



Squash Nova Scotia Code of Conduct and Complaints Policy

1) Defined Terms

Code of Conduct:	Means the Code as set out in this document
Designated Individual:	Means any person chosen by Squash Nova Scotia or affiliated club to enforce the Code of Conduct at any event
Event:	Means any Squash Nova Scotia sanctioned competition, program, or squash-related activity
Member:	A member of Squash Nova Scotia
Participant:	All individuals engaged in activities with Squash Nova Scotia including, but not limited to athletes, coaches, referees, spectators, parents, volunteers, directors, officers, committee members, administrators, and independent contracted personnel.
Days:	Days irrespective of weekends or holidays.

2) Application of this Code

- a. This Code applies to Members and Participants' conduct during Events.
- b. This Code also applies to Member and Participants' conduct outside of Events when such conduct adversely affects relationships within Squash Nova Scotia (and its work and sport environment) and is detrimental to the image and reputation of Squash Nova Scotia

3) General Code of Conduct

Squash Nova Scotia is committed to providing an environment in which all individuals are treated with respect. Members and Participants are expected to conduct themselves at all times in a manner consistent with excellence, fairness, integrity and respect.

All Members and Participants will:

- a. Demonstrate through words and actions the spirit of fair play, sports leadership and ethical conduct;
- b. Treat others with respect and refrain from negative or disparaging remarks or conduct;
- c. Refrain from actions or communications that are vexatious, defamatory or that otherwise place Squash Nova Scotia, its official representatives, or the sport of squash into disrepute;

- d. Refrain from using alcohol and tobacco products when involved in training sessions or competitive events. At social events, and if of legal age, consume these products in a reasonable manner;
- e. Refrain from any behaviour that constitutes harassment, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, degrading, malicious, derogatory or hurtful; whether intentional or unintentional;
- f. Refrain from any behaviours that constitutes sexual harassment, where sexual harassment is defined as unwelcome sexual comments or sexual advances, sexist jokes or displays of sexually-offensive material or conduct of a sexual nature;
- g. Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, Squash Nova Scotia adopts and adheres to the Canadian Anti-Doping Program. Any infraction under this Program shall be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction. Squash Nova Scotia will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by Squash Nova Scotia, Squash Canada, or any other sport organization;
- h. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of squash, 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 of Ethics in Sport (CCES);
- i. Adhere to all federal, provincial, municipal and host country laws; and
- j. Comply at all times with the bylaws, policies, rules and regulations, as adopted and amended from time to time, of Squash Nova Scotia and Squash Canada including complying with any contracts or agreements executed with Squash Nova Scotia or Squash Canada, and complying with any sanction imposed by Squash Nova Scotia or Squash Canada.

4) Code of Conduct for Athletes

All Participant Athletes participating in a Squash Nova Scotia event will:

- a. Act with respect toward all those whom they come into contact with through the sport of squash;
- b. Strive for personal excellence in sport and act with fairness and integrity in the pursuit of excellent squash;
- c. Respect Squash Nova Scotia and Squash Canada's rules, policies, and procedures governing events and competitions in which they participate;
- d. Refrain from comments or behaviours which are abusive, offensive, or otherwise belittling or demeaning to others, whether intentional or not;
- e. Not harass or tolerate harassment by others including comments and/or conduct, which is insulting, intimidating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals, or which creates an uncomfortable environment for anyone involved;
- f. Respect others as persons or treat them with dignity;

- g. Respect the privacy of others;
- h. Not endanger the safety or others through their actions;
- i. Promote a drug-free sport and refrain from the use of alcohol or banned substances during competition, during practice, in accommodations provided on overnight trips, and while travelling to and from competition;
- j. Accept doping control that is consistent with the policies of the Canada Centre for Ethics in Sport
- k. Honour and respect the spirit and traditions of the sport of squash;
- l. Not impede the preparation for competition of other competitors or teammates;
- m. Respect the decisions of officials, tournament organizers and other Designated Individuals;
- n. Comply with the reasonable requests of officials
- o. Accept that the Participant Athlete is an ambassador for squash and refrain from any action which might bring the sport of squash into disrepute;
- p. Conduct themselves at all times in an appropriate manner, including any behaviour on social media;
- q. Respect the property and livelihood of others, which means refraining from vandalism, theft, and other forms of mischief;
- r. Not wager anything in any manner in connection with any Squash Nova Scotia event
- s. Be aware that failure to adhere to the Code of Conduct may result in a hearing before a disciplinary body and could result in any of the following: a written warning, suspension from competition or suspension from Squash Nova Scotia, Squash Canada, or other sanction as determined by the disciplinary body.

