ONTARIO Volleyball

TOWN HALL
RISK MANAGEMENT – PT 2
Safe Sport

NOVEMBER 27, 2023

Volleyball for Life

AGENDA: RISK MANAGEMENT – PT 2: SAFE SPORT

1. Introductions
2. VC Safe Sport Update
3. Rule of 2 Reminders
4. Code of Conduct Reminders
5. Next Meeting

VOLLEYBALL CANADA SAFE SPORT UPDATE

Caroline Sharp
Director of Safe Sport
Volleyball Canada

Julie Young
Coordinator, Safe Sport
Volleyball Canada

VOLLEYBALL CANADA SAFESPORT UPDATE

Volleyball Canada

abuse-free SPORT sans abus

Abuse-Free Sport and Volleyball Canada / Ontario Volleyball Association

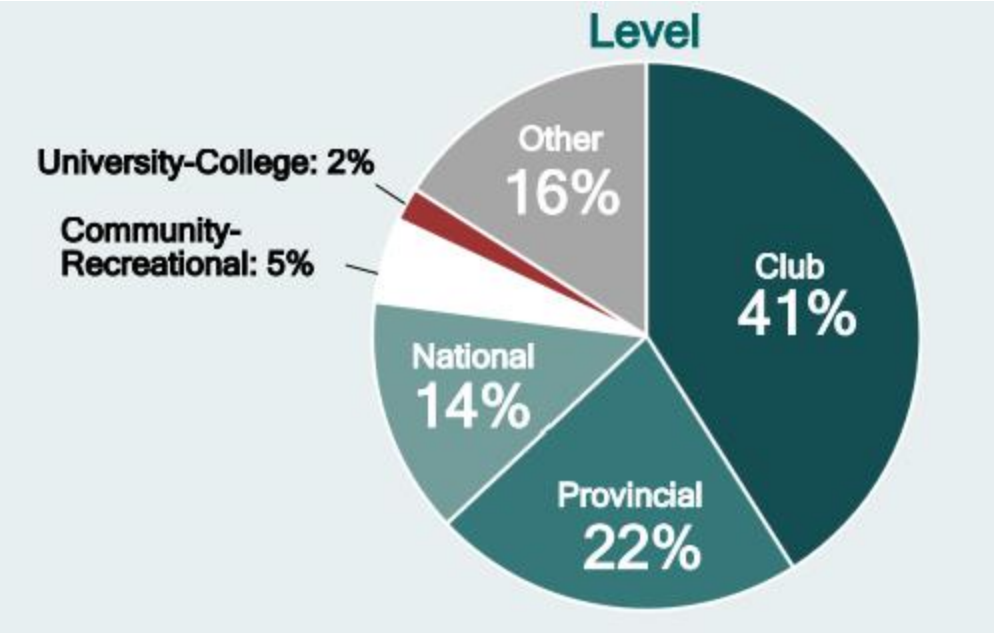
abuse-free SPORT sans abus

Abuse-Free Sport Year One

OVERVIEW

Canadian Sport Helpline

This past year, the Helpline supported **486** clients with safe sport concerns.

