



POLICY, RULES, AND PROCEDURES REGARDING THE PROTECTION OF THE INTEGRITY

A. Preamble

As part of its mission, Tennis Québec has the responsibility to protect its members by providing them a safe, fair, and trusted environment for all stages and at all levels, whether local, regional, provincial, national, or international.

Thus, Tennis Québec will not tolerate any form of abuse, harassment, negligence or violence, physical, psychological or sexual, in all programs and activities provided by itself and its members (regional associations, organizations affiliated (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club) in accordance with its rules and regulations, said programs and activities being considered to be, “approved.”

Tennis Québec recognizes the importance of taking reasonable measures to prevent and intervene to stop all forms of abuse, harassment, negligence, or violence when such a behaviour is brought to its attention, and it is in this context that Tennis Québec has adopted the present policy as well as the Code of Conduct setting out the main duties associated with the performance of tennis that it governs, said Code forming part of this Policy. This Policy and the Code of Conduct expressly bind the members of Tennis Québec. The fact that many of its members (e.g., coaches, officials, and administrators) are in a position of authority towards other members justifies that Tennis Québec plays a leading role in providing a safe federated community.

This present Policy regarding the protection of the integrity serves as an internal management tool to which all those listed in Section C below are subjected to, and aims to regulate their behaviour, so that said behaviours are at all times consistent with our mission.

This policy does not replace and/or substitute in any way for any law, regulation, or other provisions that may be applicable

The complaint handling procedure set out herein does not replace and/or substitute in any way for the procedures provided for any legal action before a court of law.

For the purposes of this Policy, the definitions of the terms used are annexed under letter A and the Code of Conduct under letter B.

B. Objectives

The provisions of this Policy implemented by Tennis Québec are intended to:

- a) Make all those directly or indirectly involved, in the federated community, aware that all forms of abuse, harassment, negligence, or violence are not tolerated;
- b) Take reasonable measures to provide a safe environment free from abuse, harassment, negligence, or violence;
- c) Introduce measures that promote respect for the dignity and the psychological, physical and sexual integrity of those involved in the federated community;
- d) Encourage the reporting of behaviours, words, actions or gestures of abuse, harassment, negligence, or violence when they appear;
- e) Implement an effective procedure regarding the protection of the integrity, giving access to a formal process for dealing with complaints of abuse, harassment, negligence or by a Protection of Integrity Committee and beforehand, if the parties wish and consent to do so, to an informal approach to dispute resolution such as mediation.
- f) Take necessary administrative or disciplinary measures to stop abuse, harassment, negligence, or violence brought to its attention;
- g) Identify resources that a person can contact when involved (whether as a victim or a witness) in a situation of abuse, harassment, negligence, or violence in the federated environment;
- h) Approve the mandate of the independent Complaints Officer to handle complaints of abuse, harassment, negligence, or violence.

C. APPLICATION

This Policy applies to all those involved in the federated community (including members, participants, parents of members or of participants, volunteers, employees, officers, suppliers, clients, etc.). It covers all cases of abuse, harassment, negligence, or violence, as defined in Appendix A, that may occur in any “approved” activity or program, or any activity other than a sporting activity. A member taking part in an “unapproved” sporting activity understands however, that the Federation’s means of actions may be limited when involving non-members.

For the specific subjects which are laid down and defined in Appendix A (abuse, harassment, negligence, violence), this Policy takes priority over any other policies, rules, and procedures which may be in force at Tennis Québec or at any of its members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club) and binds all members of Tennis Québec.

Nothing in this Policy is intended to prevent an employer, whether Tennis Québec or any of its members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club), from applying its own internal harassment policy to its employees, and to conduct its own administrative investigation so as to take any action it deems appropriate

towards an alleged victim and the alleged perpetrator of abuse, harassment negligence or violence, even if that person is also a member of Tennis Québec. Moreover, nothing in this Policy is intended to prevent Tennis Québec or any of its members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club) from applying a by-law providing for the attribution of an automatic sanction in the context of a match or a competition involving members. At any time, any alleged victim can also apply the competent courts to exercise his/her rights, if any.

D. RESPONSIBILITIES AND RIGHTS OF THOSE INVOLVED IN THE COMMUNITY (FEDERATED)

Tennis Québec points out that, in accordance with the *Youth Protection Act*, anyone who has reasonable grounds must report to the Director of Youth Protection (DYP) all situations of sexual abuse and all physical abuse of a minor, regardless of who the alleged abuser is and the steps taken by the parent to put an end to the situation. This imperative to report also applies to the situation where a minor is subjected to bodily harm or is being subjected to unreasonable methods of upbringing or of education.

All those involved in the federated community must maintain and promote standards of conduct so that it is free of abuse, harassment, negligence, or violence, in accordance with the Code of Conduct implemented by Tennis Québec.

Tennis Québec expects everyone to cooperate and encourages everyone to express their disapproval of behaviour they deem inappropriate and to avail themselves of this Policy if needed.

Anyone involved in the federated community must report to the Complaints Officer any abuse, harassment, or violence of a sexual nature on a person who is also involved in the federated environment, whether a minor or an adult.

Anyone involved in the federated community must report to the Complaints Officer any abuse, harassment, negligence, or violence **other than of a sexual** nature committed against a person who is also involved in the federated community, whether a minor or an adult.

All members of Tennis Québec must cooperate in the handling process of a complaint filed under this Policy. All members must also respect the confidentiality inherent in handling a complaint.

E. FILING A COMPLAINT

1. (a) For a complaint of abuse, harassment, or violence, of a sexual nature, the complaint can be filed at any time;
- b) For a complaint of abuse, harassment, or violence other than of a sexual nature, unless there are exceptional circumstances, the complaint should be filed within one hundred and twenty (120) days of the event or events giving rise to it.

