



# Queen City United Soccer Club

## Code of Conduct and Ethics

As a member in good standing of the Saskatchewan Soccer Association, the Queen City United Soccer Club (QCUSC) adheres to the [Saskatchewan Soccer Code of Conduct and Ethics](#) and the [Canada Soccer Code of Conduct and Ethics](#).

### A. Definitions

The following terms have these meanings in this Code:

- a. "Organization" – Queen City United Soccer Club;
- b. "Individuals" – All categories of membership defined in the Organization Bylaws, as well as all individuals engaged in activities with the Organization including, but not limited to, parents, athletes, team personnel (which includes but is not limited to, coaches, assistant coaches, managers, gender representatives, trainers, medical or other personnel in a position of influence on the athlete), volunteers, administrators, committee members, board members and staff; and
- c. "Organizers" – Administrators, volunteers, board members and staff.

### B. Purpose

1. The purpose of the Code of Conduct and Ethics (hereinafter referred to as the Code) is to ensure a safe and positive environment (within Organization programs, activities, office, work environment and events) by making Individuals aware that there is an expectation, at all times, of appropriate behavior consistent with QCUSC's core values. The Organization supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which Individuals are treated with respect.

As per the [Saskatchewan Employment Act](#), QCUSC is obligated to ensure workers are not exposed to abuse or harassment with respect to any matter or circumstance arising out of their employment. For the purposes of the QCUSC Code of Conduct and Ethics, this protection also extends to Individuals and Organizers who volunteer or may receive payment in service to the Organization.

2. This Code is not intended to specifically outline every instance of misconduct. As such, misconduct not specifically listed in this Code which is not in line with the values of the



QCUSC or the purpose of this Code, may still constitute a breach of the Code and be subject to sanctions.

### **C. Application of this Code**

1. This Code applies to Individuals' conduct during Organization business, activities, and events including, but not limited to, competitions, practices, evaluations, camps, travel associated with Organization activities, Board of Director meetings and any other Organization meetings.
2. This Code also applies to Individuals' conduct outside of the Organization's business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and sport environment) and is detrimental to the image and reputation of the Organization. Such applicability will be determined by the Organization, at its sole discretion.
3. An Individual who violates this Code may be subject to sanctions. In addition to facing possible sanction, an Individual who violates this Code during a competition may be ejected from the competition and the Individual may be subject to additional discipline.

### **D. Responsibilities**

Individuals have a responsibility to:

- a. Comply, at all times, with QCUSC's bylaws, policies, procedures, directives, rules and regulations, as adopted and amended from time to time;
- b. Work in a spirit of partnership to collaborate with the Organization and stakeholders to align efforts to achieve the Mission of the QCUSC Strategic Plan;
- c. Resolve issues that may be in dispute in a professional and civil manner;
- d. Maintain and enhance the dignity and self-esteem of Individuals and other individuals by:
  - i. Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, color, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation.
- e. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees, or members;
- f. Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct;
- g. Consistently treating individuals fairly and reasonably;



- h. Ensuring adherence to the rules of soccer and the spirit of those rules;
- i. Demonstrate respect for the Fair Play Principles of Sport, which are:
  - i. Respect for both the letter and spirit of the rules;
  - ii. Respect for referees and their decisions;
  - iii. Respect for opponents, including modesty in victory and composure in defeat;
  - iv. Facilitation of access to sport; and
  - v. Maintenance of self-control at all times.
- j. Refrain from the use of power or authority to coerce another person to engage in inappropriate activities;
- k. Promote the sport in the most constructive and positive manner possible;
- l. Respect the property of others and not willfully cause damage;
- m. Adhere to all federal, provincial, municipal and host country laws;
- n. Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, the Organization adopts and adheres to the [Canadian Anti-Doping Program](#). Any infraction under this Program will be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction. Such applicability will be determined by the Organization, at its sole discretion. The Organization will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by the SSA, CSA or any other sport organization;
- o. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has incurred an anti-doping rule violation and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the [World Anti-Doping Code](#) and recognized by the [Canadian Centre for Ethics in Sport \(CCES\)](#); and
- p. Refrain from consuming alcohol, tobacco products, marijuana or recreational drugs while participating in the Organizations' programs, activities, competitions, or events. In the case of adults, avoid consuming alcohol in situations where minors are present and take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations associated with the Organizations' events.



## E. Unacceptable Actions

Individuals have a responsibility to:

- a. Refrain from any behavior that constitutes aggression or abuse, where aggression or abuse is directed towards Organizers. Types of behavior that are applicable to this section include, but is not limited to:
  - i. Language (whether verbal or written) that may cause someone to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness;
  - ii. Offensive or intimidating phone calls or emails;
  - iii. Personal attacks or publicly questioning a person's integrity;
  - iv. Overly aggressive or intimidating words or conduct including confrontation in-person or in writing; and
  - v. Inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations.
- b. Refrain from any behavior that constitutes **unreasonable demands**; unreasonable demands are demands which start to (or when complying with the demand would) impact excessively on the work of Organizers, or when dealing with the matter take up an excessive amount of time and in so doing, disadvantages other Individuals. Types of behavior that are applicable to this section include, but are not limited to:
  - i. Repeatedly demanding responses within an unreasonable timeframe;
  - ii. Demanding responses from several Organizers on the same subject;
  - iii. Insisting on seeing or speaking to a particular Organizer when that is not possible or when it has been confirmed they are unavailable;
  - iv. Repeatedly changing the substance of an enquiry or complaint or raising unrelated concerns; and
  - v. Repeatedly posing a question when a response has already been given.