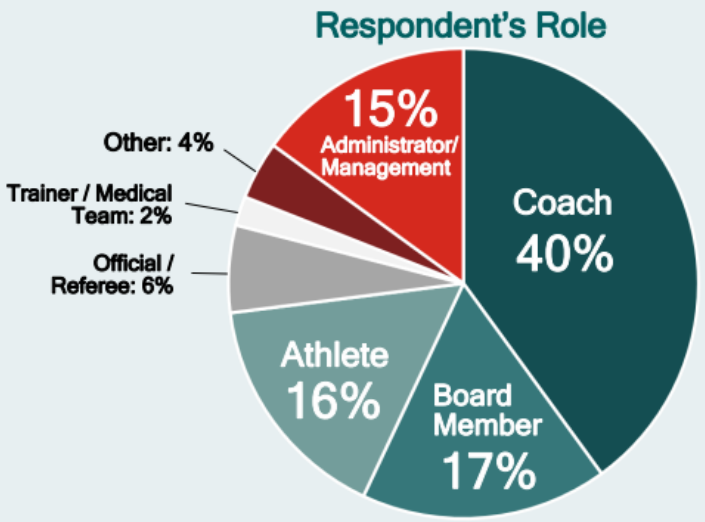


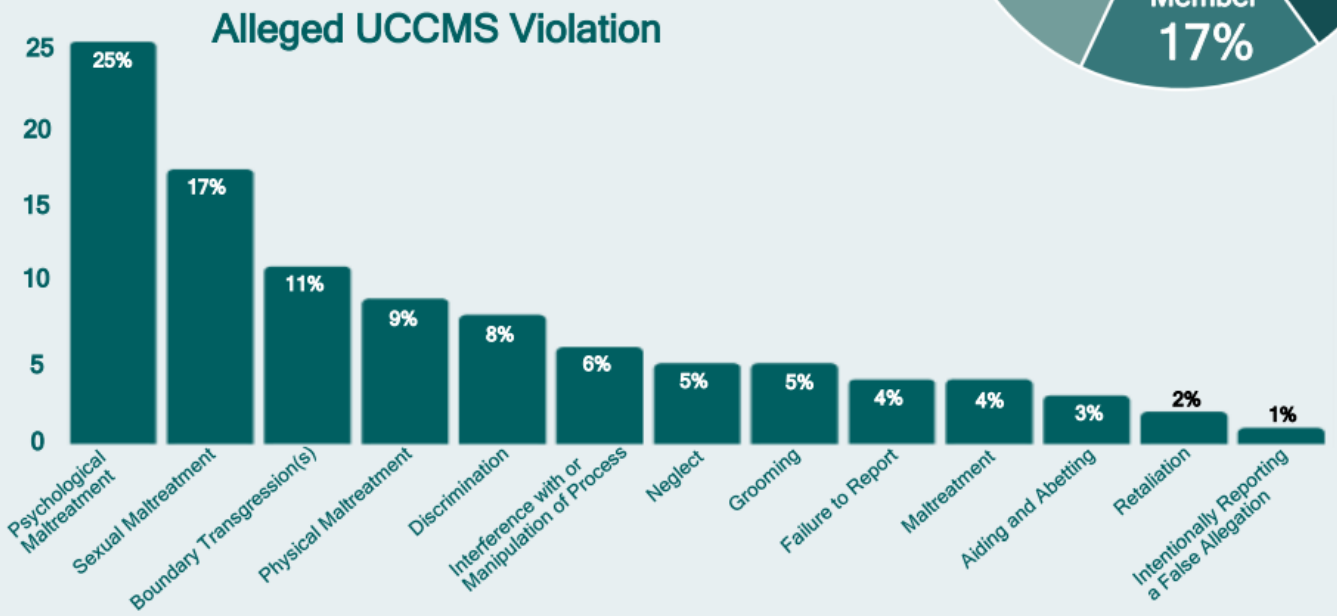
Five most-reported topics of concern:

- Bullying (15%)
- Abuse of power (11%)
- Discrimination (8%)
- Psychological abuse (8%)
- Verbal abuse (7%)

The pie chart to the right shows the categories of Respondent roles, as and when identified in the complaint/report intake forms received by the OSIC in Year One.

The bar graph below displays the categories of alleged violations of the UCCMS (i.e. section 5) for all admissible complaints addressed by the OSIC in Year One (**66** complaints).





Volleyball Canada Year One

OVERVIEW

ABUSE-FREE SPORT Statistical Report – Volleyball Canada
Reporting period: June 20, 2022 to June 30, 2023

Volleyball Canada is a Signatory of Abuse-Free Sport since **June 20, 2022**

Complaints/Reports:

Total number of complaints/reports received by the OSIC during the period of June 20, 2022 to June 30, 2023 relating to volleyball: **47**

National-Level Cases/Reports vs PTA/CLub:

Of the 47 cases/reports, **10** of them involved national-level participants. These includes cases/reports arising directly from national team level, cases/reports involving a national-level respondent even if the case arose their involvement at other levels and cases/reports with club-level respondents where the case arose from their participation at national championships. The 37 cases are at the PTA/Club level.

Safe Sport Policies

OVERVIEW

Pan-Canadian Safe Sport Policies

- Safe Sport policies are the same for VC and all PTA partners – Pan-Canadian and UCCMS compliant.
  - Abuse
  - Code of Conduct
  - Discipline and Complaints
  - Screening Policy

- Reciprocation Policy – Ensures national enforcement and recognition of all disciplinary sanctions applied by Volleyball Canada and Provincial/Territorial Associations.

- Everyone must be UCCMS Compliant as part of membership – has major potential liability implications if not compliant.

- Volleyball is a sport leader in its alignment on Safe Sport – Currently the only NSO/PTAs to have Pan-Canadian policies and alignment on UCCMS Safe Sport complaint processes.

