



**TENNIS BC**  
As of March 15, 2025

**POLICIES**

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# Safe Sport Policy

## Definitions

1. The following terms have these meanings in this Policy:
  - a) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, judges, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
  - a) **Person in Authority** – Any Participant who holds a position of authority within Tennis BC including, but not limited to, coaches, instructors, officials, judges, managers, support personnel, chaperones, committee members, and Directors and Officers.

## Purpose

2. This Policy describes how Tennis BC aims to provide a safe sport environment.

## Conduct Standards

3. Tennis BC will adopt a *Code of Conduct and Ethics* that describes standards of conduct and behaviour for all Individuals. General standards of conduct will apply to all Individuals and specific standards will be described for positions within the organization. The *Code of Conduct and Ethics* will have specific sections, including but not limited, to:
  - a) Athletes
  - b) Coaches
  - c) Officials
  - d) Directors, Committee Members and Staff
  - e) Coaches, Instructors, Trainers, and Athlete Support Personnel
  - f) Parents and Spectators
  - g) Clubs
4. The *Code of Conduct and Ethics* will contain detailed definitions of key terms, including:
  - a) Harassment (which includes Hazing)
  - b) Bullying
  - c) Sexual Harassment
  - d) Workplace Harassment
  - e) Workplace Violence
  - f) Discrimination
5. The *Code of Conduct and Ethics* will include the following definition of Hazing:
  - a) “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”

## Anti-Doping

6. The *Code of Conduct and Ethics* will indicate that Tennis BC, through Tennis Canada, adopts and adheres to the Canadian Anti-Doping Program.

## Social Media

7. Tennis BC will adopt a *Social Media Policy* that describes standards of conduct that are expected on social media by

Individuals. The *Social Media Policy* will indicate specific conduct standards and risks that are common and/or exclusive to social media.

8. The *Social Media Policy* will highlight the importance of responsible coach-athlete interaction on social media and will provide examples of violations of conduct standards.

### **Athlete Protection**

9. Tennis BC will have a sport-specific *Athlete Protection Policy* that can be used by coaches, managers, medical personnel, and other persons in authority. Tennis BC may provide training on the guidelines and take steps to ensure the guidelines are being implemented. Tennis BC will conduct a regular review of the guidelines to add and/or modify new guidelines as appropriate.

### *Resources*

10. Tennis BC will regularly provide information to Individuals about resources and training related to athlete protection. Resources and training opportunities can include:
  - a) [NCCP modules](#)
  - b) [Respect in Sport](#)
  - c) [Commit to Kids](#)
  - d) [Red Cross – Respect Education Courses](#)

### *Athlete Engagement*

11. Tennis BC may engage with athletes to determine the level of success of their athlete protection measures as well as to identify any gaps or athlete concerns. This engagement may take the form of:
  - a) Anonymous athlete surveys
  - b) Athlete involvement in organizational decision-making
  - c) Independently-led athlete outreach consultations

### **Dispute Resolution**

12. Tennis BC will adopt and accept all the terminology and language in the *B.C. Universal Code of Conduct (BC UCC)*.
13. For alleged conduct violations that occur during competitions sanctioned by Tennis Canada, Tennis BC and its Participants will follow Tennis Canada's policies and procedures.
14. Tennis BC will have a comprehensive suite of dispute resolution policies that will include:
  - a) *Dispute and Discipline Policy (with Investigations Procedure)*
  - b) *Appeal Policy*
  - c) *Whistleblower Policy*
15. Taken together, the suite of dispute resolution policies will include the following features:
  - a) An independent individual to whom complaints can be submitted
  - b) Sanctions for violations of conduct standards
  - c) Mechanism for suspension of individuals pending the conclusion of the process
  - d) Non-biased and experienced case managers, decision-makers and/or investigators
  - e) Protection from reprisal for submitting complaints
  - f) Anonymity for the complainant in cases of whistleblowers
  - g) Independency of appeal procedures (when appeals are permitted)
  - h) Opportunity for alternative dispute resolution
  - i) Investigations of certain complaints (e.g., when required by law and/or when the complaint involves harassment, abuse, or discrimination)

### *Reporting Obligations*

16. The policies of Tennis BC will include requirements that certain complaints must be reported to government entities, local police forces, and/or child protection agencies.

#### *Records*

17. Tennis BC will retain records of decisions that have been made pursuant to the organization's policies. These records may be shared with other individuals or organizations, including but not limited to, national sport organizations, provincial/territorial sport organizations, multi-sport organizations, and government entities.

#### **Governance and Operations**

18. Tennis BC will have a comprehensive Strategic Plan in which athlete protection and safe sport are top priorities for the organization.

19. Tennis BC will adopt a *Risk Management Policy* that describes risk management procedures.

20. Tennis BC will pursue a governance structure that reflects the diversity of the athletes and stakeholders within the sport, that adheres to all applicable federal and/or territorial legislation, and that moves toward a national alignment strategy for the sport in Canada.

21. Tennis BC will continually monitor and evaluate its policies, practices, and procedures.

# Code of Conduct and Ethics

**NOTE: In addition to the conduct standards contained in this Code, Tennis BC adopts and accepts all the terminology and language in the B.C. Universal Code of Conduct (BC UCC) located [here](#). Participants are required to adhere to both this Code and the BC UCC. Alleged violations of either this Code or the BC UCC can be reported pursuant to Tennis BC's [Dispute and Discipline Policy](#).**

## Definitions

1. Terms in this Code are defined as follows:

- a) **Abuse** – Includes Psychological Maltreatment, Physical Maltreatment, Neglect, and/or Grooming of Vulnerable Participants by Persons in Authority and which can have the following warning signs:
  - i. Recurrent unexplained injuries
  - ii. Alert behaviour; individual seems to always be expecting something bad to happen
  - iii. Often wears clothing that covers up their skin, even in warm weather
  - iv. Individual startles easily, shies away from touch or shows other skittish behaviour
  - v. Constantly seems fearful or anxious about doing something wrong
  - vi. Withdrawn from peers and adults
  - vii. Behaviour fluctuates between extremes (e.g., extremely cooperative or extremely demanding)
  - viii. Acting inappropriately younger than their age (like an infant; throwing tantrums)
  - ix. Acting out in an inappropriate sexual way with toys or objects
  - x. Self-harm (e.g., cutting, burning or other harmful activities)
  - xi. Not wanting to be alone with a particular individual
- b) **Athlete** – An individual who is participating as a player at an event that is run or sanctioned by Tennis BC, including, but not limited to, a tournament, league, camp, clinic, or coaching workshop, or an ancillary event such as an awards ceremony, banquet, meeting, or party, including while being accommodated or housed at such events, and while traveling as part of a group to or from such events, who is subject to the policies of Tennis BC and to this Code.
- c) **Bullying** - is offensive behaviour and/or abusive treatment of a Participant that typically, but not always, involves an abuse of power. Examples of behaviour that may constitute Bullying include, but are not limited to:
  - i. Spreading malicious rumours, gossip or innuendos with the intent of causing harm or suffering to a Participant;
  - ii. Excluding or isolating a Participant socially with the intent of causing them harm or suffering;
  - iii. Making offensive jokes or derogatory comments to a Participant or to others;
  - iv. Yelling, verbally berating or using profanity;
  - v. Assigning unreasonable duties or workload which are unfavourable to a Participant; or
  - vi. Any form of cyber bullying which can include:
    - a. Sending mean or threatening emails or text/instant messages
    - b. Posting embarrassing photos of someone online
    - c. Creating a website to make fun of others
    - d. Pretending to be someone else
    - e. Tricking someone into sending pictures or videos or revealing personal information
    - f. Sending personal information (including pictures and videos) about someone else to a third-party
- d) **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.

- e) **Harassment** – A course of vexatious comments or conduct against a Participant or group, which is known or ought reasonably to 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 that undermines 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. Contributing to a *poisoned sport environment*, which can include:
    - a. Locations where material that is discriminatory is displayed (e.g., sexually explicit posters and racial/racist cartoons)
    - b. Groups where harassing behaviour is part of the normal course of activities
    - c. Behaviour that causes embarrassment, awkwardness, endangers a person’s safety or negatively affects performance.
  - xiii. 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
  - xiv. Retaliation or threats of retaliation against a person who reports harassment to Tennis BC.
- f) **Minor** – Any Participant who is under the age of 19 years old at the time where the alleged maltreatment allegedly occurred. (Adults are responsible for knowing the age of a Minor).
- g) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, judges, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
- h) **Person in Authority** – Any Participant who holds a position of authority within Tennis BC including, but not limited to, coaches, instructors, officials, judges, managers, support personnel, chaperones, committee members, and Directors and Officers.
- i) **Workplace** – Any place where business or work-related activities are conducted. Tennis BC 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.
- j) **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;
  - ii. Workplace pranks, vandalism, bullying or hazing;
  - iii. Repeated offensive or intimidating phone calls or emails;
  - iv. Inappropriate sexual touching, advances, suggestions or requests;
  - v. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form;
  - vi. Psychological abuse;
  - vii. Excluding or ignoring someone, including persistent exclusion of a person from work-related social gatherings;
  - viii. Deliberately withholding information that would enable a person to do their job, perform or train;
  - ix. Sabotaging someone else's work or performance;
  - x. Gossiping or spreading malicious rumours;
  - xi. Intimidating words or conduct (offensive jokes or innuendos); and
  - xii. Words or actions which are known, or ought reasonably to be known, as offensive, embarrassing, humiliating, or demeaning.
- k) **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 assault; and
  - xi. Any attempt to engage in the type of conduct outlined.
- l) **Vulnerable Participants** – Includes Minors and vulnerable adults (people who, because of age, disability or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by Persons in Authority).

### **Purpose**

2. The purpose of this Code is to ensure a safe and positive environment within the programs, activities, and events of Tennis BC by making Participants aware that there is an expectation, at all times, of appropriate behaviour. Tennis BC prohibits discriminatory practices and is committed to providing an environment in which all individuals can safely participate in sport and are treated with respect and fairness.

### **Application of this Code**

3. This Code applies to any Participant's conduct during the business, activities, and events of Tennis BC including, but not limited to competitions, training sessions, evaluations, treatment or consultations (e.g., massage therapy), training camps, travel associated with organizational activities, the office environment, and any meetings.
4. This Code also applies to Participants' conduct outside of the business, activities, and events of Tennis BC when such conduct adversely affects Tennis BC's relationships (and the work and sport environment) or is detrimental to the image and reputation of Tennis BC. Such applicability will be determined by Tennis BC at its sole discretion.

5. This Code applies to 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 Participant was active in the sport.
6. In addition, breaches of this Code may occur when the Participants involved interacted due to their mutual involvement in the sport or, if the breach occurred outside of the sport environment, if the breach has a serious and detrimental impact on the Participant(s).
7. Any Participant who violates this Code may be subject to sanctions pursuant to the *Dispute and Discipline Policy*. In addition to facing possible sanctions pursuant to the *Dispute and Discipline Policy*, a Participant who violates this Code during a competition may be removed from the competition or training area.

### **Responsibilities – All Participants**

8. All Participants have a responsibility to:
  - a) Refrain from any behaviour that constitutes Discrimination, Abuse, Harassment, Workplace Harassment, or Workplace Violence.
  - b) Maintain and enhance the dignity and self-esteem of other Participants 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 other Participants;
    - 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.
  - c) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities.
  - d) Abstain from the non-medical use of medications or drugs or the use of Prohibited Substances or Prohibited Methods as listed on the version of the World Anti-Doping Agency's Prohibited List currently in force. More specifically, Tennis BC adopts and adheres to the Canadian Anti-Doping Program. Tennis BC will respect any sanction imposed on a Participant as a result of a breach of the Canadian Anti-Doping Program or any other applicable Anti-Doping Rules.
  - e) Refrain from coaching, training, instructing, administrating, managing, or being involved in the athletic development of any person who has been found to have committed an anti-doping rule violation and is serving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program or any other applicable Anti-Doping Rules.
  - f) Reasonably cooperate with the Canadian Centre for Ethics in Sport ("CCES") or another anti-doping organization that is investigating anti-doping rule violations.
  - g) Not harass, intimidate or otherwise conduct themselves offensively towards a doping control official or other individual involved in doping control.
  - h) Refrain from consuming tobacco products, cannabis (subject to any requirements for accommodation), or recreational drugs while participating in the programs, activities, competitions, or events of Tennis BC.
  - i) Not consume cannabis in the Workplace or in any situation associated with the events of Tennis BC (subject to any requirements for accommodation), not consume alcohol during training, competitions, or in situations where Minors are present, and (for adults' legal consumption) take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations.
  - j) When driving a vehicle:
    - i. Have a valid driver's license;
    - ii. Not be under the influence of alcohol, legal drugs such as cannabis, illegal drugs or substances;
    - iii. Have valid car insurance; and
    - iv. Refrain from holding a mobile device in a way that is prohibited by law.
  - k) Respect the property of others and not wilfully cause damage.
  - l) Promote sport in the most constructive and positive manner possible.



- m) Refrain from engaging in deliberate cheating which is intended to manipulate the outcome of a competition and not offer or receive any bribe which is intended to manipulate the outcome of a competition.
- n) Adhere to all applicable federal, provincial/territorial, municipal and host country laws.
- o) Comply, at all times, with the By-laws, policies, procedures, rules and regulations of Tennis BC, as applicable and as adopted and amended from time to time.
- p) Report to Tennis BC any criminal conviction of a Participant, including, but not limited to, those for violence, child pornography, or possession, use, or sale of any illegal or prohibited substance or method.
- q) Report to Tennis BC any existing bail conditions imposed upon a Participant, or any ongoing criminal or anti-doping investigations into a Participant.

#### **Responsibilities – Directors, Committee Members, and Staff**

9. In addition to section 8 (above), Directors, Committee Members, and staff of Tennis BC will have additional responsibilities to:
- a) Function primarily as a Director, committee member or staff member of Tennis BC (as applicable) and ensure to prioritize their loyalty to Tennis BC (and not to any other organization or group if in conflict with those interests of Tennis BC) while acting in this role.
  - b) Ensure that financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities.
  - c) Conduct themselves openly, professionally, lawfully and in good faith.
  - d) Be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism.
  - e) Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to applicable laws.
  - f) Maintain confidentiality of private organizational information.
  - g) 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.
  - h) Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings.
  - i) Have a reasonable knowledge and understanding of all governance documents.

