

Policy Name: Discipline and Complaints
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DEFINITIONS

1. The following terms have these meanings in this Policy:
 - a) “*Discipline Committee*” – The Discipline Committee will be established by the Northern Ontario Curling Association (NOCA). The Discipline Committee can be made up of one to three individuals. The Discipline Committee will receive the findings of the Case Manager and apply sanctions as required by this policy.
 - b) “Case Manager” – An independent third-party individual or organization appointed by the Northern Ontario Curling Association to administer certain complaints under the *Discipline and Complaints Policy*. The Case Manager does not need to be a member of, or affiliated with the Northern Ontario Curling Association.
 - c) “*Individuals*” – All categories of membership defined in the Northern Ontario Curling Association’s Bylaws, as well as all individuals employed by, or engaged in activities with the Northern Ontario Curling Association including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Councillors and Officers of the Northern Ontario Curling Association, spectators at events, and parents/guardians of athletes.
 - d) “*Respondent*” – The Party responding to the complaint

PURPOSE

2. Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Northern Ontario Curling Association’s policies, Bylaws, rules and regulations, and *Code of Conduct and Ethics*. Non-compliance may result in sanctions pursuant to this Policy.

APPLICATION OF THIS POLICY

3. This Policy applies to all Individuals.
4. This Policy applies to matters that may arise during the Northern Ontario Curling Association’s business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with the Northern Ontario Curling Association’s activities, and any meetings.
5. This Policy also applies to Individuals’ conduct outside of the Northern Ontario Curling Association’s business, activities, and events when such conduct adversely affects relationships within Northern Ontario Curling Association (and its work and sport environment), is detrimental to the image and reputation of Northern Ontario Curling Association. Applicability will be determined by the Northern Ontario Curling Association at its sole discretion.

6. This Policy does not prevent immediate discipline or sanction from being applied as reasonably required. Further discipline may be applied according to this Policy. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only.
7. An employee of the Northern Ontario Curling Association who is a Respondent will be subject to appropriate disciplinary action in accordance with any of the Northern Ontario Curling Association's applicable policies, as well as the employee's Employment Agreement, if applicable. Violations may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including termination of employment.

ALIGNMENT

8. The Northern Ontario Curling Association recognizes that Individuals may also be registered with Member Associations and/or Member Clubs. The Northern Ontario Curling Association requires that Member Associations and/or Member Clubs submit discipline decisions involving Individuals to the Northern Ontario Curling Association. The Northern Ontario Curling Association may, at its sole discretion, take further action.
9. If the Northern Ontario Curling Association decides to take further action upon becoming aware of an Individual who has been disciplined by a Member Association and/or Member Club, the Individual will be the Respondent to a complaint initiated under the terms of this Policy. The Northern Ontario Curling Association may act as the Complainant if the original Complainant is unwilling or unavailable to participate in this process.
10. The Discipline Committee, as applicable, will review and consider the decision by the Member Association and/or Member Club when deciding on the complaint in accordance with the terms of this Policy.

ADULT REPRESENTATIVE

11. Complaints may be brought for or against an Individual who is a minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
12. Communication from the Discipline Committee or Case Manager, as applicable, must be directed to the minor's representative.
13. A minor is not required to attend an oral hearing, if held.

PROCESS

14. Any Individual may report an incident or complaint to the Case Manager (ITP Sport & Recreation Inc) in writing, within fourteen (14) days of the alleged incident, although this timeline can be waived or extended at the Case Manager's' discretion.
15. The Northern Ontario Curling Association may, in its sole discretion, act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the Northern Ontario Curling Association will identify an individual representative of the organization.
16. Upon receiving a report of an incident or a complaint, the Case Manager may, at their sole discretion and depending on the nature of the issue, refer the complaint to the Discipline Committee, who will be responsible for following process #1, as described in Sections 21-27 below, or, alternatively, follow Section 28 and below. The Case Manager's' decision to follow Process #1 or #2 is not subject to appeal.
17. When determining whether to refer to the Discipline Committee or to follow Process #2 the Case Manager has the discretion to choose which process should be followed, and may use the following examples as a general guideline:
 - a) Process #1 - the Complaint alleges the following incidents:
 - i. Disrespectful, abusive, racist, or sexist comments or behaviour
 - ii. Disrespectful conduct
 - iii. Minor incidents of violence (e.g., tripping, pushing, elbowing)
 - iv. Conduct contrary to the values of the Northern Ontario Curling Association
 - v. Non-compliance with the Northern Ontario Curling Association's policies, procedures, rules, or regulations. Minor violations of the Northern Ontario Curling Association's *Code of Conduct and Ethics*
 - b) Process #2 - the Complaint alleges the following incidents:
 - i. Repeated minor incidents
 - ii. Any incident of hazing
 - iii. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
 - iv. Major incidents of violence (e.g., fighting, attacking, sucker punching)
 - v. Pranks, jokes, or other activities that endanger the safety of others
 - vi. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
 - vii. Conduct that intentionally damages the Northern Ontario Curling Association's image, credibility, or reputation
 - viii. Consistent disregard for the Northern Ontario Curling Association's bylaws, policies, rules, and regulations
 - ix. Major or repeated violations of the Northern Ontario Curling Association's *Code of Conduct and Ethics*
 - x. Intentionally damaging the Northern Ontario Curling Association's property or improperly handling the Northern Ontario Curling Association's monies

- xi. Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
 - xii. A conviction for any *Criminal Code* offense
 - xiii. Any possession or use of banned performance enhancing drugs or methods
18. The Discipline Committee or Case Manager (as applicable), may determine that the alleged incident may contain an element of discrimination, harassment, workplace harassment, workplace violence, sexual harassment, or abuse. In this case, the Discipline Committee or Case Manager may appoint an Investigator in accordance with the Northern Ontario Curling Association's *Investigations Policy - Discrimination, Harassment, and Abuse*, and the Investigator, will have additional responsibilities as described in that Policy.