2. All complaints must be made in writing and forwarded directly to the Complaints Officer. It must be signed, and shall include the name and contact information of the alleged victim, a description of the alleged acts and their context, as well as the identity of the alleged perpetrator of abuse or harassment.
3. If the Complaints Officer or The Protection of the Integrity Committee consider a complaint to be abusive, frivolous or made in bad faith, it can initiate a new complaint process against the complainant. If said complainant is a member of Tennis Québec, he/she exposes himself/herself to disciplinary or administrative measures.

Thus, the Complaints Officer can forward his complaint against the complainant to the Protection of the Integrity Committee so that the latter can convene and hold a hearing according to the procedures provided for in this Policy, with the necessary adjustments.

If the Committee already handling a complaint finds out that said complaint is abusive, frivolous, or made in bad faith, it must forward its own complaint to the Complaints Officer so that the Complaints Officer appoints a new Protection of the Integrity Committee of different people, for a recommendation to be issued to Tennis Québec to sanction the wrongful behavior of the complainant, if need be.

F. COMPLAINT PROCESS

4. The processing of a complaint is carried out as quickly as possible in order to act rapidly to stop the situation of abuse, harassment, negligence, or violence.
5. The complaint handling process depends on the type of complaint involved, namely :
 - a) Abuse, harassment, or violence of a sexual nature;
 - b) Abuse, harassment, negligence, or violence, other than of a sexual nature.

G. COMPLAINTS MANAGEMENT PROCESS FOR ABUSE, HARASSMENT, OR VIOLENCE OF A SEXUAL NATURE

6. The Complaints Officer must report to the DYP all complaints of abuse, harassment, or violence of a sexual nature if the alleged victim is a minor, regardless of the seriousness or admissibility of the complaint. If the alleged victim is an adult, the Complaints Officer can report the situation directly to the police department.

The copy of the complaint for abuse, harassment, or violence of a sexual nature is not communicated to the alleged perpetrator of abuse, harassment, or violence.

All complaints are handled with due regard for confidentiality of the identity of the alleged victim. However, if it is not possible to handle the complaint without the alleged victim being identified due to the nature of the information provided,

the alleged victim will be notified. The alleged victim may choose to remain anonymous.

7. If any of the persons subjected to a complaint of abuse, harassment, negligence or violence of a sexual nature is an employee of Tennis Québec, the Complaints Officer immediately sends a copy of the complaint to the chief executive officer or to the president of Tennis Québec so that the file can also be handled by its human resources manager, if need be. If the Complaints Officer is aware that any of the persons involved in the complaint is, or could be an employee or a member of Tennis Québec (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club), the Complaints Officer advises the complainant and the alleged victim, in writing, that they can, furthermore, file a complaint directly with the employer, as soon as the Officer pronounces himself/herself on the admissibility of the complaint.
8. When the Complaints Officer receives a complaint of abuse, harassment, or violence of a sexual nature, he may contact the complainant and the alleged victim for additional information to assess whether the complaint appears serious and admissible. The nature of the facts, their seriousness, the probative value of the allegations, or the person concerned are being considered by the Officer in his analysis. As regards a complaint reported to the DYP as provided for in Section 5 above, the Complaints Officer awaits and follows the DYP's decision on the admissibility of said complaints.
9. When the Complaints Officer has reasonable grounds to believe that a complaint of abuse, harassment, or violence of a sexual nature is serious, he confirms to the complainant and the alleged victim, as soon as possible, by e-mail or registered mail, that the complaint is admissible and has been upheld. Otherwise, he informs the complainant and the alleged victim in the same way, and provides reasons for rejecting the complaint.
10. If the alleged perpetrator of abuse, harassment or violence of a sexual nature is a member of Tennis Québec, the Officer advises him/her as soon as possible that he/she is the subject of an admissible complaint of abuse, harassment, or violence of a sexual nature and is automatically expelled from all programs and activities federated of Tennis Québec for an indefinite period. The exclusion applies to all levels if applicable. The Officer also notifies Tennis Québec that one of its members is expelled following a complaint of abuse, harassment, or violence of a sexual nature. At this stage, a formal investigation is not conducted by the Complaints Officer so as not to jeopardize or contaminate the work of the DYP or the police department.
11. The automatic indefinite exclusion confirmed by the Complaints Officer remains in effect until the Protection of the Integrity Committee has reached a decision regarding request for reassessment lodged by the alleged perpetrator of abuse, harassment, or violence of a sexual nature. In order to submit the request to the Committee, the alleged perpetrator must first demonstrate to the Complaints Officer, through a written request, that reasonable grounds justify a reassessment of his file (for example, the end of the investigation conducted by the police department and the DYP, a judgment pronounced by a court, etc.).

As part of the request for reassessment analysis, the Complaints Officer may contact the complainant and the alleged victim for further information. In the presence of reasons which may, at first sight, support a reassessment of the file, the Officer informs the alleged perpetrator of abuse, harassment or violence of a sexual nature, as well as the complainant and the alleged victim, if any, by e-mail or registered mail, within ten (10) days of receipt of the request unless exceptional circumstances exist.

The request for reassessment is then forwarded for a decision to the Protection of the Integrity Committee according to the terms of this Policy (section 23 et seq), with appropriate modifications. The Committee may recommend to Tennis Québec a disciplinary sanction; it can also decide on the outcome of the administrative measure to which the alleged perpetrator of abuse, harassment, or violence of a sexual nature is subject.

If the complainant makes representations before the Protection of the Integrity Committee at a hearing, he then accepts to have his name disclosed to the other parties involved. In all cases, the copy of the complaint for abuse, harassment, or violence of a sexual nature is not disclosed to the parties.

12. If the alleged perpetrator of abuse, harassment, or violence of a sexual nature is not a member of Tennis Québec, the Complaints Officer then determines what administrative measure, if any, can be taken by Tennis Québec and informs the complainant and the alleged victim.
13. The decisions made by the Complaints Officer are final and cannot be appealed.

