



Code of Conduct

(Players, Parents, Volunteers and Coaches)

Last updated: June 27th, 2023

Effective Date

This policy comes into effect as of July 1st, 2023.

Review Period

The policy is reviewed, at a minimum, on an annual basis by the MAC Executive and is updated as required.

Table of Contents

- Introduction, Values & Expectations – Page #1
- Section A: Sample Behaviours – Page #4
- Section B: Definitions – Page #7
- Section C: Information Regarding Reporting and Resolving Incidents – Page #8
- Section D: Process for Resolving Incidents of Harassment or Bullying – Page #9
- Section E: Process for Resolving Incidents other than Harassment or Bullying – Page #10
- Section F: Process for Repeated Infractions and Other Issues – Page #11

Introduction

Membership in the Mountain Athletic Club (MAC) and participation in its activities, brings with it many benefits and privileges that are balanced by member responsibilities and obligations. All members of the club – players, parents, volunteers and coaches are viewed as role models and ambassadors of the club and the sport of volleyball. They are expected to uphold the club’s values through their actions on and off the court in all club-related activities.

Our Values (#MACproud)

resPect	We promote ethical behaviour, fair play and respect for the game and all of its participants
integRity	We act in a fair, consistent and transparent manner
hOnesty	We expect all members to be truthful, trustworthy and genuine



Unity	We expect all members to understand that no one member or team is bigger than the club
deDication	We expect all members to make a commitment to the club and its teams

As a player, you should:

Show respect and integrity

- Demonstrate through words and actions the spirit of sportsmanship, sports leadership and ethical conduct.
- Comply at all times with the bylaws, policies, rules and regulations of MAC, comply with any contracts or agreements executed with or by MAC, and comply with any sanction imposed by MAC.
- Refrain from any behaviour that constitutes bullying, harassment, or sexual harassment (see definitions below).
- Listen intently to those who are teaching you. Pay attention whenever your coaches pause to instruct your teammates – there are always lessons to be learned.
- Remember that coaches and officials are there to help you. Accept their decisions and show them respect.
- Respect and show appreciation for the volunteers who give their time to the Club.
- Respect the equipment and facilities loaned to you for your use.

Play fair and be honest

- Play by the rules of the game and the true spirit of the sport.
- Acknowledge all good plays and performances – those of your team and your opponents.
- Report any injuries or medical problems to the head coach even if it would limit or affect the players performance or ability to participate.

United and dedicated to your team and the club

- Be on time for and attend all practices, training and games, unless you have a legitimate reason.
- Wear appropriate practice clothing and prescribed game uniforms.
- Participate in all club and team fundraising activities.
- Assist in the delivery of clinics and other outreach activities as needed.
- Practice hard, play hard and have fun!
- Give your best effort at all times, at practices and tournaments.
- Stay “drug and alcohol free” and encourage others to do the same.

As a parent you should:

Instill passion

- Do not force your child to play, but once the decision to play is made, support his or her passion.



- Be a role model and ambassador for the club and for the sport of volleyball.
- Teach your child that doing one's best is as important as winning.

Show respect and integrity

- Demonstrate through words and actions the spirit of sportsmanship, sports leadership and ethical conduct.
- Comply at all times with the bylaws, policies, rules and regulations of MAC, comply with any contracts or agreements executed with or by MAC, and comply with any sanction imposed by MAC.
- Refrain from any behaviour that constitutes bullying, harassment, or sexual harassment (see Section B: Definitions below).
- Support coaches' rules and decisions.
- Leave the coaching to the coaches – don't yell instructions to players during a match or practice; never ridicule or yell at your child for making mistakes or losing a match.
- Never question an official's judgment or honesty in public.
- Respect and show appreciation for the volunteers who give their time to the club.

Promote fair play

- Encourage your child to play by the rules and to resolve conflict without resorting to hostility or violence.
- Acknowledge good plays and performance by both your child's team and his or her opponents.

Commit and unite with your team and be dedicated to the club

- Ensure players are at practice, tournaments and other team activities at scheduled times and locations.
- Drive players to out-of-town tournaments or arrange carpools.
- Attend the team's Parent Meetings.
- Pay Club and team fees by due dates.
- Assist the Club and your child or guardian's team with fundraising.
- Volunteer at a team or club level.

Support the pursuit of excellence

- Acknowledge hard work and fair play – win or lose.
- Learn the rules of the sport.