Complaint process

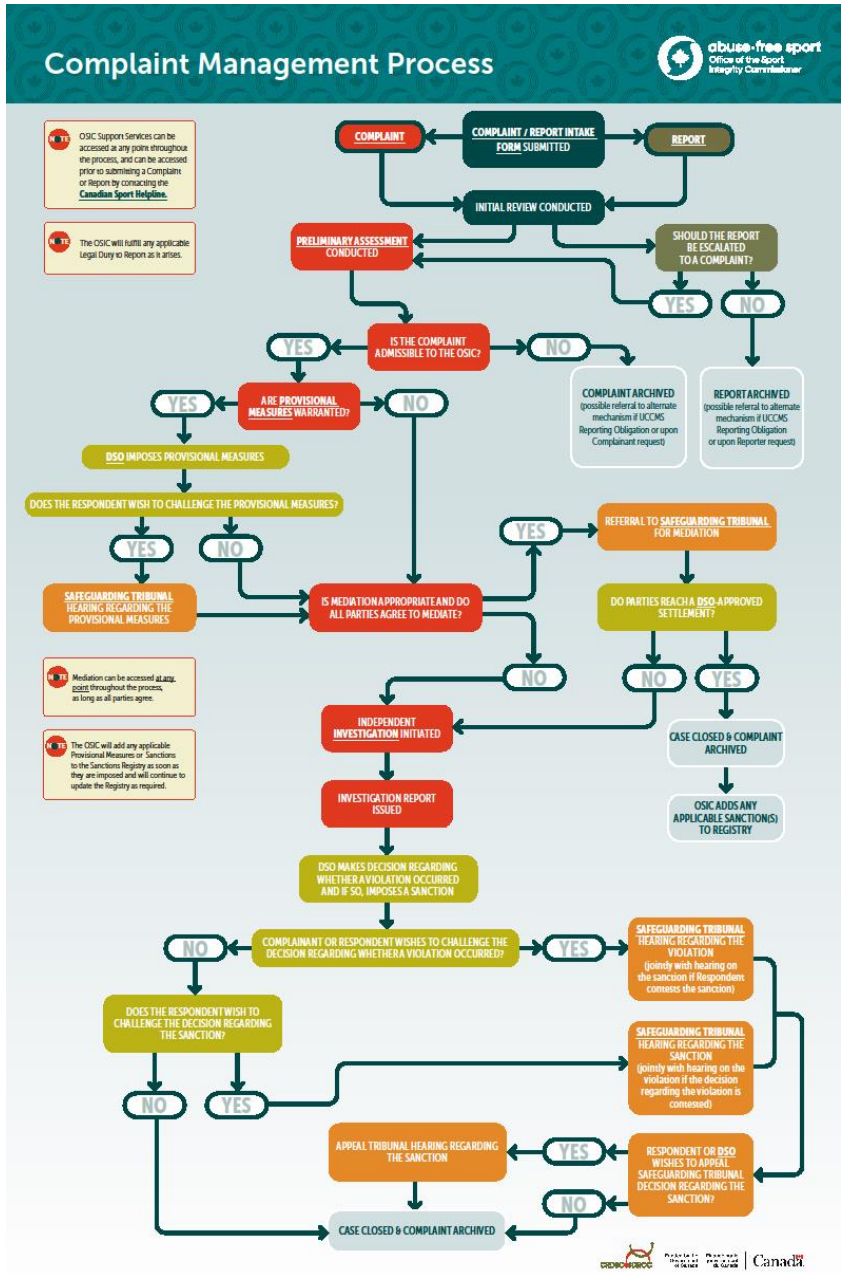
OVERVIEW

All complaints should be directed to:

The Abuse-Free Sport Helpline is a free, anonymous, confidential and independent service in both official languages. It can be reached by phone, text or email.

1-888-837-7678

info@abuse-free-sport.ca



Complaint Management Process and Interactive Flowchart

https://sportintegritycommissioner.ca/process/overview

https://sportintegritycommissioner.ca/files/AFSSA-CMP-Interactive-Flowchart.pdf

Standard communication touchpoints in the Abuse-Free Sport Complaint Management process

OSIC COMMUNICATION WITH VOLLEYBALL CANADA/PTAS

Member verification

At present, member consent verification is done through the NSO. VC confirms member status for complaints received by OSIC.

Starting in 2024, all registered members will need to sign the I**nformed Member Consent Form** directly with OSIC directly on a new platform they are creating.

They will transition everyone to the new platform.

VC will only transition in the new registration year.

Communication regarding the outcome of a Complaint

Signatory (VC) will be expressly notified regarding the outcome of a Complaint in the following instances:

(i) Decision to impose Provisional Measure(s);

(ii) Decision in which a finding is made further to an independent investigation (regardless of what that finding is, i.e., whether or not a violation of the UCCMS is substantiated);

(iii) Decision to impose Sanction(s), including if a Sanction is imposed further to the outcome of an independent investigation or as part of a mediated settlement.

Information regarding Complaints/Reports which do not progress to the point of a finding will only be shared via Abuse-Free Sport's aggregate quarterly statistical reports.

VC Internal Process re OSIC Communication:

- **OSIC Member Verification requests**:
  - Verify member status and required data in VRS and/or with PTA and report back to OSIC.

