

Code of Conduct:

Change Through Sport (CTS) aims to provide access to opportunities through sports by creating a safe, inclusive and positive learning environment. The purpose of the Code of Conduct is to establish a common understanding of the standards of behaviour expected from staff members, volunteers, and participants whilst they are engaged in any activity or work organized by CTS. Adhering to this code helps us maintain our integrity, uphold public trust, and ensure that our mission is carried out effectively and ethically.

We adhere to the following standards of conduct:

1. Respect and Dignity

- a. Respectful Interaction: Treat all participants with respect and dignity. Address them courteously, listen actively, and respond thoughtfully to their needs and concerns.
- b. Inclusion and Diversity: Promote and celebrate the diverse backgrounds of each individual. Avoid any behavior that could be perceived as discriminatory or exclusionary.

2. Confidentiality and Privacy

- a. Privacy Protection: Safeguard the personal information of participants. Share such information only with those who have a legitimate need to know and ensure that all data is handled securely.
- b. Confidential Conversations: Maintain the confidentiality of any personal or sensitive discussions with participants. Ensure that such information is not disclosed without proper authorization.

3. Safety and Well-being

- a. Safe Environment: Ensure that all interactions and activities are conducted in a manner that prioritizes the safety and well-being of participants. Address any safety concerns immediately and take appropriate action to prevent harm.
- b. Supportive Engagement: Provide support and assistance to participants in a manner that is empathetic and considerate of their individual circumstances and needs.

4. Professional Boundaries

- a. Maintain Boundaries: Establish and maintain clear professional boundaries with participants. Avoid any behavior that could be perceived as overly personal or inappropriate.

- b. Avoid Exploitation: Refrain from using your position to exploit participants for personal gain or to further personal interests. Ensure that all interactions are in the best interest of the participant and the organization.

5. Communication and Feedback

- a. Clear Communication: Communicate in a clear, respectful, and constructive manner. Ensure that information provided is accurate and easily understood.
- b. Constructive Feedback: Provide feedback to participants in a constructive and supportive manner. Aim to empower and encourage rather than criticize or discourage.

6. Conflict Resolution

- a. Address Issues Promptly: Address any conflicts or issues promptly and professionally. Seek to resolve conflicts through open dialogue and request mediation if necessary.
- b. Fair Process: Ensure that any conflict resolution process is fair, transparent, and considerate of all parties involved.

7. Reporting and Accountability

- a. Report Concerns: Document and report any concerns or incidents that may violate this Code of Conduct. Ensure that there are clear and accessible channels for reporting and that all reports are taken seriously and investigated appropriately.
- b. Accountability: Hold yourself and others accountable for adhering to this Code of Conduct. Adhere to all applicable laws and regulations of Canada in all interactions and activities.

Conclusion

Our commitment to maintaining high ethical standards is essential to achieving our mission and sustaining the trust with the communities we serve. All individuals associated with CTS are expected to uphold the Code of Conduct and contribute to a positive, respectful, and supportive environment for all participants.

For any questions or concerns regarding this Code of Conduct, please contact Alan Ma at alan@changethroughsportcanada.com.