A Participant athlete may be ejected or disqualified from an Event or ejected or disqualified from further participation for the balance of an Event by a Designated Individual or may be at a later time held accountable for an action during an Event on one or more of the following grounds:

- a. Non-compliance with the rules and regulations put in place or adopted by a Squash Nova Scotia or Squash Canada, relating to participant safety or equipment;
- b. Deliberate disregard of the rules of squash adopted by Squash Nova Scotia, which rules constitute the rules enforced by Squash Nova Scotia and Squash Nova Canada;
- c. Verbally or physically abusing an opponent, official(s), spectator(s) or the sponsors;
- d. Showing dissent to the officials, including foul language and obscene or offensive gestures;
- e. Abusing playing equipment or the court;
- f. Failing to comply with the condition of entry of an Event including any rules with regard to clothing or advertising;
- g. Having entered an Event or accepted an invitation to participate, withdrawing from the Event or failing to attend without appropriate reason such as injury, etc.;
- h. Defaulting from an Event or match. A disciplinary body may require evidence of proof of "bona fide" injury, illness or other emergency situation;
- i. Failing to be available to meet reasonable requests for interviews by the media;
- j. Failing to avoid and reject the non-medical use of drugs or the use of performance-enhancing drugs or methods;

- k. Failing to adhere to World Squash Federation, Squash Canada and Squash Nova Scotia rules and requirements
- l. Any other unreasonable conduct which brings the game into disrepute, including but not limited to, abusive use of alcohol, non-medical use of drugs, use of alcohol by minors;

Participant athletes who have been selected to a Squash Nova Scotia or Squash Canada team will:

- a. Properly represent themselves and not attempt to enter a competition for which they are not eligible, by reason of age, classification or other reason;
- b. Report any health or fitness related problems in a timely fashion, where such problems may limit the athlete's ability to travel, train, compete or interfere with the athlete's ability to fulfill program requirements;
- c. Participate and appear on time in all competitions, Events, activities or projects to which the Team and the athlete have made a commitment and;
- d. Adhere to Squash Nova Scotia, Squash Canada and Event organizing committee rules regarding clothing, advertising and logos or any other corporate partnership agreement.

5) Code of Conduct for Parents

All parents of individual athletes participating in a Squash Nova Scotia or Squash Canada sanctioned Event will:

- a. Show no disrespect for the decisions of the coaches, officials and referees;
- b. Encourage their individual child to play within the rules, to respect opponents and to resolve conflict without resorting to hostility, humiliation or violence;
- c. Never ridicule or yell at their individual child for making a mistake or losing a match;
- d. Not sit beside the referee during their individual child's match;
- e. Not criticize, abuse or ridicule the decisions of the referee;
- f. Respect and show appreciation for the volunteers who give their time for the betterment of squash;
- g. Never harass players, coaches, officials or other spectators;
- h. Not arrive at an Event under the influence of inappropriate substances or consume such substances during an Event;
- i. If they are in violation of any of the above as determined by the Designated Individual, either leave the court area and/or the hosting venue;

6. Code of Conduct for Coaches

The athlete/coach relationship is a privileged one. Coaches play a critical role in the personal development as well as athletic development of their athletes. They must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it. Coaches must also recognize that they are conduits through which the values and goals of a sport

organization are channeled. How an athlete regards his/her sport is therefore often dependent on the behaviour of the athlete's coach. The following Code of Conduct has been developed to aid coaches in achieving a level of behaviour, which will allow them to assist their athletes in becoming well-rounded, self-confident and productive human beings.

Coaches will:

- a. Consistently display high personal standards and project a favourable image of their sport and of coaching;
- b. Treat everyone fairly within the context of their activity, without discrimination of any kind, such as race, colour, sex, sexual orientation, gender expression, gender identity, language, religion, political or other opinion, national or social origin, property, birth or other status;
- c. Direct comments or criticism at the performance rather than the athlete;
- d. Refrain from criticism of other coaches, especially when speaking to the media or recruiting athletes;
- e. Abstain from the use of tobacco products while in the presence of her/his athletes and discourage their use by athletes;
- f. Abstain from drinking alcoholic beverages when working around minor athletes;
- g. Discourage the use of alcohol in conjunction with athletic Events or victory celebrations at the playing site;
- h. Refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of his/her duties;
- i. Ensure that the activity being undertaken is suitable for the age, experience, ability and fitness level of the athletes and educate athletes as to their responsibilities in contributing to a safe environment as outlined in the Long Term Athlete Development plan;
- j. Actively assist in sustaining the present and future health of athletes by communicating and cooperating with registered medical practitioners in the diagnosis, treatment and management of injuries and other associated health or fitness problems;
- k. Consider the athletes' future health and well-being as foremost when making decisions regarding an injured athlete's ability to continue playing or training;
- l. Recognize and accept when to refer athletes to other coaches or sport specialists. Allow athletes' goals to take precedence over their own;
- m. Regularly seek ways of increasing professional development and self-awareness;
- n. Treat opponents and officials with due respect, both in victory and defeat and encourage athletes to act accordingly. Actively encourage athletes to uphold the rules of their sport and the spirit of such rules;
- o. In the case of minors, communicate and cooperate with the athlete's parents or legal guardians, involving them in management decisions pertaining to their child's development;
- p. Consider the academic pressures placed on student-athletes and conduct training and Events in a manner that supports academic success;
- q. Adhere to Squash Nova Scotia, Squash Canada and Event organizing committee rules regarding clothing, advertising and logos or any other corporate partnership agreement.
- r. Educate athletes about the dangers of drugs and performance-enhancing substances;