H. COMPLAINTS MANAGEMENT PROCESS FOR ABUSE, HARASSMENT, NEGLIGENCE OR VIOLENCE OTHER THAN OF A SEXUAL NATURE

14. If any of the persons subjected to a complaint of abuse, harassment, negligence or violence, other than of a sexual nature is an employee of Tennis Québec, the Complaint Officer immediately sends a copy of the complaint to the chief executive officer or to the president of Tennis Québec so that the file can also be handled by its human resources manager, if need be. If the Complaints Officer is aware that any of the persons involved in the complaint is or could be an employee of a member (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club) of Tennis Québec, the Officer advises the complainant and the alleged victim in writing that they can also file a complaint directly with the employer concerned when he decides the admissibility of the complaint.
15. When the Complaints Officer receives a complaint of abuse, harassment, negligence or violence, other than of a sexual nature, he may contact the complainant or alleged victims for additional information to assess whether the complaint is admissible. Faced with a complaint that appears admissible, the Officer confirms by e-mail or registered mail to the complainant and the alleged victim, if necessary, that the complaint is admissible, within ten (10) days of its

receipt unless there are exceptional circumstances. Otherwise, he informs the complainant and the alleged victim in the same way by motivating the refusal.

16. At the time he receives a complaint of abuse, harassment, negligence or violence, other than of a sexual nature if the Complaints Officer has reasonable grounds to believe that the alleged victim's safety is compromised by the alleged perpetrator of abuse, harassment, negligence or violence other than of a sexual nature, he may recommend, as an administrative measure, the exclusion of the alleged perpetrator from all programs and activities federated of Tennis Québec for an indefinite period. The exclusion applies to all levels if applicable. The exclusion remains in effect until the Protection of the Integrity Committee has reached a decision following a hearing of the complaint.

The nature of the facts, their seriousness, the probative value of the allegations, or the person concerned are being considered by the Officer in his analysis. The Officer may also contact the DYP if the complaint involves an alleged minor victim.

17. The Complaints Officer must report to the DYP any complaint of violence or physical abuse that he has deemed admissible and has upheld, if the alleged victim is a minor and if the Officer has reasonable grounds to believe that the alleged victim's safety is compromised.
18. If the alleged perpetrator of abuse, harassment, negligence or violence, other than of a sexual nature is not a member of Tennis Québec, the Complaints Officer then determines what administrative measure, if any, can be taken by Tennis Québec and informs the complainant and the alleged victim accordingly.
19. Before forwarding the file to the Protection of the Integrity Committee to initiate the formal process, the Complaints Officer may propose to the complainant, the alleged victim and the alleged perpetrator of abuse, harassment, negligence or violence, other than of a sexual nature, if appropriate, an informal resolution process. The goal of this informal process is to seek solutions to the problem, with the good faith participation of each one, and not to establish whether there is abuse, harassment, negligence or violence, other than of a sexual nature. This mediation process can be carried out through an internal or external mediator if the people involved consent.
20. All discussions during the informal process remain confidential. Only the collaboration agreement resulting from the mediation is recorded in writing, signed by the parties, and handed over to the Complaints Officer. If the parties refuse the informal process or if mediation fails, the complaint continues with the formal investigation process.
21. The Officer who ruled that a complaint is admissible forwards a copy of said complaint to the Protection of the Integrity Committee, in order to hold a hearing between the parties involved unless the matter has been resolved through mediation.
22. The decisions made by the Complaints Officer are final and cannot be appealed.

Composition of the Protection of the Integrity Committee

23. Protection of the Integrity Committee consists of three (3) individuals selected by the Complaints Officer from a list of qualified candidates. These individuals may not be employees or administrators of Tennis Québec.
24. Anyone sitting on the Protection of the Integrity Committee must avoid finding himself in a situation of conflict of interest with all parties involved in a complaint, in order to maintain impartiality of the process.
25. To conduct the hearing, the individuals selected to sit on the Protection of the Integrity Committee appoint among themselves the person who will act as Chair of the Committee.
26. The Chair of the Committee sends a notice of hearing to the complainant, the alleged victim, and the respondent (alleged perpetrators of abuse, harassment, negligence or violence, other than of a sexual nature) by e-mail or registered mail, at least twenty (20) days before the hearing. The notice of hearing addressed to the respondent must set out the reasons why he is summoned. A copy of this Policy and the general by-laws of Tennis Québec must be attached to the notice of hearing.
27. The committee can sit anywhere in Quebec according to the needs. The hearing may also be held by videoconference or by conference call.

Hearing procedure

28. The hearing is held in closed session.
29. The Committee first proceeds to hear the complainant's evidence, followed by the alleged victim's evidence. He then hears the respondent's evidence. Finally, he hears the representations of from, of the alleged victim, and of the respondent. Each party is responsible for ensuring that his witnesses are present. Each party is also responsible for the costs of his witnesses and must make sure to have enough copies of the documentation that the party intends to use for all participants at the hearing (6 in total).
30. The Committee may agree to postpone a hearing if it finds that the reasons given by a party are serious.
31. When a duly summoned respondent is absent at the hearing, the Committee renders a decision based on the only evidence presented to it by either of the parties present.
32. If neither the complainant nor the alleged victim are present at the hearing, although having been duly summoned, or if they both are unable to provide evidence supporting the complaint, the Committee must dismiss it for lack of evidence.

Rules of evidence

33. Hearsay evidence is not admissible.
34. The parties may testify themselves or be examined by their representative.
35. Witnesses of the parties may testify themselves or be examined by their representative.
36. Cross-examination by the opposing party is not allowed.

