

Waterloo Tennis Club Code of Conduct

The terms “All Concerned” and “Anyone Concerned” noted throughout the following document refers to Waterloo Tennis Club members, guests, program participants, University students and, where applicable, staff.

All concerned have a responsibility to uphold the following Code of Conduct and will act in a courteous and responsible manner both on and off the court. The highest level of sportsmanship, courtesy, respect, and fair play is expected

Conduct

All Concerned must:

1. Respect others regardless of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, sex, sexual orientation.
2. Respect all club property and facilities, including but not limited to courts, nets, teaching equipment, grooming equipment, furnishings, supplies, and appliances.
3. Refrain from conduct that is considered damaging, harmful, or disrespectful to club property or club environment.
4. Refrain from any conduct that negatively impacts on the health and safety of the club environment, its members, guests, and staff.
5. Respect the rights, dignity, and worth of fellow players, coaches, staff, and spectators.
6. Respect the talent, potential, and development of fellow players and competitors.
7. Avoid instructing staff on duties or job performance and disciplining staff of the club.
8. Ensure the conduct of staff, or anyone concerned, is not made the subject of personal reprimand.

9. Refrain from making unprofessional, disparaging, or inflammatory remarks about the club, its staff, or anyone concerned (verbal or in writing). Open, respectful dialogue about the club and its operations are welcome.
10. Refrain from conduct which could be regarded as discrimination, harassment or bullying towards anyone concerned.
11. Avoid inappropriate language and/or aggressive behaviour or any form of bullying. Bullying can include but is not limited to: physically abusing or threatening abuse, intimidating a person, yelling or using profanity, making jokes that are “obviously offensive” by spoken word or email.
12. Avoid any statement or behaviour that is reasonable for an individual to interpret as a threat that would cause injury.
13. Any form of harassment will not be tolerated and must be avoided. Harassment is defined as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.
14. Only take pictures with consent of the subject. Use of cameras are not allowed in change rooms, washrooms or areas deemed private.
15. Follow the direction of all club attendants/staff with regards to court rules, court usage, tennis attire and building maintenance/emergencies.
16. Ensure that all fees are paid prior to and in order to access services.
17. If you have concerns about the behaviour of players on another court, please see the front desk attendant for assistance. Please do not attempt to resolve the issue yourself.

Discipline

Anyone concerned who fails to follow the Code of Conduct as judged by a staff member will immediately lose their access to the club for 24 hours and an incident report will be sent to the Board of Directors.

Anyone concerned who fails to follow the Code of Conduct as judged by a majority of the Board of Directors may lose their good standing and/or privileges at the Waterloo Tennis Club and be sanctioned. The Board of Directors will, at its discretion, determine the appropriate sanctions which may include but are not limited to:

A requirement to vacate the premises with prohibition from returning, including suspension of playing privileges or membership, either for a prescribed period or permanently, on such terms as the Board of Directors shall determine and with no refund of fees.

Disciplinary Process

1. The Board considers complaints against Anyone Concerned.
2. If the complainant wishes for the Board to address the complaint, they will need to submit a written report. If no written report is submitted, the Board will not take action.
3. The Board will review a written report of any incident within 5 days of receipt of such report. Depending on the severity of the incident reported, it may result in immediate temporary suspension of club privileges without written notice.
4. Once the incident report reviewed, the alleged offender will be given notice in writing or by e-mail (and the complainant blind copied), outlining the date, time, place and specific alleged actions.
5. The alleged offender shall respond within 5 calendar days of receiving the notice so the Board may review all information related to the allegations. If the alleged offender fails to respond within those 5 calendar days, the complaint will be taken as true and the Board will render its decision.
6. The Board, at its discretion, may hear evidence presented either in person, virtually or by phone.
7. The Board will send a copy of its decision with reasons and actions to be taken in writing or by email to the offender within 10

- calendar days after receiving the alleged offender's response (and the complainant blind copied).
8. The Board will use its discretion to suspend, terminate, or restrict the alleged offender's privileges, and where applicable, grant partial refunds less administration fees.
 9. A member may only appeal a decision which terminates that member's club membership. All other decisions are final.
 10. All decisions of the Board shall take effect immediately upon notification to the person(s) concerned, unless otherwise specified by the Board.
 11. Discussions at the Board meeting regarding a discipline hearing, or the fact that same occurred, shall not be reflected in the minutes where the complaint did not result in a finding of misconduct. The Board minutes shall only reflect that a hearing was held and no misconduct found. No names shall be mentioned.
 12. Where a finding of misconduct is made, the Board shall keep a record of same using the designated Incident Number. The said finding may be used by the Board in determining a further sanction if there is a subsequent misconduct hearing for the same individual.
 13. Where a finding of misconduct is made, the minutes available for circulation to the membership shall only reflect the nature of the complaint, the board's finding, the penalty and the incident report number.

Complaint/Incident Reporting Process

Any complaint against anyone concerned alleging a failure to follow the Code of Conduct must be made in writing, using a Waterloo Tennis Club Incident Report Form. The following process must be followed:

Any complaint should be made as soon as possible after the date of the incident. It is advisable that any incident be brought forward within 48 hours while the details are still fresh.

Incident Report Forms in envelopes are available from the Front Desk Staff upon complaint.

Complete the Incident Report Form and return it, in the sealed envelope, to the Front Desk Staff.

Staff will email the Board President regarding form pick up.

The President or their designate will pick up the form and begin the Disciplinary Process as above.