



POLICIES AND PROCEDURES MANUAL

Section Three | **Code of Conduct & Ethics**

Effective: February 2015

Amended: January 2016

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1 Code of Conduct & Ethics (01 16)

1.1 Definitions

1.1.1 The following terms have these meanings in this Code:

- a) *“Governing Body”* – It refers to the organization that has the authority to manage a discipline complaint per the policies of the Governing Body. Governing Body may refer to the Canadian Soccer Association, SSA, or Member Organizations, Clubs/Zones or Entities that are Members of the SSA.
- b) *“Members”* – All Members defined by SSA Bylaws and for the purposes of this policy include individuals, organizers and Member Organizations and also include parents of Individual Members and spectators at SSA events and SSA sanctioned competitions.
- c) *“Organizers”* - as per SSA Bylaws: Admission to the SSA as an Organizer Member is open to those persons that support the organization of soccer in Saskatchewan and are acting within the scope of their duties in support of an SSA Member Organization or the SSA; An Organizer Member may include but are not limited to administrators, volunteers, directors and officers, and staff, who may or may not receive pay.
- d) *“SSA”* – Saskatchewan Soccer Association

1.2 Purpose

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

As per the [Saskatchewan Employment Act and Saskatchewan Occupational Health and Safety Regulations](#), the SSA 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 SSA Code of Conduct and Ethics this protection also extends to all Organizer Members who volunteer or may receive payment in service to the Association and/or its Member Organizations.

- 1.2.2 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 SSA or the purpose of this Code, may still constitute a breach of the Code and be subject to sanctions.
- 1.2.3 SSA Member Organizations are responsible to ensure that their Code of Conduct and Ethics Policy is consistent with this Policy. As such, the SSA recommends that Governing Bodies adopt similar processes as described within this Policy or adopt this Policy with the substitution of ‘SSA’ with the name of the Governing Body.

1.3 Application of this Code

1.3.1 A Member who violates this Code may be subject to sanctions pursuant to the SSA’s *Formal Complaints Policy*. A Member who violates this Code during a competition may be ejected from the competition or the playing area, the official may delay the competition until the Member complies with the ejection, and the Member may be subject to any additional discipline associated with the particular competition as per the SSA’s *Event Discipline Procedure*.

- 1.3.2 An employee of the SSA who violates this Code will be subject to appropriate disciplinary action according to the terms of the SSA's *Personnel Policy* and/or employment agreement.

1.4 Responsibilities

- 1.4.1 Members have a responsibility to:
- a) Comply, at all times, with the SSA's bylaws, policies, procedures, directives, and rules and regulations, as adopted and amended from time to time.
 - b) Work in a spirit of partnership to collaborate with the SSA and all its Members and stakeholders to align efforts to achieve the Mission of the SSA 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 members, organizers and other individuals by:
 - e) Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation
 - f) Complying with Canada Soccer's Rules and Regulations specifically, but not limited to, (Section 3, page 2) the CSA Neutrality and Non-Discrimination Code and FIFA's Code of Ethics (Section 23, page 20).
 - g) Focusing comments or criticism appropriately and avoiding public criticism of Members or Organizers.
 - h) Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct
 - i) Consistently treating individuals fairly and reasonably
 - j) Ensure adherence to the rules of the sport and the spirit of those rules
 - k) 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.
 - l) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities
 - m) Promote the sport in the most constructive and positive manner possible
 - n) Respect the property of others and not willfully cause damage
 - o) Adhere to all federal, provincial, municipal and host country laws
 - p) Comply with the SSA Conflict of Interest Policy
 - q) Comply with the guidelines of the SSA Social Media Policy
 - r) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, the SSA adopts and adheres to the Canadian Anti-Doping Program. Any infraction under this Program will ~~shall~~ be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction, pursuant to the SSA's *Formal Complaints Policy*. The SSA will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by the SSA or any other sport organization
 - s) 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)

- t) Refrain from consuming alcohol, tobacco products, or recreational drugs while participating in the SSA 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 SSA's events

1.5 Unacceptable Actions

1.5.1 Members have a responsibility to:

- a) Refrain from any behavior that constitutes aggression or abuse, where aggression or abuse is directed towards Organizers. Types of behaviour that are applicable to this section include, but is not limited to:
 - i. Language (whether verbal or written) that may cause Organizers 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
 - 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 Members. Types of behaviour 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 Members 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
 - v. Repeatedly posing a question when a response has already been given
- c) Refrain from any behaviour 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 SSA's ability to deal with the matter, or the SSA responsibility for carrying out tasks relating to other Members. Types of behaviour that are applicable to this section include, but are not limited to:
 - i. When a large number of 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 SSA 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 SSA directives
- x. Making false statements in person, in written form or in public

