a time consuming and frustrating process, it is important for all parties to a complaint to make every attempt to resolve their differences through discussion. Passing the complaint to a third party panel for resolution should be viewed as a last resort.

It should also be accepted that the dispute resolution process in a club or district couldn't possibly be held to the same extensive legal standards required in a court of law or where paid professionals are used to carry out the process. Each case must be allowed to proceed to a speedy conclusion with a minimum of legal wrangling or argument.

Progress can only be made through trial and error. Policies and procedures need to be continuously monitored to ensure they are appropriate and continue to serve the needs of those they are designed to protect. The co-operation of your Club directors and volunteers in helping to make this process work is essential.

As a final word, please remember that these policies and procedures are primarily intended to protect children and young people. It is expected that adults will at least try to resolve their differences without resorting to third party intervention.



200.3 Statement of Policy

1. There will be no tolerance of harassment within the jurisdiction of the Lower Island Soccer Association.
2. The Lower Island Soccer Association is committed to encouraging a sport and work environment in which all individuals are treated with respect and dignity. Each individual within the Lower Island District has the right to volunteer, play or work in an environment, which promotes equal opportunities and prohibits discriminatory practices.
3. The Lower Island Soccer Association is committed to the education of all of its members in the area of harassment and dedicated to the eradication of harassment through educational programs including information and training and through the provision of a dispute resolution process.

200.4 Application of these Rules and Regulations

1. These rules and regulations apply to all directors, officers, volunteers, coaches, athletes, officials, employees and others who wish to participate in activities sanctioned by the Lower Island Soccer Association.
2. The District encourages the prompt reporting of all incidents of harassment, regardless of who the offender may be.
3. For the purposes of this policy, harassment can occur in the following places:
 - a. at soccer events, competitions, and in training sessions;
 - b. at any clubhouse or other designated place where activities of the organisation are to be carried out;
 - c. at club or district-related social functions;
 - d. at business functions, such as meetings, conferences, training sessions, and workshops;
 - e. during game, practice or work related travel;
 - f. by telephone or any other means of electronic communication; or elsewhere if the person harassed is there as a result of a soccer-related responsibility or a soccer-related relationship.
4. **Dispute Resolution:** It is a condition of membership in district and sub-district activities that all involved accept the process and outcome of the dispute resolution process outlined in Section 5 of these rules and regulations. Any member who refuses to accept the process will be required to withdraw from further involvement in district activities.
5. Notwithstanding these rules and regulations, every person who experiences harassment continues to have the right to seek assistance from the B.C. Council of Human Rights, even when steps are being taken under these rules and regulations. In the case of an allegation of criminal misconduct the complainant is encouraged to seek direct intervention of the police agency having jurisdiction.

200.5 Responsibility for Implementation of these Rules and Regulations

1. Every club is responsible to ensure this policy is implemented, circulated and applied in a manner that is fair and equitable to all persons;
2. Each club shall name a Director of Risk Management. The name will be supplied to the Lower Island Soccer Board by the 30th day of June of each year;
3. The Lower Island Soccer Association shall be responsible for implementation of these rules and regulations at all games and events directly hosted by LISA (e.g. Selects, Island Cup).



4. Harassment complaints originating at these events shall be directed to the LISA Director of Risk Management.
5. In the case of a cross club or multi-club complaint involving participants at a club hosted event, the Director of Risk Management of the hosting club at which the event occurred shall be the responsible authority.
6. Every complaint made in good faith will be processed promptly and fairly in accordance with these rules and regulations.

200.6 Definitions:

1. **Complainant:** An employee, athlete, coach, official, or other participant in a Lower Island Youth Soccer Association activity, who thinks they have been harassed.
2. **Respondent:** The perpetrator of the action(s), which the complainant thinks, constitutes harassment.
3. **Responsible Adult:** Where the complainant or the respondent is a minor, a parent, guardian, or other adult of the minor's choice, may speak on behalf of the minor complainant or the minor respondent.
4. **Risk Management Director:** An individual appointed by a club or LISA who, among other things, shall administer these rules and regulations.
5. **Harassment:** Behaviour including comments, conduct or gestures which is insulting, intimidating, humiliating, hurtful, malicious, degrading, or otherwise offensive to an individual or group of individuals or which creates an uncomfortable environment, or which might reasonably be expected to cause embarrassment, insecurity, discomfort, offence, or humiliation to another person or group, including, but not limited to:
 - a. verbal abuse or threats;
 - b. physical assault;
 - c. unwelcome remarks, jokes, innuendoes, or taunting about a person's body, sexual orientation, attire, age, marital status, ethnic or racial origin, religion, etc.;
 - d. displaying of sexually explicit, racist or other offensive or derogatory material, sexual, racial, ethnic or religious graffiti;
 - e. practical jokes which cause awkwardness or embarrassment, endangering a person's safety or negatively affecting performance;
 - f. hazing or initiation rites;
 - g. written, leering or other suggestive or obscene gestures;
 - h. intimidation;
 - i. careless or wanton disregard of the privacy of any individual;
 - j. condescension, paternalism, or patronising behaviour which undermines self-respect or adversely affects performance or working conditions;
 - k. conduct, comments, gestures or contact of a sexual nature that is likely to cause offence or humiliation or that might, on reasonable grounds, be perceived as placing a condition of a sexual nature on employment or any opportunity for selection, training or advancement;
 - l. false accusations of harassment motivated by malice or mischief, and meant to cause another harm, is considered harassment;
 - m. sexual harassment;