#### **Responsibilities – Clubs**

10. Full Club and Associate Club Members hosting Tennis BC-sanctioned events must:
- a) Ensure that all Athletes participating in a Tennis BC-sanctioned event at the Club are registered and in good standing.
  - b) Ensure that all coaches participating at a Tennis BC-sanctioned event at the Club are in good standing with Tennis Canada's Tennis Professionals Association (including being SafeSport certified)
  - c) Appropriately screen prospective employees to help ensure Athletes have a healthy and safe sport environment.
  - d) Ensure that any possible or actual misconduct is investigated promptly and thoroughly.
  - e) Impose appropriate disciplinary or corrective measures when misconduct has been substantiated.
  - f) Advise Tennis BC immediately of any situation the club is aware of where a complainant has publicized a complaint in the media (including social media).
  - g) Provide Tennis BC with a copy of all decisions rendered pursuant to the organization's policies for complaints and appeals.

# Concussion Management Policy

## POLICY STATEMENT

This policy provides guidance to Tennis BC Management, staff and volunteers in the identification and management of concussions at Tennis BC run tournaments and events.

## BACKGROUND

Concussions are usually not life threatening, but they can cause serious symptoms that require medical treatment. The brain injury cannot be seen on X-rays or CT scans. Concussion can occur even if there has been no loss of consciousness; in fact most concussions occur without a loss of consciousness. A concussion can occur from a direct blow to the head but may also occur from a major physical trauma to other parts of the body (e.g., a sideways check to the body) that causes a whiplash effect on the head and neck. Symptoms of a concussion vary depending on the severity of the injury and the person.

## DEFINITIONS

A "concussion" is a mild traumatic brain injury (where the brain makes contact with the inside of the skull) that causes changes in how the brain cells function, leading to symptoms that can be physical (e.g., headache, dizziness), cognitive (e.g., memory problems, decreased concentration), or emotional (e.g., feeling depressed).

## RESPONSIBILITY

- For Tennis BC Management, staff/volunteers: to work with the club staff/club volunteers to follow health and safety/ facility procedures if available.
- For Tennis BC Management, staff/volunteers to stop play (cease match)/activity for the individual involved and initiate emergency response.
- Notify any on-site partners/spouses, parents, guardians, coaches that the incident has taken place, and summarize the incident in a report for parents, guardians, spouses/partners and the Tennis BC records
- Regularly review the terms of this policy to ensure that they adequately meet the organization's legal obligations and public policy objectives.

## APPLICATION OF THE POLICY

This policy is applicable to Tennis BC management, staff and volunteers directly involved in activities at Tennis BC run tournaments and other events but for greater certainty is not applicable solely because a tournament or other event is sanctioned by Tennis BC where no Tennis BC management or staff are physically present at the tournament or event in question.

### Concussion Identification - Common Signs and Symptoms:

An athlete may be reluctant to report symptoms of concussion because of a fear that they will be removed from the physical activity; it may jeopardize their status on a team or in a game or it will impact their standings. However, it is important to consider the permanent repercussions of a concussion. If concussions are not identified and properly managed they can result in permanent brain damage and even death.

### Potential Scenarios:

Although concussion in the sport of tennis is not prevalent, the following are some examples of scenarios that come to mind where concussions could occur: player hitting themselves with racquet on their follow through; player running into a net post, fence, chair, umpire chair or another object; and a player falling/tripping and hitting head on the court or into the fencing.

Doubles play would include the preceding scenarios; however, in addition the succeeding might also occur: partner serves and hits partner; partner swings and hits partner; partners collide during play or in a celebratory bump.

An athlete may experience many different signs and symptoms. A symptom is something the athlete will feel, whereas a sign is something that will be observed by a parent/guardian, coach, supervisor, etc. The symptoms may begin immediately, or they may not develop for hours, days, weeks, or even months following the injury. No concussion is the same and so the signs and symptoms may be a little different for everyone. A concussion should be suspected in the presence of any one or more of the following symptoms and signs and may include:

Signs Observed:

*Physical*

- nausea and vomiting
- slurred speech
- slowed reaction time
- poor coordination or balance
- blank stare/glassy-eyed
- decreased playing ability
- loss of consciousness

*Cognitive*

- difficulty concentrating
- easily distracted
- general confusion
- cannot remember things that happened before and after the injury
- does not know time, date, place, class, type of activity in which they were participating
- slow to answer questions or follow directions

*Emotional*

- strange or inappropriate emotions, (e.g., laughing, crying, getting mad easily)
- sleep
- drowsiness

Symptoms Reported:

*Physical*

- headache
- neck pain
- feeling off/not right
- ringing in the ears
- seeing double or blurry/loss of vision
- seeing stars, flashing lights
- pain at physical site of injury
- nausea/stomach ache/pain
- balance problems or dizziness
- fatigue or feeling tired
- sensitivity to light or noise

*Cognitive*

- having difficulty concentrating or remembering ü feeling slowed down, fatigued or low energy
- feeling dazed or in a fog

*Emotional*

- irritable, sad, more emotional than usual ü nervous, anxious, depressed
- sleepy

During the recovery period after a concussion, one may experience the following symptoms:

- irritability
- sensitivity to light or noise
- difficulty concentrating
- mild headaches

## **PROCEDURE DEVELOPMENT**

### **Management Procedures for a Suspected Concussion Initial Response**

#### *Unconscious Athlete/Participant:*

For an athlete who is unconscious or there is/was a loss of consciousness, a concussion should be assumed and medical attention must be sought:

- Initiate Emergency Action Plan and call 911
- Do not try and immobilize the athlete assume there is a possible neck injury and wait for ambulance/emergency responders
- If the athlete regains consciousness, encourage them to remain calm and to lie still; do not administer medication
- Even if the athlete regains consciousness, they must be taken to the hospital for examination.

#### *Conscious Athlete/Participant:*

If there is no loss of consciousness, but a concussion is suspected due to a direct blow to the head or a major physical trauma to other parts of the body causing whiplash effect on the head and neck:

- Remove the athlete/participant from the current activity or game immediately.
  - Conduct an initial assessment of the athlete (i.e., check signs and symptoms).
  - Do not leave the athlete/participant alone and continue to monitor signs and symptoms.
  - Do not administer medication.
  - Do not allow the athlete/participant to return to play in the activity, game or practice that day even if the athlete/participant states that they are feeling better. (If in doubt, sit them out)
  - The athlete/participant must not leave the premises without parent/guardian (or emergency contact) supervision.
1. All athletes/participants with a suspected concussion (brain injury), even if there was no loss of consciousness, need to be evaluated by a physician as soon as possible.
  2. Parents/guardians/partners/spouses must be informed of the:
    - i. injury
    - ii. importance of monitoring during the initial hours following a suspected concussion
    - iii. importance of the head injury being evaluated by a physician as soon as reasonable and possible
  3. Provide parents/guardians/coach with an accident report form.
  4. Follow whatever safety procedures are in the place at the particular facility.

When can an athlete return to the sport?

If NO CONCUSSION is determined by a physician:

1. The physician must indicate in a note to the athlete who in turn submits it to Tennis BC that the athlete has "No concussion - athlete may return to:" and signs and dates the note.
2. The note must be returned to Tennis BC who will inform all relevant personnel (parents, coach of athlete, club, etc.) that the athlete can participate with no restrictions.

Note: Tennis BC shall keep an electronic record of this note in its e-files.

If CONCUSSION is determined by a physician:

1. a) The physician must indicate in a note to the athlete who in turns submits to Tennis BC that the athlete has "Concussion - no physical activity until symptoms and signs have gone" and signs and dates the note.
2. The athlete/parent/guardian must return this note to the athlete who in turn submits it to Tennis BC.
3. A secondary note from the physician stating that the "athlete may return to:" and signs and dates the note.
4. The secondary note must be submitted to Tennis BC.

Note: Tennis BC shall keep an electronic record of these notes in its e-files.

# Athlete Protection Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Athlete** – An individual who is an Athlete Participant in Tennis BC who is subject to the policies of Tennis BC and to the *Code of Conduct and Ethics*.
  - b) **Minor** – Any Participant who is under the age of 19 years old at the time where the alleged maltreatment allegedly occurred. (Adults are responsible for knowing the age of a Minor).
  - c) **Participant** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, judges, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
  - d) **Person in Authority** – Any Participant who holds a position of authority within Tennis BC including, but not limited to, coaches, instructors, officials, judges, managers, support personnel, chaperones, committee members, and Directors and Officers.
  - e) **Vulnerable Participants** – Includes Minors and vulnerable adults (people who, because of age, disability or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by Persons in Authority).

## Purpose

2. This *Athlete Protection Policy* describes how Persons in Authority shall maintain a safe sport environment for all Athletes.

## Interactions between Persons in Authority and Athletes – the ‘Rule of Two’

3. Tennis BC requires that the ‘Rule of Two’ be followed for all Persons in Authority who interact with Athletes, to the maximum extent feasible. The ‘Rule of Two’ is a directive that says that an Athlete must never be alone one-on-one with an unrelated Person in Authority.
4. Tennis BC recognizes that fully implementing the ‘Rule of Two’ may not always be possible in some instances. Consequently, at a minimum, interactions between Persons in Authority and Athletes must respect the following:
  - a) To the maximum extent possible, the training environment should be visible and accessible so that all interactions between Persons in Authority and Athletes are observable.
  - b) Private and one-on-one situations that are not observable by another adult or Athlete should be avoided to the maximum extent possible.
  - c) A Vulnerable Participant may not be alone under the supervision of a Person in Authority unless prior written permission is obtained from the Vulnerable Participant’s parent or guardian.
  - d) Persons in Authority may not invite or host Vulnerable Participants in their home without the written permission from parents or guardians or without parents or guardians having contemporaneous knowledge of the visit.

## Competitions and Training Sessions

5. For competitions and training sessions, Tennis BC recommends:
  - a) A Person in Authority should never be alone with a Vulnerable Participant prior to or following a competition or training session unless the Person in Authority is the Vulnerable Participant’s parent or guardian.
  - b) If the Vulnerable Participant is the first Athlete to arrive, the Athlete’s parent should remain until another Athlete or Person in Authority arrives.
  - c) If a Vulnerable Participant would potentially be alone with a Person in Authority following a competition or training session, the Person in Authority should ask another Person in Authority (or a parent or guardian of

another Athlete) to stay until all of the Athletes have been picked up. If an adult is unavailable, another Athlete, who is preferably not a Vulnerable Participant, should be present in order to avoid the Person in Authority being alone with a Vulnerable Participant.

- d) Persons in Authority giving instructions, demonstrating skills, or facilitating drills or lessons to an individual Athlete should always do so within earshot and eyesight of another Person in Authority.
- e) Persons in Authority and Athletes should take steps to achieve transparency and accountability in their interactions. For example, a Person in Authority and an Athlete who know they will be away from other Participants for a lengthy period of time must inform another Person in Authority where they are going and when they are expected to return. Persons in Authority should always be reachable by phone or text message.

### **Communications**

6. For communication between Persons in Authority and Athletes, Tennis BC recommends:

- a) Persons in Authority may only send texts, direct messages on social media or emails to individual Athletes when necessary and only for communicating information related to team issues and activities (e.g., non-personal information). Any such texts, messages or emails shall be professional in tone.
- b) Electronic communication between Persons in Authority and Athletes that is personal in nature should be avoided. If such personal communication is unavoidable, it must be recorded and available for review by another Person in Authority and/or by the Athlete's parent/guardian (when the Athlete is a Vulnerable Participant).
- c) Parents/guardians may request that their child not be contacted by a Person in Authority using any form of electronic communication and/or may request that certain information about their child not be distributed in any form of electronic communication.
- d) All communication between a Person in Authority and Athletes must be between the hours of 6:00am and midnight unless extenuating circumstances justify otherwise.
- e) Communication concerning drugs or alcohol use (unless regarding its prohibition) is not permitted.
- f) No sexually explicit language or imagery or sexually oriented conversation may be communicated in any medium.
- g) Persons in Authority are not permitted to ask Athletes to keep a personal secret for them.

### **Travel**

7. For travel involving Persons in Authority and Athletes, Tennis BC recommends:

- a) Teams or groups of Athlete shall always have at least two Persons in Authority with them.
- b) For mixed gender teams or groups of Athletes, there should be one Person in Authority from each gender.
- c) If two Persons in Authority cannot be present, reasonable efforts should be made to supplement supervision with screened parents or other volunteers.
- d) To the maximum extent possible, no Person in Authority may drive a vehicle alone with an Athlete unless the Person in Authority is the Athlete's parent or guardian.
- e) A Person in Authority may not share a hotel room or be alone with an Athlete unless the Person in Authority is the Athlete's parent/guardian or spouse.
- f) Room or bed checks during overnight stays must be done by two Persons in Authority.
- g) For overnight travel when Athletes must share a hotel room, roommates must be age-appropriate and of the same gender identity.

### **Locker Rooms / Changing Areas**

8. For locker rooms, changing areas and other closed meeting spaces, Tennis BC recommends:

- a) Interactions between Persons in Authority and Athletes should not occur in any area where there is a reasonable expectation of privacy such as a locker room, washroom or changing area. A second adult should be present for any necessary interaction between an adult and an Athlete in any such area.
- b) If Persons in Authority are not present in the locker room or changing area, or if they are not permitted to be present, they should still be available outside the locker room or changing area and be able to enter the

room or area if required, for reasons including but not limited to team communications and/or emergencies.

### **Photography / Video**

9. For all photography and video of an Athlete, Tennis BC recommends:
- a) Photographs and video should only be taken in public view. Content must observe generally accepted standards of decency, and be both appropriate for and in the best interest of the Athlete.
  - b) The use of recording devices in areas where there is a reasonable expectation of privacy is strictly prohibited.
  - c) Examples of photos that shall be edited or deleted include:
    - i. Images with misplaced apparel or where undergarments are showing
    - ii. Suggestive or provocative poses
    - iii. Embarrassing images
  - d) If any content featuring an Athlete will be used on any form of public media, a Photo and Video Consent Form (**Appendix A**) must be completed before the content is recorded.

