



CODE OF CONDUCT

RESPECT

INTEGRITY

RESPONSIBILITY

LEADERSHIP

FAIR PLAY



VISION

Calgary Rangers Soccer Club & Sports Association (the “Club”, “Rangers” or “CRSC”) is a community-focused club, dedicated to providing a safe environment and creating a positive learning atmosphere for players of all ages and abilities. As a club, it is our responsibility to allow players, regardless of ability level, to push themselves to their desired level, allow for the development of necessary social skills, and to have the opportunity to meet lifelong friends. Rangers is committed to creating a strong club culture, committed to continuous improvement in all of our operations, and committed to being a strong community partner.

MISSION

The Club's mission is to consistently develop confident individual athletes of all ages who possess incredible technique, exceptional decision-making skills, and a thorough grasp of the concepts of tactics. More importantly, our aim is to create players who are highly motivated, self-disciplined, compassionate, and who are great leaders who enjoy working towards a common goal. We want our players to be proud to wear their Club attire.

Purpose of this Code

The Code of Conduct (“Code”) is our guide to help you understand the common situations we face and provide the framework for doing the right thing as coaches, players, parents, volunteers, employees or contractors, and board members. The Code complements other policies, standards and procedures to help guide our actions. Refer to the Code often, and when you are unsure what to do, ask questions.

Glossary: Words highlighted throughout the Code of Conduct in **purple** are defined in the Glossary at the end of this document.

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WHAT IS EXPECTED OF EVERYONE

Apply Basic Principles

There are some basic principles we should all follow to make the Calgary Rangers Soccer Club a great environment for players to excel.



Be Inclusive

We need to provide a welcoming environment that promotes equality, where everyone can succeed regardless of race, ethnic origin, place of origin, religion, socio-economic background, family status, sex, sexual orientation, gender identity, gender expression physical or mental ability, or other factors.

Be Respectful

Treat all **child/youth players**, coaches, **parents**, guardians, trainers, staff and board members with dignity. Establish and maintain appropriate boundaries with **child/youth players**, families and the organization. Respect is about how we treat one another, where there is no:

- **Harassment** or **bullying**– physical/verbal, relational, online
- **Abuse**– physical/emotional/**neglect** /sexual
- Violence
- Discrimination

General Rules of Behaviour

Staff/volunteers of the organization must not:

- Engage in any sort of contact with a **child/youth player**, within or outside of duties with the player, that may make them uncomfortable, or that may be seen by a reasonable observer to be violating reasonable boundaries;
- Engage in any communication with a **child/ youth player**, within or outside of duties with the player, that may make them uncomfortable or that may be seen by a reasonable observer to be violating reasonable boundaries;
- Engage in any behaviour that goes against (or appears to go against) the organization’s mandate, policies, or Code of Conduct, regardless of whether or not they are serving the organization at that moment; or
- Conduct their own investigation into allegations or suspicions of potentially illegal or inappropriate behaviour. It is a staff/ volunteer’s duty to report the matter to the Club, child welfare agency, or law enforcement, not to investigate.

What Constitutes Inappropriate Behaviour

Inappropriate behaviour includes, but is not limited to:

1. Inappropriate Communication. Communication with a **child/ youth player** or his/her **family** outside of the context of duties for the organization, regardless of who initiated the exchange. For example:
 - Personal phone calls not tied to duties with the player
 - Electronic communications (email, text message, instant message, online chats, social networking including “friending”, etc.) not tied to duties with the player
 - Personal letters not tied to duties with the player
 - Excessive communications (online or offline)
2. Inappropriate Contact. Spending unauthorized time with a **child/ youth player** outside of designated duties with the organization.
3. Favouritism. Singling out a **child/ youth player** or certain children and providing special privileges and attention (for example, paying a lot of attention to, giving or sending personalized gifts, or allowing privileges that are excessive, unwarranted or inappropriate).
4. Taking Personal Photos/Videos. Using a personal cell phone, camera or video to take pictures of a **child/ youth player**, or allowing any other person to do so, as well as uploading or copying any pictures you may have taken of a player to the internet or any personal storage device. Pictures taken as part of job duties are acceptable. However, the pictures are to remain with the organization and cannot be used by anybody in a personal capacity.
5. Telling sexual jokes to a **child/ youth player**, or making comments to a player that are in any way suggestive, explicit or personal.
6. Showing a **child/ youth player** material that is sexual in nature, including, signs, cartoons, graphic novels, calendars, literature, photographs, screen savers, or displaying such material in plain view of a player, or making such material available to a player.
7. Intimidating or threatening a **child/ youth player**.
8. Making fun of a **child/ youth player**.