  *Member verification does not imply that a case will be opened – only notifies that a complaint or report has been filed.

- **Director Of Sanctions and Outcomes (DSO) imposes Provisional Measures/Sanctions**:
  - VC Receives report from DSO about Provisional Measures/Sanctions being imposed on a member.
  - VC shares the report with the PTA Safe Sport Representative. The report cannot be circulated or shared beyond that. A Club's representative can be informed of the Provisional Measures/Sanctions if applicable. PTA is asked to inform the club.
  - VC adds the Provisional Measures/Sanctions to the Member Sanction list and circulates it to all PTAs.
  - Member and sanctions will also appear on the Abuse-Free Sport Registry.

OSIC National Registry

For purposes of carrying out the objectives of the UCCMS in accordance with applicable laws, Abuse-Free Sport created a registry of individuals whose eligibility to participate in sport has in some way been restricted in relation to Provisional Measures and sanctions.

A privacy impact assessment and other actions were taken to establish the conditions in which relevant contents of the registry could be searchable publicly, in compliance with applicable privacy and other laws.

The registry is expected to be made public by the end of March 2024.

As of Nov. 24, 2023, Volleyball Canada has **13 members** listed on the OSIC Registry, 12 with Provisional Measures and 1 with permanent ineligibility (Travis Price, NS). These individuals are added to VC's own registry which is circulated quarterly to PTAs, and when new members are added.

Challenges/Successes in Year One

Challenges:

- Complaints not filed directly to Safe Sport Officer or OSIC. (Difficult to maintain privacy)
- Lack of information/updates from OSIC to Reporters and sometimes Complainants.
- VERY SLOW PROCESS! Cases have taken up to a year to complete.
- Sanctions are at times perceived as too lenient.
- Complainants want immediate action and sanctions. Managing expectations is difficult.
- More resources are needed to help PTAs and Clubs manage Safe Sport Requirements.

Successes:

- Awareness of Complaint mechanism has increased and reporting to OSIC is improving.
- Volleyball's system-wide approach to Safe Sport is tackling the issues at all levels.
- While not perfect, VC and PTAs are generally well aligned on Safe Sport policies and plans.
- VC costs related to OSIC are reasonable and following year one, will remain the same for 2023-2024.

Safe Sport Cases

SAMPLE VOLLEYBALL CASES AND KEY LEARNINGS

NFLD Case Study

NL

Police say man charged with sexual assault used fake social media accounts to arrange encounters

Markus Hicks, 32, of Paradise arrested Wednesday following RNC investigation

Arlette Lazarenko · CBC News · Posted: Sep 07, 2023 4:42 PM EDT | Last Updated: September 7

Local News

Teacher Markus Hicks Now Facing 92 Sexual Violence Charges

Nov 9, 2023 | 12:21 PM

Atlantic Canada > News

Teacher, accused sexual predator Markus Hicks makes court appearance in St. John's

Nearly 30 more people added to list of those he's banned from having contact with

Process and Timelines

Aug. 2023

NLVA Receives a complaint and consults with VC. VC advises that a complaint should be filed with OSIC and due to the nature of the complaints, police are contacted as well.

23 Aug. 2023

Police are contacted.

25 Aug. 2023

NLVA with help from VC files a complaint with Abuse-Free Sport.

6 Sep. 2023

Police arrest Hicks and charge him with one count of sexual assault.

12 Sep. 2023

Charges laid in 5 additional cases.

15 Sep. 2023

Markus Hicks' membership is officially suspended by VC with PTAs notified.

6 Oct. 2023

Hicks is provisionally suspended by Abuse-Free Sport.

8 Nov. 2023

Additional charges laid, now facing 92 charges involving 14 survivors. In custody and awaiting court date for trial.

Key Learnings

STRENGTHS

- ✓ By following Safe Sport protocols, NLVA helped bring this case to the authorities.
- ✓ Focus of the media attention is on the case, not on the Association or its handling of the situation.
- ✓ NLVA Staff are working closely with the authorities, who are managing the case.
- ✓ NLVA reached out to VC for help with communications, counselling support.

CHALLENGES

- The situation is extremely stressful on the staff members.
- Volleyball community and membership are sympathetic but want business as usual.
- Volleyball community wants details and lots of questions are asked at events, creating added distractions and stress on staff.
- NFLD sport government is not able to provide any support to NLVA through the crisis.

