



## **BC Games Society Discipline Process for Host Societies (for volunteers)**

### **Principles**

This process outlines how to report infractions or transgressions of the BC Games Safeguarding Process or Code of Conduct or the BC Universal Code of Conduct (BCUCC), and how the reports are managed.

A complaint may be made by any person against any employee, director, officer, volunteer, or participant of the BC Games Society or the BC Winter or BC Summer Games host societies.

If a situation should require police intervention, the RCMP or city police will be contacted by the BC Games Society President and CEO or designate. The BC Games Society will cooperate with any action or investigation by the RCMP or local police.

In the case of Games participants, the BC Games Society will involve the respective Provincial Sport Organization in the discipline of participants from their sport.

### **Jurisdiction**

Minor infractions involving participants only or volunteers and participants and all major infractions are managed by the BC Games Society. Refer to the BC Games Discipline Process.

Minor infractions involving volunteers only are managed by the host society as outlined in this document.

### **Pre/Post-Games Reporting Process**

Prior to or after the Games, an individual who has been subjected to conduct which they believe constitutes a violation, infraction, or transgression of the BC Games Safeguarding Policy, the BC Games Code of Conduct, or the BC Universal Code of Conduct (BCUCC), or witnesses such an incident, should contact the BC Games Intake Line at 250-387-1121 or the Canadian Sport Helpline by phone, text or email: 1-888-837-7678 or [info@abuse-free-sport.ca](mailto:info@abuse-free-sport.ca)

### **Definitions**

“*BCUCC*” is the [BC Universal Code of Conduct as found here](#).

“*Code of Conduct*” is the [BC Games Code of Conduct as found here](#).

“*Complaint*” is a report of an infraction or transgression of the BC Games Safeguarding Process or Code of Conduct or the BC Universal Code of Conduct (BCUCC).

“*Games-time*” is the days of the Games from the time the first BC Games transportation departs for the Games until the conclusion of the Volunteer Appreciation Event.

“*Pre-Games*” is time before “*Games-time*” and includes the time when the host society is planning and preparing for the Games.

“*Host Society*” is the incorporated organization established for the purpose of planning and staging the Games.

*“Intake Volunteers”* are selected by the host society. Two Intake Volunteers are put into place, one male and one female, who are trained in mediation, dispute resolution, or counselling to receive complaints under this process. These volunteers are appointed within six (6) weeks of the Games. They will receive and manage all infractions or transgressions that involve only volunteers and during the Games and may be called upon to assist with infractions or transgressions that involve volunteers and participants, as needed.

*“Host Society Discipline Committee”* is a committee of individuals established by the Host Society to review and consider *Minor Infractions* involving volunteers only, convened for the purpose of managing one or more incidents. No members of the Committee shall have any personal or professional involvement with either the Complainant or Respondent and no prior involvement with the matter under consideration. The Committee consists of individuals appointed from a pool of individuals identified as outlined below. Individuals may be appointed to more than one Committee simultaneously, as appropriate for the situation(s) but will not have any direct involvement with the matter under consideration.

The pool of Host Society Discipline Committee:

- will be selected by the Host Society Board of Directors;
- will not be members of the Host Society Board of Directors;
- will ideally be selected from individuals connected to the local sport system;
- may be Host Society Chairs and/or general volunteers, including the Intake Volunteers;
- are not directly connected to the individuals, or organizations party to the situation;
- are known to the Board of Directors or recommended for inclusion on a Discipline Committee by another agency; and
- serve only for the duration of making recommendations on the situation for which the Committee was struck.

*“Interested parties”* are those who are directly involved in the complaint but does not include those who may have been involved and/or interviewed as witnesses.

*“Infractions”* may be categorized as *Minor* or *Major*:

*“Minor Infractions”* are dealt with depending on the scenario:

- involve participants from ONLY one sport – managed by the respective Provincial Sport Organization (PSO)
- involve ONLY volunteers – managed by the host society.
- Involve participants from more than one sport or participants and volunteers – managed by the BC Games Society

*“Major Infractions”* are the responsibility of the BC Games Society and may require the forming of the Discipline Committee and/or the utilization services from other organizations or individuals, depending on the nature and severity of the violation.

Examples of each type of infraction *that apply to conduct of volunteers* are outlined below (for examples of infractions that apply to conduct of participants, see the [BC Games Discipline Process](#)). This is not an inclusive or exhaustive list but is based on the standard of behavior expected at the Games. The BC Games Society must be made aware of any infraction, regardless of the nature or severity.