### **Physical Contact**

10. Some physical contact between Persons in Authority and Athletes may be necessary for various reasons including, but not limited to, teaching a skill or tending to an injury. For physical contact, Tennis BC recommends:
- a) A Person in Authority must always request permission to make physical contact from the Athlete in advance and clearly explain where and why the physical contact will occur. The Person in Authority must make clear that they are requesting to touch the Athlete and not requiring physical contact.
  - b) Infrequent, incidental physical contact during a training session is not considered a violation of policy.
  - c) Non-essential physical contact may not be initiated by the Person of Authority. It is recognized that some Athletes may initiate non-essential physical contact such as hugging or other physical contact with a Person in Authority for various reasons (e.g., such as celebrating or crying after a poor performance). This physical contact should always occur in an open and observable environment.

### **Enforcement**

11. Any alleged violations of this *Athlete Protection Policy* shall be addressed pursuant to the *Dispute and Discipline Policy*.



**Appendix A – Photo and Video Consent Form (Players 18 Years and Under)**

<b>Name of Parent giving consent:</b>	
<b>Parent Email address and telephone:</b>	
<b>Name of Child:</b>	
<b>Age of Child:</b>	

I hereby give my consent for (insert the name of person recording) ----- \_\_\_\_\_  
to record video footage (the “Content”) of my child’s match for the purposes of performance analysis and as an aid to coaching.

I understand that the Content is recorded subject to the following conditions:

- The Opponent and their Parent / Guardian / Coach must be notified of the intention to record before the match commences.
- The Parent / Guardian / Coach of the Opponent must consent to the recording by signing this form;
- **The Parent / Guardian / Coach of the Opponent will be entitled to a copy of the full recording;**
- The Supervisor/Referee will authorise the recording by completing this form.
- **The full content of the match recording will be made available to the Opponent, their Parent / Guardian or Coach as soon as practicable after the match.**

<b>Parent Signature:</b>	
<b>Date:</b>	

**Declaration of Person recording**

I hereby give notice of my intention to record video footage of \_\_\_\_\_ during their match against \_\_\_\_\_ solely for the purposes of performance analysis, and as an aid to coaching.

I understand that the Content I record is subject to the following conditions:

- I must notify the Tournament Supervisor/Referee, the opponent and their Parent / Guardian / Coach of my intention to record before the match commences;
- The Parent / Guardian / Coach of the opponent must sign this form to consent to the recording of the match;
- The Parent / Guardian / Coach of the opponent must be notified of their entitlement to a copy of the full recording;
- The opponent, their Parent / Guardian / Coach may withdraw consent to the recording at any time during the match by notifying the Tournament Supervisor/Referee;
- This form must be handed to the Tournament Supervisor/Referee before the match commences;
- Recording cannot commence until the Tournament Supervisor/Referee authorises the recording in writing via this form;
- **I will make a copy of the full recording available to the Opponent, their Parent/Guardian or Coach as soon as practicable after the match.**
- The recording will only be used for the purposes of performance analysis and will not be shared or posted in whole or part, including online, other than in accordance with the terms of this guidance.

<b>Coach Signature:</b>	
<b>Date:</b>	

**Opponent’s Parent / Guardian / Coach**

I hereby give my consent for ----- to record video footage (the "Content") of my child's match for the purposes of performance analysis, and as an aid to coaching.

I understand that the Content is recorded subject to the following conditions:

- Notification of the intention to record must be made to the Tournament Supervisor/Referee using this form;
- We, as the Opponent, Parent/Guardian or Coach may withdraw consent to the recording at any time during the match by notifying the Tournament Supervisor/Referee;
- Recording cannot commence until the Tournament Supervisor/Referee authorises the recording in writing via this form;
- The full content of the match recording must be made available to my child and I as soon as practicable after the match;

<b>Name of Opponent:</b>	
<b>Age of Opponent:</b>	
<b>Parent /Guardian / Coach Signature:</b>	
<b>Date:</b>	

**Tournament Supervisor/Referee**

I certify that the conditions of the above declarations were carried out in full. The match was recorded by \_\_\_\_\_ and I have made them aware of their obligation to provide a copy of the match recording to \_\_\_\_\_ (Opponent, Parent/Guardian, Coach).

<b>Tournament Supervisor/ Referee name:</b>  <b>Signature:</b>  <b>Date:</b>	
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# Dispute and Discipline Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Appeal Chair** – A single individual appointed by the Board to hear appeals of decisions made by the Discipline Chair.
  - b) **Appeal Panel** – A group of three (3) individuals appointed by the Case Manager to hear appeals of decisions made by the Discipline Panel.
  - c) **Case Manager** – An individual appointed by the Discipline Chair to administer major complaints and disputes under this *Dispute and Discipline Policy*. The Case Manager does not need to be a member of, or affiliated with, Tennis BC.
  - d) **Complainant** – The party making a complaint.
  - e) **Days** – Days including weekends and holidays.
  - f) **Discipline Chair** – A single individual appointed by the Board to be the first point-of-contact for all dispute and complaint matters reported to Tennis BC.
  - g) **Discipline Panel** – An individual or group of individuals appointed by the Case Manager to decide major complaints or disputes.
  - h) **Participant** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, judges, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
  - i) **Respondent** – The party responding to the complaint.

## Purpose

2. Participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with Tennis BC's policies, By-laws, rules and regulations, and the *Code of Conduct and Ethics*. Non-compliance with the Code may result in sanctions pursuant to this Policy.

## Discipline Chair

3. The Discipline Chair will be a Director of the Board, or an individual appointed by the Board to handle the duties of the Discipline Chair. Tennis BC may appoint a standing Discipline Chair or may appoint a Discipline Chair on an as-needed basis. The Discipline Chair appointed to handle a complaint or dispute must be unbiased and not in a conflict of interest situation.

## Application of this Policy

4. This Policy applies to all Participants.
5. This Policy applies to matters that may arise during Tennis BC's business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with Tennis BC's activities, and any meetings.
6. This Policy also applies to Participants' conduct outside of Tennis BC's business, activities, and events when such conduct adversely affects relationships within Tennis BC (and its work and sport environment), is detrimental to the image and reputation of Tennis BC, or upon the acceptance of Tennis BC. Applicability will be determined by the Discipline Chair at their sole discretion.
7. This Policy does not prevent immediate discipline or sanction from being applied as reasonably required. Further discipline may be applied according to this Policy. Any infractions or complaints occurring within competition will be

dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only.

8. This Policy does not apply to employees or Directors when the *Respectful Workplace Policy* applies instead. Additionally, an employee of Tennis BC who is a Respondent will be subject to appropriate disciplinary action per Tennis BC's human resources procedures, as well as the employee's Employment Agreement, if applicable. Violations may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including termination of employment.

### **Adult Representative**

9. Complaints may be brought for or against a Participant who is a minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
10. Communication from the Discipline Chair or Case Manager, as applicable, must be directed to the minor's representative.
11. A minor is not required to attend an oral hearing, if held.

### **Reporting a Complaint or Dispute**

12. Any individual may report a complaint or dispute to the Discipline Chair in writing.
13. Reports should contain the following:
  - a) Identity of the Complainant and their contact information
  - b) Identity of the Respondent(s) and their contact information (if known)
  - c) Date(s) the incident(s) occurred
  - d) Description of the incident(s)
  - e) Identification of the section(s) of the *Code of Conduct and Ethics* and/or any other Tennis BC policy that the Respondent(s) allegedly violated (if applicable)
  - f) Other evidence including, but not limited to, witness statements, emails, pictures, videos, etc.
  - g) Suggested sanction or resolution
14. At Tennis BC's discretion, Tennis BC may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, Tennis BC will identify an individual to represent Tennis BC.

### **Discipline Chair Responsibilities**

15. Upon receipt of a complaint, the Discipline Chair has the following responsibilities (and none of the Discipline Chair's decisions or determinations in this section may be appealed):
  - a) Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
    - i. This is a low standard. A frivolous or vexatious complaint is a complaint that is submitted with no substance or one that has been previously submitted in another form by the same Complainant. A complaint that is outside of the jurisdiction of the Policy is one that would be better handled by another organization (e.g., a club or national sport organization) or one that did not allege a violation of the *Code of Conduct and Ethics* and/or other Tennis BC policy.
    - ii. If the Discipline Chair determines the complaint is frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately.
  - b) Consider attempting to resolve the complaint through the use of alternative dispute resolution such as negotiation
    - i. The Discipline Chair should ascertain from the Complainant whether they believe they can work together with the Respondent(s) to find a mutually-agreeable resolution to the dispute. If so, the Discipline Chair (or designate) should act as a go-between to facilitate offers and counter-offers between the Parties.
    - ii. If a resolution is reached, the Discipline Chair (or designate) must draft a short agreement describing the nature of the dispute, the agreed-upon resolution, and the Complainant's promise to withdraw their

complaint since the dispute has been resolved. All parties should sign the agreement. Negotiated agreements are not appealable and are not published.

- iii. If a resolution is not reached, the Discipline Chair should resume their responsibilities per this Policy and discount the offers and counter-offers that had been previously proposed by the Parties during their negotiation.
- c) Choose which process should be followed, and use the following examples as a general guideline:
- a) **Minor Incident Process** - the Complaint alleges the following incidents:
    - a) Disrespectful conduct
    - b) Minor incidents of violence
    - c) Conduct contrary to the values of Tennis BC
    - d) Non-compliance with Tennis BC's policies, procedures, rules, or regulations
    - e) minor violations of Tennis BC's *Code of Conduct and Ethics*
  - b) **Major Incident Process** - the Complaint alleges the following incidents:
    - a) Repeated minor incidents
    - b) Disrespectful, abusive, racist, or sexist comments or behaviour
    - c) Any incident of hazing
    - d) Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
    - e) Major incidents of violence
    - f) Pranks, jokes, or other activities that endanger the safety of others
    - g) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
    - h) Conduct that intentionally damages Tennis BC's image, credibility, or reputation
    - i) Consistent disregard for Tennis BC's Bylaws, policies, rules, and regulations
    - j) Major or repeated violations of Tennis BC's *Code of Conduct and Ethics*
    - k) Intentionally damaging Tennis BC's property or improperly handling Tennis BC's monies
    - l) Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
    - m) A conviction for any *Criminal Code* offense
    - n) Any possession or use of banned performance enhancing drugs or methods

**Minor Incident Process:                      Handled by Discipline Chair**

Sanctions

16. Following the determination that the complaint or incident should be handled under the **Minor Incident Process**, the Discipline Chair must send the complaint documents to the Respondent and request a written response submission by a specified deadline. The Discipline Chair will review the submissions related to the complaint or dispute and determine one or more of the following sanctions:
- a) Verbal or written reprimand
  - b) Verbal or written apology
  - c) Service or other contribution to Tennis BC
  - d) Restriction from attending certain Tennis BC events
  - e) Removal of certain privileges for a short period of time
  - f) Suspension from certain teams, events, and/or activities (up to a maximum of one week and/or two competitions)
  - g) Any other minor sanction considered appropriate for the offense
17. The Discipline Chair will inform the Parties of the sanction in writing, which will take effect immediately.
18. Failure by the Respondent to comply with the sanction, by a deadline set by the Discipline Chair, will result in the Respondent's indefinite suspension until the Respondent has complied with the sanction.

19. Records of all decisions and sanctions will be maintained by Tennis BC.

#### Appeals

20. Within two (2) days of the Discipline Chair's decision, the sanction(s) issued under the **Minor Incident Process** may be appealed by either Party to Tennis BC's President (provided they are not in a conflict of interest and have not been involved in the dispute) or to an individual designated by Tennis BC's Board (provided this person is not in a conflict of interest and has not been involved in the dispute). This individual will be the Appeal Chair.

21. An appeal submitted by either Party must contain the following:

- a) Description of the complaint/dispute and sanction; and
- b) Explanation of an appealable ground; i.e., why the decision was either:
  - i. tainted by bias or conflict of interest;
  - ii. grossly unreasonable; and/or
  - iii. made without following the procedures described in this Policy.

22. The Appeal Chair must provide the appeal documents to the other Party. Within seven (7) calendar days, the other Party may submit a written response to the appeal.

23. Within seven (7) calendar days of receiving all the appeal documents, the Appeal Chair must make one of the following decisions (none of which may be appealed):

- a) Reject the appeal for being submitted past the deadline for appeals or for not identifying an appealable ground;
- b) Accept the appeal and substitute their own decision and/or sanction;
- c) Accept the appeal and refer the matter back to the Discipline Chair for a new decision and/or sanction (while instructing the Discipline Chair to fix any errors related to bias or conflict, reasonableness, or procedure); or
- d) Reject the appeal.

24. The decision of the Appeal Chair is final.

25. Records of all appeal decisions will be maintained by Tennis BC.

#### **Major Incident Process:           Handled by Case Manager**

#### Case Manager

26. Following the determination that the complaint or incident should be handled under the **Major Incident Process**, Tennis BC will appoint a Case Manager to oversee management and administration of the complaint or incident. The Case Manager should not be in a conflict of interest and should have expertise in dispute resolution matters. Such appointment is not appealable.

27. The Case Manager has a responsibility to:

- a) Apply the *Investigation Procedure (Appendix A)*, if necessary
- b) Appoint the Discipline Panel
- c) Coordinate all administrative aspects and set timelines
- d) Provide administrative assistance and logistical support to the Discipline Panel as required
- e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

#### Procedures

28. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.

29. The Case Manager will appoint a Discipline Panel, which shall consist of a single Arbitrator, to hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Discipline Panel of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Discipline Panel's members to serve as the Chair.
30. The Case Manager, in cooperation with the Discipline Panel, will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Discipline Panel deem appropriate in the circumstances, provided that:
- a) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication medium
  - b) Copies of any written documents which the parties wish to have the Discipline Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing
  - c) The Parties may engage a representative, advisor, or legal counsel at their own expense
  - d) The Discipline Panel may request that any other individual participate and give evidence at the hearing
  - e) The Discipline Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate
  - f) The decision will be by a majority vote of the Discipline Panel
31. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Panel will determine the appropriate sanction. The Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.
32. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
33. In fulfilling its duties, the Discipline Panel may obtain independent advice.

#### Decision

34. After hearing and/or reviewing the matter, the Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and Tennis BC. In extraordinary circumstances, the Discipline Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen (14) day period. The publication of the decision will be guided by the *Confidentiality Policy*.

#### Sanctions

35. The Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:
- a) Verbal or written reprimand
  - b) Verbal or written apology
  - c) Service or other contribution to Tennis BC
  - d) Removal of certain privileges
  - e) Restriction from attending certain Tennis BC events
  - f) Suspension from certain teams, events, and/or activities
  - g) Suspension from all Tennis BC's activities for a designated period
  - h) Payment of the cost of repairs for property damage
  - i) Suspension of funding from Tennis BC or from other sources
  - j) Expulsion from Tennis BC
  - k) Any other sanction considered appropriate for the offense

36. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the Discipline Panel will result in an automatic suspension until such time as compliance occurs.
37. Records of all decisions and sanctions will be maintained by Tennis BC.

