

Volleyball Manitoba Updated Policies - 2023

- [Abuse Policy](#) (Volleyball Manitoba Approved March 2023)
- [Code of Conduct & Ethics Policy](#) (Volleyball Manitoba Approved March 2023)
- [Discipline & Complaints Policy](#) (Volleyball Manitoba Approved March 2023)

All three policies above are Pan-Canadian Policies that have been amended by Volleyball Canada, and adopted by Volleyball Manitoba in March 2023, in order to be consistent with the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS) as part of Abuse Free Sport.

Abuse Free Sport

- Abuse-Free Sport is Canada's independent system for preventing and addressing maltreatment in sport. Goal is to work with others throughout the Canadian sport system to ensure that all involved in sport have a safe and positive experience.
- Unlike the previous approach, where each national sport organization created its own system for dealing with complaints of maltreatment, this is designed to serve as a centralized system for various sectors of sport.
 - It is independent and led by experts in various fields, using education and research to prevent maltreatment at all levels of sport.
- Provides access to a wide range of resources - including victim services, referrals to specialized mental health professionals, and experienced lawyers - all available in English and French.

Office of the Sport Integrity Commissioner

The [Office of the Sport Integrity Commissioner \(OSIC\)](#) serves as the central hub within Abuse-Free Sport. It operates independently to administer the UCCMS through trauma informed processes.

The OSIC:

- oversees a complaint intake process
- conducts preliminary assessments and commissions independent investigations;
- when warranted, maintains a database of imposed sanctions; and
- monitors compliance by sporting organizations and issues reports as required.

The OSIC operates as an independent division of the [Sport Dispute Resolution Centre of Canada \(SDRCC\)](#).

The Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS)

The core document that sets harmonized rules to be adopted by sport organizations that receive funding from the Government of Canada to advance a respectful sport culture and deliver quality, inclusive, accessible, welcoming and safe sport experiences.

The UCCMS addresses:

- **common principles** and a commitment to advance a respectful sport culture;
 - **standard definitions** of various forms of maltreatment;
 - a list of **other prohibited behavior**; and
 - a framework for determining appropriate **sanctions** against such prohibited behavior.
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- ❖ The UCCMS applies to program signatories. Program Signatories are national sport organizations, multi-sport organizations and/or other sport organizations that have adopted the UCCMS and have retained the services of the SDRCC for the implementation of their safe sport framework.
 - ❖ Volleyball Canada and all Provincial/Territorial Clubs are signatories.

UCCMS (cont.)

- The UCCMS applies to all *“Participants”*.
 - This includes, but not limited to, employees, contractors, athletes, volleyball clubs, coaches, mission staff, referees, volunteers, managers, administrators, committee members, parents or guardians, spectators, and directors and officers
 - See Volleyball Canada Bylaws for a complete list of who qualifies as a *“Participant”*.
- *Participants, especially those in positions of trust or authority*, are responsible for knowing what constitutes a Prohibited Behaviour.
- The full document can be found [here](#). There is also an annotated version of the code which contextualizes some of the provisions within the UCCMS to provide additional information which guides in its interpretation and application. This can be found [here](#).
- Encourage all clubs/coaches to review the annotated version of the UCCMS to gain an understanding of its objectives and the individual obligations under it.

Prohibited Behaviour under the UCCMS

- Psychological Maltreatment
- Physical Maltreatment
- Neglect
- Sexual Maltreatment
- Grooming
- Boundary Transgressions
- Discrimination
- Aiding and abetting
- Failure to report
- Intentionally reporting a false allegation
- Interference or manipulation of process
- Retaliation
- Subjecting a Participant to the risk of maltreatment

Note: Categories of Maltreatment under the UCCMS are not mutually exclusive, and the examples provided in each category are not an exhaustive list.

Volleyball Manitoba's new policies: Why

- As signatories to the the UCCMS, there are certain obligations that follow - including, for example, the requirement to ensure all policies and procedures are interpreted and applied in a manner consistent with the UCCMS.
- In light of the above, the policies named on slide one have been updated by Volleyball Manitoba in accordance with these obligations.
- Central changes to all three policies include updating the language and procedures to be consistent with the UCCMS and the OSIC.