- *Minor Infractions* may include but are not limited to:
  - Single instances of disrespectful behaviour;
  - Single instances of unsporting conduct (e.g. arguing or fighting);
  - Use of tobacco products by adults within Games venues or accommodations;
  - Minor incidents of inappropriate physical contact (e.g., shoving, tripping, pushing);
  - Conduct contrary to BC Games values and Culture of the Games principles;

- Minor violations of the BC Games Code of Conduct, Rules, or Policies, or of the BC Universal Code of Conduct (BCUCC);
- Other similar infractions.
- *Major Infractions* may include but are not limited to:
  - Repeated instances of one or more minor infraction;
  - Unsportsmanlike conduct such as fighting;
  - Racist or sexist comments or behaviour;
  - Possession or use of alcohol or cannabis by a minor at any time;
  - Possession or use of alcohol or cannabis by an adult within a Games venue;
  - Intoxication at any time;
  - Pranks, jokes, or other activities which endanger the safety of others;
  - Any incident of hazing;
  - Use of cigarette products by minors (under 19 years of age);
  - Major or repeated violations of the BC Games Society Code of Conduct, Rules, or Policies, or of the BC Universal Code of Conduct (BCUCC);
  - Behaviours that constitute psychological maltreatment, physical maltreatment, neglect, sexual maltreatment, grooming, or discrimination, as outlined in the BCUCC;
  - Intentionally filing a false allegation or retaliation against someone for filing a complaint;
  - Major incidents of inappropriate physical contact (e.g., attacking, sucker punching, fighting);
  - Conduct that intentionally damages the image, credibility, or reputation of the BC Games Society, the host society, or the Games;
  - Intentionally damaging property;
  - Possession or use of illegal drugs;
  - Other similar infractions.

“*Volunteers*” are those individuals registered as volunteers for the Games.

### **Notification of Policies**

The BC Games Society Code of Conduct and Culture of the Games principles are communicated in the following ways:

- posted on the BC Games Society website;
- for participants - included in the Guide to the Games, referenced at G2G Sessions, and made available in communications from the BC Games Society;
- for volunteers - included in training manuals, referenced at training sessions, and made available in communications from the host society; and
- as part of the registration processes for participants and volunteers where agreement to the Code of Conduct and the Culture of the Games principles, which are developed based on the Safeguarding Process and the BCUCC, is required.

## **Reporting Process (Games-time)**

1. A person who thinks they have been subjected to conduct which constitutes a violation/transgression of the BC Games Safeguarding Policy or Code of Conduct or the BC Universal Code of Conduct (BCUCC), or witnesses such an incident at the Games, may choose to make it known to the person responsible for the conduct, if it is safe to do so.
2. If confronting the person responsible for the conduct is not possible, or if after doing so the conduct continues, the individual may contact the BC Games Intake Line when basic but pertinent information is gathered, including whether volunteers and/or participants are involved, the nature of the incident, etc. See *Incident Intake Log*.
3. The BC Games Society President and CEO immediately receives a log of the call taken by the BC Games Intake Line or receives a log of an incident reported online. The *Incident Intake Log* is sent via email.
4. If the incident involves only volunteers, one of the Intake Volunteers will be contacted by the BC Games Intake Line and/or the BC Games Society President and CEO.
5. If the situation requires police intervention, the BC Games Society President and CEO or designated individual will make the official police report and the BC Games Society Crisis Communications Plan will be used for communication and managing the flow of information.

### **Interviews**

6. It is likely that in order to determine how to manage the complaint, the person making the complaint and/or those who are or may be witnesses or otherwise involved, will need to be interviewed.
7. Interviews, where possible and practicable, will be conducted by a BC Games Society appointed interviewer. The interviewer may be accompanied by a note-taker or observer.
8. All individual(s) being interviewed may choose to be accompanied by one (1) observer of their choice.
9. The observer is not permitted to provide reports or information during the interview; they are not being interviewed unless they are also party to the complaint and then their interview would separate from an interview where they are an observer.
10. The conditions of the observer's involvement in the interview will be established before the interview and communicated to the individual(s) being interviewed and the observer.
11. It is the responsibility of the individual being interviewed to inform parent/guardian of the interview details and determine who their observer will be, if they choose to have an observer attend.
12. Suitable observers could be the parent or guardian of the individual being interviewed, or another selected individual. It is strongly recommended that the observer be of legal age (19 or over) and not be otherwise party to the complaint.

