



# Ottawa TFC\*

2075 Trim Road, Orleans Ontario, K4A 3R2 Tel: 613-573-7627  
www.ottawatfc.com



## OTTAWA TFC\*

### CODE OF CONDUCT

#### INTRODUCTION

This Code of Conduct ("Code") sets out and delineates the behavioural standards expected of each of us at Ottawa TFC.

Ottawa TFC is an affiliate of Ontario Soccer and as such we are bound by their rules and policies. Accordingly, we have a responsibility to be familiar with, and abide by, their policies as well as our own. Our Code is layered on top of Ontario Soccer's Code of Conduct and Ethics.

Ottawa TFC has standards of excellence that everyone is expected to work towards achieving with the expectation that our Club will distinguish itself because of our collective ethical behaviour, treatment of others, and leadership.

This Code of Conduct is not just a list of rules but rather a document that sets the tone for how we treat each other and how we conduct ourselves at Ottawa TFC

#### OTTAWA TFC'S VISION & MISSION

Ottawa TFC is a community-based Club that is recognized as a model club at the national level - with a focus on clear long-term development pathways for our players, our coaches, and our referees.

Our Mission is to teach youth the beautiful game by encouraging physical, mental, tactical, and social development, and fun; and to develop community leaders by providing leadership pathway programs in an environment of continuous learning and growth-mindedness.

#### OTTAWA TFC'S VALUES

**Humility** - With an air of gratitude, we strive to be humble in our victories and gracious in our losses.

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**Growth Mindset** - Bringing the best version of ourselves every day, but with a passion to improve and grow daily.

**Work Ethic** - Striving to be the hardest workers in our respective positions (on and off the field).

**Respect** - Which is to be shown across all facets of the club.

**Leadership** – From the youngest of ages, and across all levels of the club, we celebrate leadership qualities both through voice and action. We hope to develop not just good players and people, but leaders in the community.

Our success and reputation depends on the commitment of each of us in achieving our Vision and upholding our Values.

Whether are you are a player, parent/guardian, member, volunteer, official, coach, employee, or member of the board of directors at Ottawa TFC, each of us must take accountability for our actions, and act honestly, with integrity and respect at all times.

How you conduct yourself will contribute to your individual and team success.

## **APPLICABILITY**

This Code of Conduct applies to all Ottawa TFC players, parents/guardians of registered players, coaches, referees, volunteers, employees, team officials, members, and directors. Ottawa TFC also expects its suppliers, sponsors, and officials to respect our policies and this Code of Conduct.

There are many policies in place at Ottawa TFC which may be referenced in this Code of Conduct. Everyone should be aware of the policies that affect them in their day to day activities at Ottawa TFC. *Being unaware of a policy is never an excuse for a breach of policy.* A complete list of Ottawa TFC's policies are found on the Club's website at [www.ottawatfc.com](http://www.ottawatfc.com).

## **GUIDING PRINCIPLES**

At Ottawa TFC, our **reputation** is one of our most valuable assets and is critical to our success. We hold ourselves to standards of behaviour that will stand up to the closest of scrutiny. This is a responsibility we all share.



We have **integrity**, we know our **values**, and we keep our **commitments** to each other. We avoid even the appearance of impropriety by doing what is right.

We treat each other with **fairness, dignity and respect**.

We value **diversity**, taking into consideration each other's opinions, perspectives and uniqueness.

We are **responsible**.

We bring our full **energy, attention and commitment** to the game of soccer.

We are **accountable** for our actions. We never deliberately mislead or deceive. We seek clarification when uncertain and raise concerns when we suspect wrongdoing.

We do not retaliate against whistleblowers.

We think before we act, always considering the appropriateness of an activity or practice.

## **HOW WE TREAT EACH OTHER**

### **Respect**

At Ottawa TFC we strive for an environment where our interactions with each other are based on courtesy and respect. We have a responsibility to demonstrate respect for each other's opinions, perspectives, experience and contribution.