Inappropriate behaviour will not be tolerated, especially as it relates to the well-being of the children involved in activities or programs delivered by CRSC. Whether or not a particular behavior or action constitutes inappropriate behaviour will be a matter determined by the CRSC incident management procedure, taking into consideration all of the circumstances, including past behaviour, and allegations or suspicions related to such behaviour.

Anti-Doping

All Coaches, Players, Parents, Volunteers, Employees or Contractors, and Board Members are expected to:

1. Adhere to the Canada Soccer’s Anti-Doping Policy;
2. Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods and adhere to the requirements of the Canadian Anti-Doping Program;
3. Respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by Canada Soccer or any other sport organization;
4. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has violated an anti-doping rule and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code;
5. Refrain from consuming alcohol in excess and from the use of illicit drugs while participating in Club programs, activities, competitions, or events;
6. Refrain from consuming alcohol and using tobacco in situations where minors are present; and
7. Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol and/or tobacco.

Q&A

What if someone knowingly makes a false claim against another club member?

Our Code requires respect for everyone and discipline would be considered if someone is being malicious.

Reflects well on me and the organization?

Act with Integrity

Consider your actions and ask for guidance when you need to. Before you act, ask yourself some questions.



Communicate Concerns

Anyone who encounters behaviours that are not consistent with this Code should feel comfortable to approach an appropriate Club official for assistance. Formal complaints can be submitted to

info@calgaryrangers.com. There is never any reprisal for an individual bringing forward an issue in good faith.

WHAT IS EXPECTED OF TEAM OFFICIALS

(Coaches, Team Managers, Trainers)

Be Respectful

Set the example in how you respect players, contest officials, **parents** and opponents. Know and abide by the rules of play.

Team Officials are expected to complete the online **Respect in Soccer** Program Certification.

Maintain Safety

As **Team Officials**, you are in a position of authority and play a critical role in the integrity of the organization and maintaining a safe environment by:

- Submitting to a Police Record Check, updating it every 3 years.
- Following safety rules to safeguard players, yourself and others.
- Never leaving a **child/ youth player** unattended at a field or facility following a practice or game.
- Never transporting players or conducting practice or a game when under the influence of intoxicating substances.
- Taking appropriate action if you see, hear or suspect inappropriate activities that could include **bullying, abuse, harassment** or violence. Children are especially vulnerable.
- Documenting and reporting incidents according to the Club.
- If a concussion is suspected, following the CMSA Concussion Protocol to help determine the appropriate actions.
- Ensuring the playing surface and surrounding area are assessed for hazards and deemed safe for practices and games.

Communicate Effectively

- Maintain and protect the privacy of personal information.
- Ensure your communication is professional, transparent and clear. Only use email for written communication to players. Do not text or communicate through social media channels.
- Ask for assistance when faced with tough situations.

48 Hour Rule

If emotions are running high, it can sometimes lead to disrespectful interactions with others. If you are upset about an issue, wait 48 hours to clearly think it through and provide an email to request a discussion.

WHAT IS EXPECTED OF PLAYERS

Be Respectful

Part of being a good player is to respect one another, including teammates, opposing teams, coaches and game officials. The spirit of competition thrives on rivalry **and** fair play.

Learn and follow the rules of play.

Maintain Safety

Your safety is important:

- Let coaches know about any health issues that could affect your safety including any possibility of concussion.
- If you feel bullied, harassed, threatened or abused, turn to a person that you trust, including your parents, a special friend or relative, coach, Academy Director, Technical Director, Club Chair, a Board member, the police or a teacher or counsellor at school. The Calgary Rangers Soccer Club is committed to providing you with a safe, fun environment to learn and will investigate issues thoroughly and take appropriate actions.

Be Supportive

One of the key benefits of soccer is the friendship and support of your teammates as you develop your skills. Encourage and support others to help them learn, improve and have fun.

Q&A

During practices, someone from the team keeps making comments about me that I think are inappropriate and I find it offensive. What should I do?

If you are uncomfortable talking with the individual, ask for help. Your coach and team officials are there to support you and provide a safe environment for everyone to have fun and improve your skills.

WHAT IS EXPECTED OF PARENTS AND GUARDIANS

Be Respectful

Set an example in how you respect players, coaches, game officials, other **parents** and opponents.

Acknowledge the role of coaches and avoid approaching them with coaching concerns during or after games and practices – phone or email them to arrange for a discussion.

If you do smoke, it must be away from the field of play/outside in permitted areas.

Be Supportive

Reinforce the hard work of the players and their desire to learn and improve.

Show your appreciation for the hard work that coaches and other volunteers do to help players succeed.