### **Involves Only Volunteers**

1. If the situation involves only volunteers AND is either a minor infraction/transgression, or it cannot yet be determined if it is a major or minor infraction/transgression, the Intake Volunteer will:
  - i) Notify the Host Society President/Vice President
  - ii) The President/Vice President will convene a Host Society Discipline Committee, which may include the Intake Volunteer(s) or the Intake Volunteer(s) may be called upon to gather additional information, which may include conducting an interview with the individual making the report and others involved.
    - a) Note that this step may begin after any interviews deemed necessary have been conducted or at a time the President/Vice President deem appropriate based on the situation.
2. The *Incident Intake Log* received from the BC Games Intake Line will be provided to the Host Society Discipline Committee.
3. The Committee will select a Chair from amongst its members.
4. In fulfilling its duties, the Committee may obtain independent advice.

5. The Committee will first determine if a major or minor infraction/transgression has occurred. In so doing, the Committee may interview and/or secure statements from parties involved and any witnesses or receive reports of interviews conducted from the host society Intake Volunteers. The host society Intake Volunteers, a contractor, or other individual may be utilized to conduct further interviews/secure statements.
6. If it is a major infraction/transgression, the Committee will contact the Host Society President/Vice President and the BC Games Society President and CEO and the management of the incident will be turned over to the BC Games Society.
7. If the Committee determines that the incident is a minor incident, they will consider the complaint and related information and determine the discipline/sanction.
8. Any individual being disciplined, being interviewed, or requested to attend a hearing may choose to be accompanied by one (1) observer of their choice as outlined in paragraphs 6-13 of the Games-time Reporting Process (Games-time) section above.
9. If the Committee cannot come to a consensus on the discipline/sanction, the Host Society President/Vice President and the BC Games Society President and CEO will be informed and they will determine if the situation is escalated to a major infraction/transgression or if another Discipline Committee will be convened.
10. If a decision on discipline is reached, the Committee will inform the Host Society President/Vice President of the decision. The Host Society President/Vice President will inform the BC Games Society President and CEO. If deemed necessary, the BC Games Society Marketing and Communications Manager will be brought in to assist with developing key messages.

### **Discipline/Sanctions**

1. The discipline determined by the Committee may include any of the following, singularly or in combination:
  - i) Oral or written warning
  - ii) Oral or written reprimand
  - iii) Suspension from future competitions or events at the Games
  - iv) Ejection from the Games
  - v) Other appropriate penalty as determined by the Committee
2. The Committee does not have the authority to determine a penalty that exceeds the duration of the Games.
3. The discipline/sanctions will be delivered to the individual by the Host Society President/Vice President or representative of the Host Society Board or the Host Society Discipline Committee. If the discipline/sanction is being delivered verbally, a written summary will be provided at the time of the verbal delivery and a copy of the complete report (including the original complaint/report, the decision of the Committee, and the discipline/sanction) is provided to the individual being disciplined within 10 days of being delivered the discipline sanction. The complete report will also be kept on file by the BC Games Society for as long as required by law or society policy dictates.
4. Appeals are not permitted for minor infractions. Appeals for major infractions will be addressed via the BC Games Society Appeals Procedures unless superseded by the process utilized for the situation.

There is no "typical" sanction for each type of infraction/transgression; discipline/sanctions are applied depending upon the severity and the specifics of the situation. The Host Society Discipline Committee, as appropriate, shall determine discipline/sanctions in accordance with this policy.

In applying sanctions, the Host Society Discipline Committee may consider the following aggravating or mitigating circumstances:

- The nature and severity of the infraction;
- Whether the infraction/transgression is the individual(s)' first or a repeated infraction/transgression;
- The individual(s)' acknowledgement of responsibility;
- The individual(s)' extent of remorse; and
- The age, maturity, or experience of the individual(s).

For volunteers the discipline may range from partial to full suspension of Games privileges which may include removal from their volunteer position, requirement to return Games uniform/apparel item, revoking of invitation to attend events, or other sanction deemed commensurate with the infraction.