### Appeals

38. Within seven (7) calendar days of the Discipline Panel's decision, the sanction(s) issued under the **Major Incident Process** may be appealed by either Party to the Case Manager. The Case Manager will appoint three individuals (at least one of whom is connected to Tennis BC but who is not in a conflict of interest and who has not been involved in the dispute). This group of individuals will be the Appeal Panel.
39. An appeal submitted by either Party must contain the following:
- a) Description of the complaint/dispute and sanction; and
  - b) Explanation of an appealable ground; i.e., why the decision was either:
    - i. tainted by bias or conflict of interest;
    - ii. grossly unreasonable; and/or
    - iii. made without following the procedures described in this Policy.
40. The Case Manager must first provide the appeal documents to the other Party. Within three (3) days, the other Party may submit a written response to the appeal. The Case Manager must facilitate the exchange of documents between and among the Parties and the Appeal Panel.
41. Within seven (7) calendar days of receiving all the appeal documents, the Appeal Panel must make one of the following decisions (none of which may be appealed):
- e) Reject the appeal for being submitted past the deadline for appeals or for not identifying an appealable ground;
  - f) Accept the appeal and substitute their own decision and/or sanction;
  - g) Accept the appeal and refer the matter back to the Discipline Panel for a new decision and/or sanction (while considering any instructions from the Appeal Panel related to bias or conflict, reasonableness, or procedure); or
  - h) Reject the appeal.
42. The decision of the Appeal Panel is final.
43. Records of all appeal decisions will be maintained by Tennis BC.

### **Suspension Pending a Hearing**

44. Tennis BC may determine that an alleged incident is of such seriousness as to warrant suspension of a Participant pending completion of a criminal process, the hearing, or a decision of the Discipline Chair or Discipline Panel.

### **Criminal Convictions**

45. A Participant's conviction for a *Criminal Code* offense, as determined by Tennis BC, will be deemed an infraction under this Policy and will result in a presumptive sanction of expulsion from Tennis BC.

### **Confidentiality of Process**

46. The discipline and complaints process is confidential and involves only the Parties, the Discipline Chair or Discipline Panel (as applicable), the Case Manager (if applicable), the Appeal Chair or Appeal Panel (if applicable), and any independent advisors to the Discipline Panel (if applicable). None of the Parties will disclose confidential information relating to the discipline and complaints or appeal processes to any person not involved in the proceedings.



**Timelines**

47. 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 Discipline Chair or Case Manager (as applicable) may direct that these timelines be revised.

**Records and Distribution of Decisions**

48. Unless otherwise directed by the Discipline Chair or Discipline Panel, as applicable, the decision of the Discipline Chair or Discipline Panel, as applicable, is confidential and distribution and publication of the decision will be guided by the procedures in the *Confidentiality Policy*.

49. As may be required by law, by Sport Canada, Tennis Canada, or by another organization, other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Policy.

## **Appendix A – Investigation Procedure**

### **Determination**

1. When a complaint is submitted pursuant to the *Dispute and Discipline Policy* and handled under the **Major Incident Process**, the Case Manager (in consultation with Tennis BC) will determine if the incident should be investigated.

### **Investigation**

2. The Case Manager will appoint an Investigator. The Investigator must be an independent third-party skilled in investigating. The Investigator must not be in a conflict of interest situation and should have no connection to either party.
3. Federal and/or Provincial legislation related to workplace harassment may apply to the investigation if Harassment was directed toward a worker in a workplace. The Investigator should review workplace safety legislation, the organization's policies for human resources, and/or consult independent experts to determine whether legislation applies to the complaint.
4. The investigation may take any form as decided by the Investigator, guided by any applicable Federal and/or Provincial legislation. The investigation may include:
  - a) Interviews with the Complainant
  - b) Witness interviews
  - c) Statement of facts (Complainant's perspective) prepared by Investigator, acknowledged by the Complainant and provided to the Respondent
  - d) Interviews with the Respondent
  - e) Statement of facts (Respondent's perspective) prepared by Investigator, acknowledged by the Respondent and provided to the Complainant

### **Investigator's Report**

5. Upon completion of their investigation, the Investigator shall prepare a report that should include a summary of evidence from the parties (including both statements of facts, if applicable) and recommendations from the Investigator of whether, on a balance of probabilities, a breach of the *Code of Conduct and Ethics* occurred.
6. The Investigator must be aware that sport-specific differences exist with respect to such aspects as acceptable levels of touch, physical contact, and aggression during training or competition and will consider such differences during the investigative process.
7. The Investigator's Report will be provided to the Case Manager who will disclose it, at their discretion, to Tennis BC.
8. Should the Investigator find that there are possible instances of offence under the *Criminal Code*, particularly related to Criminal Harassment (or Stalking), Uttering Threats, Assault, Sexual Interference, or Sexual Exploitation, the Investigator shall advise the Complainant and Tennis BC to refer the matter to police.
9. The Investigator must also inform Tennis BC of any findings of criminal activity. Tennis BC may decide whether to report such findings to police but is required to inform police if there are findings related to the trafficking of prohibited substances or methods (as indicated in the version of the World Anti-Doping Agency's Prohibited List currently in force), any sexual crime involving minors, fraud against Tennis BC, or other offences where the lack of reporting would bring Tennis BC into disrepute.

### **Reprisal and Retaliation**

10. A Participant who submits a complaint to Tennis BC or who gives evidence in an investigation may not be subject to reprisal or retaliation from any individual or group. Any such conduct may constitute Maltreatment and will be subject to disciplinary proceedings pursuant to the *Dispute and Discipline Policy*.

**False Allegations**

11. A Participant who submits allegations that the Investigator determines to be malicious, false, or for the purpose of retribution, retaliation or vengeance (or that otherwise fall within the definition of Maltreatment) may be subject to a complaint under the terms of the *Dispute and Discipline Policy* and may be required to pay for the costs of any investigation that comes to this conclusion. Tennis BC or the Participant against whom the allegations were submitted, may act as the Complainant.

**Confidentiality**

12. The Investigator will make reasonable efforts to preserve the anonymity of the complainant, respondent, and any other party. However, Tennis BC recognizes that maintaining full anonymity during an investigation may not be feasible.

# Appeal Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Affected Party** – Any individual or entity, as determined by the Appeal Manager, who may be affected by a decision rendered under the *Appeal Policy* and who may have recourse to an appeal in their own right.
  - b) **Appeal Manager** – An individual, who may be any staff member, Committee Member, volunteer, Director, or an independent third party, who is appointed to oversee the *Appeal Policy*. The Appeal Manager will have responsibilities that include using decision making authority empowered by the *Appeal Policy*.
  - c) **Appellant** – The Party appealing a decision.
  - d) **Board** – The Board of Directors of Tennis BC.
  - e) **Days** – Days including weekends and holidays.
  - f) **Director** – An individual appointed or elected to the Board of Directors of Tennis BC.
  - g) **Participant** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, athletes, coaches, instructors, officials, volunteers, managers, administrators, parents or guardians, spectators, committee members, and Directors and Officers.
  - h) **Parties** – The Appellant, Respondent, and any Affected Party.
  - i) **Respondent** – The body whose decision is being appealed.

## Purpose

2. This *Appeal Policy* provides Participants with a fair and expedient appeal process.

## Scope and Application of this Policy

3. This Policy applies to all Participants.
4. Any Participant who is directly affected by a decision made by Tennis BC shall have the right to appeal that decision provided that there are sufficient grounds for the appeal under the **Grounds for Appeal** section of this Policy.
5. This Policy **will apply** to decisions relating to:
  - a) Eligibility
  - b) Selection
  - c) Conflict of Interest
  - d) Membership
6. This Policy **will not apply** to decisions relating to:
  - a) Discipline (appeals of discipline decisions are handled pursuant to the *Dispute and Discipline Policy*)
  - b) Employment
  - c) Infractions for doping offenses
  - d) The rules of the sport
  - e) Selection criteria, quotas, policies, and procedures established by entities other than Tennis BC
  - f) Substance, content and establishment of team selection or carding criteria
  - g) Volunteer/coach appointments and the withdrawal or termination of those appointments
  - h) Budgeting and budget implementation
  - i) The organization's operational structure and committee appointments
  - j) Decisions or discipline arising within the business, activities, or events organized by entities other than Tennis BC (appeals of these decisions shall be dealt with pursuant to the policies of those other entities unless requested and accepted by the organization at its sole discretion)
  - k) Commercial matters for which another appeals process exists under a contract or applicable law

- l) Decisions made under this Policy

### **Timing of Appeal**

7. Participants who wish to appeal a decision have seven (7) days from the date on which they received notice of the decision to submit the following:
  - a) Notice of the intention to appeal
  - b) Their contact information
  - c) Name and contact information of the Respondent and any Affected Parties, when known to the Appellant
  - d) Date the Appellant was advised of the decision being appealed
  - e) A copy of the decision being appealed, or description of decision if written document is not available
  - f) Grounds for the appeal
  - g) Detailed reasons for the appeal
  - h) All evidence that supports these grounds
  - i) Requested remedy or remedies
  
8. A Participant who wishes to initiate an appeal beyond the seven (7) day period must provide a written request stating the reasons for an exemption. The decision to allow, or not allow, an appeal outside of the seven (7) day period will be at the sole discretion of the Appeal Manager and may not be appealed.

### **Submitting an Appeal**

9. Appeals of decisions made by Tennis BC can be submitted to Tennis BC to be heard pursuant to this Policy.
  
10. Tennis BC shall appoint an Appeal Manager and shall follow the process outlined in this *Appeal Policy*.

### **Grounds for Appeal**

11. A decision cannot be appealed on its merits alone. An appeal may only be heard if there are sufficient grounds for appeal. Sufficient grounds include:
  - a) The Respondent made a decision that it did not have the authority or jurisdiction (as set out in the Respondent's governing documents) to make
  - b) The Respondent failed to follow its own procedures (as set out in the Respondent's governing documents)
  - c) The Respondent made a decision that was influenced by bias (where bias is defined as a lack of neutrality to such an extent that the decision-maker appears not to have considered other views)
  - d) The Respondent made a decision that was patently unreasonable

### **Screening of Appeal**

12. At the discretion of the Appeal Manager, and with the guidance of the Appeal Manager, the parties may first attempt to resolve the appeal through alternative dispute resolution techniques, such as mediation and negotiation.
  
13. Appeals resolved via alternative dispute resolution techniques will result in the administration fee being refunded to the Appellant.
  
14. Should the appeal not be resolved by using alternative dispute resolution techniques, the Appeal Manager will have the following responsibilities:
  - a) To determine if the appeal falls under the scope of this Policy
  - b) To determine if the appeal was submitted in a timely manner
  - c) To decide whether there are sufficient grounds for the appeal
  
15. If the Appeal Manager denies the appeal on the basis of insufficient grounds, because it was not submitted in a timely manner, or because it did not fall under the scope of this Policy, the Appellant will be notified, in writing, of the reasons for this decision. This decision may not be appealed.

16. If the Appeal Manager is satisfied there are sufficient grounds for an appeal, the Appeal Manager will appoint an Appeal Panel which shall consist of a single Arbitrator, to hear the appeal. In extraordinary circumstances, and at the discretion of the Appeal Manager, an Appeal Panel composed of three persons may be appointed to hear the appeal. In this event, the Appeal Manager will appoint one of the Panel's members to serve as the Chair.

#### **Determination of Affected Parties**

16. In order to confirm the identification of any Affected Parties, the Appeal Manager will ask Tennis BC. The Appeal Manager may determine whether a party is an Affected Party in their sole discretion.

#### **Procedure for Appeal Hearing**

17. The Appeal Manager shall notify the Parties that the appeal will be heard. The Appeal Manager shall then decide the format under which the appeal will be heard. This decision is at the sole discretion of the Appeal Manager and may not be appealed.
18. If a party chooses not to participate in the hearing, the hearing will proceed in any event.
19. The format of the hearing may involve an oral in-person hearing, an oral hearing by telephone or other electronic means, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Appeal Manager and the Panel deem appropriate in the circumstances. The following guidelines will apply to the hearing:
  - a) The hearing will be held within a timeline determined by the Appeal Manager
  - b) The Parties will be given reasonable notice of the day, time and place of an oral in-person hearing or oral hearing by telephone or electronic communications.
  - c) Copies of any written documents which any of the Parties wishes to have the Panel consider will be provided to all Parties in advance of the hearing
  - d) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense
  - e) The Panel may request that any other individual participate and give evidence at an oral in-person hearing or oral hearing by telephone or electronic communications.
  - f) The Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the appeal, but may exclude such evidence that is unduly repetitious and shall place such weight on the evidence as it deems appropriate
  - g) If a decision in the appeal may affect another party to the extent that the other party would have recourse to an appeal in their own right under this Policy, that party will become an Affected Party to the appeal in question and will be bound by its outcome
  - h) The decision to uphold or reject the appeal will be by a majority vote of Panel members
20. In fulfilling its duties, the Panel may obtain independent advice.

#### **Appeal Decision**

21. The Appellant must demonstrate, on a balance of probabilities, that the Respondent has made a procedural error as described in the **Grounds for Appeal** section of this Policy and that this error had, or may reasonably have had, a material effect on the decision or decision-maker.
22. The Panel shall issue its decision, in writing and with reasons, within seven (7) days after the hearing's conclusion. In making its decision, the Panel will have no greater authority than that of the original decision-maker. The Panel may decide to:
  - a) Reject the appeal and confirm the decision being appealed;
  - b) Uphold the appeal and refer the matter back to the initial decision-maker for a new decision; or
  - c) Uphold the appeal and vary the decision.

23. The Panel will also determine whether costs of the appeal, excluding legal fees and legal disbursements of any parties, will be assessed against any party. In assessing costs, the Panel will take into account the outcome of the appeal, the conduct of the parties, and the parties' respective financial resources.
24. The Panel's written decision, with reasons, will be distributed to all parties, the Appeal Manager, and Tennis BC. In extraordinary circumstances, the Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued thereafter. The decision will be considered a matter of public record unless decided otherwise by the Panel.