Volleyball Manitoba's new policies: Updates

- **Discipline & Complaint Policy:** Any complaint arising from the application of the UCCMS (e.g., matters concerning *Prohibited Behaviours*, including Abuse/Maltreatment) must be directed to the **Office of the Sport Integrity Commissioner (OSIC)** (more to follow).
- **Abuse Policy:** Allegations of abuse (as defined in the policy and consistent with the UCCMS) are to be handled by independent third party (i.e. the OSIC).
- **Code of Conduct and Ethics:** Sets out responsibilities for all individuals and specific responsibilities for coaches, athletes, referees and parents/guardians/spectators – all which are now consistent with the UCCMS.

OSIC & Volleyball Manitoba

- All processes required for the administration of the UCCMS will be addressed in accordance with the policies and procedures of the OSIC/DSO.
- The Conduct and Ethics Committee will refer complaints/reports to the OSIC where required, and they are then handled in accordance with the complaint management process as applicable – per section 22 of the *Discipline and Complaints Policy*.
- If there is a conflict between the policies – the UCCMS prevails.

Report to OSIC or Volleyball Manitoba?

- The Abuse Free Sport process and the OSIC reporting function is intended **only** for matters that pertain to the application of the UCCMS (i.e. *Prohibited Behaviours* - abuse, maltreatment etc.)
- **NOT** for issues administrative in nature or not otherwise covered by the UCCMS. (i.e. violations of regulations, other sporting disputes - team selection, recruiting violations, other violations of the code of conduct etc.).
- Volleyball Manitoba's Conduct & Ethics committee will follow the process and procedures set out in the *Discipline and Complaints Policy* for all such matters that do not fall under the UCCMS.
- Complaints/reports that fall outside the UCCMS are to be submitted through the **VM intake process** found [HERE](#).
 - This will be posted on the VM website under the SafeSport menu soon.
- If complaints or reports are submitted that the Conduct and Ethics committee feels fall under the jurisdiction of the UCCMS, the committee would move that to the Abuse Free Sport process.
 - If you are unsure about where to report, can always report to both, or report per the VM intake process above and the committee can refer the matter to the Abuse Free Sport Process if needed.
 - OR call the Abuse-Free-Sport Helpline (see last slide).

Complaint Management Process

For informational purposes only:

- **OSIC:** Complaints that are admissible are submitted to the OSIC, which is responsible for complaint intake and for commissioning independent investigations. In addition, the OSIC makes support services available to individuals who are navigating the complaint management process.
- **The Director of Sanctions and Outcomes:** An investigation report will be generated and transferred to the DSO, who will make a decision, which could include imposing a sanction.

Complaint Management Process



abuse-free sport
Office of the Sport
Integrity Commissioner

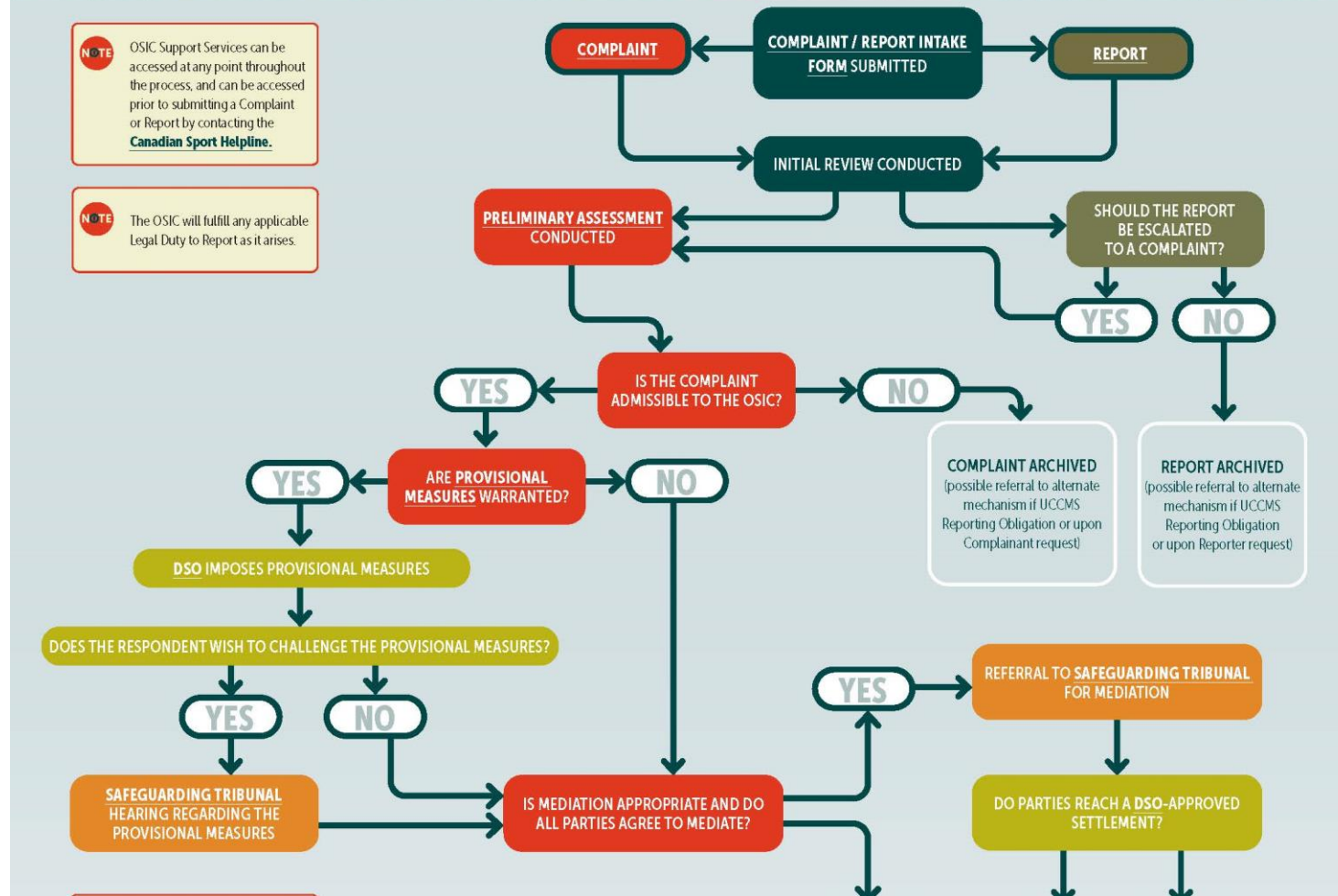
Please note we are in the process of updating this flowchart to reflect the latest changes to the Canadian Sport Dispute Resolution Code.