Respect does not mean that we cannot disagree, in good faith, on matters of principle or interpretation or perception of factual situations. It does mean that when such situations arise, we will disagree in a tactful and diplomatic manner.

### **Excellence**

Excellence includes important aspects of our behaviour such as professionalism, positive attitude, acceptance of responsibility and accountability, competence, commitment, reliability, honest communications, financial and operational effectiveness and efficiency, quality, flexibility, cooperation, sharing, teamwork, and performing and playing in a superior fashion.

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## **Diversity and Inclusion**

Ottawa TFC values diversity and inclusion. Inclusiveness is our goal and we want everyone to feel valued.

We are strongly committed to fostering a playing culture that crosses race, ethnicity, gender, religion, identity, disabilities and age.

At Ottawa TFC we all work towards an environment where everyone feels welcome and supported, regardless of individual ways of being.

We understand, accept, and value differences between people including those with differences in education, personalities, skill sets, experiences, and knowledge bases.

We value diverse thoughts and ideas.

We strive to create an inclusive environment that is collaborative, supportive, and respectful, encouraging everyone's participation.

## **PREVENTING HARASSMENT, DISCRIMINATION AND ABUSIVE BEHAVIOUR**

Ottawa TFC supports an environment that is free of discrimination, harassment and abusive behaviour, all of which are destructive to the team environment we seek to foster.

Ottawa TFC has an Anti-Harassment and Anti-Discrimination Policy

(<https://cumberlandsoccer.demosphere-secure.com/files/documents-and-policies/Ottawa%20TFC%20-%20Anti-%20Harassment%20and%20Anti-%20Discrimination%20Policy.pdf>) which everyone must abide by. It states that at Ottawa TFC

we will not tolerate, condone or ignore discrimination or harassment based on any of the prohibited grounds in the *Ontario Human Rights Code* (for a list of the prohibited grounds refer to the Policy).

Harassment and discrimination are violations of the law as well as being acts that are offensive, degrading and threatening. In its most extreme forms, harassment can be an offence under Canada's *Criminal Code*.

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We are committed to providing a sport and work environment where all individuals are treated with respect and dignity, where every individual has the right to pursue the play of soccer and work in an environment that promotes equal opportunities and prohibits discriminatory practices. At Ottawa TFC every individual's opinion, perspective and uniqueness is valued.

*Discrimination* is behaviour consisting of adverse, differential treatment of an individual based on any of the prohibited grounds.

*Harassment* is a behaviour that creates an offensive, intimidating or hostile work or play environment and that a reasonable person should have known would be unwelcome.

*Abusive behaviour* refers to unwanted physical, verbal or other objectionable conduct by a person that is intended to ridicule, belittle, alienate or humiliate another person or employee, regardless of the person's hierarchical position.

*Abuse of authority* and *unfair treatment* are forms of abusive behaviour which occur when an individual improperly uses their authority to endanger someone's position on a team or in their job, undermine the performance of the player or employee, or threaten the economic livelihood of the player or employee, or in any way interfere with or influence the career of the employee.

We all have a responsibility to treat our teammates, players, coaches, officials and co-workers fairly, regardless of individual differences, and to avoid any conduct that might constitute discrimination, harassment or abusive behaviour.

You have the right to report suspected violations, and are encouraged to do so by speaking with your coach, team manager, GM & CEO, or a member of the board of directors.

## **SAFETY**

Ottawa TFC is committed to providing a safe environment for its players, coaches, volunteers, employees, members, directors, and officials.

Ottawa TFC conducts itself according to the policies of its governing associations (Ontario Soccer/Canada Soccer) and relies on other organizations such as the

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*Canadian Center for Child Protection* and international standards such as the International Safeguards for Children in Sport for guidance and best practices.

## ***Protection of Children and Our "Rule of Two"***

The safety, rights and well-being of children participating in Ottawa TFC programs is a number one priority in the Club's daily operations.