- n. acts of retaliation towards an individual making a harassment complaint.
- 6. **Retaliation:** Retaliation or threats involving any case under review will not be tolerated in any club or by the Lower Island Soccer Association and will be treated as harassment. Retaliation constitutes the following:
 - a. Acts designed to punish an individual who has reported discrimination or harassment;
 - b. Threats designed to dissuade an individual from reporting discrimination or harassment;
 - c. Acts or threats to punish an individual who has rejected sexual advances.
- 6. **Unbecoming Conduct:** Conduct by a member that is likely to bring the game of soccer into disrepute or to cause damage to the interests or reputation of a club, the district or of the BC Soccer Association. This can include the wanton disregard of any rule, regulation or bylaw of a member organisation that is not being dealt with under club, district or BCSA discipline process.
- 7. **Abuse:** Abuse can be physical, emotional or sexual. Not all forms of harassment are abuse, but all abuse is harassment.
 - a. **Physical Abuse** - using physical force or actions that result, or could result in injury;
 - b. **Emotional Abuse** - a pattern of hurting an individual's feelings to the point of damaging their self-respect. It includes verbal attacks on the individual, insults, humiliation or rejection;
 - c. **Sexual Abuse** - occurs when someone uses an individual for sexual stimulation or gratification.

200.6 Dispute Resolution:

If any situation develops that is related to participation as outlined in Section 2.3, in which an individual believes they have a valid complaint, that person shall be free to come forward and voice their concerns. Subject only to the rules of confidentiality, they shall be given opportunity to freely voice their concerns without fear of reprisal against themselves or against any person whom they represent. For this purpose the district and sub-district clubs shall apply the following dispute resolution mechanisms:

- 1. In the initial instance the complainant will, if appropriate, approach the person with whom they are having difficulty with a view to informally resolving the issue. This approach should be made in a private manner away from practices or games and at an appropriate time and place.
- 2. When dealing with matters involving younger teams, these meetings and discussions should be conducted away from the players unless a particular player's involvement is necessary.
- 3. The concern should be expressed in a respectful manner and in such a way that there is a sincere attempt to informally resolve the issues between the parties.
- 4. If there has not been a resolution between the parties and the matter involves a team situation, and, again, if it is appropriate, the team manager should be contacted and an attempt made to informally resolve the complaint.
- 5. If the dispute cannot be resolved informally, a formal written complaint may be delivered to the Risk Management Director of the club or the district, as is appropriate. That director, in consultation with a Head Referee, a Head Coach, a Division Co-ordinator or other appropriate person as is necessary, shall contact the parties involved and attempt to mediate a solution. The director may recommend changes or resolutions necessary to resolve the complaint.



6. If the recommendations of the director are not acceptable to either party, the parties will be asked to appoint one person, not otherwise directly involved in the dispute, to sit on a hearing panel to deal with the matter.
7. By agreement between the two representatives, they may appoint a third person whom they mutually agree upon to sit as chairperson of the panel. If they cannot agree upon a third person within seven days, the risk management director may either sit as chairperson, or appoint an independent third party to sit as chairperson of the panel.
8. The dispute resolution panel will hear both parties to the complaint along with any other person whom the panel considers may have relevant information. At the conclusion of the hearings the panel shall deliver a decision forthwith or in any event within 14 days. The decision shall be in writing or, if rendered at the conclusion of the hearing, reduced to writing, and copies delivered to the complainant and the respondent within 14 days.
9. The panel will find the complaint either proved or not proved.
10. If the complaint is not proved it shall be dismissed.
11. If the complaint is found to be proved, the panel shall allow the respondent an opportunity to make submissions, either in person or in writing, as to an appropriate penalty. The panel may deliver a decision as to penalty forthwith after hearing from the respondent or in any event within 14 days from the hearing. The decision of the panel as to penalty shall be in writing or reduced to writing and provided to the respondent and complainant.
12. The Director of Risk Management shall cause copies of any decision of the panel pursuant to sections 5.8 and 5.11 to be forwarded to the President of the club and to the Director of Risk Management of the Lower Island Soccer Association.