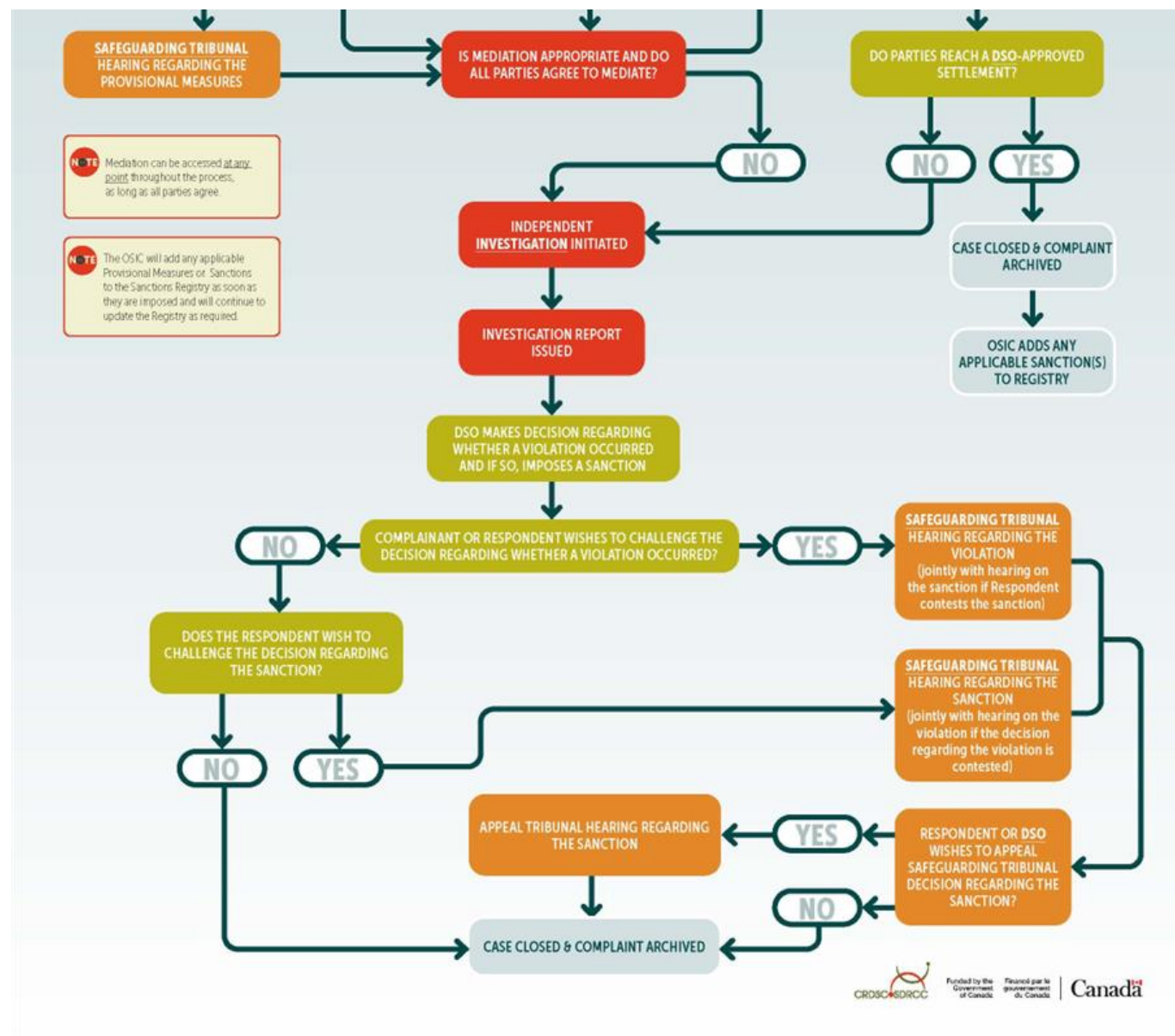
NOTE

OSIC Support Services can be accessed at any point throughout the process, and can be accessed prior to submitting a Complaint or Report by contacting the Canadian Sport Helpline.

NOTE

The OSIC will fulfill any applicable Legal Duty to Report as it arises.





Complaints & Reports to the OSIC

- OSIC has a secure, online complaint intake form to allow individuals to make a complaint or report regarding a violation of the UCCMS
 - Report an incident here: <https://osic-bcis.i-sight.com/portal>
- Can submit a **complaint**, and act as the complainant throughout the process, anonymity is not available as a complainant.
- OR can make a **report** – which allows individuals to provide information to the OSIC but not automatically engage the formal complaint management process – a report **can be made with or without providing your name and contact information**
 - Reports are reviewed by the OSIC and determined whether the OSIC can act
 - Reports may not result in further action (e.g. if they cannot obtain further info due to anonymity)
- **Who can report:** Any person can make a complaint or report using the OSIC form, **as long as the complaint or report is formulated against a respondent who is under the authority of a Signatory** (i.e. a *Participant*).
 - Reminder: Volleyball Canada and all Provincial/Territorial Clubs are signatories

Why is this important?

- Addressing the causes and consequences of Maltreatment is a collective responsibility and requires the deliberate efforts of all Participants and other sport stakeholders.
- Under the previous approach, each sport organization had its own system for dealing with complaints or maltreatment. Under this approach there is one central hub operating independently.