PIA Requirements

CHANGED APPROACH, IMPLEMENTATION CHALLENGES, PLAN FORWARD, PTA SUPPORT

Sportlomo PIA Approval

✓	Added ‘member approval’ to all members to insure proper screening upon registration	Disclosure form Background check Safe Sport
$	More work for PTAs	Additional administrators needed to keep up with this process. Meeting with PTAs to decide where/how to help

Safe Sport For Youth

EDUCATION TOOLS

Launch Plan and Communication

- Project initiated by Volleyball, Athletics and Swimming and funded by the Canadian Olympic Committee
- Series of short videos on a variety of Safe Sport topics
- Host is Alpine Skier Allison Forsyth, abuse survivor
- Free of charge
- Goal is Mid-January Launch
- Certificate of completion and tracking tool available for the 3 sports
- Will be offered to the sport community at large in phase two of the project

Branding

Safe Sport Education For Youth

SAFE SPORT
EDUCATION *FOR*
YOUTH

Safe sport
education
for youth

SAFE SPORT
EDUCATION FOR YOUTH

SAFE SPORT EDUCATION FOR YOUTH

PIA: RULE OF 2 REMINDERS

- OVA ABUSE POLICY - PERSON IN AUTHORITY CODE OF CONDUCT
- Anyone working with vulnerable individuals need to be screened and trained. Examples:
  - Coaches
  - Managers
  - Supervisors
  - Support staff
  - Contractors

OVA PIA Video Link

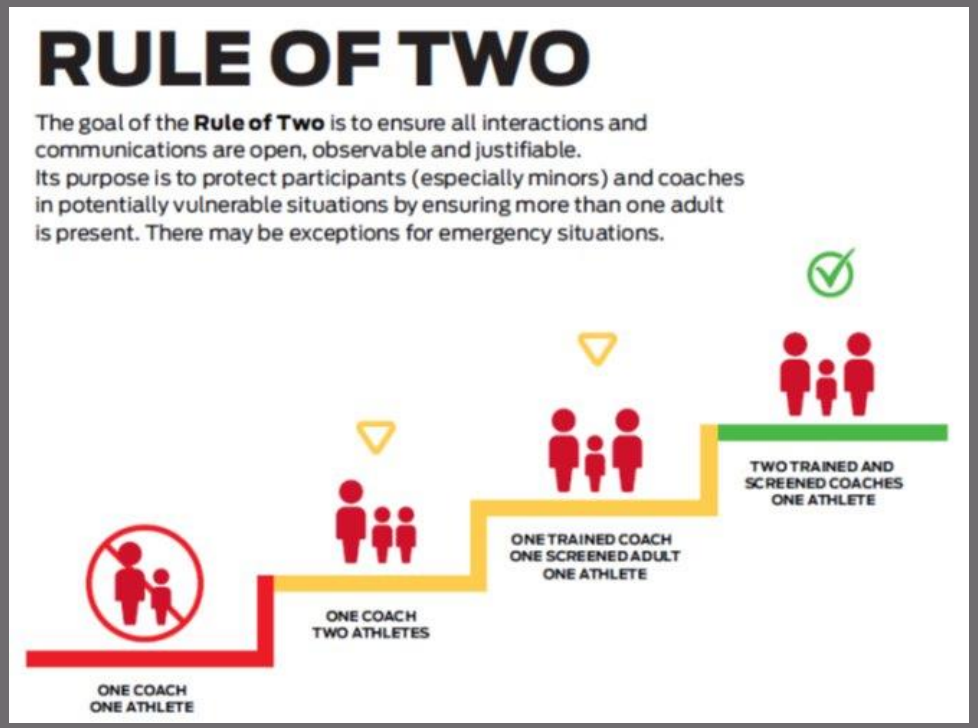
https://www.youtube.com/watch?v=vPqHGRDyhzg