#### **Timelines**

25. If the circumstances of the appeal are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the appeal, the Appeal Manager and/or Panel may direct that these timelines be revised.

#### **Confidentiality of Process**

26. The appeals process is confidential and involves only the parties, the Appeal Manager, the Panel, and any independent advisors to the Panel. None of the Parties will disclose confidential information relating to the appeals process to any person not involved in the proceedings.

#### **Records and Distribution of Decisions**

27. Unless otherwise directed by the Appeal Panel, the decision of the Appeal Panel is confidential and may not be distributed publicly or to any individual other than the Parties and the Board of Directors of Tennis BC.
28. Unless the matter involves a minor, Tennis BC may publish on its website, or distribute to other individuals or groups as necessary, the outcome of the appeals process and the name(s) of the Participant(s) involved. Identifying information regarding minors will never be published.
29. As may be required by law, by Sport Canada, Tennis Canada, or by another organization, other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Policy.

#### **Final and Binding**

30. No action or legal proceeding will be commenced against Tennis BC or Participants in respect of a dispute, unless Tennis BC has refused or failed to provide or abide by the dispute resolution process and/or appeal process as set out in governing documents.

# Social Media Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Participant** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, judges, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
  - b) **Social Media** – The catch-all term that is applied broadly to new computer-mediated communication media such as blogs, YouTube, Facebook, Instagram, Tumblr, TikTok, Snapchat, and Twitter.

## Preamble

2. Tennis BC is aware that Participant interaction and communication occurs frequently on Social Media. Tennis BC cautions Participants that any conduct falling short of the standard of behaviour required by this *Social Media Policy* and the *Code of Conduct and Ethics* may be subject to the disciplinary sanctions identified within the *Dispute and Discipline Policy*.

## Application of this Policy

3. This Policy applies to all Participants.

## Conduct and Behaviour

4. All conduct and behaviour occurring on Social Media must comply with the *Code of Conduct and Ethics*.
5. Participants may not engage in the following behaviour on Social Media:
  - a) Posting a disrespectful, hateful, harmful, disparaging, or insulting comment on a social medium.
  - b) Posting a picture, altered picture, or video on a social medium that is harmful, disrespectful, insulting, embarrassing, suggestive, provocative, or otherwise offensive.
  - c) Creating or contributing to a Facebook group, webpage, Instagram account, Twitter feed, blog, or online forum devoted solely or in part to promoting negative or disparaging remarks or commentary about Tennis BC or its stakeholders or reputation
  - d) Any instance of cyber-bullying or cyber-harassment where incidents of cyber-bullying and cyber-harassment can include but are not limited to the following conduct on any social medium, via text message, or via email: regular insults, negative comments, vexatious behaviour, pranks or jokes, threats, posing as another person, spreading rumours or lies, or other harmful behaviour.

## Participants Responsibilities

6. Participants should be aware that their Social Media activity may be viewed by anyone; including Tennis BC.
7. If Tennis BC unofficially engages with a Participant in Social Media (such as by retweeting a tweet or sharing a photo on Facebook) the Participant may, at any time, ask Tennis BC to cease this engagement.
8. When using Social Media, a Participant must model appropriate behaviour befitting the Participant's role and status in connection with Tennis BC.
9. Removing content from Social Media after it has been posted (either publicly or privately) does not excuse the Participant from being subject to the *Dispute and Discipline Policy*.
10. An individual who believes that a Participant's Social Media activity is inappropriate or may violate policies and procedures should report the matter to Tennis BC in the manner outlined by the *Dispute and Discipline Policy*.



## **Tennis BC's Responsibilities**

11. Tennis BC has a responsibility to understand if and how Persons in Authority and Athletes are using Social Media to communicate with each other. Persons in Authority and Athletes may need to be reminded that behaviour in Social Media is still subject to the *Code of Conduct and Ethics* and *Social Media Policy*.
12. Complaints and concerns about the behaviour of a Person in Authority or Athlete in Social Media can be addressed under the *Dispute and Discipline Policy*.

## **Guidelines**

13. The Guidelines in this section provide Persons in Authority and Athletes with tips and suggestions for Social Media use. Persons in Authority and Athletes are strongly encouraged to develop their own strategy for Social Media use (either written down or not) and ensure that their strategy for Social Media use is acceptable pursuant to the *Code of Conduct and Ethics*.
14. Given the nature of Social Media as a continually developing communication sphere, Tennis BC trusts its Persons in Authority and Athletes to use their best judgment when interacting with Social Media. These Guidelines are not hard and fast rules or behavioural laws; but rather recommendations that will inform individuals' best judgment.

## **Social Media Guidelines for Persons in Authority**

15. Persons in Authority should consider the following guidelines to inform their own strategy for Social Media use:
  - a) With Minor Athletes, ensure that parents/guardians are aware if some interactions may take place on Social Media and the context for those interactions, and give parents/guardians the option to prohibit or restrict communication in this space
  - b) Attempt to make communication with Athletes in Social Media as one-sided as possible. Be available for Athletes if they initiate contact – Athletes may wish to have this easy and quick access to you – but avoid imposing yourself into an Athlete's personal Social Media space
  - c) Ensure all Social Media communication is professional, unambiguous, and on-topic. Avoid emojis and unspecific language that can be interpreted in multiple ways
  - d) Choosing not to engage with Social Media is an acceptable strategy. Be prepared to inform Athletes (and/or parents/guardians) why you will not engage in this space and explain which media you will use to communicate with them
  - e) Athletes will search for your Social Media accounts. Be prepared for how you will respond when an Athlete attempts to interact with you on Social Media
  - f) Annually review and update the privacy settings on all your Social Media accounts
  - g) Consider monitoring or being generally aware of Athletes' public Social Media behaviour to ensure compliance with *Code of Conduct and Ethics* and this Policy
  - h) Never demand access to an Athlete's private posts on Twitter, Instagram, or Facebook
  - i) Do not send friend requests to Athletes. Never pressure Athletes to send you a friend request or follow your Social Media accounts
  - j) If you accept a friend or follow request from one Athlete, you should accept these requests from all Athletes. Be careful not to show favouritism on Social Media
  - k) Consider managing your Social Media so that Athletes do not have the option to follow you on Twitter or send you a friend request on Facebook
  - l) Do not identify Minor Athletes on publicly available Social Media
  - m) Seek permission from adult Athletes before identifying them on publicly available Social Media
  - n) Avoid adding Athletes to Snapchat and do not send snapchats to Athletes
  - o) Do not post pictures or videos of Minor Athletes on your private Social Media accounts
  - p) Be aware that you may acquire information about an Athlete that imposes an obligation of disclosure on your part (such as seeing pictures of Minor Athletes drinking during a trip)

- q) If selection decisions and other official team business are announced on Social Media, ensure they are also posted on a less-social medium like a website or distributed via email
- r) Never require Athletes to join Facebook, join a Facebook group, subscribe to a Twitter feed, or join a Facebook page about your team or organization
- s) If you create a page on Facebook or Instagram for your team or Athlete, do not make this Social Media site the exclusive location for important information. Duplicate important information in less-social channels (like on a website or via email)
- t) Exercise appropriate discretion when using Social Media for your own personal communications (with friends, colleagues, and other Persons in Authority) with the knowledge that your behaviour may be used as a model by Athletes
- u) Avoid association with Facebook groups, Instagram accounts, or Twitter feeds with explicit sexual conduct or viewpoints that might offend or compromise your relationship with an Athlete
- v) Never misrepresent yourself by using a fake name or fake profile

### **Social Media Guidelines for Athletes**

16. The following tips should be used by Athletes to inform their own strategy for Social Media use:

- a) Set your privacy settings to restrict who can search for you and what private information other people can see.
- b) Coaches, teammates, officials, or opposing competitors may all add you to Facebook or follow you on Instagram or Twitter. You are not required to follow anyone or be Facebook friends with anyone.
- c) Avoid adding Persons in Authority to Snapchat and do not send snapchats to Persons in Authority.
- d) If you feel harassed by someone in a social medium, report it to your coach or another Person in Authority with your organization.
- e) You do not have to join a fan page on Facebook or follow a Twitter feed or Instagram account.
- f) Content posted on a social medium, relative to your privacy settings, is considered public. In most cases, you do not have a reasonable expectation of privacy for any material that you post.
- g) Content posted to a social medium is almost always permanent – consider that other individuals may take screenshots of your content (even snapchats) before you can delete them.
- h) Avoid posting pictures of, or alluding to, participation in illegal activity such as: speeding, physical assault, harassment, drinking alcohol (if underage), and smoking marijuana (if underage).
- i) Model appropriate behaviour in Social Media befitting your status as a) an Athlete, and b) a member of your organization and its governing organizations. As a representative of your organization, you have agreed to the *Code of Conduct and Ethics* and must follow that Code when you post material and interact with other people through Social Media.
- j) Be aware that your public Facebook page, Instagram account, or Twitter feed may be monitored by your organization, coach, or by another organization and content or behaviour demonstrated in Social Media may be subject to sanction under the *Dispute and Discipline Policy*.

# Representative Social Media Use Policy

## Definitions

1. The following terms have these meanings in this Policy:
  - a) **Representatives** – Refers to individuals employed by, or engaged in activities on behalf of, Tennis BC. Representatives include, but are not limited to, staff, administrators, committee members, volunteers, and Directors and Officers.
  - b) **Social media** – The catch-all term that is applied broadly to new computer-mediated communication media such as blogs, YouTube, Facebook, Instagram, Tumblr, Snapchat, TikTok, and Twitter.
  - c) **Tennis BC-branded social media** – Official social media engagement by Tennis BC including Tennis BC's Facebook page(s), Twitter feed, photo sharing accounts, YouTube and TikTok channels, blogs, or other social media engagement; both those that exist currently and those that will be created by Tennis BC in the future.

## Purpose

2. Tennis BC encourages the use of social media by its Representatives to enhance effective internal communication, build Tennis BC brand, and interact with members. Since there is so much ambiguity in the use of social media, Tennis BC has created this policy to set boundaries and standards for Representatives' social media use.

## Application of this Policy

3. This Policy applies to all Representatives.

## Representatives' Responsibilities

4. Representatives will not:
  - a) Use social media for the purpose of fraud or any other activity that contravenes the laws of Canada, the *Code of Conduct and Ethics*, or any other applicable jurisdiction
  - b) Impersonate any other person or misrepresent their identity, role or position with Tennis BC
  - c) Display preference or favouritism toward clubs, athletes, or other members
  - d) Upload, post, email, or otherwise transmit:
    - i. Any content that is offensive, obscene, unlawful, threatening, abusive, harassing, defamatory, hateful, invasive or another person's privacy, or otherwise objectionable
    - ii. Any material which is designed to cause annoyance, inconvenience, or needless anxiety to others
    - iii. Any material that infringes on the patent, trademark, trade secrets, copyright, or other proprietary right of any other party
    - iv. Any material that is considered Tennis BC's confidential information or intellectual property, as per Tennis BC's *Confidentiality Policy*
5. Representatives shall refrain from discussing matters related to Tennis BC or its operations on Representatives' personal social media. Instead, matters related to Tennis BC or its operations should be handled through more official communication channels (like email) or through Tennis BC-branded social media.
6. Representatives must engage with social media only in the context(s) described in their contract of employment, volunteer position, or position with Tennis BC. For example, a Head Coach shall not represent Tennis BC in answering a question on Tennis BC-branded social media that is directed at, and better addressed in more official communication channels by, Tennis BC's Treasurer.
7. Representatives shall use their best judgment to respond to controversial or negative content posted by other people on Tennis BC-branded social media. In some cases, deletion of the material may be the most prudent action. In other cases, responding publicly may be preferred. If a Representative questions the correct action to take, the Representative shall consult with another Representative who has more decision-making authority at Tennis BC.

8. Representatives shall use a clear and appropriate writing style.

### **Tennis BC Responsibilities**

9. Tennis BC will:

- a) Ensure that Representatives only use social media in a positive manner when connecting with others
- b) Properly vet and understand each social medium before directing Representatives to engage with, or create, Tennis BC-branded social media
- c) Host expert training sessions on the topic of social media; in the event that the social media engagement directed by Tennis BC is unclear or not fully understood
- d) Ensure that Representatives balance personal and professional information posted via social media and inform Representatives that a balance is necessary and positive
- e) Monitor Representatives' use of social media
- f) Securely protect login and password information for Tennis BC-branded social media and distribute that information only to Representatives who require it

### **Enforcement**

10. Failure to adhere to this Policy may permit discipline in accordance with Tennis BC's *Dispute and Discipline Policy*, legal recourse, or termination of employment/volunteer position.

# Anti-Doping Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Canadian Centre for Ethics in Sport (CCES)** – The CCES is an independent, national, not-for-profit organization responsible for administering Canada’s Anti-Doping Program and the World Anti-Doping Code in Canada.
  - b) **Canadian Anti-Doping Program (CADP)** – The CADP is a set of rules that govern doping control in Canada. The CADP can be viewed [here](#). The 2021 CADP came into effect on January 1, 2021.
  - c) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, judges, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
  - d) **World Anti-Doping Agency (WADA)** – An independent, international, not-for-profit organization responsible for administering the World Anti-Doping Code and the promotion of clean sport internationally.
  - e) **World Anti-Doping Code (WADC)** – Set of rules that govern doping control internationally. The full policy can be viewed [here](#).

## Purpose

2. The purpose of this policy is to confirm that Tennis BC, through Tennis Canada, has adopted the 2021 CADP as its primary domestic anti-doping policy.

## Scope and Authority

3. This policy applied to all Participants.
4. In the event of a conflict between this Policy and the 2021 CADP, the 2021 CADP shall prevail.

## Commitment, Adoption and Cooperation

5. Tennis BC is committed to clean sport in Canada and endorses the 2021 CADP and the WADC.
6. Tennis BC has adopted and agrees to abide by the CADP as it may be amended from time to time.
7. Tennis BC is unequivocally opposed to the practice of doping in sport on ethical, medical and legal grounds.
8. Tennis BC shall cooperate with the CCES’s investigations regarding potential anti-doping rule violations.

## Education and Training

9. Tennis BC, through Tennis Canada, will provide regular information and news on the CADP domestically and internationally and will arrange for the presentation of an anti-doping educational program with support material from the CCES to groups of athletes and athlete support personnel at camps and competitions whenever possible. Anti-doping links and resources are provided as **Appendix A**.