We are fully committed to safeguarding the welfare of all children in our care and we recognize our responsibilities in promoting safe practices in the protection of children.

Ottawa TFC's Protection of Children Policy (<https://cumberlandsoccer.demosphere-secure.com/files/documents-and-policies/Ottawa%20TFC%20Policy%20to%20Protect%20Children.pdf>) has been put in place prevent all forms of emotional, physical and sexual misconduct. This policy is intended to ensure the promotion and implementation of appropriate procedures to safeguard the wellbeing of children and protect them from abuse while participating in Ottawa TFC activities and programs.

Our "Rule of Two" policy, as set out in the Protection of Children Policy, ensures that no children are alone with one adult while participating in Ottawa TFC activities.

Participants of Ottawa TFC activities must familiarize themselves with this Rule of Two and ensure that it is abided by at all times.

## ***Other Safety Policies***

Other safety-related policies, such as the Concussion Protocol, Anti-Doping Policy, and Emergency Action Plan can be found at <http://www.ottawatfc.com/documents-and-policies/document-repository#C>.

## **PRIVACY**

Ottawa TFC recognizes your right to privacy and as such we strive to meet our obligations to protect your personal information under the *Personal Information Protection and Electronic Documents Act*. We have a Privacy Policy (<https://cumberlandsoccer.demosphere-secure.com/files/documents-and-policies/Ottawa%20TFC%20Privacy%20Policy%20>

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[%20Final.pdf](#)) that sets out the processes in place at Ottawa TFC to protect the privacy of your personal information in our possession.

## **SOCIAL MEDIA**

Social media channels can often be construed as extensions of traditional media so only certain officials of Ottawa TFC are authorized to speak or comment to the media on behalf of the club.

You should never offer comments on Ottawa TFC matters in these forums because those comments could result in you becoming an “accidental” unauthorized spokesperson.

## **RESPONSIBILITY TO REPORT WRONGDOING**

We all have a responsibility to notify Ottawa TFC immediately of any violation or suspected violation of this Code of Conduct, as well as any situation that goes against other established Club policies.

We are expected to do the right thing — both in terms of our own conduct, and when it comes to reporting wrongdoing. Should you report wrongdoing, every effort will be made to maintain your confidentiality, however, this may not be possible in every instance.

Violations or suspected violations should be reported to a club official as soon as possible.

## **DISCIPLINE**

Ottawa TFC encourages informal conflict resolution as a first level intervention, whenever possible. A member or third party, trained in conflict resolution, will be appointed to conduct an assessment process and make recommendations for resolution.

Ottawa TFC has a Discipline Policy (<https://cumberlandsoccer.demosphere-secure.com/files/documents-and-policies/Ottawa%20TFC%20-%20Discipline%20Policy.pdf>) that sets out our approach to discipline management and the associated processes and procedures for these issues.

The protocols and procedures for dealing with soccer-related discipline issues are set out in the policy.



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Other related discipline issues that might arise under this Code of Conduct and other Ottawa TFC policies will be managed by Ottawa TFC on a case by case basis. Depending on the discipline matter, procedures and may be dealt with using procedures set forth in the Discipline Policy.

## **TRAINING AND AWARENESS**

Training will be undertaken by individuals identified by Ottawa TFC as having responsibility for dealing with complaints and disciplinary procedures under this Code of Conduct.

## **VIOLATIONS OF CODE OF CONDUCT**

Violations of this Code of Conduct and Ottawa TFC's policies could have serious consequences. Individuals who do not abide by and respect this Code of Conduct and our policies could face disciplinary action, up to and including permanent suspension from all Ottawa TFC activities, as well as potential legal action.

## **QUESTIONS OR COMMENTS**

Questions or comments regarding this Code of Conduct should be directed to [admin@ottawatfc.com](mailto:admin@ottawatfc.com).

Approved by Board of Directors  
August 27, 2019

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