PROCESS #1: HANDLED BY DISCIPLINE COMMITTEE

Sanctions

19. Following the determination that the complaint or incident should be handled under Process #1, the Discipline Committee will review the report from the Case Manager related to the complaint or incident and determine one or more of the following sanctions:
- a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to the Northern Ontario Curling Association
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all or some of the Northern Ontario Curling Association's activities for a designated period
 - g) Any other sanction considered appropriate for the offense
20. The Discipline Committee will inform the Respondent of the sanction, which will take effect immediately.
21. Records of all sanctions will be maintained by the Northern Ontario Curling Association.

Request for Reconsideration

22. The sanction may not be appealed until the completion of a request for reconsideration. However, the Respondent may contest the sanction by submitting a Request for Reconsideration within four (4) days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
- a) Why the sanction is inappropriate;
 - b) All evidence to support the Respondent's position; and
 - c) What penalty or sanction (if any) would be appropriate.

23. Upon receiving a Request for Reconsideration, the Discipline Committee may decide to accept or reject the Respondent's suggestion for an appropriate sanction.
24. Should the Discipline Committee accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.
25. Should the Discipline Committee not accept the Respondent's suggestion for an appropriate sanction, the initial complaint or incident will be handled under Process #2 of this Policy.

PROCESS #2: HANDLED BY CASE MANAGER

Case Manager

26. Following the determination that the complaint or incident should be handled under Process #2, the Case Manager will oversee management and administration of the complaint or incident. The Case Manager should not be in a conflict of interest and should have expertise in dispute resolution matters. Such appointment is not appealable.
27. The Case Manager has a responsibility to:
 - a) Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
 - b) Propose the use of the Northern Ontario Curling Association's *Dispute Resolution Policy*
 - c) Appoint the Discipline Committee, if necessary
 - d) Coordinate all administrative aspects and set timelines
 - e) Provide administrative assistance and logistical support to the Discipline Committee as required
 - f) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

Procedures

28. If the Case Manager determines the complaint is:
 - a) Frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately
 - b) Not frivolous and within the jurisdiction of this Policy, the Case Manager will notify the Parties that the complaint is accepted and of the applicable next steps
29. The Case Manager's decision to accept or dismiss the complaint may not be appealed.
30. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.
31. After notifying the Parties that the complaint has been accepted, the Case Manager may propose using the Northern Ontario Curling Association's *Dispute Resolution Policy* with the objective of resolving the dispute. If applicable, and if the dispute is not resolved, or if the

parties refuse to use the *Dispute Resolution Policy*, the Case Manager will appoint a Discipline Committee, which shall consist of a single Arbitrator, to hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Discipline Committee of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Discipline Committee's members to serve as the Committee.

32. The Case Manager, in cooperation with the Discipline Committee, will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Discipline Committee deem appropriate in the circumstances, provided that:
 - a) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication medium
 - b) Copies of any written documents which the parties wish to have the Discipline Committee consider will be provided to all Parties, through the Case Manager, in advance of the hearing
 - c) The Parties may engage a representative, advisor, or legal counsel at their own expense
 - d) The Discipline Committee may request that any other individual participate and give evidence at the hearing
 - e) The Discipline Committee may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate
 - f) The decision will be by a majority vote of the Discipline Committee
33. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Committee will determine the appropriate sanction. The Discipline Committee may still hold a hearing for the purpose of determining an appropriate sanction.
34. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
35. If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the current complaint and will be bound by the decision.
36. In fulfilling its duties, the Discipline Committee may obtain independent advice.

Decision

37. After hearing and/or reviewing the matter, the Discipline Committee will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the Discipline Committee's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the Northern Ontario Curling Association. In extraordinary circumstances, the Discipline Committee may first issue a verbal or summary

decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen (14) day period. The decision will be considered a matter of public record unless decided otherwise by the Discipline Committee.

Sanctions

38. The Discipline Committee may apply the following disciplinary sanctions, singularly or in combination:
- a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to the Northern Ontario Curling Association
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all or some of the Northern Ontario Curling Association's activities for a designated period
 - g) Payment of the cost of repairs for property damage
 - h) Suspension of funding from the Northern Ontario Curling Association or from other sources
 - i) Expulsion from the Northern Ontario Curling Association
 - j) Any other sanction considered appropriate for the offense
39. Unless the Discipline Committee decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the Discipline Committee will result in an automatic suspension until such time as compliance occurs.
40. Records of all decisions will be maintained by the Northern Ontario Curling Association.

Appeals

41. The decision of the Discipline Committee may be appealed in accordance with the Northern Ontario Curling Association's *Policy*.

SUSPENSION PENDING A HEARING

42. The Executive Director may, at their sole discretion, determine that an alleged incident is of such seriousness as to warrant immediate suspension of an Individual pending completion of a criminal process, complaint management, the hearing, or a decision of the Discipline Committee.

CRIMINAL CONVICTIONS

43. An Individual's conviction for a *Criminal Code* offense shall be deemed an infraction under this Policy and may result in expulsion from the Northern Ontario Curling Association. *Criminal Code* offences may include, but are not limited to:
- a) Any child pornography offences

- b) Any sexual offences
- c) Any offence of physical violence
- d) Any offence of assault
- e) Any offence involving trafficking of illegal drugs

CONFIDENTIALITY

44. The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Discipline Committee, and any independent advisors to the Discipline Committee. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

TIMELINES

45. If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Discipline Committee may direct that these timelines be revised.

RECORDS AND DISTRIBUTION OF DECISIONS

46. Other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Policy, as determined by the Discipline Committee.