- Creates a public and transparent reporting and investigation process across all signatories (aka Volleyball Canada and all PSOs), that is accessible for all.
- Creates one standard and ensures that matters relating to the UCCMS are properly investigated through trauma informed approaches, and dealt with in a manner that is consistent and fair for all engaged in the process.
- Enhance the overall protection and fairness for all who participate in sport (coaches, athletes, and the like).

Why is this important?

- Allows for all complaints/reports to be recorded and maintained in a consistent manner over time and in one central location.
 - This ensures that concerning patterns of abuse or inappropriate behaviour can be more easily identified; and individuals can not as easily evade detection by moving to different sports or jurisdictions.
- While the vast majority of coaches would not and do not harm their athletes, these changes are help to ensure that information does not falling through the cracks by creating mechanisms for reporting to ensure that incidents are properly recorded and addressed as required.
- **Most importantly:**
 - Abuse is often perpetuated when people do not know how or where to report their concerns.
 - Or if they are reported, they are dismissed, met with indifference, or there is a lack of awareness or consistent policy and response to deal with the concerns in any meaningful way.
 - Abuse which occurs over several years often has a pattern of red flags that were raised but not dealt with in a meaningful way.
 - This provides individuals with an accessible reporting mechanism, and, transparent policies and procedures for handling reports.
- Note: this is a new system and approach for sport, but is consistent with many other professions (i.e. having an independent body with oversight).