1.6 Harassment

1.6.1 Members have a responsibility to:

- a) Refrain from any behaviour 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 behaviour 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 behaviour 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 behaviour which is intended to undermine self-esteem, diminish performance or adversely affect conditions of participation
 - 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
 - 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
 - xv. Behaviours 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 behaviour 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 behaviour that it is reasonable to interpret as a threat to exercise physical force. Types of behaviour that are applicable to this section include, but are not limited to:
 - i. Verbal threats to attack
 - ii. Sending 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 a 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
 - viii. Any attempt to engage in the type of conduct outlined above
- c) Refrain from any behaviour that constitutes **sexual harassment**, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favours, or conduct of a sexual nature. Types of behaviour 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
 - ix. Physical or sexual assault

1.7 Board/Committee Members and Staff

- 1.7.1 In addition to Articles 1.4 - 1.6, the SSA's Directors, Committee Members, and Staff will have additional responsibilities to:
- a) Function primarily as a member of the staff, board and/or committee(s) of the SSA; 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 SSA's business and the maintenance of Members' confidence
 - c) Ensure that the SSA'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 SSA
 - 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 the SSA's activities, the provincial sport community, 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 SSA is incorporated
 - i) Respect the confidentiality appropriate to issues of a sensitive nature
 - j) Ensure that Members 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
 - m) Have a thorough knowledge and understanding of all the SSA governance documents
Conform to the bylaws and policies approved by the SSA, in particular this *Code of Conduct and Ethics* as well as the *Conflict of Interest Policy* and *Confidentiality Policy*

1.8 Team Personnel

- 1.8.1 In addition to Articles 1.4-1.6, **Team Personnel** (which includes, but not limited to, all Coaches, Assistant Coaches, and Managers, Gender Representatives, Medical or other personnel in a position of influence on the athletes) 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, including but not limited to such considerations established by the SSA's *Screening Policy*
 - 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 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, and inoffensively
 - o) Use inoffensive language, taking into account the audience being addressed
 - P) Act professionally at all times
 - q) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators.

1.9 Athletes

- 1.9.1 In addition to Articles 1.4-1.6, **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, 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, tryouts, 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 SSA'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 athletes, officials, coaches, or spectators
 - g) Dress in a manner representative of the SSA; focusing on neatness, cleanliness, and discretion
 - h) Act in accordance with the SSA's policies and procedures and, when applicable, additional rules as outlined by coaches or managers
 - i) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators

1.10 Officials

- 1.10.1 In addition to Articles 1.4-1.6, **Officials** will have additional responsibilities to:
- a) Conduct him/herself with dignity both on and off the field of play and shall, by example, seek to inspire the principles of fair play and earn the respect of those the referee serves
 - b) Not cause the Canadian Soccer Association, Saskatchewan Soccer Association or any regional referees association to become involved in any controversial matters and shall abide by the rules and regulations of the provincial soccer association and the referee's own regional association
 - c) Adhere to all standards and directives established by the international (FIFA), national (CSA) and provincial (SSA) soccer association, and the referee's regional association
 - d) Always be neat in appearance and maintain a high level of physical and mental fitness
 - e) Study the Laws of the Game and be aware of all changes and shall enforce all said Laws and Changes
 - f) Perform his/her designated duties, including attending organized clinics and lectures, etc. and shall assist their colleagues in upgrading and improving their standards of officiating, instructing and assessing
 - g) Adhere to the Canadian Soccer Association's Anti-Doping Policy
 - h) Honor any appointments made for and accepted by them unless unable to do so by virtue of illness or personal emergency
 - i) Not publicly criticize other referees, the national or provincial soccer association, or any referee's association
 - j) Not make any statement to the media (newspaper, television, radio, etc.) related to a game in which the referee has officiated, or to the performance of the players or other officials
 - k) Not accept any appointment to officiate in any competitive game involving a team in the same age group and gender division in the same league to which the referee is directly affiliated as a registered coach or manager

- l) Not accept an appointment to officiate in any provincial championship game involving a team or club to whom the referee is directly affiliated as a player, a registered coach or manager, and elected executive or board member
- m) Not accept any appointment to officiate in any competitive game in which an immediate member of his/her family by marriage or common law is a registered player or coach. An immediate member of the family is a parent, a spouse, a son or daughter, a brother or sister
- n) Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others
- o) When writing reports, set out the true facts and not attempt to justify any decisions
- p) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators

1.11 Spectators and Parents

1.11.1 In addition to Articles 1.4-1.6, **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
- g) Keep off of the training or competition area and not interfere with any activities.