200.7 Training Discipline:

Discipline is an indispensable part of all sport and should not be confused with discrimination or harassment. However, it is of vital importance that those in authority exercise their authority in an equitable manner by:

1. setting and communicating performance and training standards to all participants;
2. ensuring that training involving touching or other physical contact occur in an appropriate setting and only after informed consent has been sought and received;
3. being consistent and non-harassing in taking any corrective or punitive action;
4. using non-harassing terminology; address individuals by name and avoid the use of derogatory, slang or offensive terms.

200.8 Confidentiality:

A prompt, thorough, and fair conclusion will be sought in all complaints. All parties have a responsibility to protect the privacy, rights, and dignity of those persons involved in a complaint. It is considered a form of harassment to carelessly or wantonly disregard the privacy of any individual.

200.9 Legal Representation:

No barrister or solicitor shall make any presentations for, or represent any association, club, league, team, player or parent at any dispute hearing unless he/she is a party to the complaint. This is deemed necessary in order to provide a complaint and dispute resolution process that can be managed at the volunteer level. It is understood and accepted by all parties that neither a club nor the district can be held to the same extensive legal standards required in a court of law or when



paid professionals are used to carry out the process. Each harassment complaint must be allowed to proceed to a speedy and just conclusion with a minimum of legal argument.

200.10 Penalties:

The Dispute Resolution Panel, as part of its findings, may impose penalties it deems appropriate in the circumstances. This may include, but is not limited to:

- a. a verbal apology;
- b. a written apology;
- c. a letter of reprimand;
- d. a fine or levy;
- e. referral to counselling;
- f. sensitivity training in harassment issues;
- g. removal of certain privileges of membership or employment;
- h. demotion or pay cut;
- i. temporary suspension from volunteer duties;
- j. temporary suspension with or without pay;
- k. termination of volunteer services;
- l. termination of employment or contract;
- m. expulsion from membership;
- n. a club panel may make a recommendation to the LISA board calling for the expulsion of a member from participation in all district activities;
- o. the LISA Board may make a recommendation to the BCSA Board that there be expulsion of a member from the British Columbia Soccer Association.

200.11 Failure to Comply:

The failure by an individual to comply with a penalty directed by the Dispute Resolution Panel shall result in that individual having to withdraw from further involvement in district activities (Reference Section 2.4).

200.12 Conflict of Interest:

When a complaint arises at the club level wherein there is, or would appear to be, a conflict of interest with the club board, and the matter cannot be resolved informally, the issue shall be referred to the LISA Director of Risk Management.

200.13 BCSA Disciplinary Action:

Nothing in these rules and regulations is intended to replace team, player, club or other disciplinary action or penalties carried out under the rules and regulations of the British Columbia Soccer Association.

200.14 Natural Course of Justice:

If a situation arises in the application of this policy and procedure, or if it appears natural course of justice has not been followed by a club in dealing with a complaint, the LISA Board of Directors reserves the right to intercede in the matter.



200.15 Undefined Complaints

When a situation or dispute arises between two or more teams or clubs concerning an incident that does not appear to fall within the realm of the Harassment Policy, nor within the general realm of the Discipline Committee (e.g. carded players or ejected team officials or spectators), such situations shall, in the first instance, be dealt with in a confidential manner between the club Risk Management Directors of each club involved or as otherwise may be directed by the Presidents of the clubs involved.

If the matter cannot be resolved to the satisfaction of the clubs involved, nor is there an agreement as to how the matter might be resolved, the matter may then be referred to the LISA Risk Management Director for consideration and suggestions for resolution.



RESOURCES

Organisation	Description	Phone
Sport BC	Federation of amateur sport organisations; leader in advocacy, professional development, and sport standards.	604.737.3026
Recreation and Sport Branch	Provincial government branch responsible for sport and recreation.	250.356-1176 604-660-2362
Promotion Plus : Girls and Women in Sport and Physical Activity	Advocate agency for girls and women in sport and recreation, specialising in gender equity and women's issues.	604.737.3075
Coaches Association of BC	Organisation dedicated to educating and training coaches. Resources include extensive library.	604.298.3137

	Human Rights	
B.C. Council of Human Rights	Investigates complaints of harassment on behalf of the Province	604-660.6811
B.C. Human Rights Coalition		604.689.8474
Victim Services Information Line		1.800.563.0808

	Counselling	
Kids Help Phone	24-hour crisis line for children, staffed by counsellors.	1.800.668.6868
Helpline for Children	Dial operator and ask for ZENITH 1234	ZENITH 1234
Rape Crisis Centre	Women Against Violence Against Women - 24-hour crisis line.	383-3232
Rape Relief	24 hour crisis line	383-3232

Other materials used for information in this document

- Help Stop Child Abuse : A Handbook for Employers and Volunteer Co-ordinators, Province of BC Ministry of Social Services



RULE 201 VOLUNTEER SCREENING - POLICY AND PROCEDURE

201.1 Statement of Policy:

The Lower Island Soccer Association (LISA) is committed to implementing a Volunteer, Employee, and Contract Worker Screening Process. All individuals named in Rule 201.2 (1), who desire to participate in LISA sanctioned activities shall be required to complete screening forms.