As a coach you should:

Instill passion

- Plan and lead fun, safe and purposeful practices.
- Develop all athletes' skills.
- Promote enjoyment for the sport – not just winning.



Promote respect and integrity

- Demonstrate through words and actions the spirit of sportsmanship, sports leadership and ethical conduct.
- Comply at all times with the bylaws, policies, rules and regulations of MAC; comply with any contracts or agreements executed with or by MAC and comply with any sanction imposed by MAC.
- Refrain from any behaviour that constitutes bullying, harassment, or sexual harassment (see definitions below).
- Involve parents in the program; clearly communicate what is expected of them.
- Show respect for officials and opposing coaches and teams.
- Respect and show appreciation for the volunteers who give their time to the club.

Promote fair play and honesty

- Acknowledge good plays and performance on both sides of the court; encourage the team to do the same.
- Ensure that players understand the rules and the expectations of behaviour; apply appropriate consequences for behaviour contrary to those expectations.

Commit to being a united team and dedicated to the club

- Prepare and implement a yearly training plan for your team.
- Attend all practices and games, unless you have a legitimate reason.
- Arrive on time for practices and games.
- Wear appropriate clothing for practice and tournaments.
- Support club and team fundraising activities.
- Act as an ambassador for the club in dealing with the media, other clubs and regional and provincial contacts.

Support the pursuit of excellence

- Set development goals with athletes and facilitate their achievement.
- Teach that success is not always about winning. Set team goals and celebrate their achievement.
- Continue to improve your own knowledge and skills as a coach.

SECTION A: Sample Behaviours

Minor (single or first offence)

Sample infractions	Sample consequences
<ul style="list-style-type: none"> • Unwelcome jokes, innuendo or teasing about a person’s body, looks, race, sexual orientation • Disturbance or disruption 	All <ul style="list-style-type: none"> • Formal verbal apology – witnessed • Formal written apology – hand-delivered



<ul style="list-style-type: none"> • Inappropriate language • Late for curfew • Late or absent from a scheduled team activity without coach’s approval • Leaving hotel or tournament facility without notifying coach or parent rep/designated parent chaperone • Unsportsmanlike conduct • Failing to follow dress code at events • Disparaging comments about coaches, parents, referees, or other players 	<ul style="list-style-type: none"> • Other sanctions as may be considered appropriate to the offence <p>Players</p> <ul style="list-style-type: none"> • Earlier curfew • Verbal or written reprimand • Removal of privileges, including playing time • Suspension from certain team activities for the remainder of the event <p>Parents</p> <ul style="list-style-type: none"> • Removal from practice or tournament <p>Coaches</p> <ul style="list-style-type: none"> • Verbal or written reprimand
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Major

Sample infractions	Sample consequences
<ul style="list-style-type: none"> • Multiple minor infractions • Verbally abusive, disrespectful, offensive, racist, or sexist behaviour • Unwelcome jokes, innuendo, or insults about a person’s body, looks, race, sexual orientation • Condescending, patronizing, threatening, or punishing actions which undermine self-esteem • Pranks, jokes, or other activity that cause awkwardness or embarrassment, or endangers the safety (physical and emotional) of others • Physical aggression, such as shoving and poking, throwing things, slapping, choking, punching and kicking, beating, stabbing, pulling hair, scratching, biting, scraping, and pinching • Any behaviour deemed to be morally injurious to the culture and climate and reputation of the Mountain Athletic Club and/or its members (players, parents, coaches, team representatives and executive members). 	<p>All</p> <ul style="list-style-type: none"> • Other sanctions as may be considered appropriate to the offence including suspension from future MAC activities <p>Players</p> <ul style="list-style-type: none"> • Removal of privileges, including playing time • Confinement to hotel for a prescribed period of time <p>Parents</p> <ul style="list-style-type: none"> • Removal from all subsequent practices or tournaments • Involvement of police or other community services as may be required for appropriate disciplinary measures. <p>Coaches</p> <ul style="list-style-type: none"> • Supervision at team events (executive discretion) • Loss of coaching privileges



	<ul style="list-style-type: none"> Involvement of police or other community services as may be required for appropriate disciplinary measures.
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Zero Tolerance