Communicate Effectively



48 Hour Rule

Sometimes emotions can get the better of us and it can lead to disrespectful interactions with the coach or others. If you are upset about an issue, wait 48 hours to clearly think it through and provide an email to request a discussion.

Q&A

The referee is obviously favoring the other team, so I should be able to confront them, right?

You need to respect the game officials and stay focused on positively supporting the play of the team. Confronting officials with accusations is not acceptable conduct and is certainly not productive for anyone. There are referee feedback forms to provide objective feedback to help them develop their skills.

WHAT IS EXPECTED OF BOARD MEMBERS

Be Respectful

Set an example for the rest of the organization in how to deal fairly and professionally with all individuals and organizations.

Respect Board processes:

- Commit to meetings
- Focus on agendas
- Support open discussions
- Abide by Board decisions
- Maintain confidentiality

Board Members are expected to complete the online **Respect in Soccer Program Certification**

Maintain Safety

Implement and oversee a safety program that includes:

- Maintaining a respectful club environment – prevention and response to **bullying, harassment, abuse**, violence and discrimination, especially for children.
- Overseeing a volunteer screening process (police checks).
- Preventing and responding to player injuries.
- Managing incidents – response, investigation and corrective actions.
- Providing training and support for Club officials and volunteers.
- Creating, implementing and maintaining appropriate policies, standards and procedures to support the program.
- Regularly reviewing safety performance and incorporating changes into an ongoing improvement plan.

Q&A

There is a parent that continually causes problems. With this latest incident, can't we just go straight to the discipline process?

Regardless of past issues, each incident should be properly investigated to determine the cause and the appropriate corrective actions. Jumping to conclusions compromises the integrity of the organization.

Uphold Organizational Accountability

- Oversee the application of the Code of Conduct and other Board policies, standards and procedures, assigning the necessary roles within the Board and organization.
- Continuous improvement – monitor feedback and communication for ways to improve the organization.
- Oversee the investigation process for incidents and serious issues, to ensure facts are uncovered and meaningful corrective actions are identified and completed.
- Oversee the discipline process to ensure it is applied and enforced consistently and fairly, based on the facts assessed in a thorough investigation.
- Work within the Board to optimize the allocation of resources.

Avoid Conflicts of Interest

As a Board Member, there are some key principles to manage the potential for conflicts of interest, which include but are not limited to:

- If a conflict arises, be open and declare it and excusing yourself from any related voting or discussions.
- Do not accept gifts or hospitality that could influence your decision-making.
- Disclose any involvement in another soccer organization or in a personal, professional or business activity that is/could be construed as a conflict.
- Maintain the confidentiality of information that is of a confidential nature.

Communicate Effectively

Effective and timely two-way communication with the members of the Calgary Rangers Soccer Club is critical to the success of the organization.

- Provide the necessary tools on the web site for general communication within the organization.
- Control communication channels (social media, including the web site and other media) appropriately by assigning role(s) within the Board to ensure messaging is consistent and meets the standards of the organization.
- Maintain and protect the privacy of personal information.

GLOSSARY

Child / Youth Player - An amateur player between the age of one (1) and nineteen (19). A player who reaches nineteen (19) years of age during a seasonal year can complete that seasonal year.

Team Official - Any person who has been properly registered and is not under **suspension**, who is engaged in the role of coach, assistant coach, and/or team manager for a team during the current soccer season.

Family - The term “family” includes any sibling, parent, grandparent, or other related family member. All family members shall be accountable to the rules, Code of conduct, and responsibilities.

Parent - The term “parent” includes the mother, father, and legal guardians of any duly registered player on a CRSC team. All parents shall be individually and collectively accountable, regardless of marital status, to the rules, Code of Conduct, and responsibilities.

Suspension - The temporary withdrawal of rights and privileges such as, but not limited to, the right to play, coach, attend matches, or otherwise administer or participate (directly or indirectly) in affiliated soccer. During suspension, a person or group will have all rights and privileges withdrawn unless specifically stated otherwise by the suspending authority.

Abuse - Any form of physical, emotional and/or sexual mistreatment or lack of care, often involving abuse of power or authority and/or breach of trust, which causes physical injury or emotional damage to an individual, especially children and youth. Abuse is a protection issue referring to provincial, territorial or Aboriginal band-appointed child protective services. A child, (in Alberta the age is 16 years, as defined by provincial legislation), requires protection from harm if abuse or neglect is suspected.

Harassment - Harassment is defined as conduct, gestures or comments that are reasonably considered insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or

group of individuals, and which create a hostile or intimidating environment for work or sports activities.

Bullying - Bullying involves a person expressing their power through the humiliation of another person.

Neglect - A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. An example of how the definition of neglect may apply in a soccer setting is when a player is forced to play with an injury.

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