Coaches, managers, or other individuals from outside the Lower Island District who attend events within the Lower Island District for games, tournaments or events shall be subject to the screening policy of their home district, club or organisation

201.2 Procedure:

- (1) The following persons shall be covered by the Screening Process:
 - a) All individuals over eighteen (18) years of age who act as a team or player trainer, paid or otherwise, to any "in or out" of season team or group that has been formed for league, tournament, exhibition or training purposes and desires to play under the auspices of LISA;
 - b) Club executive, directors, committee members, contract or paid employees or others who may be regularly expected to direct, supervise, or exercise control over teams, team members, team activities or youth volunteers;
 - d) Club Referees (see exceptions in Section (2)).
- (2) The screening policy shall not apply to volunteer line persons of any age, to persons who only periodically assist with a team or club or to club referee or other volunteers under the age of nineteen (19) years of age.
- (3) Club Directors of Risk Management (DRM) shall oversee the screening process. This Director shall be identified to the Lower Island Soccer Association Board Secretary by May 31 of each year. The Club DRM shall:
 - a) Ensure each individual named in Section (1), who comes under the control of the Club or organisation for whom a DRM has been appointed, is provided with a:
 - (1) (Club)Volunteer/Employee Screening Form. This form is completed only when entering a club for the first time. Follow-up checks may be done as directed by the club DRM.
 - (2) Criminal Record Self-Disclosure Forms. First time applicants will fill in and submit Form A. In subsequent years with the club, the applicant will fill in and submit the shorter Form C.
 - b) Complete necessary background checks on all individuals when they first enter a club as a volunteer or employee. The Volunteer/Employee Screening Forms shall be kept on file by the club;
 - c) Ensure all volunteers/employees complete the Criminal Record Self-Disclosure Form once each year as outlined in sub-section (4).
- (4) The following procedures shall apply to the completion of the Criminal Record Self-Disclosure Forms:
 - a) Volunteers, employees and other covered by the policy shall complete the forms by October 30 of each season. If entering the club after that date the forms shall be completed within 30 days and promptly submitted to the district DRM.



- b) After completion the individual shall place the Form (A or C) in an envelope and seal same. The following details shall be provided on the outside of the envelope:
 - i. name of the club;
 - ii. name of the volunteer/employee;
 - iii. if team official, the name of team, or if not attached to a team, state position with club;
 - iv. date completed.
 - c) The sealed envelope shall be turned over to the club DRM who in turn shall:
 - i. make a list of all persons who have submitted forms
 - ii. check to ensure all those required to complete the forms have submitted them;
 - iii. send the sealed envelopes along with the master list of volunteers/employees who are required to complete the forms to the District Director of Risk Management;
 - iv. indicate on the list the names of those who have not completed the forms.
 - v. Turn the forms and list over to the District DRM by October 30 of each season.
- (5) The District DRM shall:
- a) Check the contents of each envelope to ensure the proper documentation is enclosed and properly completed;
 - b) If there is a positive “YES” response to question 3.a or 3.b, make and retain a photocopy of the Form A for district records, and send the original to the BCSA Provincial Risk Management Co-ordinator.
 - c) Send notice to individuals who have not completed a Risk Management Form A or Form C advising them that if the documents are not submitted within 30 days they shall be suspended from active participation in an district soccer activities.
 - d) After the 30 day period has elapsed, send a “Notice of Suspension” to all persons who have not complied. The names of those suspended shall be provided to the club of person being suspended, to the district board and to the BCSA Provincial Risk Management Co-ordinator,
 - e) Take each completed Form “A” and Form “C” and place in a file a file folder in alphabetical (by club). Place the files in a PERMA RECORD STORAGE BOX. Attach a Master List of contents to the outside of the box.
 - f) Send the PERMA RECORD BOX by courier to the Executive Director – BC Soccer Association, 1126 Douglas Road, Burnaby, B.C., V5C-4Z6.
- (6) As outlined by BCSA policy the BCSA Provincial Risk Management Co-ordinator will confer with legal counsel regarding cases where an individual has disclosed a relevant criminal record. A criminal history record check may be ordered. The legal counsel will advise the BCSA and the District if further action is required.

201.3 Approval and Review:

These rules and regulations shall be reviewed annually by the Board of Directors of each District Club and recommendations made to the Lower Island Soccer Association Board for changes or improvements.