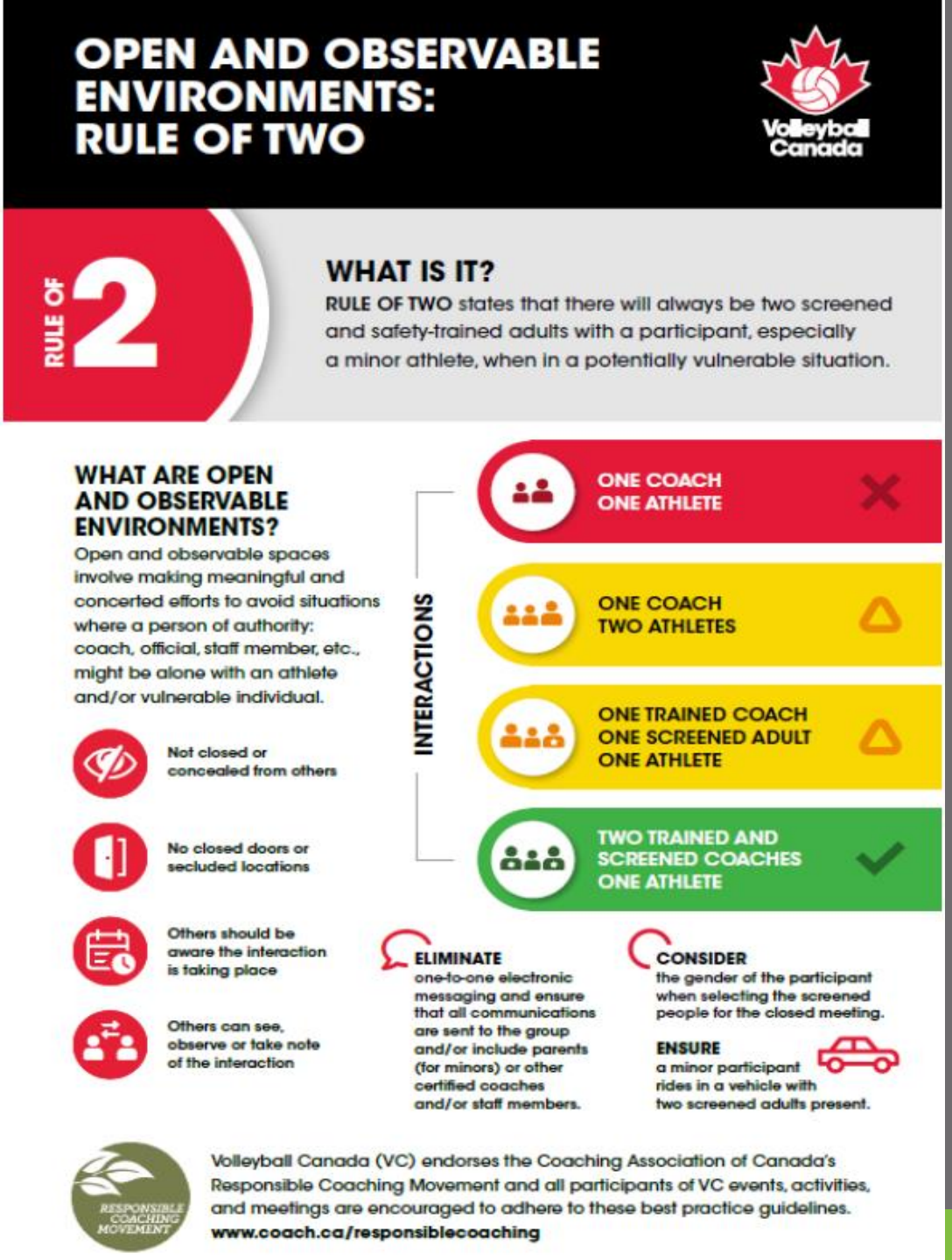
https://www.ontariovolleyball.org/pia

Zero Tolerance Statement

3. Volleyball Canada and the Provincial/Territorial Associations have zero tolerance for any type of Abuse.

   Individuals are required to report instances of Abuse or suspected Abuse in accordance with the policies of Volleyball Canada and the OVA respectively; for greater certainty, there is no time limitation in respect of reporting an instance of Abuse or suspected Abuse, provided that the parties met the definition of an Individual at the time that the alleged conduct took place. Failure to report, as defined in s. 5.11 of the UCCMS, is a violation of this policy and the OVA Code of Conduct.





PIA: RULE OF 2

Submitted Questions

1. Social Media – can my athletes follow my personal social media accounts?

2. Parent can't pick up child from practice – what do I do as the coach if I'm the only adult in the car and the parent has asked me to drive their child home?

3. We have a group chat for the team. What happens if an athlete starts DMing me?

4. What do I do if it's late at night questions regarding volleyball in my group chat with my team?

RISK MANAGEMENT

- Club Leader Risk
  - Follow all OVA Policies and Procedures
  - What if a club doesn’t?
    - Registered and approved PIA members
      - Eligibility requirements by role
    - UCCMS
      - Duty to Report
  - What are the implications?
    - Insurance for club leaders

CODE OF CONDUCT REMINDERS

- 30% growth over Fiscal 2023 and with growth comes challenges
- Increase in discipline and complaints to the OVA office after only 4 weekends of play
- Unacceptable behavior reported thus far:
  - Vandalism of facilities
  - Derogatory comments including homophobic and racial slurs
  - Spectator altercations between opposing teams, including shoving matches
  - Spectators screaming at referees across the court or charging score tables and volunteer score persons
  - Spectators chirping athletes of opposing teams
  - Peppering and running in hallways and blatantly ignoring the custodians warnings at schools to stop this behaviour
  - Taking chairs from cafeterias into gymnasiums and damaging floors
  - And so on.....

AS LEADERS, LETS DO OUR PART.

PLEASE PUT A STOP TO THIS BEHAVIOUR WITHIN YOUR CLUBS IF YOU WITNESS IT.