Decision of the Protection of the Integrity Committee

37. The Committee has twenty (20) days to transmit its recommendation to Tennis Québec by e-mail or registered mail.
38. Tennis Québec has ten (10) days to confirm the committee's recommendation and to respond to the committee by e-mail or registered mail.
39. Upon receipt of Tennis Québec's decision, the committee has five (5) days to forward the decision to the parties, by e-mail or by registered mail.
40. The Committee may accept or dismiss the complaint at the end of its hearing. If the complaint is upheld, the Committee can recommend to the federation one or the other, or a combination of the following sanctions:
 - a) Place a reprimand on the member's file;
 - b) Require the member a penalty of \$100.00 to \$2,000.00, to be paid to Tennis Québec within the time determined by the Committee. If the member fails to pay Tennis Québec the penalty established within the allotted time, the member is automatically suspended as a member of Tennis Québec and all its members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club), from the day after the deadline and until he has fulfilled his obligation;
 - c) Require conditions and commitments from the member;
 - d) Require the member to take part, at his own expense, in a training course—specified by the Committee within the time frame it determines, to maintain its membership status. Failing to be able to prove to Tennis Québec that he completed the training within the time limit, the member is automatically suspended as a member of Tennis Québec and all its members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club), from the day after the deadline until he has fulfilled his obligation and is able to prove it;
 - e) Restrict the approved activities and programs in which the member can participate for the duration he determines;

- f) Suspend the member as a member of Tennis Québec and all its members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club) for a maximum period of twelve (12) months;
- g) Expel the member as a member of Tennis Québec and all of its members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club).

41. The Protection of the Integrity Committee's decision is final and cannot be appealed.

42. Tennis Québec keeps at all times the right to initiate all necessary proceedings against the respondent in order to force the payment of a penalty.

I. CONFIDENTIALITY

Tennis Québec respects the right of individuals to the confidentiality of their personal information. Accordingly, it recognizes that personal information obtained in relation to the application of this Policy and the decisions made under this Policy are confidential and will remain confidential within the limits established by law.

J. COMMITMENT OF THE MEMBERS OF TENNIS QUÉBEC

All members (provincial associations of officials, coaches, players, teachers, tournament organizers, parents, club owners, etc.), active members, recreational members, members in a club) of Tennis Québec must make this Policy available to their own members as soon as they join, in particular by telling them in writing that it exists and by publishing it on their website.

All members of Tennis Québec must respect and implement, if necessary, the appropriate measures to enforce the decisions of the Complaints Officer and the Protection of the Integrity Committee. It is up to the Complaints Officer to make the necessary checks with the members to ensure compliance with decisions made under this Policy.

Any member who fails to comply with the decisions made and to put in place the necessary measures is subject to disciplinary or administrative measures. In these circumstances, the Complaints Officer sends a copy of his complaint to the Protection of the Integrity Committee so that it can hold a hearing in accordance with the procedures provided in this Policy, with the necessary adjustments, for a decision to be made to sanction the member's wrongful behaviour

K. CONTESTING A DECISION AND DISCLAIMER

The validity or the legality of the decisions made under this Policy cannot be challenged before the courts, unless to oppose an error of law or a contravention to a rule of public order.

Tennis Québec expressly excludes its civil liability as well as that of its agents,

subordinates and representatives for any damage resulting directly or indirectly from the application of this Policy, except in the presence of an intentional or gross fault.

L. IDENTIFICATION OF CERTAIN RESOURCES TO CONTACT IN CASE OF ABUSE OR HARASSMENT

- a) The Director of Youth Protection in your area
- b) The police department
- c) Sport'Aide
By phone and SMS
1-833-211-AIDE (2433)
1-833-245-HELP (4357)

**** In the event of a discrepancy between the French and the English version of the Policy, rules and procedures regarding the protection of the integrity, the French version shall prevail.***

APPENDIX A-DEFINITIONS

The concepts set out in this section apply to all participants involved in sports or leisure activities, including vulnerable clientele (participants with physical or intellectual impairment) and athletes enrolled in an excellence program.

Words or expressions in bold in a definition are defined in this annex.

Physical abuse:

1° When a person suffers physical injuries or **bodily harm** leaving or no visible marks, or when a person is subject to unreasonable educational methods from one or both parents, or any person involved in the (federated) community.

2° When a person runs a serious risk of suffering physical injuries or **bodily harm** leaving or no visible marks, or of being subject to unreasonable educational methods from one or both parents, or any person involved in the (federated) community.

Sexual abuse:

1° A gesture or any act of sexual nature, with or without physical contact, including any form of sexual exploitation, taken by any person against any other person.

2° The serious risk that a gesture or any act of a sexual nature, with or without physical contact, including any form of sexual exploitation, be taken by any person against any other person.

Shall be regarded as sexual abuse, any **sexual harassment**, or any unwanted or unwelcome conduct of a sexual nature.

Sexual assault:

Sexual acts, with or without physical contact, committed by an individual against any other person, without his/her consent or, sometimes, particularly with children, by emotional manipulation or blackmail. It is an act aimed at subjugating another person at one's desires by using his/her authority or power, by using force or constraint, or under implicit or explicit threat. Sexual assault is a violation of an individual's fundamental rights, including a person's physical and psychological integrity and security.

The present definition applies, regardless of the age, sex, culture, religion, or sexual orientation of the victim or the sexual abuser, and regardless of the type of sexual activity committed, the place or life environment in which it took place, and regardless of the relationship between the victim and the sexual abuser.

Psychological harassment:

Any vexatious conduct in the form of repeated and hostile or unwanted behaviours, words, actions, or gestures that affect a person's dignity or psychological or physical integrity and that results in a harmful life environment.

A single serious incidence of such behaviour may constitute psychological harassment if it has the same lasting harmful effect on a person.

Examples of behaviours that may be considered as psychological harassment:

Bullying, cyberbullying, threats, isolation; offending or defamatory words or gestures towards a person or his/her work; verbal violence; belittling.