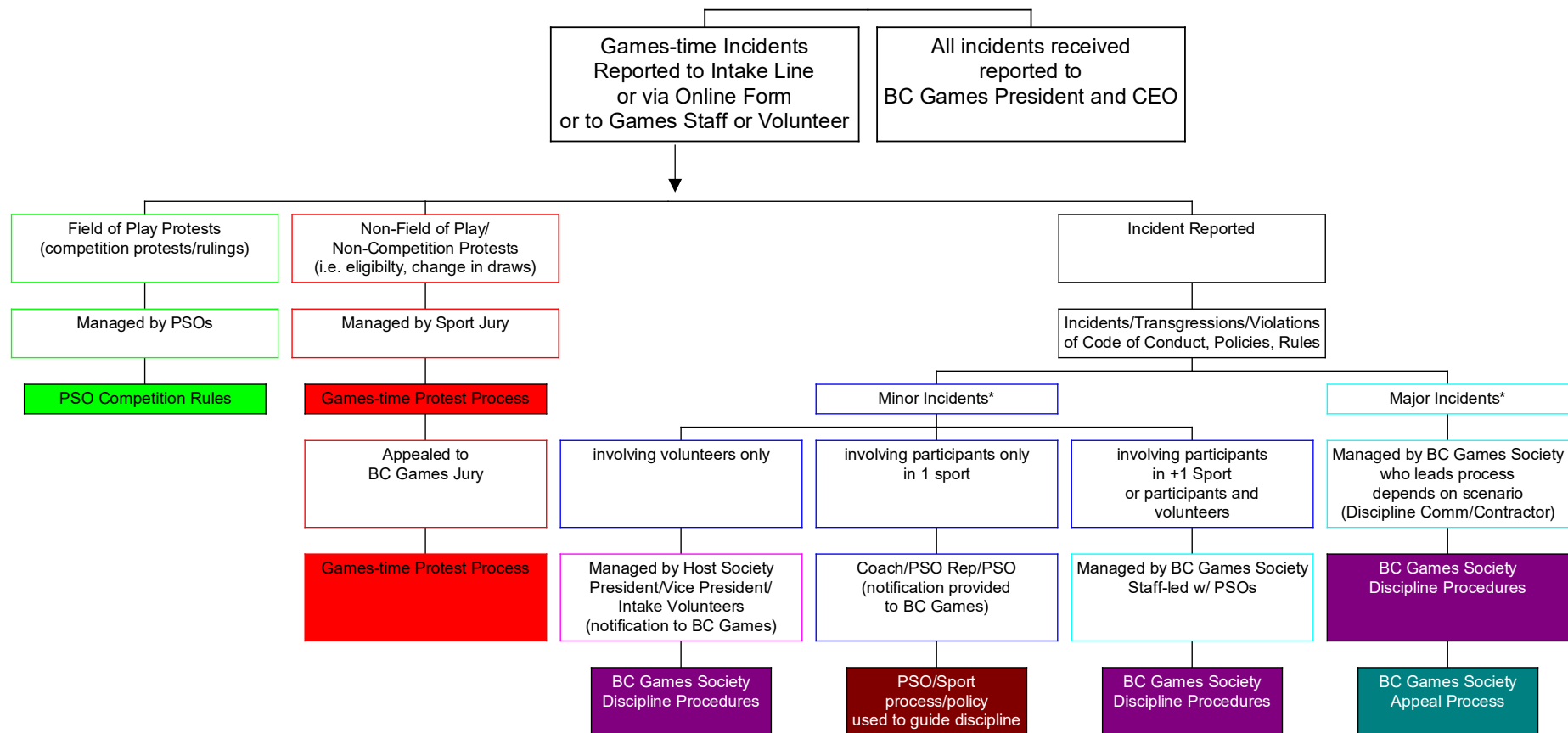
## Incident Management and Call Routing and Response Matrix

### General Overview

1. A call is received at the designated "Intake Line".
2. This Intake Line is answered by the designated contractor.
3. General information is recorded on the reporting form (online JotForm).
4. The caller is referred to the appropriate response route, based on the situation as indicated in the flowchart below. This may mean giving them the contact info of the person they need to reach out to, identifying where they can find the contact info or the person they need to report to, or another support.
5. The BC Games Society President and CEO is made aware of all call received via a designated reporting process (submission of the online reporting form by the Intake Line).

### Call Routing and Incident Response Matrix

The chart outlines who callers are referred to or who is informed by the Intake Line and the procedure activated by the individual/group responsible



\* As defined in the BC Games Discipline Process

## Host Society-Managed Incidents Flow Chart