Coaches must:

- a. Ensure the safety of the athletes with whom they work;
- b. Never engage in any behaviour that abuses the power imbalance inherent in the coaching position including but not limited to establishing or maintaining a sexual relationship with an athlete that he or she is coaching or encouraging inappropriate physical or emotional intimacy with an athlete, regardless of the athlete's age;
- c. Respect athletes' dignity; verbal or physical behaviours that constitute harassment or abuse are unacceptable;
- d. Never advocate or condone the use of drugs or other banned performing-enhancing substances or practices;
- e. Never provide under age athletes with alcohol.

7. Code of Conduct for Officials

All Participant Officials:

- a. Will have a full knowledge of the Rules of Squash and their current Interpretation as described by the W.S.F.;
- b. Will at all times maintain complete impartiality with respect to all players and shall not enter into any relationship or take any action which casts doubt on his or her impartiality as a Squash Referee;
- c. Will not officiate in any match in which that Official has a relationship with one of the players that might be considered a conflict of interest so as to cast doubt on that Official's impartiality.
 - a. Not only is an obvious conflict of interest prohibited, but a mere appearance of such a conflict will render an official unsuitable for such an assignment;
- d. Will not criticize or attempt to explain calls or decisions by other Officials to anyone other than those Officials directly, or the Tournament Referee. Where Officials agree to conduct assessments on each other, these should be done discreetly but must be coordinated and supervised by the Tournament Referee;
- e. Will arrive at least 20 minutes prior to the start of the session. Also, Officials must be prompt for all matches assigned to them;
- f. Will dress and maintain their appearance in a manner befitting the dignity and integrity of the game. Where an official uniform has been supplied by the Tournament Sponsor, then this must be worn as required. The Tournament Referee shall determine the appropriate dress code throughout the Tournament;
- g. On the day they are to officiate, Officials will not drink any alcoholic beverages before or during their match or matches;
- h. Will not wager anything in any manner in connection with any Squash Event;
- i. Shall not, except in the ordinary course of controlling the gallery during a match, converse with the crowd;
- j. Shall at all times conduct themselves in a professional, ethical manner and give due regard to the authority of the Squash Canada or PTA representative, other Officials, and tournament personnel;

- k. Shall not participate in a media interview or meeting with a journalist where statements relating to squash refereeing can be printed or broadcast without the approval of the organization sanctioning the tournament.
- l. Will adhere to Squash Nova Scotia, Squash Canada and Event organizing committee rules regarding clothing, advertising and logos or any other corporate partnership agreement.

Complaints Policy and Procedure

Reporting a Complaint

- a. Any member may report to Squash Nova Scotia's office any complaint of an infraction by a Member. Such a complaint must be signed and in writing, and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted upon the sole discretion of Squash Nova Scotia.
- b. A complainant wishing to file a complaint beyond the fourteen (14) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the fourteen (14) day period will be at the sole discretion of Squash Nova Scotia. The decision may not be appealed.

Case Manager

Upon receipt of a complaint, Squash Nova Scotia will assign a Case Manager to oversee the management and administration of complaints submitted in accordance with this policy and such appointment is not appealable. The Case Manager has an overall responsibility to implement this policy in a timely manner. More specifically, the Case Manager has a responsibility to:

- a. Determine whether the complaint is frivolous or vexatious and within the jurisdiction of this policy. If the Case Manager determines the complaint is frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Case Manager's decision to the acceptance or dismissal of the complaint may not be appealed.
- b. Determine if the complaint is a minor or major infraction;
- c. Appoint a Mediator and/or Panel, if necessary, in accordance with this Policy;
- d. Determine the format of the hearing;
- e. Coordinate all administrative aspects of the complaint;
- f. Provide administrative assistance and logistical support to the Panel as required; and
- g. Provide any other service or support that may be necessary to ensure a fair and timely proceeding.

The Case Manager will inform the Parties if the incident is to be dealt with as a minor infraction or major infraction and the matter will be dealt with according to the applicable section relating to the minor or major infraction.