Sexual harassment:

An abusive, offensive, and unwelcome conduct of a sexual nature that has direct consequences on the person who is subjected to said conduct, and on the preservation or the improvement of his/her living environment, and/or creates a climate of bullying, humiliation or hostility towards him/her.

Examples of behaviours that may be considered sexual harassment:

Any form of attention or unwanted sexual proposal, for example, insistent solicitations, looks, kisses, unwanted touching, sexist insults, vulgar language; remarks, jokes, or images of a sexual nature by any technological or other means.

Negligence:

1° When a child's parents, or the person holding legal custody, do not respond to the child's basic needs, either on a physical level, or on the child's physical or mental health, or do not provide the child with the appropriate mentoring and monitoring;

2° When a person does not act with the level of care, any other reasonable person would exercise in similar circumstances.

It may consist either of an action or an omission or both.

Examples of negligence in sport or leisure: to ask a participant, or a person involved in the field, to abandon or take a break from school, to train instead of going to school (during competitions, sport-study program); knowing that a participant or a person involved in the field does not receive the care required by his/her state of mental or physical health and not intervene; knowing that youth has an unsafe behaviour towards himself/herself (ex: eating disorder or use of a doping substance) and not intervene; knowing that a participant or a person involved in the field is or has been a victim of physical, psychological or sexual violence and not do anything to protect him/her.

Bodily harm:

Corporal ill-treatments on a person one has under his/her authority or is the guardian of.

Violence:

Violence means any demonstration of force, either verbal, written, physical, psychological, or sexual, exercised against a person, which causes told people to feel distressed, to be harmed, hurt, or oppressed by attacking his/her integrity or his/her psychological or physical well-being, his/her rights or his/her assets.

In the context of sport and leisure, this violence can be shown by a person in authority (ex: a coach), peers (teammates, opponents), parents, team managers, team representatives, spectators, a member of the medical team or the support team (fitness trainer, massage therapist, etc.). Violence can occur in the locker rooms or the showers, on the field during a game or training, at the trainer's house or, during competitions, initiations or trips.

Physical violence:

Any action of physical nature by a parent or any person involved in the field, in a situation of conflict with another parent or person, which risks compromising that parent or person's integrity, or his/her psychological or physical well-being, however, intended.

Psychological violence:

Psychological violence is when a person, on a serious and continuing basis, is subjected to behaviours that could cause him/her harm, from a parent or a person involved in the field. Examples of such behaviours include indifference, belittling, emotional rejection, excessive control, isolation, threats, exploitation, especially if the child is forced to do a job or an activity that is disproportionately compared to that child's capacities.

Examples of psychological violence in the context of sport or leisure: Shouting insults (swear words), say mean things or make humiliating remarks to a participant, threaten a participant with physical injuries or pretend to throw something at him/her, systematically expel or exclude the participant from a training session, voluntarily reject or ignore a participant (or systematically ignore the participant's presence), force a participant to train despite an injury known to the training staff, inflict additional training that leads to exhaustion or make the participant sick, ask the participant to make moves that are too difficult for his/her abilities, any other request that could have negative impacts on the health of a participant (ex: use of dangerous techniques, doping substances, etc.).

Sexual violence:

A sexual act committed or attempted by a person without it being freely consented, or against a person unable to consent or refuse. Sexual violence includes **sexual assault**, **sexual abuse**, and **sexual harassment**.

Examples of sexual violence in the context of sport or leisure: touching any private part of a participant or of a person involved in the field, making offensive sexual jokes, making suggestive gestures, showing off your private parts, touching someone's private parts, forcing a participant or any person involved in the field to perform sexual acts in exchange for favors, privileges, or under peer manipulation, having a written or verbal conversation of a sexual nature, exposing a participant or any person involved in the field of sexual images.

Precision

Bullying:

Any behaviour, word, act, repetitive gesture, deliberate or not, expressed directly or indirectly, including in cyberspace, in a context characterized by unequal power relations between the persons involved, having the effect of generating feelings of

distress, to injure, hurt, oppress or ostracize.

Bullying as understood in the present annex is one of three types of violence defined above: physical violence, psychological violence, and sexual violence.

APPENDIX B—CODE OF CONDUCT

As stated in the preamble of this Policy regarding the protection of the integrity, the Code of Conduct forms an integral part of said Policy and binds members of Tennis Québec.

Thus, it is the responsibility of each club (organization), member of Tennis Québec to inform its members of the existence of the Policy regarding the protection of the integrity and the Code of Conduct, and to have each club sign a declaration acknowledging that it has read the Policy and the Code of Conduct and endorses its content.

It is also the responsibility of each club (organization) to notify its members, through the declaration, that any breach of any of the obligations contained in this Policy and its Code of Conduct is subject to a sanction. The sanction is imposed by the Protection of the Integrity Committee for a breach of the Policy regarding the protection of the integrity, or by the club's Disciplinary Committee or Board of Directors for a breach of the Code of Conduct.

PART 1—ADMINISTRATOR’S CODE OF CONDUCT:

The decision-making process rests with the administrators. They are ultimately responsible for the quality of the practice of tennis in Quebec. The local, regional, or provincial administrator must ensure that the guidelines surrounding the practice is in line with the values pursued by educational and social purposes. In order to fulfil their role properly, administrators must:

- a. Recognize the participant as the key person who will motivate their decisions and actions;
- b. Ensure that equal chances to take part in the activities are offered to all participants, regardless of their age, gender, or skill level;
- c. Ensure that the supervision of a participant is undertaken by a competent person who respects the principles conveyed by the organization;
- d. Promote sportsmanship, social and civic engagement, and a spirit of solidarity;
- e. Encourage all volunteer to undertake training programs or refresher courses;
- f. Take all the necessary means to value and demand respect for officials;
- g. Take all the necessary measures to ensure the security and integrity of the participant;
- h. Ensure that the premises, facilities, equipment, and rules of the game meet the expectations and needs of the participants;
- i. Ensure to maintain good relations and contacts with the media, the public, and all organizations or individuals associated with the organization;
- j. Plan all activities so that a worker (coach, administrator, therapist, volunteer, official, etc.) is never alone in a closed private location with a participant, or someone involved in the community. This location can be real (a room, a bedroom, lockers, a car) or virtual (message system, social networks);
- k. Refer to the guidelines offered on [the www.sportbienetre.ca](http://www.sportbienetre.ca) website;
- l. Use social networks, the Internet, and other electronic media in an ethical and respectful manner towards colleagues, coaches, and managers, not to use it to provoke the opponent or another member;
- m. Refrain from all alcohol or drug use in the execution of your duties;
- n. Ensure that everyone is treated with respect and fairness.