Combating Common Misconceptions

- **False reporting.** Research shows that false (malicious) allegations of abuse are exceedingly rare. Research is relatively consistent (around 5% or less), with incidents of sexual abuse even lower (2-4%).
 - This is consistent across all types of violent crimes (about 5% of incidents of false (malicious) reporting)
 - This includes all contexts (family, sport etc.) – covering a wide range of reasons why false allegations occur (for example, parental separation and retaliation). When focusing on sport alone could expect even lower % of false reports.
- Accessible reporting does **not** lead to more false reports.
 - **93% of child maltreatment cases** are never brought forward to police or child welfare
 - Accessible reporting can help to prevent abuse occurring over extended periods by ensuring concerning behaviour (grooming, boundary transgressions) can properly addressed before they escalate.
- **Prevalence of sexual abuse.** According to research, **1 in 10 Canadians** reported being sexually victimized before they turned 18.

Sources:

Simpson, M., Fletcher, K., De La Sablonniere-Griffin, M., & Trocmé, N. (2018). False allegations of abuse and neglect. CWRP Information Sheet #193E. Montreal, QC: Canadian Child Welfare Research Portal.

Lonsway, K., Archambault, J., & Lisak, D. (2009). False Reports: Moving Beyond the Issue to Successfully Investigate and Prosecute NonStranger Sexual Assault. The Voice, 3(1).

Alaggia, R., Collin-Vézina, D., & Lateef, R. (2017). Facilitators and barriers to child sexual abuse (CSA) disclosures: A research update (2000–2016). Trauma, Violence, & Abuse, 1-24.

Burczycka, M. & Conroy, S. (2017). Family Violence in Canada: A Statistical Profile, 2015. Juristat, Vol. 37, No. 1. Ottawa: Statistics Canada. Cat. No. 85-002-X.

Combating Common Misconceptions

- **Disclosing Abuse.** Disclosure of abuse is often delayed. Less than 25% of children immediately disclose being sexually assaulted. Research from Statistics Canada in 2017 indicated that only approximately **one third** of children who were sexually abused by an adult disclosed the abuse *before* the age of 15.
 - What this means, is that we can not rely on a child to disclose their abuse or remove themselves from abusive situations. Protective adults are needed.
 - If disclosure occurs, it can often be in pieces rather than all at once. What this means is that initial disclosure may be a subdued version of the truth.
 - The existence of a relationship of trust can prevent a child from disclosing the offences – which enables the abuse to persist for longer
 - For instance, children may not disclosure over a fear of retribution – with respect to sport environments, a child may not disclose for fear their athletic development will be jeopardized
- This is not about any one individual – but rather identifying and correcting behaviour to prevent abusive situations from occurring or persisting

Sources:

Alaggia, R., Collin-Vézina, D., & Lateef, R. (2017). Facilitators and barriers to child sexual abuse (CSA) disclosures: A research update (2000–2016). *Trauma, Violence, & Abuse*, 1-24.

Burczycka, M. & Conroy, S. (2017). Family Violence in Canada: A Statistical Profile, 2015. *Juristat*, Vol. 37, No. 1. Ottawa: Statistics Canada. Cat. No. 85-002-X.

Department of Justice Canada. (2013) "Sexual Offending Against Children and Youth." Retrieved from: <http://www.canada.ca/en/news/archive/2013/02/sexual-offending-against-children-youth.html>. Keighley, K. (2017). "Police-reported crime statistics in Canada, 2016." *Juristat*, Vol. 37, No. 1. Ottawa: Statistics Canada. Cat. No. 85-002-X; Beaupré, Pascale and Cotter, Adam. 2014. "Police-reported sexual offences against children and youth in Canada, 2012." *Juristat*, Cat. No. 85-002-X. Statistics Canada.

For More Information & Other Resources

- **Overview** of the complaint management process:
 - <https://sportintegritycommissioner.ca/process/overview>
- **OSIC Authority & Jurisdiction:**
 - <https://sportintegritycommissioner.ca/jurisdiction>
- **OSIC Complaints & Reports:**
 - <https://sportintegritycommissioner.ca/complaints-reports>

Questions or Concerns about the OSIC & complaint management process should be directed to Abuse Free Sport.

- **To report an incident to the OSIC:**
 - <https://sportintegritycommissioner.ca/report>
- **To report to Volleyball Manitoba:**
 - https://docs.google.com/forms/d/e/1FAIpQLSemIk0HHvNUUqDjiKJz_FUnYfYSUJpqUcy4U9PZx0euxhe82A/viewform
- **Abuse Free Sport Helpline:**
 - <https://abuse-free-sport.ca/helpline>
 - Can be used if an individual is unsure if the complaint or report can be addressed through the OSIC
- **Mental Health Services, Education Library, Legal Aid Program:**
 - <https://abuse-free-sport.ca/>