REMIND PARENTS OF PROPER SPORTING ETIQUETTE AND HOW TO PROPERLY SUPPORT THE ATHLETES.

REPORTING CODE OF CONDUCT VIOLATIONS

- If you are hosting and unsure what to do, call the **OVA Event Hotline: 647-467-5514**
- If you need to eject someone from the facility and they are not listening, call 911
- For any incident, please submit the OVA incident report to the OVA office: **OVA Incident Reporting Form**
- OVA Discipline and Complaints Policy
- Any questions regarding this policy, contact Jennifer Harkness, Director of Finance and Administration at jharkness@ontariovolleyball.org

SPECTATOR EXPECTATIONS

RESPECT DECISIONS MADE
BY CONTEST OFFICIALS

REFRAIN FROM TAUNTING, BOOING,
HECKLING AND THE USE
OF PROFANITY IN ANY MANNER

ATTENDANCE AT THIS CONTEST
IS NOT A LICENSE TO VERBALLY
ABUSE OTHERS OR TO
BE GENERALLY OBNOXIOUS

RESPECT
ATHLETES, COACHES,
OFFICIALS AND FANS

Reorder: NHE-17648 www.ComplianceSigns.com

NEXT MEETING

- Next meeting date not set
- Rowan's Law review will be included
- Aiming to start up again in 2024
- Please send any further topics and/or questions you would like covered at these sessions – we're here to help you!
- Email topics to alidums@ontariovolleyball.org

Thank you OVA community!

OVA

- Rowan’s Law slides

ONTARIO Volleyball

ROWANS LAW

Introduction

- In response to the tragic death of a 17 year old rugby player from Ottawa, Rowan Stringer, Ontario reviewed the Coroner's Inquest Recommendations, Rowan's Law Advisory Committee advice and decided to introduce Rowan's Law.
- Rowan Stringer died as a result of a condition known as second impact syndrome – the catastrophic swelling of the brain caused by re-injury before a previous injury healed. Rowan is believed to have sustained three concussions over the course of six days.

Rowan Stringer

2013 – Death of Rowan Stringer

2015 – Coroners inquest resulting in 49 recommendations

2016 – Private member Bill to establish a Rowan's Law Advisory Committee

2017 – Rowan's Law Advisory Committee tables report with 21 recommendations for *government (September)*

Government introduces Bill 193 *(December)*

2018 – Rowan's Law (Concussion Safety), 2018 receives Royal Assent on March 7

Rowan's Law Day (last Wednesday in September)

2019 – Rowan's Law is proclaimed with requirements pertaining to Concussion Awareness Resources and Concussion Codes of Conduct came into force *(July 1)*

2022 – Requirements pertaining to Removal-From/Return-to Sport Protocols come into force *(on January 1, 2022)*

Establish a Removal-from-Sport and Return-to-Sport protocol

- Identify Designates, on-site at practices, training and competitions
- Designates responsible for safe removal and return
- Designates responsible for informing and reporting

The table below provides a list of steps and activities that are commonly found in most return-to-sport protocols and return-to-school plans.

Table: Common Steps in Graduated Return-to-Sport Protocols

Step	Aim	Activities	Goal of Step
1	Symptom-limiting activities	Daily activities that don't make symptoms worse, such as moving around the home and simple chores	Gradual re-introduction of daily school and work activities
2	Light aerobic activity	Light activities that increase the heart rate just a little, such as walking or a stationary bicycle for 10 to 15 minutes	Increase heart rate
3	Sport-specific exercise	Individual physical activity such as running or skating No contact or head impact activities	Add movement
4	Non-contact training, practice, drills	Harder training drills Add resistance training (if appropriate)	Exercise, co-ordination and increased thinking
5	Unrestricted practice	Unrestricted practice - with contact where applicable	Restore confidence and assess functional skills
6	Return to sport	Unrestricted game play or competition	

Medical clearance is always required prior to the athlete's return to unrestricted practice, training or competition.

Check with your sport club and school for the specific steps that you should follow.

ROWAN'S LAW: PHASE II

On the Field of Play: Removal from Sport Protocol

Designate Responsibility

- Immediately remove the athlete from training, practice or competition
- Call 911, if necessary
- Inform athlete/parent medical assessment is required before returning/give them OVA assessment letter
- Provide Removal from and Return to Sport Protocols (Volleyball Canada Concussion)
- Make and keep record of incidences of athlete removal
- Athlete is not permitted to return until medically cleared by physician or nurse practitioner/provide them with OVA Return to Play letter to be filled out by physician or nurse practitioner

ROWAN'S LAW: PHASE II

Off the Field: Return to Sport Protocol

- Designated person receives medical assessment from athlete/parent, if diagnosed concussion:
- Graduated return to sport • Share medical advice received with designated person
- Designated Person inform importance of disclosing diagnosis with other sport and/or school
- Receive confirmation of medical clearance • Make and keep record of athlete's progression and medical clearance