- c. Refrain from any behavior that constitutes unreasonable levels of contact. Unreasonable levels of contact is defined as when the amount of time spent talking to an individual on the telephone, or responding to, reviewing and filing emails or written correspondence impacts the Organization's ability to deal with the matter, or the Organization's responsibility for carrying out tasks relating to other Individuals. Types of behavior that are applicable to this section include, but are not limited to:
- i. When many calls or emails are received from the same person in one day;
  - ii. When a person repeatedly makes long telephone calls or inundates Organizers with emails or copies of information that have been already sent or that are irrelevant to the substance of the complaint or enquiry;
  - iii. Repeated offensive or intimidating phone calls or written comments or emails;
  - iv. Repeated requests for information or action when clarification has already been provided;
  - v. When parties involve un-related parties in discussions through the CC function on email;
  - vi. If a person is directing the behavior of staff or volunteers without proper authority or through demands, implied threats or threat of negative consequences and/or if a person is intervening in the Organization's activities without proper authority;
  - vii. Comments or conduct that is known or ought reasonably to be known to be unwelcome;
  - viii. Hypercritical approach when working with Organizers;
  - ix. Repeated disregard to the Organizations' directives; and
  - x. Making false statements in person, in written form or in public.

## **F. Harassment**

Individuals have a responsibility to:

- a. Refrain from any behavior that constitutes harassment, where harassment is defined according to the [Canadian Human Rights Commission](#) as a form of discrimination which involves any unwanted physical or verbal behavior that offends or humiliates. Harassment involves repeated conduct, comments, displays, actions or gestures; or a single, serious occurrence of conduct, or a single, serious comment, display, action or gesture, that has a lasting, harmful



effect. Types of behavior that constitute harassment include, but are not limited to:

- i. Written or verbal abuse, threats, or outbursts;
- ii. The display of visual material which is offensive or which a reasonable person ought to know is offensive in the circumstances;
- iii. Unwelcome remarks, jokes, comments, innuendo, or taunts;
- iv. Leering or other suggestive or obscene gestures;
- v. Condescending or patronizing behavior, which is intended to undermine self-esteem, diminish performance or adversely affect working conditions;
- vi. Practical jokes which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance;
- vii. Any form of hazing;
- viii. Retaliation or threats of retaliation against an individual who reports harassment to the Organization;
- ix. Bullying;
- x. Offensive or intimidating phone calls or emails;
- xi. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form;
- xii. Psychological abuse;
- xiii. Discrimination;
- xiv. Words or actions which are known or should reasonably be known to be offensive, embarrassing, humiliating, demeaning or intimidating; and
- xv. Behaviors such as those described above that are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment.



- b. Refrain from any behavior that constitutes **violence**, where violence is defined as the exercise of physical force, that causes or could cause physical injury; an attempt to exercise physical force that could cause physical injury; or a statement or behavior that it is reasonable to interpret as a threat to exercise physical force. Types of behavior that are applicable to this section include, but are not limited to:
- i. Verbal threats to attack;
  - ii. Sending to or leaving threatening notes or emails;
  - iii. Making threatening physical gestures;
  - iv. Wielding a weapon;
  - v. Hitting, pinching or unwanted touching which is not accidental or deemed to be generally accepted as part of sport participation;
  - vi. Throwing an object in the direction of someone;
  - vii. Blocking normal movement or physical interference, with or without the use of equipment; and
  - viii. Any attempt to engage in the type of conduct outlined above.
- c. Refrain from any behavior that constitutes **sexual harassment**, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favors, or conduct of a sexual nature. Types of behavior that constitute sexual harassment include, but are not limited to:
- i. Sexist jokes;
  - ii. Sexual violence;
  - iii. Display of sexually offensive material;
  - iv. Sexually degrading words used to describe a person;
  - v. Inquiries or comments about a person's sex life;
  - vi. Unwelcome sexual flirtations, advances, requests, invitations or propositions;
  - vii. Inappropriate sexual touching, advances, suggestions or requests;
  - viii. Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing; and
  - ix. Physical or sexual assault.



