



## Discipline and Dispute Resolution Policy

### I. Introduction

This Policy has been developed in the context of the Nordic Skills Development Program, (NSDP), but will also apply in relation to dispute resolution or discipline matters which arise in the Club in general.

The **purpose** of this policy is to address and resolve interpersonal conflicts including harassment and discipline issues which arise within the NSDP and within the Club in general in an effective and timely way.

### II. NSDP Preamble:

It is assumed that at the beginning of each year Coaches will review the Athlete/Parent Agreement, (and any other relevant Club guidelines relating to behavioural expectations for athletes), with both athletes and parents, and provide positive reinforcement to athletes throughout the season to encourage compliance.

Coaches and parents are expected to work together to provide a positive training and skiing environment and to share information as needed.

When a discipline issue involving an athlete arises any consequence should reflect the fact that the Athlete is a young person. Consequences should emphasize:

1. accountability which is fair and proportionate to the issue and the athlete's responsibility,
2. rehabilitation and reintegration,
3. respect for the Club, coaches and other athletes and
4. reparation for any harm done

### III. Reporting:

Anyone may report a discipline or conflict issue. Issues involving the NSDP shall be reported to the NSDP Director. Issues involving other Club members or the Club at large shall be reported to the Chair or other member of the executive.

### IV. Process:

There are four levels of dispute resolution for NSDP and three levels for the club in general. The following process is outlined for NSDP with the equivalents for the club in general added in parentheses:

1. Coach (level does not apply to club in general)
2. Head Coach or NSDP Director in the absence of a head coach (member of Board of Directors)
3. Mediation
4. Dispute Resolution Committee

The Club Executive will appoint five Club members as needed to serve as mediators and members of a Dispute Resolution Committee, (Committee). One of these must be the NSDP director for disputes involving NSDP; one must be a member of the club executive for disputes involving the club in general. The Committee will appoint one of their members as Chair person. For any given dispute or discipline issue the Committee Chair will appoint one person to act as Mediator.

### 1. Coach:

When minor discipline issues arise such as horseplay, poor listening, distracting behaviours, tardiness etc., coaches are expected to respond with appropriate feedback and consequences such as, speaking to the athlete, clarifying expectations, warnings etc.

Where unacceptable behaviour persists or more serious conduct occurs and the Coach is unable to resolve it the matter should be referred to the Head Coach.

### 2. Head Coach:

The Head Coach will review the situation and if possible assist with a resolution. If this is not possible then the Head Coach will refer the matter to the NSDP Director.

### 3. Mediation:

Once a matter has been reported to the NSDP Director (or member of the club executive), a mediator will be appointed by the Chair of the Dispute Resolution Committee.

The Mediator will meet with the parties to the dispute or discipline issue and other persons as she/he considers necessary and will:

1. determine the relevant facts,
2. work with the parties to arrive at a consensual consequence or resolution.

If there is no consensus the Mediator will provide a written report to the Dispute Resolution Committee setting out the relevant facts and the issues to be resolved.

The initial meeting with the parties should occur within 3 days of the matter being referred to the Mediator. If consensus is not achieved then a written report should be provided to the Dispute Resolution Committee within 7 days.

### 4. Dispute Resolution Committee:

The Committee will:

1. receive the reports from the Mediator and provide a copy of the report to the parties,
2. convene a meeting with the party or parties within seven days,
3. give the parties an opportunity to be heard on any disagreement on the facts and to make submissions on appropriate discipline measures or resolution,
4. make decisions on any factual issues which are in dispute and on the discipline or dispute resolution measures to be imposed, and
5. communicate their decision in writing to the parties as soon as possible and ideally within 14 days.

The Committee will make decisions by consensus.

### **V. Time lines:**

The time lines set out in this policy are guidelines that should be adhered to when it is reasonably possible to do so.

### **VI. Records and Confidentiality:**

The decisions of the Discipline Committee will be vetted to remove all confidential information including the names of all parties and will then be available on the Club website.

Approved March 3, 2009  
Revised March 2021

Revisions made in 2021:

- Changed ADP coordinator to NSDP director
- Added note that if no head coach then NSDP director fills in
- Reworded Process section to make relevant to disputes outside of NSDP