## Conduct Standards

10. Tennis BC will include the following requirements in the applicable section of its *Code of Conduct and Ethics*:
  - a) *Participants must reasonably cooperate with the CCES or another anti-doping organization that is investigating anti-doping rule violations*
  - b) *Coaches, trainers and other athlete support personnel who use methods or substances prohibited by the CADP without valid and acceptable justification may not coach, train, or otherwise support athletes*

- c) *Participants may not harass, intimidate or otherwise conduct themselves offensively towards a doping control official or other individual involved in doping control*

**Sanctions and Reciprocity**

11. Tennis BC will comply with the CADP with respect to public announcements of positive test results.
12. Tennis BC will respect any penalty enacted pursuant to the breach of the CADP whether imposed by Tennis Canada, WADA or the CCES.
13. Tennis BC will respect the sanctions applied to a Participant due to an anti-doping rule violation, whether imposed by Tennis Canada, WADA, the CCES, or any national or provincial sport organization.
14. All Participants sanctioned for an anti-doping rule violation will be ineligible to participate in any role with Tennis BC or in any competition or activity organized, convened, held, or sanctioned by Tennis BC as per the penalties imposed.
15. In addition to any sanctions applied to a Participant by Tennis Canada, WADA, the CCES or Tennis BC, Tennis BC will, at its discretion, apply the same or similar sanctions (such as disqualification from an event) to members of the Participant's team.

## Appendix A – Anti-Doping Links and Resources

### Anti-Doping and Values-Based Sport Information:

- CCES website: [www.cces.ca](http://www.cces.ca)
- True Sport website: [www.truesport.ca](http://www.truesport.ca)
- CCES E-Learning: contact the CCES for additional information
- CCES Advisory Notes and Media Releases: [www.cces.ca/subscribe](http://www.cces.ca/subscribe)

### Substance Information:

- Global DRO: [www.globaldro.com](http://www.globaldro.com)
- Contacting the CCES: 1-800-672-7775 or [substances@cces.ca](mailto:substances@cces.ca)

### Therapeutic Use Exemptions (TUEs):

- CCES Medical Exemption Wizard: [www.cces.ca/mewizard](http://www.cces.ca/mewizard)
- Contacting the CCES: 1-800-672-7775 or [tue-aut@cces.ca](mailto:tue-aut@cces.ca)

### Report Doping:

- Report Doping Hotline: 1-800-710-CCES or [www.cces.ca/reportdoping](http://www.cces.ca/reportdoping)

**Note:** Various printed resources are available.  
Contact the CCES for more information ([education@cces.ca](mailto:education@cces.ca) or 1-800-672-7775).

# Whistleblower Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Worker** – Any person who performs work for Tennis BC including employees, managers, supervisors, temporary workers, volunteers, student volunteers, part-time workers, the Board of Directors, and independent contractors

## Purpose

2. Tennis BC is committed to fostering an environment conducive to open communication regarding the business practices of Tennis BC and to protecting Workers from unlawful retaliation and discrimination for their having properly disclosed or reported illegal or unethical conduct.
3. To further this commitment, this Policy:
  - a) Establishes guidance for the receipt, retention and treatment of verbal or written reports received by Tennis BC from a Worker regarding actions that (i) are illegal, unethical or contrary to Tennis BC's policies in respect of accounting, internal controls, disclosure, or business practices or (ii) constitute discrimination, harassment, violence or abuse against a Worker by a Director or another Worker;
  - b) Provides Workers who make a report with a means to make reports in a confidential and anonymous manner; and
  - c) Demonstrates the organization's intention to discipline any person who commits an act of retaliation or reprisal against a Worker up to and including termination of employment for just cause, in the case of employees.

## Application

4. This Policy only applies to Workers who observe or experience incidents of wrongdoing committed by Directors or by other Workers.
5. Incidents of wrongdoing or misconduct observed or experienced by participants, volunteers, spectators, parents of participants, or other individuals not employed or contracted by Tennis BC can be Reported under the terms of the *Dispute and Discipline Policy* and/or reported to the organization's Board of Directors or senior staff person to be handled under the terms of the individual Worker's Employment Agreement or Contractor Agreement, as applicable, and/or Tennis BC's policies for human resources.
6. Matters reported under the terms of this Policy may be referred to be heard under the *Dispute and Discipline Policy*, at the discretion of the Compliance Officer.

## Wrongdoing

7. Wrongdoing can be defined as:
  - a) Violating the law;
  - b) Intentionally or seriously breaching of the *Code of Conduct and Ethics*;
  - c) Committing or ignoring risks to the life, health, or safety of a Participant, volunteer, Worker, or other individual;
  - d) Directing an individual or Worker to commit a crime, serious breach of a policy, or other wrongful act; or
  - e) Fraud.

## Pledge

8. Tennis BC pledges not to dismiss, penalize, discipline, or retaliate or discriminate against any Worker who discloses information or submits, in good faith, a report against another Worker or Director under the terms of this Policy.



9. Any individual affiliated with Tennis BC who breaks this **Pledge** will be subject to disciplinary action.

### **Reporting Wrongdoing**

10. A Worker who believes that a Director or another Worker has committed an incident of wrongdoing should prepare a Report that includes the following:
- a) Written description of the act or actions that comprise the alleged wrongdoing, including the date and time of the action(s);
  - b) Identities and roles of other individuals or Workers (if any) who may be aware of, affected by, or complicit in, the wrongdoing;
  - c) Why the act or action should be considered to be wrongdoing; and
  - d) How the wrongdoing affects the Worker submitting the report (if applicable).

### **Authority**

11. The following Compliance Officer has been appointed to receive reports made under this Policy:

#### **Chair of the Governance and HR Committee**

12. After receiving the report, the Compliance Officer has the responsibility to:
- a) Assure the Worker of the **Pledge**
  - b) Connect the Worker to the Alternate Liaison if the individual feels that they cannot act in an unbiased or discrete manner due to the individual's role with Tennis BC and/or the content of the report
  - c) Determine if the report is frivolous, vexatious, or not submitted in good faith (e.g., the submission of the report is motivated by personal interests and/or the content of the report is obviously false or malicious) and, if so, inform the Worker that no action will be taken on the report and the reasons why the report has been considered frivolous, vexatious, or not in good faith
  - d) Determine if the *Whistleblower Policy* applies or if the matter should be handled under the *Dispute and Discipline Policy*
  - e) Determine if the local police service be contacted
  - f) Determine if mediation or alternative dispute resolution can be used to resolve the issue
  - g) Determine if Tennis BC's President and/or senior staff person should or can be notified of the report
  - h) Begin an investigation

### **Alternate Liaison**

13. If the Worker feels that the Compliance Officer is unable to act in an unbiased or discrete manner due to the individual's role with Tennis BC and/or the content of the report, the Worker should contact the following individual who will act as an independent liaison between the Worker and the Compliance Officer:

#### **Any Available Past President of Tennis BC**

14. The Alternate Liaison will not disclose the Worker's identity to the Compliance Officer or to anyone affiliated with Tennis BC without the Worker's consent.
15. A Worker who is unsure if they should submit a report, or who does not want to have their identity known, may contact the Alternate Liaison for informal advice about the process.

### **Investigation**

16. If the Compliance Officer determines that an investigation should be launched, the Compliance Officer may decide to contract an external investigator. In such cases, Tennis BC's President and/or senior staff person may be notified that an investigation conducted by an external investigator is necessary without the nature of the investigation, content of the report, or identity of the Worker who submitted the Report being disclosed. Tennis BC's President and/or senior staff person may not unreasonably refuse the decision to contract an external investigator.

17. An investigation launched by the Compliance Officer or by an external investigator should generally take the following form:
  - a) Follow-up interview with the Worker who submitted the report
  - b) Identification of Workers, participants, volunteers or other individuals that may have been affected by the wrongdoing
  - c) Interviews with such-affected individuals
  - d) Interview with the Director(s) or Worker(s) against whom the Report was submitted
  - e) Interview with the supervisor(s) of the Worker(s) against whom the report was submitted, if applicable
18. The investigator will prepare an Investigator's Report – omitting names whenever possible and striving to ensure confidentiality – that will be submitted to Tennis BC's President and/or senior staff person for review and action.

### **Decision**

19. Within fourteen (14) days after receiving the Investigator's Report, Tennis BC's President and/or senior staff person will take corrective action, as required. Corrective action may include, but is not limited to including:
  - a) Enacting and/or enforcing policies and procedures aimed at eliminating the wrongdoing or further opportunities for wrongdoing;
  - b) Revision of job descriptions; or
  - c) Discipline, suspension, termination, or other action as permitted by the By-laws, provincial/territorial employment legislation, applicable policies for human resources, and/or the Worker's Employment Agreement or Contractor Agreement.
20. The corrective action, if any, will be communicated to the investigator who will then inform the Worker who submitted the report.
21. Decisions made under the terms of this Policy may be appealed under the terms of the *Appeal Policy* provided that:
  - a) If the Worker who submitted the initial report is appealing the decision, the Worker understands that their identity must be revealed if they submits an appeal, and
  - b) If the Director or Worker against whom the initial report was submitted is appealing the decision, the Worker or Director understands that the identity of the Worker who submitted the report will not be revealed and that Tennis BC will act as the Respondent

### **Confidentiality**

22. Confidentiality at all stages of the procedures outlined in this Policy – from the initial report to the final decision – is the goal for all individuals (the Worker, the Worker(s), or Director(s) against whom the report is submitted, and the individuals interviewed during the investigation). An individual who intentionally breaches the confidentiality clause of this Policy will be subject to disciplinary action.
23. In all stages of the investigation, the investigator will take every precaution to protect the identity of the Worker who submitted the report and/or the specific nature of the report itself. However, Tennis BC recognizes that there are some instances where the nature of the report and/or the identity of the Worker who submitted the report will or may be inadvertently deduced by individuals participating in the investigation.

# Reciprocation Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Clubs** – Full Clubs and Associate Clubs that are members of Tennis BC
  - b) **Participant** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, judges, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.

## Purpose

2. The purpose of this Policy is to ensure national enforcement and recognition of all disciplinary sanctions applied by Tennis Canada, Tennis BC, and Clubs. Tennis Canada, Tennis BC (and other provincial/territorial tennis associations), and Club must be aware of misconduct that occurs anywhere in Canadian tennis so that individuals who are sanctioned are not able to participate in another jurisdiction.

## Application

3. This Policy applies to all Clubs.

## Responsibilities

4. Tennis BC will:
  - a) Provide copies of discipline and appeal decisions to Tennis Canada and to the Club(s) affected or impacted by the decision
  - b) For discipline decisions provided to Tennis BC by Tennis Canada or by a Club, determine per the *Dispute and Discipline Policy* whether to initiate further action against the individual(s) named in the decision
  - c) Recognize and enforce the disciplinary sanctions imposed by Tennis Canada and/or a Club
5. Clubs will:
  - a) Provide copies of discipline and appeal decisions involving Participants to Tennis BC
  - b) For discipline decisions provided to a Club by Tennis BC, determine per its own policies whether to initiate further action against the Participant(s) named in the decision
  - c) Recognize and enforce the disciplinary sanctions imposed by Tennis BC and/or Tennis Canada
  - d) Update their governing documents to reference the reciprocation procedures described herein

# Confidentiality Policy

## Definitions

1. Terms in this Policy are defined as follows:
  - a) **Confidential Information** – Personal information of Participants including but not limited to home address, email address, personal phone numbers, date of birth, financial information, medical information, information submitted as part of a screening process, and information submitted as part of a complaint, appeal, or dispute resolution process. Additionally, *Confidential Information* also includes information considered to be intellectual property of Tennis BC such as data, proprietary information, membership lists, customer information, business information, and trade secrets.
  - b) **Participant** – Refers to all categories of individual members and/or registrants defined in the By-laws of Tennis BC who are subject to the policies of Tennis BC, as well as all people employed by, contracted by, or engaged in activities with, Tennis BC including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, parents or guardians, spectators, committee members, and Directors and Officers.
  - c) **Representatives** – Refers to individuals employed by, or engaged in activities on behalf of, Tennis BC. Representatives include, but are not limited to, staff, administrators, committee members, volunteers, and Directors and Officers.

## Purpose

2. The purpose of this Policy is to ensure the protection of Confidential Information.

## Scope and Application

3. This policy applies to all Representatives.
4. Confidential Information does not include the following: name, title, business address, work telephone number, or any other information widely available or in the public domain.
5. Participants voluntarily publishing or consenting to the publication of their personal information in a public forum (such as the listing of an email address on a website) forfeit the expectation of confidentiality for that information for as long as it is available publicly.

## Responsibilities

6. Representatives will not, either during the period of their involvement/employment with Tennis BC or any time thereafter, disclose, publish, communicate, or divulge to any person or organization any Confidential Information acquired during their period of involvement/employment, unless expressly authorized to do so.
7. Representatives will not use, reproduce, or distribute Confidential Information without the express written consent of Tennis BC.

## Complaints and Dispute Resolution

8. Information that is submitted by a party as part of a dispute resolution process is considered Confidential Information and may not be disclosed to anyone not involved with the dispute resolution process until such time as the dispute resolution process is completed or stated otherwise in Tennis BC's policies related to discipline.
9. A written decision rendered at the conclusion of a dispute resolution process, subject to the direction of the decision-maker, may not be disclosed to any individual or group other than those that are identified (such as National Sport Organizations, Provincial/Territorial Organizations, or professional associations) in the applicable policy or as stated by the decision-maker.

10. Notwithstanding the above, Tennis BC may publish a summary letter that discloses the result of the dispute resolution process (**Appendix A – Decision Disclosure (Complaint)**) provided this letter limits the disclosure of Confidential Information and complies with the *Privacy Policy*.

### **Intellectual Property**

11. Copyright and any other intellectual property rights for all written material (including material in electronic format or posted on a website) and other works produced in connection with employment or involvement with Tennis BC will be owned solely by Tennis BC, which shall have the right to use, reproduce, or distribute such material and works, in whole or in part, for any purpose it wishes. Tennis BC may grant permission for others to use its intellectual property.
12. Confidential Information that is intellectual property of Tennis BC will remain the property of Tennis BC and, upon cessation of involvement/employment with Tennis BC, for any reason, or upon request of Tennis BC, Representatives will immediately return this information, as well as copies and reproductions, and any other media containing this information.

### **Enforcement**

13. A breach of any provision in this Policy may be subject to legal recourse, termination of the employment or volunteer position, suspension or expulsion from membership, or sanctions following a complaint filed pursuant to the *Dispute and Discipline Policy*.