PART 2—COACH’S CODE OF CONDUCT:

The coach must first and foremost be aware of the importance of his role and the great influence he has on the participants and on people around him. He must carry out a mission of education and of physical, moral, and social training with participants, and be worthy of this responsibility. He needs to focus more on the well-being and interests of the participants rather than on their results. He should not consider sport and leisure as an end in itself but as a tool for education. To accomplish his task, the coach must:

Physical safety and health of the participants

- a. Ensure that training, competition, or activity facilities are safe at all times;
- b. Be prepared to respond quickly and appropriately in case of an emergency;
- c. Avoid putting participants in situations that are unnecessary or unsuitable for their level;
- d. Seek to preserve the health, safety, integrity, and well-being, present or future, of participants;
- e. Obtain parental consent to drive a minor participant to or from practice, competition, or an activity.

Coaching in a responsible way

- a. Use the authority associated with his position wisely and make decisions that are in the best interests of participants;
- b. Promote the development of the participants’ self-esteem;
- c. Avoid taking personal advantage of a situation or decision;
- d. Know your limits in terms of knowledge/skills when making decisions, giving instructions, or taking action;
- e. Honor the commitments, the word given, and the objectives on which there was agreement. Maintain the confidentiality and privacy of personal information and use it appropriately;
- f. Use social networks, the Internet, and other electronic media in an ethical and respectful manner towards colleagues, coaches, and managers, not to use it to provoke the opponent or another member;
- g. Refrain from all alcoholic beverages or drugs during the execution of duties and make players aware of the problems related to the use of these products as well as doping in sports;
- h. Ensure that everyone is treated with respect and fairness.

Integrity in relationships

- a. Avoid situations that may affect the objectivity, impartiality, or integrity of coaching duties.

- b. Refrain from any behaviour that constitutes abuse, harassment, negligence, and violence, or any inappropriate relationship with a participant.
- c. All activities should be planned so that a coach is never alone in a closed private location with a participant, or someone involved in the community. This location can be real (a room, a bedroom, lockers, a car) or virtual (message system, social networks).

In particular:

- Electronic communications between a participant and a coach must include the participant's parents if participant is under the age of 18.
 - Group e-mail must be preferred to private messages.
 - The coach must request the presence of another adult when a participant visits his office or his room.
 - The coach must not drive participants under the age of 18 to or from an activity (practice, party, competition, or other) without their parents' consent. He must get parental consent for any exceptional case.
 - During trips involving a stay, the coach makes sure that the chaperones stay in a room next to the participants rooms.
 - The coach must limit visits in the hotel rooms to same-sex visitors.
 - The coach must ensure that the room checks are done by trained adults and preferably mixed pairs.
- d. Ensure that participants understand that abuse, harassment, negligence, violence, or inappropriate behaviour are not tolerated, and encourage the practice among participants to disclose and report such behaviours.
 - e. The coach must refer to the guidelines offered on the www.sportbienetre.ca/ website.

Respect

- a. Ensure that everyone is treated equally, regardless of age, descent, color, race, citizenship, ethnicity, place of origin, language, belief, religion, athletic potential, disability, family status, marital status, gender identity, gender expression, gender, or sexual orientation;
- b. Preserve the dignity of each person when interacting with others;
- c. Respect the guidelines, rules, or policies in force.

Honor of sport

- a. Observe and enforce all regulations strictly;
- b. Wanting to compete against an opponent in fairness;
- c. Maintain dignity in all circumstances and exercise self-control;
- d. Respect the officials and accept their decisions without doubting their integrity.

I have read and understood the information above and I accept to respect this code of conduct

I have read, understood and accept the terms of the Policy, rules, and procedures regarding the protection of the integrity.

Moreover, I understand that this agreement, which may be modified from time to time, will remain in effect until I advise Tennis Québec in writing of my desire to leave the position of coach/course instructor with the Federation.

Signature

Date (YYYY/MM/DD)

PART 3—OFFICIAL CODE OF CONDUCT:

As a Tennis Québec official, I accept to respect the following Code of conduct. I also accept to maintain the highest standards of professionalism and conduct required from all officials working under the Code of conduct for Tennis Québec officials.

No competition may take place in a satisfactory manner without the presence of officials. Good ensures the pleasure of playing under the rules of the game and the protection of the participants. However, the decisions of the officials are often the source of many frustrations, their judgment rarely making unanimity.