Sample infractions	Sample consequences
<ul style="list-style-type: none"> Unwanted or unnecessary physical contact including touching, patting, pinching Unwanted conduct, comments, gestures or invitations of a sexual nature which are likely to cause offence or humiliation, or which might on reasonable grounds be perceived as placing a condition of a sexual nature on any opportunity for training or advancement Verbally abusive, offensive, racist or sexist behaviour Condescending, patronizing, threatening or punishing actions which undermine self-esteem Sexual assault or physical assault Possessing or drinking alcoholic beverages under the legal age of consumption in Ontario while participating in a team or club event Purchasing/providing alcoholic beverages for athletes under the legal age Possessing or smoking tobacco products under the legal age of 18 Possessing or taking illegal, banned, or unprescribed drugs Breaking the law as defined by the municipality, province, state, country where an event is taking place Use of performance enhancing substances Any behaviour deemed to be morally injurious to the culture and climate and reputation of the Mountain Athletic Club and/or its members (players, parents, coaches, team representatives and executive members). 	<p>Player</p> <ul style="list-style-type: none"> Sent home from event Dismissal from Club (without refund of fees) Other sanctions as may be considered appropriate to the offence, including dismissal from the Club without refund of fees. <p>Parents</p> <ul style="list-style-type: none"> Removal from all subsequent practices or tournaments Involvement of police or other community services as may be required for appropriate disciplinary measures. Other sanctions may be considered appropriate to the offence, including dismissal of the family from the Club without refund of fees. <p>Coaches</p> <ul style="list-style-type: none"> Supervision at team events (executive discretion) Loss of coaching privileges Involvement of police or other community services as may be required for appropriate disciplinary measures.



SECTION B: Definitions

Definitions

Bullying is an act of repeated aggressive behaviour in order to intentionally hurt another person, physically or mentally so as to gain power over that person. Bullying behaviour may include name calling, verbal or written abuse, exclusion from activities, exclusion from social situations, physical abuse, or coercion.

Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals, and which create a hostile or intimidating environment or which negatively affect performance or work conditions.

Sexual harassment is defined as unwelcome sexual advances or conduct of a sexual nature that includes but is not limited to the following: is offensive and unwelcome; creates an intimidating and hostile environment; or can reasonably be expected to be harmful to others.

Harassment/bullying may occur between peers (ie.: player to player of the same age group, parent to coach, coach to coach, parent to parent) or between someone in a position of power or authority (ie.: coach to player)

Incident: An incident is a one-time infraction or event that occurs during a club-sanctioned event (practice, tournament, training, team travel, team activities). This includes but is not limited to Code of Conduct infractions, injuries at practice or tournament, a single instance of bullying or harassment.

Issues: Issues fall into two categories:

- Repeated Code of Conduct infractions – persistent attitude, attendance, behaviour problems, repeated bullying/harassment
- Disagreements, problems or altercations between Club members (coaches, parents, athletes) – concerns over coaching style, philosophy, playing time, etc.

The following is a non-exhaustive list of examples of harassment/bullying:

1. Unwelcome jokes, innuendo or teasing about a person's body, looks, race, religion, sexual orientation etc.
2. Condescending, patronizing, threatening or punishing actions which undermine self-esteem or affects performance
3. Written or verbal abuse or threats
4. Practical jokes which cause awkwardness or embarrassment, or may endanger a person's safety
5. Degrading or inappropriate hazing rituals
6. Physical aggression, such as shoving and poking, throwing things, slapping, choking, punching and kicking, beating, stabbing, pulling hair, scratching, biting, scraping, and pinching
7. Unwanted or unnecessary physical contact including touching, patting, pinching
8. Unwanted conduct, comments, gestures or invitations of a sexual nature which are likely to cause offence or humiliation, or which might on reasonable grounds be perceived as placing a condition of a sexual nature on any opportunity for training or advancement
9. Sexual assault or physical assault

It is important to note that some of these behaviours, when directed towards a child or youth, constitute abuse under child protection legislation.



Onsite Club Representative (OCR)

The onsite Club representative will vary depending on the situation but is defined as a person associated with MAC based on an assigned position of responsibility. This could include, but is not limited to, Executive Member, Coach, Assistant Coach, Parent Rep or other assigned team leader responsible for team or club coordination.