**Appendix A – Decision Disclosure Letter (Complaint)**

[insert date]

**Re: Tennis BC Complaint Decision**

In [month year], Tennis BC received a complaint naming [Respondent's Name(s)]

Tennis BC addressed the complaint in a procedurally fair manner per its *Dispute and Discipline Policy*. A Discipline Panel appointed to hear the case found that the [Respondent's Name(s)] breached several sections of the *Code of Conduct and Ethics* and [insert other policies, if applicable].

The Discipline Panel decided the following sanctions:

- [insert all sanctions]

The details of the complaint and the dispute resolution process are confidential pursuant to the *Confidentiality Policy* and *Privacy Policy*.

[insert text re: if the Respondents have completed or complied with the sanction].

[insert name, position]

Tennis BC

# Diversity, Equity and Inclusion Policy

## Definitions

1. The following terms have these meanings in this Policy:
  - a) **Diversity** – the presence and integration of a variety of individuals with different personal characteristics, particularly Under-Represented Groups, in a group or organization.
  - b) **Equity** – fairness afforded to individuals with diverse personal characteristics regardless of those characteristics.
  - c) **Inclusion** – acceptance of individuals with diverse personal characteristics into a group or organization regardless of those characteristics.
  - d) **Under-Represented Groups** – Under-Represented Groups include women, children in low income families, Indigenous people, seniors, people with disabilities, newcomers to Canada, and members of the LGBTQ2 community.

## Purpose

2. Tennis BC is committed to encouraging diversity, equity and inclusion in its administration, policies, programs, and activities. The purpose of this Policy is to ensure that Tennis BC provides Under-Represented Groups with a full and equitable range of opportunities to participate and lead.

## General

3. Tennis BC will:
  - a) Support inclusion, equity, and access for Under-Represented Groups
  - b) Exercise influence with external agencies to encourage equity

## Programming

4. Tennis BC is committed to creating and supporting programs that address diversity, equity, and inclusion issues in sport. For example, Tennis BC will:
  - a) Ensure that the achievement of equitable opportunities is a key consideration when developing, updating, or delivering Tennis BC's programs and policies
  - b) Ensure that individuals from Under-Represented Groups have no barriers to participation in Tennis BC's programs, training, and coaching opportunities
  - c) Create and support new programming that specifically addresses diversity, equity, and inclusion
  - d) Encourage Under-Represented Groups to act as role models for young participants
  - e) Create special opportunities to advance the number and levels of women in coaching
  - f) When planning educational sessions, consider the balance of female and male presenters

## Staff, Board of Directors, Committees

5. Tennis BC will:
  - a) Strive to achieve gender balance in the appointment of all committees, task forces and other decision-making or decision-influencing bodies, and in seeking nominations for and appointments to the Board
  - b) Include gender equity as a stated value that is accepted and promoted on nominating and selection committees
  - c) Ensure equal opportunities exist for all staff to receive professional development to move towards senior levels of decision-making
  - d) Deal with any incidence of discriminatory behaviour according to the *Code of Conduct and Ethics* and *Dispute and Discipline Policy*

## Media Relations

6. Tennis BC will:

- a) Strive to ensure that Under-Represented Groups are portrayed equitably in promotional materials and official publications, and that gender-neutral language is used in all communications
- b) Produce all written and visual materials in a gender-inclusive manner

#### **Human Resource Management**

7. As part of its commitment to the use of equitable human resource management practices, Tennis BC will:
  - a) Provide a physically accessible workplace environment
  - b) Ensure a non-smoking environment
  - c) Use non-discriminatory interview techniques

#### **Evaluation**

8. Tennis BC will continually monitor and evaluate its inclusion, equity, and diversity progress.



# Risk Management Policy

## POLICY STATEMENT

The purpose of this Statement of Policy and Procedure is to articulate organizational standards related to risk management. Tennis BC shall engage in formal risk assessment and risk management planning annually in addition to its overall business planning. Tennis BC will maintain a current manual of policies and procedures subject to annual review. This policy applies to the Board of Directors, the Executive Director, all staff and Tennis BC's recognized volunteers.

## DEFINITIONS

- a) **"Risk"** means the possibility of a negative or adverse outcome, and the magnitude or severity of the consequences of that outcome.
- b) **"Reputational risk"** means the potential for negative publicity regarding Tennis BC, whether true or not, which could significantly harm Tennis BC's reputation.
- c) **"Recovery plan"** means risk management recovery plan
- d) **"Property coverage"** means insurance coverage for loss or damage to property. Property includes both real property (land and buildings) and moveable property (equipment, files, etc.).
- e) **"Umbrella coverage"** means additional liability insurance over and above liability coverage otherwise included in automobile or fleet coverage, property coverage, and any other liability coverage.
- f) **"Volunteers"** refers to Tennis BC recognized volunteers associated with Tennis BC specific activities.

## RESPONSIBILITY

1. The Board of Directors is responsible to ensure that risks have been appropriately identified, planned for and managed.
2. The Board of Directors is responsible for implementation of risk management plans and processes and ensuring that risks are assessed and managed appropriately.
3. All persons identified in the Policy Statement are responsible for ensuring that all appropriate and cost-effective steps are taken to minimize or control identifiable risks.
4. The Executive Director and the President will act as Risk Management Recovery Coordinators to implement the recovery plan when required.

## PROCEDURE DEVELOPMENT

### 1. Risk Assessment Process

- a. Tennis BC will ensure that risk assessment is an integral part of strategic and business planning.
- b. Annually, the Board of Directors will identify the principal risks to Tennis BC for discussion and direction.
- c. Annually, the Executive Director will review all operational risks and Tennis BC's response to each.

### 2. Risk Management Procedures

- a. Tennis BC will use a structured risk management program so that if an adverse event occurs, disruption to operations, cost, damage to the environment, and harm to people or property will be minimized.
- b. Annually, the Board of Directors will review and adapt the risk management program to ensure that identified operational and compliance risks are minimized in a cost-effective manner
- c. The risk management plan will be implemented and communicated across Tennis BC.
- d. Semi-annually, staff will produce a monitoring report for the Executive Director updating circumstances and developments of known major risks.

### 3. Risk Management Recovery Plan

- a. The Board of Directors will ensure that the risk management recovery plan is kept up to date and that it is reviewed annually.
- b. The Executive Director and the President will act as Risk Management Recovery Coordinators to implement the risk management recovery plan.

- c. When the risk management recovery plan is invoked, the Executive Director and the President will advise the Board of Directors of the scale and nature of the risk occurrence.
- d. While the occurrence recovery is in process, the Executive Director and the President have full authority to take any steps required to restore operations.
- e. No communication may be made with the press or the public unless expressly authorized by the Executive Director and / or the President. Normally, only the Executive Director and / or the President should communicate with the press.
- f. After normal operations are restored, the Executive Director will ensure that a report is prepared describing the situation, and with recommendations that address:
  - i. The situation that resulted in the risk management recovery plan being invoked
  - ii. Improvements that should be made to the risk management recovery plan

#### **4. Reputational Risk**

- a. It is the responsibility of the Board of Directors, all staff and Tennis BC recognized volunteers to notify the President and the Executive Director of Tennis BC of known or suspected dishonest, illegal or improper conduct of a member.
- b. In cases involving the Executive Director, the current President should be notified.
- c. In cases involving the President, the Board should be notified.

#### **5. Insurance**

- a. Tennis BC shall have in place such insurance coverage as is reasonable, prudent and cost-effective.
- b. Insurance coverage shall include deductibles which minimize the frequency of claims and the cost of the coverage.
- c. Annually the Executive Director will review Tennis BC's coverage, limits and service with its agent and report to the Board of Directors
- d. At least every five years the Executive Director will obtain an insurance proposal including coverage, limits and premium from no less than two insurance companies, not including the incumbent.
- e. Insurance coverage will include:
  - i. Property coverage to the Tennis BC replacement cost of all property, including the following features or coverage:
    - Blanket coverage
    - Replacement cost on buildings and equipment
    - Electronic data processing equipment, software, data and media
    - Boiler and machinery, if applicable
    - Tenants' improvements
    - Property of others, if applicable
    - Exterior glass and sign coverage, if applicable
    - Bylaws coverage, including demolition and debris removal, increased cost construction, undamaged portion
    - Flood and earthquake coverage
    - Sewer backup coverage
    - Off-premises coverage
    - Pollution cleanup and removal
    - In-transit
    - Postage meters, currency, negotiable instruments, or other special coverage, as required
  - ii. Insurance on Society trucks and automobiles, both owned, nonowned and leased, will include:
    - Comprehensive insurance, covering collision or upset, and other sources of damage
    - Uninsured motorist coverage
    - Medical insurance
    - Liability coverage supplemented by umbrella liability
    - Any other coverage required by law

- iii. Business interruption insurance
- iv. Commercial general liability insurance including Abuse coverage
- v. Comprehensive dishonesty, disappearance and destruction bond insurance
- vi. Directors and Officers insurance

#### **6. Document Security**

- a. All work locations will have a secure room with lockable cabinets for the protection of documents containing sensitive or confidential information. Access to the room and the cabinets will be granted only to those with a need to have regular access to those documents.
- b. Documents containing sensitive or confidential information will be shredded before disposal, or disposed via a bonded shredding company.

#### **7. Inventory Security**

- a. All personal computers, servers, major equipment and furniture and other valuable physical assets will be inventoried annually. These data will be checked for correspondence with insurance coverage, accounting records and management knowledge annually. Discrepancies will be investigated.
- b. All physical inventories will be subject to inventory controls and inventory reconciliation.

# Privacy Policy

## General

1. Purpose – Tennis BC must comply with the requirements of the provincial Personal Information Protection Act (“PIPA”) and (when Personal Information crosses provincial borders) the federal *Personal Information Protection and Electronics Documents Act* (“PIPEDA”) in matters involving the collection, use and disclosure of personal information during any commercial activity related to Tennis BC. This policy is based on the standards required by PIPEDA and Tennis BC’s interpretation of these responsibilities.
2. Definitions – The following terms have these meanings in this Policy:
  - a) **Acts** – *Personal Information Protection Act* (“PIPA”) and the *Personal Information Protection and Electronics Documents Act* (“PIPEDA”)
  - b) **Commercial Activity** – Any particular transaction, act or conduct that is of a commercial character.
  - c) **IP Address** – A numerical label that is assigned to electronic devices participating in a computer network that uses internet protocol for communication between devices.
  - d) **Personal Information** – any information about an individual that relates to the person’s personal characteristics including, but not limited to: gender identity, age, income, home address or phone number, ethnic background, family status, health history, and health conditions
  - e) **Representatives** – Members, directors, officers, committee members, employees, coaches, officials, referees, managers, trainers, volunteers, administrators, contractors and participants in Tennis BC’s events and activities

## Application of this Policy

3. Application – This Policy applies to Representatives in connection with personal information that is collected, used, or disclosed during any commercial activity related to Tennis BC.
4. Ruling on Policy – Except as provided in the Acts, the Board of Directors of Tennis BC will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

## Obligations

5. Statutory Obligations – Tennis BC is governed by Acts in matters involving the collection, use and disclosure of personal information.
6. Additional Obligations – In addition to fulfilling all requirements of the Acts, Tennis BC and its Representatives will also fulfill the additional requirements of this Policy. Representatives of Tennis BC will not:
  - a) Disclose personal information to a third party during any business or transaction unless such business, transaction or other interest is properly consented to in accordance with this Policy;
  - b) Knowingly place themselves in a position where they are under obligation to any organization to disclose personal information;
  - c) In the performance of their official duties, disclose personal information to family members, friends or colleagues, or to organizations in which their family members, friends or colleagues have an interest;
  - d) Derive personal benefit from personal information that they have acquired during the course of fulfilling their duties with Tennis BC; or
  - e) Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, the disclosure of Personal Information.

## Accountability

7. Privacy Officer – The Privacy Officer is responsible for the implementation of this policy and monitoring information collection and data security and for ensuring that all staff receives appropriate training on privacy issues and their responsibilities. The Privacy Officer also handles personal information access requests and complaints. The Privacy Officer is:

## Tennis BC's Executive Director

8. Duties – The Privacy Officer will:
  - a) Implement procedures to protect personal information;
  - b) Establish procedures to receive and respond to complaints and inquiries;
  - c) Record all persons having access to personal information;
  - d) Ensure any third-party providers abide by this Policy; and
  - e) Train and communicate to staff information about Tennis BC's privacy policies and practices.
9. Employees – Tennis BC shall be responsible to ensure that the employees, contractors, agents, or otherwise of Tennis BC are compliant with the Acts and this Policy.

### Identifying Purposes

10. Purpose – Personal information may be collected for Commercial Activity that includes, but is not limited to, the following:

#### *General:*

- a) Travel arrangement and administration;
- b) Determination of membership demographics and programming needs;
- c) Video recording and photography for promotional use, marketing and advertising by Tennis BC;

#### *Communications:*

- d) Sending communications in the form of e-news or a newsletter with content related to Tennis BC's programs, events, fundraising, activities, discipline, appeals, and other pertinent information;
- e) Publishing articles, media relations and postings on Tennis BC's website, displays or posters;
- f) Award nominations, biographies, and media relations;
- g) Posting images, likenesses or other identifiable attributes to promote Tennis BC;

#### *Registration, Database Entry and Monitoring:*

- h) Registration of programs, events and activities;
- i) Athlete registration, outfitting uniforms, and various components of athlete and team selection;
- j) Technical monitoring, officials training, educational purposes, sport promotion, and media publications;
- k) Technical monitoring, coach/club review, officials training, educational purposes, media publications, and sport promotion;

#### *Sales, Promotions and Merchandising:*

- l) Purchasing equipment, coaching manuals, resources and other products;
- m) Promotion and sale of merchandise;

11. Purposes not Identified – Tennis BC shall seek consent from individuals when personal information is used for Commercial Activity not identified above. This consent will be documented as to when and how it was received.

### Consent

12. Consent – Tennis BC shall obtain consent by lawful means (**Appendix A – Consent**) from individuals at the time of collection and prior to the use or disclosure of this information. Tennis BC may collect personal information without consent where reasonable to do so and where permitted by law.
13. Implied Consent – By providing personal information to Tennis BC, individuals are consenting to the use of the information for the purposes identified in this policy.