An efficient and competent official must, therefore:

1. Be in a physical and mental state allowing to fulfil the intended tasks;
2. Possess natural or corrected 20-20 vision and normal hearing;
3. Study, understand and master the Rules of the game and their interpretation and comply with the rules set out therein;
4. Protect the integrity of the competition and the security of the participants;
5. Communicate in a respectful manner with participants and ensure that all are treated with respect and fairness;
6. Apply the rules with objectivity and impartiality, in an equitable manner, and with discernment and not interact with participants or act in a way that may cast a doubt on their impartiality as an official;
7. Declare any potential conflict of interest to the Tennis Québec technical director;
8. Avoid over-emphasising themselves to the detriment of participants;
9. Plan the entirety of the activities in a way that will ensure that they are never alone in a closed private space with a participant, or another person involved. This space can be real (room, locker room, car) or virtual (messaging, social network);

More specifically:

- Electronic communications between a participant and an official must include the participant's parents when they are less than 18 years old;
- Electronic group messaging must be preferred to private messaging;
- The official must request the presence of another adult when a participant meets them in their office or room;
- The official must not drive under 18 years old participants to or from an activity (training session, match, competition or other);
- The official must limit visits to hotel rooms;

10. Be punctual for all the competition where they are assigned;
11. Dress and keep an appearance befitting the dignity and the integrity of the sport;
12. Abstain from consuming alcoholic beverages or drugs in the performance of their duties;

13. Comply with the criminal laws that apply in any jurisdiction. This obligation is breached when an official is found guilty of an indictable offence, or enters a guilty plea or does not contest a criminal charge, for any offence in any jurisdiction;

14. Familiarise themselves with the guidelines available at www.sportbienetre.ca;

15. Use social networks, Internet and other electronic medias in an ethical and respectful manner with colleagues, coaches, organisers, and not use them to provoke any person involved in the competition;

16. Know that no behaviour linked to abuse, harassment, negligence, violence or any inappropriate behaviour can be tolerated, and inform Tennis Québec without delay or a person in a position of authority of any act of this nature committed against another person or themselves;

17. Not display any behaviour that, on balance, would generally be deemed as shameful, scandalous, dishonorable, contrary to the professional code or as a source of embarrassment for Tennis Québec.

An official who transgresses the code of conduct rules may see their officiating status modified, suspended or cancelled by Tennis Québec, and will be subject to disciplinary proceedings. A violation of these criteria may result in immediate dismissal from the event and/or discontinuance of any future duties and/or revocation of officiating status.

I have read and understood the information above and I accept to respect this code of conduct

I have read, understood and accept the terms of the Policy, rules, and procedures regarding the protection of the integrity.

Furthermore, I understand that this agreement, which may be modified from time to time, will remain in effect until I advise Tennis Québec in writing of my desire to leave the position of coach/course instructor with the Federation.

Signature

Date (YYYY/MM/DD)

PART 4—PLAYER/ATHLETE/PARTICIPANT’S CODE OF CONDUCT:

To benefit optimally from the practice of sport or leisure, the player, the athlete, or the participant must have an attitude and behaviour which derive from the purest sportsmanship or camaraderie.

The important thing is not to win or lose, but the way she or he practices the discipline (sports or leisure). She or he should never lose sight that this is a game. To get the most fun, any player, athlete, or participant will have to:

- a. Play for fun while remembering that the practice of sport or leisure is not an end in itself, but a means;
- b. Strictly observe the rules of the game and the charter for sportsmanship
- c. Accept and respect the officials’ decisions at all times;
- d. Respect at all times, the officials, opponents, and their supporters who must not become enemies;
- e. Always remain in control of yourself;
- f. Have exemplary conduct on and off the sets, using language without insult, vulgar expression, or profanity;
- g. Respect your coach and managers and follow their instructions when they are not against your well-being;
- h. Engage all your strength in the game by avoiding discouragement in failure, and vanity in victory;
- i. Respect the property of others and avoid theft or vandalism;
- j. Refuse and not tolerate the use of drugs, medication, or any stimulant to improve performance;
- k. Know that no abuse, harassment, negligence, violence, or inappropriate behaviour is tolerated, and report immediately to the coach or any person in authority any such act committed against another person or yourself;
- l. Read the “athlete” section of the www.sportbienetre.ca platform.
- m. Use social networks, the Internet, and other electronic media in an ethical and respectful manner towards colleagues, coaches, and managers, not to use it to provoke the opponent or another member.
- n. Ensure that everyone is treated with respect and fairness.

CODE OF CONDUCT – SANCTIONED TOURNAMENTS

The provisions of this code of conduct do not alter or amend the provisions of Tennis Québec by-laws. The code of conduct applies to all players in all tournaments and meetings sanctioned or required to be sanctioned by Tennis Québec. In addition, it also applies to any player support team member (coach, and/or family member, tournament guest, or other similar associate) of a player. Further, the code of conduct applies in all places and at all times in the tournament environment (e.g., the tennis facility, restaurant, etc.), not simply on court during a match. All players have a duty to encourage and to

maintain the highest standards of good sportsmanship, courtesy and fair play, and are under an obligation to avoid all unsportsmanlike conduct and any acts or practices which are detrimental to the game.

1. VIOLATIONS OF THE CODE OF CONDUCT

Violations of the code of conduct include, but are not limited to:

a. Abuse of balls

Players shall not violently, dangerously or with anger hit, kick or throw a tennis ball while on the grounds of the tournament site except in the reasonable pursuit of a point during a match (including warm-up). For purposes of this rule, abuse of balls is defined as intentionally or recklessly hitting a ball out of the enclosure of the court, hitting a ball dangerously or recklessly within the court or hitting a ball with disregard of the consequences.

b. Abuse of racquet or equipment

Players shall not violently, dangerously or with anger hit, kick or throw a racquet or other equipment within the precincts of the tournament site. For purposes of this rule, abuse of racquets or equipment is defined as intentionally, dangerously and violently destroying or damaging racquets or equipment or intentionally or violently hitting the net, court, umpire's chair or other fixture during a match out of anger or frustration.

c. Physical abuse

Players shall not at any time physically abuse any official, opponent, spectator or other person within the precincts of the tournament site. For purposes of this rule, physical abuse is the unauthorized touching of an official, opponent, spectator or other person

d. Verbal abuse

Players shall not at any time verbally abuse an official, opponent, spectator or other person within the precincts of the tournament site. Verbal abuse is defined as a statement directed at an official, opponent, spectator or other person that implies dishonesty or is derogatory, insulting or otherwise abusive.