The following examples are not an exhaustive list of examples:

- Practices and during tournaments (from arrival until released by coach) – head coach (or assistant if head coach is not present)
- Team travel (outside of tournament time) and team building experiences – the parent rep or designated parent chaperone
- MAC Performance Program sessions – head coach, if in attendance or parent rep/designated parent chaperone
- Other club events (e.g. tryouts, kickoff, banquet) – any member of the Executive in attendance

Note: In the event that the offender is the Onsite Club Representative, this responsibility will shift to, in order: Member of the Executive in attendance, head coach, assistant coach, parent rep, other team parent in attendance.

SECTION C: Information Regarding Reporting and Resolving Incidents

Process for Reporting & Resolution

Regardless of the nature or type of incident, the process for resolution follows the same basic steps:

1. Reporting the incident to the team coaching staff or the Club Head Coach.
2. Receiving/reviewing the information by the coaching staff or the Club Head Coach who will look to guiding principles and MAC guiding documents for guidance.
3. If applicable, receiving and reviewing of the information by the MAC Executive who will conduct a review of MAC and larger governing body guiding documents or legislation.
4. Investigation
5. Resolution or determination of consequence or sanctions.
6. Follow-up with individuals involved and concerned

Responsibility to Report an Incident

The target of an infraction against the Club Code of Conduct or anyone witnessing it has a responsibility to report the infraction immediately to the Onsite Club Representative (OCR). If the target of an infraction is a player and the OCR is not the team's head coach, he/she should be notified as well. Reporting of injuries that occur at club-sanctioned events should be handled using the same process. Discretion should be used in deciding if an incident is minor, major, or zero-tolerance using the examples provided above.

Special Note regarding Harassment/Bullying

Harassment and bullying are serious problems. They create a hostile environment, undermine self-respect and contribute to low morale, poor performance, mental health conditions, physical health problems, and high turnover. It is extremely important to report any behaviour that can be interpreted as bullying, harassment or sexual harassment immediately. These activities rarely cease without intervention. If the harassed individual



is not comfortable reporting the incident to the OCR, it should be reported as soon as possible to the Club Head Coach or any other member of the Executive.

SECTION D: Process for Resolving Incidents of Harassment or Bullying

Process for Resolving Incidents of Harassment or Bullying

Receive/review the information

All incidents of harassment or bullying must be reported to the Club Head Coach or a member of the MAC Executive. The Club Head Coach will conduct an initial investigation. A written record will be created for the MAC Executive. All written information will be considered by the Executive as 'Confidential' and will be protected as such.

Investigation

All reported incidents will be further investigated by members of the Executive committee (at least 2). This committee will meet with the harassed individual to review the documented information. The Club Head Coach, or designate, will inform the harasser(s) of the complaint and the committee will conduct interviews to document their response. The committee will seek additional information from other participants as appropriate. All information received will be documented in the written record of the incident. The committee will review all information and make a recommendation to the full Executive for resolution.

Resolution

In some cases, harassment is "unintentional" and can be stopped simply by informing the harasser(s) that the behaviour is offensive. Resolution in these cases can be accomplished through education. The first step will be a verbal apology from the harasser if appropriate. If not, a written apology will be obtained. Both the harassed individual and the harasser(s) will be advised that a recurrence of the behaviour will result in additional consequences. Additional consequences may be applied at the discretion of the committee based on the nature of the harassment, the degree of aggressiveness, the relationship between the harassed individual and the harasser(s). Precedents will also play a factor in their decisions. Again, all information will be documented to the written record of the incident. At the discretion of the Executive, persistent incidents of harassment or bullying may lead to progressive disciplinary action and/or potential dismissal from the Club.

Follow-up

The Club President will inform the harassed individual that action has been taken to correct the situation and that they should immediately report any further incident of harassment or reprisal for reporting. They will establish a plan for follow-up and document the plan and any information from subsequent follow-up activities.

Important Information

NOTE 1: It is a serious offence to falsely accuse someone of harassment or bullying. Disciplinary action will be taken in these situations, commensurate with the offence.

NOTE 2: In particularly extreme cases where physical assault or threatened assault has occurred, safety must be of paramount importance. Sexual assault is a criminal code offence. It is defined as any unwanted act of a sexual nature imposed by one person upon another. It may be appropriate to release the alleged harasser(s) from duty pending results of an investigation in this case. It may also be necessary to contact the police.



NOTE 3: It is important to note that some of these behaviours when directed towards a child or youth, constitute abuse under child protection legislation. In cases of abuse, the duty to report is enhanced.