14. Withdrawal – An individual may declare to the Privacy Officer in writing to withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions. Tennis BC will inform the individual of the implications of such withdrawal.
15. Legal Guardians – Consent shall not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore shall be obtained from a parent, legal guardian or person having power of attorney of such an individual.
16. Exceptions for Collection – Tennis BC is not required to obtain consent for the collection of personal information if:
  - a) It is clearly in the individual's interests and consent is not available in a timely way;
  - b) Knowledge and consent would compromise the availability or accuracy of the information and collection is required to investigate a breach of an agreement or contravention of a federal or provincial/territorial law;
  - c) The information is for journalistic, artistic, or literary purposes; or
  - d) The information is publicly available as specified in the Acts.
17. Exceptions for Use – Tennis BC may use personal information without the individual's knowledge or consent only:
  - a) If Tennis BC has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial/territorial, or foreign law and the information is used for that investigation;
  - b) For an emergency that threatens an individual's life, health, or security;
  - c) For statistical or scholarly study or research;
  - d) If it is publicly available as specified in the Acts;
  - e) If the use is clearly in the individual's interest and consent is not available in a timely way; or
  - f) If knowledge and consent would compromise the availability or accuracy of the information and collection was required to investigate a breach of an agreement or contravention of a federal or territorial law.
18. Exceptions for Disclosure – Tennis BC may disclose personal information without the individual's knowledge or consent only:
  - a) To a lawyer representing Tennis BC;
  - b) To collect a debt the individual owes to Tennis BC;
  - c) To comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
  - d) To a government institution that has requested the information, identified its lawful authority, and indicated that disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, territorial, or foreign law; or that suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or territorial law;
  - e) To an investigative body named in the Acts or government institution on Tennis BC's initiative when Tennis BC believes the information concerns a breach of an agreement, or a contravention of a federal, provincial/territorial, or foreign law, or suspects the information relates to national security or the conduct of international affairs;
  - f) To an investigative body for the purposes related to the investigation of a breach of an agreement or a contravention of a federal or territorial law;
  - g) In an emergency threatening an individual's life, health, or security (Tennis BC must inform the individual of the disclosure);
  - h) For statistical, scholarly study or research;
  - i) To an archival institution;
  - j) 20 years after the individual's death or 100 years after the record was created;
  - k) If it is publicly available as specified in the regulations; or
  - l) If otherwise required by law.

#### **Limiting Collection, Use, Disclosure and Retention**

19. Limiting Collection, Use and Disclosure – Tennis BC shall not collect, use, or disclose personal information indiscriminately. Information collected will be for the purposes specified in this Policy, except with the consent of the individual or as required by law.
20. Retention Periods – Personal information shall be retained as long as reasonably necessary to enable participation in Tennis BC, to maintain accurate historical records and or as may be required by law.
21. Destruction of Information – Documents shall be destroyed by way of shredding and electronic files will be deleted in their entirety.

### **Safeguards**

22. Safeguards – Personal information shall be protected by security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.

### **Breaches**

23. Breaches – Tennis BC is required to report breaches of its security safeguards and any unauthorized disclosure of, or access to, personal information to the Office of the Privacy Commissioner if the breach, disclosure, or access may pose a “real risk of significant harm” to an individual. A “real risk of significant harm” is defined as: *“Bodily harm, humiliation, damage to reputation or relationships, loss of employment, business or professional opportunities, financial loss, identity theft, negative effects on the credit record and damage to or loss of property”*.
24. Reporting – Tennis BC will report the breach or unauthorized access or disclosure to the Office of the Privacy Commissioner in the form and format specified by the Office of the Privacy Commissioner or will be subject to financial penalties.
25. Records and Notification – In addition to reporting the breach or unauthorized access or disclosure, Tennis BC will keep records of the breach and inform affected individuals.

### **Individual Access**

26. Access – Upon written request, and with assistance from Tennis BC, an individual may be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. Further, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.
27. Response – Requested information shall be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal costs relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.
28. Denial – An individual may be denied access to his or her personal information if the information:
  - a) Is prohibitively costly to provide;
  - b) Contains references to other individuals;
  - c) Cannot be disclosed for legal, security, or commercial proprietary purposes; or
  - d) Is subject to solicitor-client privilege or litigation privilege.
29. Reasons – Upon refusal, Tennis BC shall inform the individual the reasons for the refusal and the associated provisions of the Acts.
30. Identity – Sufficient information shall be required to confirm an individual’s identity prior to providing that individual an account of the existence, use, and disclosure of personal information.

### **Challenging Compliance**

31. Challenges – An individual shall be able to challenge compliance with this Policy and the Acts to the designated individual accountable for compliance.
32. Procedures – Upon receipt of a complaint Tennis BC shall:
- a) Record the date the complaint is received;
  - b) Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
  - c) Acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three (3) days of receipt of the complaint;
  - d) Appoint an investigator using Tennis BC’s personnel or an independent investigator, who shall have the skills necessary to conduct a fair and impartial investigation and shall have unfettered access to all relevant file and personnel, within ten (10) days of receipt of the complaint;
  - e) Upon completion of the investigation and within twenty-five (25) days of receipt of the complaint, the investigator will submit a written report to Tennis BC; and
  - f) Notify the complainant to the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures within thirty (30) days of receipt of the complaint.
33. Whistleblowing – Tennis BC shall not dismiss, suspend, demote, discipline, harass or otherwise disadvantage any director, officer, employee, trainer, contractor, and other decision-maker within Tennis BC or deny that person a benefit because the individual, acting in good faith and on the basis of reasonable belief:
- a) Disclosed to the commissioner that Tennis BC has contravened or is about to contravene the Acts;
  - b) Has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene the Acts; or
  - c) Has refused to do or stated an intention of refusing to do anything that is in contravention of the Acts.

#### **IP Address**

34. IP Address – Tennis BC does not collect, use, or disclose IP Addresses.

#### **Applicable Law**

35. Applicable Law – Tennis BC website is created and controlled by Tennis BC in British Columbia. As such, the laws of British Columbia shall govern these disclaimers, terms, and conditions.

### **Appendix A – Consent**

Tennis BC will include the following paragraph (or a variation) whenever Personal Information is being collected:

1. I authorize Tennis BC to collect and use personal information about me for the purposes described in the *Privacy Policy*.
2. In addition to the purposes described in the *Privacy Policy*, I authorize Tennis BC to:
  - a) Distribute my information to Tennis Canada
  - b) Photograph and/or record my image and/or voice on still or motion picture film and/or audio tape, and to use this material to promote the sport through the media of newsletters, websites, television, film, radio, print and/or display form. I understand that I waive any claim to remuneration for use of audio/visual materials used for these purposes
3. I understand that I may withdraw such consent at any time by contacting Tennis BC’s Privacy Officer. The Privacy Officer will advise the implications of such withdrawal.



## **Appendix B – Website Disclaimer**

Tennis BC will include the following copyright and legal disclaimer (or similar statements) in the applicable section on Tennis BC's website:

Website – Tennis BC website is a product of Tennis BC. The information on the website is provided as a resource to those interested in Tennis BC. Tennis BC disclaims any representation or warranty, express or implied, concerning the accuracy, completeness, or fitness for a particular purpose of the information. Persons accessing this information assume full responsibility for the use of the information and understand and agree that Tennis BC is not responsible or liable for any claim, loss or damage arising from the use of this information. Reference to specific products, processes or services does not constitute or imply recommendation or endorsement by Tennis BC. Tennis BC also reserves the right to make changes at any time without notice.

Outside Links – Links made available through the website may allow you to leave Tennis BC site. Please be aware that the internet sites available through these links are not under the control of Tennis BC. Therefore, Tennis BC does not make any representation to you about these sites or the materials available there. Tennis BC is providing these links only as a convenience to you, and in no way guarantees these links and the material available there. Tennis BC is not responsible for privacy practices employed by other companies or websites.

# Conflict of Interest Policy

## Definitions

1. The following terms have these meanings in this Policy:
  - a) **Conflict of Interest** – Any situation in which a Representative’s decision-making, which should always be in the best interests of Tennis BC, is influenced or could be influenced by personal, family, financial, business, or other private interests
  - b) **Non-Pecuniary Interest** – An interest that an individual may have in a matter which may involve family relationships, friendships, volunteer positions or other interests that do not involve the potential for financial gain or loss
  - c) **Pecuniary Interest** – An interest that an individual may have in a matter because of the reasonable likelihood or expectation of financial gain or loss for that individual, or another person with whom that individual is associated
  - d) **Representatives** – Individuals employed by, or engaged in activities on behalf of, Tennis BC including: coaches, staff members, convenors, contract personnel, volunteers, managers, administrators, committee members, and Directors and Officers of Tennis BC

## Background

3. Individuals who act on behalf of a not-for-profit organization have a duty first to that organization and second to any personal stake they have in the operations of the organization. Representatives must not put themselves in positions where making a decision on behalf of Tennis BC is connected to their own personal interests. That would be a conflict of interest situation.

## Purpose

4. Tennis BC strives to reduce and eliminate nearly all instances of conflict of interest at Tennis BC – by being aware, prudent, and forthcoming about the potential conflicts. This Policy describes how Representatives will conduct themselves in matters relating to conflict of interest and clarifies how Representatives shall make decisions in situations where conflict of interest may exist.
5. This Policy applies to all Representatives.

## Obligations

6. Any real or perceived conflict of interest, whether pecuniary or non-pecuniary, between a Representative’s personal interest and the interests of Tennis BC, shall always be resolved in favour of Tennis BC.
7. Representatives will not:
  - a) Engage in any business or transaction, or have a financial or other personal interest, that is incompatible with their official duties with Tennis BC, unless such business, transaction, or other interest is properly disclosed to Tennis BC and approved by Tennis BC
  - b) Knowingly place themselves in a position where they are under obligation to any person who might benefit from special consideration or who might seek preferential treatment
  - c) In the performance of their official duties, give preferential treatment to family members, friends, colleagues, or organizations in which their family members, friends, or colleagues have an interest, financial or otherwise
  - d) Derive personal benefit from information that they have acquired during the course of fulfilling their official duties with Tennis BC, if such information is confidential or not generally available to the public
  - e) Engage in any outside work, activity, or business or professional undertaking that conflicts or appears to conflict with their official duties as a representative of Tennis BC, or in which they have an advantage or appear to have an advantage on the basis of their association with Tennis BC
  - f) Without the permission of Tennis BC, use Tennis BC’s property, equipment, supplies, or services for activities not associated with the performance of their official duties with Tennis BC

- g) Place themselves in positions where they could, by virtue of being a Representative of Tennis BC, influence decisions or contracts from which they could derive any direct or indirect benefit
- h) Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, any special consideration granted by virtue of being a Representative of Tennis BC

#### **Disclosure of Conflict of Interest**

- 8. On an annual basis, all Tennis BC's Directors and candidates for election to the Board, Officers, Employees, and Committee Members will complete a **Declaration Form (Appendix A)** disclosing any real or perceived conflicts that they might have. Declaration Forms shall be retained by Tennis BC.
- 9. Immediately upon becoming aware that a conflict of interest may exist, all Representatives must disclose any real or perceived conflict of interest as follows:
  - a) Directors, Officers, Committee Members, candidates for election to the Board, and the senior staff person (when employed) must disclose real and perceived conflicts of interest to the Board
  - b) Employees must disclose real and perceived conflicts of interest to the senior staff person or, in the absence of a senior staff person position, to the Board
  - c) Coaches, volunteers, managers, and other Representatives must disclose real and perceived conflicts of interest to their immediate supervisor (e.g., team manager, staff person, other volunteer, etc., as applicable)
- 10. Representatives shall also disclose any and all affiliations with any and all other organizations involved with the same sport. These affiliations include any of the following roles: athlete, coach, manager, official, employee, volunteer, or Director.

#### **Minimizing Conflicts of Interest in Decision-Making**

- 11. Decisions or transactions that involve a conflict of interest that has been proactively disclosed by a Representative of Tennis BC will be considered and decided with the following additional provisions:
  - a) The nature and extent of the Representative's interest has been fully disclosed to the body that is considering or making the decision, and this disclosure is recorded or noted
  - b) The Representative does not participate in discussion on the matter
  - c) The Representative abstains from voting on the decision
  - d) For Board-level decisions, the Representative does not count toward quorum
  - e) The decision is confirmed to be in the best interests of Tennis BC
- 12. For potential conflicts of interest involving employees, Tennis BC's Board will determine whether there is there a conflict and, if one exists, the employee will resolve the conflict by ceasing the activity giving rise to the conflict. Tennis BC will not restrict employees from accepting other employment contracts or volunteer appointments provided these activities do not diminish the employee's ability to perform the work described in the employee's job agreement with Tennis BC or give rise to a conflict of interest.

#### **Conflict of Interest Complaints**

- 13. Any person who believes that a Representative may be in a conflict of interest situation should report the matter, in writing (or verbally if during a meeting of the Board or any committee), to Tennis BC's Board who will decide appropriate measures to eliminate the potential or existing conflict. The Board may apply the following actions singly or in combination for real or perceived conflicts of interest:
  - a) Removal or temporary suspension of certain responsibilities or decision-making authority
  - b) Removal or temporary suspension from a designated position
  - c) Removal or temporary suspension from certain teams, events, and/or activities
  - d) Expulsion from Tennis BC
  - e) Other actions as may be considered appropriate for the real or perceived conflict of interest

14. Any person who believes that a Representative has made a decision that was influenced by real or perceived conflict of interest may submit a complaint, in writing, to Tennis BC to be addressed under Tennis BC's *Dispute and Discipline Policy*.
15. Failure to comply with an action as determined by the Board will result in automatic suspension from Tennis BC until compliance occurs.
16. The Board may determine that an alleged real or perceived conflict of interest is of such seriousness as to warrant suspension of designated activities pending a meeting and a decision of the Board.

**Enforcement**

17. Tennis BC will maintain a Conflict of Interest Register.
18. Failure to adhere to this Policy may permit discipline in accordance with Tennis BC's *Dispute and Discipline Policy*.

**Appendix A – Conflict of Interest – Declaration Form**

I have read the *Conflict of Interest Policy*, I agree to be bound by the obligations contained therein, and I commit to avoid any real or perceived conflict of interest. I also commit to disclosing the existence of any real or perceived conflict of interest to the Board, as soon as it is known to me.

I declare the following interests which may represent a potential conflict of interest:

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Name

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Signature

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Date