## **G. Board/Committee Members and Staff**

In addition to Sections D-F (above), Organization's Board Members, Committee Members and Staff will have additional responsibilities to:

- a. Function primarily as a member of the board and/or committee(s) of the Organization; not as a member of any other particular member or constituency and comply with the [CSA's Requirements for Good Governance](#);
- b. Act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of the Organization's business and the maintenance of Individuals' confidence;
- c. Ensure that the Organization's financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary and operational responsibilities;
- d. Conduct themselves openly, professionally, lawfully and in good faith in the best interests of the Organization;
- e. Be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism;
- f. Behave with decorum appropriate to both circumstance and position and be fair, equitable, considerate, and honest in all dealings with others;
- g. Keep informed about Organization activities and general trends in the sectors in which they operate;
- h. Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to the laws under which the Organization is incorporated;
- i. Respect the confidentiality appropriate to issues of a sensitive nature;
- j. Ensure that all Individuals are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight;
- k. Respect the decisions of the majority and resign if unable to do so;
- l. Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings; and
- m. Have a thorough knowledge and understanding of all Organization governance documents.





## H. Team Personnel

In addition to Sections D-F (above), Team Personnel (which includes, but not limited to, all coaches, assistant coaches, managers, gender representatives, trainers, medical or other personnel in a position of influence on the athlete) have many additional responsibilities. The team personnel-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Team personnel must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it, consciously or unconsciously. Team personnel will:

- a. Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes;
- b. Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes;
- c. Avoid compromising the present and future health of athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments;
- d. Support the coaching staff of a training camp, provincial team, or national team, should an athlete qualify for participation with one of these programs;
- e. Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete;
- f. Act in the best interest of the athlete's development as a whole person;
- g. Respect other coaches;
- h. Meet the highest standards of credentials, integrity and suitability as required by the Organization;
- i. Report any ongoing criminal investigation, conviction, or existing bail conditions, including those for violence, child pornography, or possession, use, or sale of any illegal substance;
- j. Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol, marijuana and/or tobacco;



- k. Respect athletes playing with other teams and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the athletes;
- l. Not engage in a sexual relationship with an athlete under 18 years old, or an intimate or sexual relationship with an athlete over the age of 18 if the team personnel is in a position of power, trust, or authority over the athlete;
- m. Recognize the power inherent in the position of team personnel and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Team personnel have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights;
- n. Dress professionally, neatly, inoffensively and with Organization approved attire;
- o. Use inoffensive language, considering the audience being addressed;
- p. Act professionally at all times; and
- q. Act in a sportsmanlike manner and not display appearance of violence, foul language, or gestures to other athletes, officials, coaches or spectators.

## **I. Athletes**

In addition to Sections D-F (above), athletes will have additional responsibilities to:

- a. Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete; or in the case of carded athletes (athletes who are approved for funding and are financially supported through the Athlete Assistance Program), interfere with the athlete's ability to fulfill requirements under the Athlete Assistance Program;
- b. Participate and appear on-time, well-nourished, and prepared to participate to their best abilities in all competitions, practices, training sessions, evaluations, tournaments, and events;
- c. Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason;
- d. Adhere to the Organization's rules and requirements regarding clothing and equipment;
- e. Never ridicule a participant for a poor performance or practice;



- f. Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other players, officials, coaches, or spectators;
- g. Dress in a manner representative of the Organization, focusing on neatness, cleanliness, and discretion;
- h. Act in accordance with the Organization's policies and procedures and, when applicable, additional rules as outlined by coaches or managers; and
- i. Refrain from consuming illegal drugs, alcohol or performance enhancing substances or methods while participating in the Organization competitions.

## **J. Spectators and Parents**

In addition to Sections D-F (above), spectators and parents will:

- a. Encourage athletes to play by the rules and to resolve conflicts without resorting to hostility or violence;
- b. Never ridicule a participant for making a mistake during a performance or practice;
- c. Provide positive comments that motivate and encourage participants' continued effort;
- d. Respect the decisions and judgments of officials and encourage athletes to do the same;
- e. Respect and show appreciation to all competitors, and to the coaches, officials, and other volunteers who give their time to the sport;
- f. Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators; and
- g. Keep off the training or competition area and not interfere with any activities.



## **K. Duty of Disclosure, Reporting and Cooperation**

Any behaviour prohibited by this Code that is experienced or observed must be reported confidentially and in writing to [hugh@canadakicks.com](mailto:hugh@canadakicks.com).

When a report is submitted, the following shall apply:

- a. A person reporting a violation of this Code shall be provided the opportunity to remain anonymous, save and except in those circumstances where the nature of the disclosure and/or the resultant investigation make it necessary to disclose identify (for example, legal investigations or proceedings). In such cases, all reasonable steps shall be taken to protect the person reporting from harm as a result of having made a disclosure;
- b. The identity of the person submitting a report shall remain confidential unless the person and the Ethics Committee Members agree otherwise; and
- c. A person is protected against retaliation as a result of having made, in good faith, a report which the person believes to be valid or as a result of such person having otherwise assisted in the investigation of the report. Retaliation against a person who raises a concern, in good faith, will not be tolerated and is considered a violation of this Code.

All parties must cooperate fully with the Ethics, Disciplinary and Appeals Committees as requested.

## **L. Coming Into Force**

This QCUSC Code of Conduct and Ethics came into force on August 21, 2019, and will be reviewed on an annual basis and may be amended, deleted or replaced by Ordinary Resolution of the Board of Directors.