SECTION E: Process Chart for Resolving Minor Incidents, Major Incidents and Incidents where there is zero tolerance for that type of behaviour (other than harassment/bullying)

Process for Resolving Incidents (other than harassment/bullying):

	<i>Minor Incident</i>	<i>Major Incident</i>	<i>Zero-tolerance Incident</i>
Receive/review the information	Information is received and reviewed by the OCR. Written record is created.	Information is received and reviewed by the OCR. Written record is created and Club Head Coach is notified.	Information is received and reviewed by the OCR. Written record is created and immediately submitted to the Club Head Coach and the MAC Executive (email)
Investigation	OCR will seek information to verify the infraction from other participants as appropriate. For infractions by parent or coach, the information will be shared with the Club Head Coach who may seek additional information.	OCR will seek information to verify the infraction from other participants as appropriate. Information will be shared with Club Head Coach who may seek additional information.	OCR will seek information to verify the infraction from other participants as appropriate. Information will be shared with Club Head Coach who may seek additional information.
Resolution	For athlete infractions, the team head coach will determine and communicate appropriate consequences. For all other infractions (parent, coach, etc), the Executive will determine and communicate appropriate consequences.	For athlete infractions, the team head coach will determine and communicate appropriate consequences. The Club Head Coach may refer the matter to the Executive who may impose further consequences. For all other infractions (parent, coach, etc), the Executive will determine and	For athlete infractions, the team head coach may impose immediate consequences and will recommend further consequences to the Executive. The Club Head Coach will refer the matter to the Executive team who will decide on further consequences. For all other infractions (parent, coach, etc.),



	Information will be included in the written record of the incident.	communicate appropriate consequences. Information will be included in the written record of the incident.	the Executive will determine and communicate appropriate consequences. Information will be included in the written record of the incident.
Follow-up	On a monthly basis, incidents for a team are consolidated by the Parent Rep and submitted to the Club Head Coach for review.	Club Head Coach will verify that all requirements have been met and report to the Executive.	Club Head Coach will verify that all requirements have been met and report to the Executive.

SECTION F: Process for Repeated infractions and other issues

Process for Reporting and Resolving Issues

Reporting an Issue

Repeated Code of Conduct infractions: Incident reporting (as described above) should uncover instances of repetitive Code of Conduct infractions. Repeated incidents of Code of Conduct infractions will be handled as major incidents (see above). Any repetition of a zero-tolerance incident must be immediately brought to the attention of the Club Head Coach.

Other issues (Disagreements, problems or altercations between Club members): There are a variety of circumstances under which these other issues may arise but a few guidelines apply to all:

1. Any type of physical altercation constitutes a major incident of behaviour contrary to the Code of Conduct and will be dealt with as such.
2. Coaches are not to be approached at practice or tournaments to discuss coaching philosophy, playing time, specifics about an athlete’s performance, etc. If parents or players wish to raise any of these issues with a coach, they need to set up a time to speak privately with the coach. The Club Head Coach is available to participate in these meetings if either of the parties desires.
3. 24-48 hour rule: Before raising a complaint/issue with another player, coach, parent or the Club Head Coach, members are asked to take 24-48 hours to reflect on the situation and then put their complaint/issue in writing to the other party. Parent Reps should be copied on the written complaint.

Process for Resolution

In general, the parties involved should make all attempts to resolve the issue at the team level. Allowing issues to remain unresolved will only create more serious problems within the team environment. The Parent Rep should be informed of the issue and may be called upon to help mediate a solution.

The process below is only needed if issues cannot be resolved at the team-level.

Receive/review the information: If it is determined that the issues cannot be resolved at the team level, the Club Head Coach should be informed.



Investigation: The Club Head Coach, supported by the Executive, will interview the parties involved and attempt to mediate a solution. If a mediated solution cannot be achieved, the Executive, upon review of all information, will impose a solution.

Resolution: The solution will be communicated to all parties

Follow-up: Implementation will be monitored by the Executive. Additional action may be taken in the event that the issue persists.

Note: The MAC Executive team may consult any and all policies, guiding sport principles, legislation and codes in its determination of appropriate consequences. The MAC Executive team is understood to be taking into consideration the current and future climate and culture of the MAC as espoused in the MAC Mission, Vision and Values documents in its final determination and decisions on matters where it is aware of behaviour contrary to the MAC Code of Conduct and other guiding documents.