This Policy does not prevent an appropriate person having authority from taking immediate, informal, or corrective action in response to behaviour that constitutes either a minor or major infraction. Further sanctions may be applied in accordance with the procedures set out in the Policy.

Minor Infractions

Minor infractions are single incidents of failing to achieve the expected standards of conduct that generally do not result in harm to others, Squash Nova Scotia or to the sport of squash.

All disciplinary situations involving minor infractions will be dealt with by the appropriate person having authority over the situation and the individual involved (the person in authority may include, but is not restricted to: staff, officials, coaches, organizers, or Squash Nova Scotia decision makers).

Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined at the discretion of the person responsible for discipline of such infractions. This is provided that the Respondent being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident.

Penalties for minor infractions, which may be applied singly or in combination, include the following:

- a. Verbal or written warning;
- b. Verbal or written apology;
- c. Service or other voluntary contribution to Squash Nova Scotia;
- d. Removal of certain privileges of membership for a designated period of time;
- e. Suspension from the current competition, activity, or event; or
- f. Any other sanction considered appropriate for the offense.

Minor infractions that result in discipline will be recorded and maintained by Squash Nova Scotia. Repeat minor infractions may result in further such incidents being considered a major infraction.

Major Infractions

Major infractions are instances of failing to achieve the expected standards of conduct that result, or have the potential to result in harm to other persons, Squash Nova Scotia, or to the sport of squash.

Examples of major infractions include, but are not limited to:

- a. Repeated Minor Infractions;
- b. Intentionally damaging Squash Nova Scotia property or improperly handling Squash Nova Scotia monies;
- c. Incidents of physical abuse;
- d. Pranks, jokes or other activities that endanger the safety of others, including hazing;
- e. Disregard for the bylaws, policies, rules, regulations and directives of Squash Nova Scotia;
- f. Conduct that intentionally damages the image, credibility or reputation of Squash Nova Scotia;
- g. Behavior that constitutes harassment, sexual harassment or sexual misconduct;
- h. Abusive use of alcohol, any use or possession of alcohol by minors, use or possession of illicit drugs and narcotics.

Major infractions will be decided using the disciplinary procedures set out in this policy, except where a dispute resolution procedure contained within a contract or other formal written agreement takes precedence.

Major infractions occurring within competition may be dealt with immediately, if necessary, by an appropriate person having authority. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of this Policy.

Decision

After hearing the matter, the Panel will determine whether an infraction has occurred and if so what appropriate sanction will be imposed. The Panel's written decision, with reasons, will be distributed to all parties, the Case Manager and Squash Canada. The decision will be considered a matter of public record unless decided otherwise by the Panel.

Where the Respondent acknowledges the facts of the incident, he or she may waive the hearing, in which case the Panel will determine the appropriate disciplinary sanction. The Panel may hold a hearing for the purpose of determining an appropriate sanction.

If the Respondent chooses not to participate in the hearing, the hearing will proceed in any event.

In fulfilling its duties, the Panel may obtain independent advice.

Sanctions

The Squash Nova Scotia board may apply the following disciplinary sanctions singly or in combination, for major infractions:

- a. Verbal or written reprimand;
- b. Verbal or written apology;
- c. Service or other voluntary contribution to Squash Nova Scotia;
- d. Removal of certain privileges of membership;
- e. Suspension from certain Squash Nova Scotia teams, events and/or activities;
- f. Suspension from all Squash Nova Scotia activities for a designated period of time;
- g. Withholding of prize money;
- h. Payment of the cost of repairs for property damage;
- i. Suspension of Squash Nova Scotia or Sport Nova Scotia funding;
- j. Expulsion from Squash Nova Scotia;

Other sanctions as may be considered appropriate for the offense.

Unless the Panel decides otherwise, any disciplinary sanctions will commence immediately. Failure to comply with a sanction as determined by the Panel will result in automatic suspension until such time as compliance occurs.

A written record will be maintained by Squash Nova Scotia at their head office for major infractions that result in a sanction.

Serious Infractions

Squash Nova Scotia may determine that an alleged incident is of such seriousness as to warrant suspension of the Respondent pending a hearing and a decision of the Panel.

Criminal Convictions

A Member's conviction for any of the following Criminal Code offenses will be deemed a major infraction under this Policy and will result in expulsion for Squash Nova Scotia and/or removal from Squash Nova Scotia competitions, programs, activities and events upon the sole discretion of Squash Nova Scotia:

- a. Any child pornography offences;
- b. Any sexual offences;
- c. Any offence of physical or psychological violence;
- d. Any offence of assault; or
- e. Any offence involving trafficking or illegal drugs.

Confidentiality

The discipline and complaints process is confidential involving only the Parties, the Case Manager, and the Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Appeals Procedure

The decision of the Panel may be appealed in accordance with Squash Nova Scotia's Appeal Policy.