ROWAN'S LAW: PHASE II

Clubs' Responsibilities

- Clubs must ensure each team event has someone present who can act in the capacity of the designate

Designated Persons

- Reviewed the Ministry's Concussion Awareness Resources in the previous 12 months
- Completed 'Making Headway'
- Others are obligated to communicate to the designate any information if they suspect concussion
- Designate is obligated to remove the athlete if concussion suspected
- Follow Removal from Sport Protocol
- Follow Return to Sport Protocol

VOLELYBALL CANADA CONCUSSION PROTOCOL

1. Pre-Season Education
2. Head Injury Recognition
3. Onsite Medical Assessment
4. Medical Assessment
5. Concussion Management
   - Return to School Strategy
   - Volleyball Specific Return to Sport Strategy
6. Multidisciplinary Concussion Care
7. Return to Sport
8. Appendices
   - Volleyball Canada Concussion Pathway
   - Concussion Recognition Tool 5
   - Medical Assessment Letter
   - Medical Clearance Letter

CONCUSSION RECOGNITION TOOL 5©

To help identify concussion in children, adolescents and adults

Supported by

RECOGNISE & REMOVE

Head injuries can be associated with serious and potentially fatal brain injuries. The Concussion Recognition Tool 5 (CRT5) is to be used for the identification of suspected concussion. It is not designed to diagnose concussion.

STEP 1: RED FLAGS – CALL AN AMBULANCE

If there is concern after an injury including whether ANY of the following signs are observed or complaints are reported then the player should be safely and immediately removed from play/game/activity. If no licensed healthcare professional is available, call an ambulance for urgent medical assessment:

- Neck pain or tenderness
- Double vision
- Weakness or tingling/burning in arms or legs
- Severe or increasing headache
- Seizure or convulsion
- Loss of consciousness
- Deteriorating conscious state
- Vomiting
- Increasingly restless, agitated or combative

Remember:

- In all cases, the basic principles of first aid (danger, response, airway, breathing, circulation) should be followed.
- Assessment for a spinal cord injury is critical.
- Do not attempt to move the player (other than required for airway support) unless trained to do so.
- Do not remove a helmet or any other equipment unless trained to do so safely.

If there are no Red Flags, identification of possible concussion should proceed to the following steps:

STEP 2: OBSERVABLE SIGNS

Visual clues that suggest possible concussion include:

- Lying motionless on the playing surface
- Slow to get up after a direct or indirect hit to the head
- Disorientation or confusion, or an inability to respond appropriately to questions
- Blank or vacant look
- Balance, gait difficulties, motor incoordination, stumbling, slow laboured movements
- Facial injury after head trauma

© Concussion in Sport Group 2017

STEP 3: SYMPTOMS

- Headache
- "Pressure in head"
- Balance problems
- Nausea or vomiting
- Drowsiness
- Dizziness
- Blurred vision
- Sensitivity to light
- Sensitivity to noise
- Fatigue or low energy
- "Don't feel right"
- More emotional
- More irritable
- Sadness
- Nervous or anxious
- Neck Pain
- Difficulty concentrating
- Difficulty remembering
- Feeling slowed down
- Feeling like "in a fog"

STEP 4: MEMORY ASSESSMENT

(IN ATHLETES OLDER THAN 12 YEARS)

Failure to answer any of these questions (modified appropriately for each sport) correctly may suggest a concussion:

- "What venue are we at today?"
- "Which half is it now?"
- "Who scored last in this game?"
- "What team did you play last week/game?"
- "Did your team win the last game?"

Athletes with suspected concussion should:

- Not be left alone initially (at least for the first 1-2 hours).
- Not drink alcohol.
- Not use recreational/ prescription drugs.
- Not be sent home by themselves. They need to be with a responsible adult.
- Not drive a motor vehicle until cleared to do so by a healthcare professional.

The CRT5 may be freely copied in its current form for distribution to individuals, teams, groups and organisations. Any revision and any reproduction in a digital form requires approval by the Concussion in Sport Group. It should not be altered in any way, rebranded or sold for commercial gain.

ANY ATHLETE WITH A SUSPECTED CONCUSSION SHOULD BE IMMEDIATELY REMOVED FROM PRACTICE OR PLAY AND SHOULD NOT RETURN TO ACTIVITY UNTIL ASSESSED MEDICALLY, EVEN IF THE SYMPTOMS RESOLVE

© Concussion in Sport Group 2017

Echemendia RJ, et al. Br J Sports Med 2017;51:872. doi:10.1136/bjsports-2017-097506CRT5

© Concussion in Sport Group 2017