e. Audible obscenity

A player shall not use an audible obscenity while on-site. Audible obscenity is defined as the use of words commonly known and understood to be profane and uttered clearly and loudly enough to be heard.

f. Visible obscenity

Players shall not make obscene gestures of any kind while on-site. Visible obscenity is defined as the making of signs by a player with hands and/or racquet or balls that commonly have an obscene meaning.

g. Delay of play

A player who fails to respect the time limit between points (25 seconds), on changeovers (90 seconds) or on set breaks (120 seconds), or a receiver who fails to play to the reasonable pace of the server is subject to a time violation. Time violations have their own separate penalty schedule which does not intersect with the point penalty system for violations of the code of conduct. However, certain situations that delay play are treated under the delay of play provision of the code of conduct and are thus penalized using the

point penalty system. These situations include:

1. When an official judges that the receiver is employing “gamesmanship” in purposely delaying the reasonable pace of the server.
2. When, after receiving a time violation for playing too slowly, a player still is not ready to play after the next 25 seconds. In other words, except in the case of delay in resuming play after an authorized rest period or in the case of an emergency toilet break during a game or before the opponent’s serve, two time violations will not be issued consecutively as part of the same situation; the second violation will be treated as a violation of the delay of play provision of the code of conduct.
3. When, after being instructed to play by an official (e.g., in order to end an overly long discussion), a player is not ready to play within the next 25 seconds.
4. When there is a delay in the resumption of play following a medical time-out or medical treatment.
5. When a player who has been given permission to leave the court on his/her own time for an additional toilet break (e.g., a second toilet break for a male or a third toilet break for a female) fails to resume play within the normal time limits (e.g., within 25 seconds between games, 90 seconds on a changeover or 120 seconds on a set break).
6. When a player who has been given permission to leave the court to find another racquet fails to resume play within the normal time limits (e.g., within 90 seconds on a changeover or within 120 seconds on a set break).

h. Best efforts

A player shall use his best efforts during the match when competing in a tournament.

i. Coaches and parents

1. Players shall not receive coaching during a tournament match. Communications of any kind, audible or visible, between a player and a coach shall be construed as coaching. Coaches and parents on-site are prohibited from:

- a. Using an audible obscenity or making obscene gestures of any kind;
- b. Abusing any official, opponent, spectator or other person, verbally or physically;
- c. Engaging in conduct contrary to the integrity of the game of tennis.

2. In circumstances that are flagrant and particularly injurious to the success of a tournament, the referee shall have the authority to relocate the position of a coach if there is reasonable belief that coaching is occurring, or the referee may order the coach or parent to be removed from the match site or tournament site and upon his failure to comply with such order, may declare an immediate default of such player.

j. Unsportsmanlike conduct

Players shall at all times conduct themselves in a sportsmanlike manner and give due regard to the authority of officials and the rights of opponents, spectators and others. Unsportsmanlike conduct is defined as any misconduct by a player that is clearly abusive or detrimental to the success of a tournament, and/or the sport. In addition,

unsportsmanlike conduct shall include, but not be limited to, the giving, making, issuing, authorizing or endorsing any public statement having, or designed to have, an effect prejudicial or detrimental to the best interest of the tournament and/or the officiating thereof.

Examples of unsportsmanlike conduct include, but are not restricted to the following: Visible taunting (i.e. fist pumps towards the opponent); loud shouting directed at the opponent after winning a point; intentional bad line calls or retaliatory calls; constant questioning of the opponent's line calls when clearly done to intimidate; and refusal to call the score or make audible out calls.

k. Improper attire

Every player shall dress and present himself for play in proper attire as designated by the tournament committee and/or with the regulations of the host club. A player who violates this section may be ordered by the chair umpire or referee to change his attire or equipment immediately. Failure of a player to comply with such order may result in an immediate default.

The following items are also code of conduct violations:

1. Entering a tournament and then failing to appear without adequate reason and valid notice.
2. Entering two tournaments in the same time period without prior permission of both tournament referees.
3. Defaulting in a tournament or match except as a result of personal injury or other valid reason.
4. Associating with professional gamblers.
5. Betting or acting as a bookmaker on matches.
6. Accepting money or other consideration for losing a match or winning by a particular margin.
7. Being party to any payment of money or other consideration to another person to induce such person to lose a match or to win by a particular margin.

Please refer to the [Player's Permit](#) to get all the details regarding the list of infractions and the associated points of misconduct.

PART 5—PARENTS CODE OF CONDUCT:

Parents concerned about the development of their child should take an interest in their well-being and know the educational underlying values of sport or leisure. They must therefore collaborate in the use of sport or leisure as a means of education and expression so that their child can benefit from it. To properly carry out their duties, parents must adopt the following behaviours:

- a. Show respect for coaches, managers, and officials;
- b. Always adopt a good behaviour and use appropriate language;
- c. Avoid any verbal abuse towards the participants and support all efforts in this regard;
- d. Never forget that their child plays tennis for their pleasure, not for his parent's pleasure;
- e. Encourage their child to respect the sportsmanship charter, the rules of the game, or the internal management rules of their team or program;
- f. Recognize their child's outstanding performance as well as those of opposing participants;
- g. Help their child to improve their skills and develop sportsmanship or camaraderie;
- h. Teach their child that an honest effort is just as good as a victory;
- i. Objectively judge the possibilities of their child and avoid projections;
- j. Help their child choose one or more activities to their likings;
- k. Never ridicule a child for making a mistake or losing the game;
- l. Encourage their child, by their example, to respect the rules and resolve conflicts without aggression or violence;
- m. Read the guidelines offered on www.sportbienetre.ca website;
- n. Use social networks, the Internet, and other electronic media in an ethical and respectful manner towards colleagues, coaches, and managers, not to use it to provoke the opponent or another member;
- o. Ensure that everyone is treated with respect and fairness.