

Wychwood Tennis Club Code of Conduct

Last updated: February 26, 2022

I. Introduction

Wychwood Tennis Club (WTC) is a not-for-profit community tennis club managed by volunteers and staff for the benefit of its members and guests. WTC pays an annual permit fee to the City of Toronto, which owns the courts, to operate WTC during the outdoor season.

II. Objectives

The WTC Code of Conduct (CoC) is in place to:

1. Foster a safe and welcoming environment, free from discrimination, harassment, abuse and violence, and to encourage a community in which individuals — including members and their guests, non-members who have paid to play, staff, contractors and visitors — are treated with respect, dignity and fairness.
2. Provide guidance regarding how to report behaviour that contravenes the CoC, or other WTC rules, by laying out investigative and disciplinary processes.
3. Remind WTC members that they are responsible for the conduct of their guests who are also expected to abide by WTC's CoC and [Rules and Policies](#).

III. Definitions

When used, the following terms will be defined as follows:

- (a) "Abuse" includes but is not limited to:
 - (i) speaking in an offensive way and a way that ought to be known to be offensive to or about someone; or
 - (ii) treating a person with cruelty or violence.
- (b) "Discrimination" includes but is not limited to treating anyone on the basis of any prohibited ground under human rights legislation, or [City of Toronto Human Rights Policy \(HRAP\)](#), such as race, ancestry, place or origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
- (c) "Emergency" is a situation that poses an immediate risk to health, life, property or environment that requires urgent intervention to prevent a worsening of the situation.
- (d) "Harassment" includes but is not limited to engaging in a course of vexatious comment or conduct against another person that is known or ought to be known to be unwelcome.
- (e) "Sexual Harassment" includes but is not limited to:
 - (i) engaging in a course of vexatious comment or conduct with respect to or against another person because of sex, sexual orientation, gender identity or gender expression,

where the course of comment or conduct is known or ought to be known to be unwelcome;
or

(ii) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to another person or employee and the person knows or ought to know that the solicitation or advance is unwelcome.

(f) “Violence” includes but is not limited to:

(i) the exercise of physical force by a person against another person, which causes or could cause physical injury to the other person.

(ii) an attempt to exercise physical force against another person, which could cause physical injury to the other person: or

(iii) a statement or behaviour that is reasonable for another person to interpret as a threat to exercise physical force against them, that could cause physical injury to them.

IV. Member Responsibilities

Members agree that privileges and rights of WTC members (and their guests) are governed by WTC’s [Rules and Policies](#), including this CoC as currently written, or amended.

V. Member Conduct

All WTC members and their guests shall:

(a) Conduct themselves in a sportsperson-like manner when using WTC facilities, property and during any WTC activity or competition.

(b) Respect the rights of other members, their guests, non-members who have paid to play, and WTC staff.

(c) Respect WTC property, facilities and equipment.

(d) Respect the privacy and personal data of other members, their guests and WTC staff.

(e) Refrain from collecting bulk member contact information (e.g. emails, phone numbers etc.) for solicitation, commercial, marketing or political use.

(f) Abide by all municipal, provincial, and national laws and regulations and orders that apply to WTC operations.

(g) Abide by the [Ontario Tennis Association’s Code of Conduct](#) for tennis play and the [OTA Anti-Harassment Policy](#); and

(h) Be an ambassador for the WTC in the community and as a guest at other tennis clubs including but not limited to, play as guests, league play and community events. Members are expected to conduct/comport themselves with the same respect and dignity for others as if at their home club.

VI. Interaction with WTC Staff, Volunteers, Board Members, Vendors and Contractors

Members must understand that:

- (a) WTC staff, volunteers, board members, vendors, contractors and all others providing service to WTC are to be treated with respect, dignity and fairness.
- (b) Members are required to follow the directions of the WTC staff, regarding play, for safety or other reasons, depending on court conditions.
- (c) WTC staff are required to fill out an Incident Report and submit it to the WTC board if members or their guests refuse to follow WTC's CoC or other [Rules and Policies](#).
- (d) Members shall not instruct WTC staff on their duties or job performance, nor attempt to discipline staff. The club manager is responsible for instructing WTC staff in performance of their duties and should be contacted if there are any issues with staff performance of duties. The club manager will inform the WTC board of staff issues, as necessary.
- (e) If a member or guest is viewed as being unfit to play (for example, unsteady on their feet or otherwise unwell) the member or guest will be refused access to the courts for safety reasons by WTC staff.

VII. Reporting

Violation of this CoC by a member, or guest, may be deemed improper or injurious to the interests and/or operations of the WTC. Any violation observed by WTC members or staff shall be brought to the attention of a board member, preferably in writing, at the earliest opportunity. Guidelines for reporting incidents can be found on the Wychwood Tennis [website](#).

VIII. Incident Reporting Guidelines

Complaint Resolution Process

- (a) A member or non-member must first address a complaint to the WTC board following the complaint resolution process below:
 - (i) In writing, describe nature of dispute — please include all particulars:
 - Your name, phone number, email address
 - Date, time and location of incident
 - Names of any witnesses
 - Name of offender(s)
 - Full details of the incident including what led up to the incident, who was involved, and the outcome

- Date incident report is being submitted

(ii) The WTC President, or a delegate, shall review the documentation, discuss any points needing clarification and, in conjunction with the WTC board, attempt to negotiate a resolution acceptable to the individuals involved and the WTC as quickly as possible.

IX. Violations and Process

(a) The WTC board will investigate reports of improper or injurious conduct which wilfully violates or neglects the observance of the club's [Rules and Policies](#), including this CoC following the above complaint resolution process.

(b) The WTC board may ask for reports from witnesses. If any member of the board was party to the incident under investigation that member will recuse themselves from deliberations.

(c) In the event that a decision is made to discipline a WTC member, the WTC board shall give the member an opportunity for rebuttal. The WTC board will email the member, using the email on file, to indicate that a violation has been reported, when that violation occurred, what parts of the CoC or Rules and Policies are alleged to have been broken, and to ask if the member has anything to say in regard to the report. The member will be asked to respond to the email as soon as possible. During this process, the WTC president may communicate to the membership that a disciplinary matter is being investigated. Recognizing the potential for detrimental impact on the club and the enjoyment of members, such investigations shall be undertaken as quickly as possible. After giving the member an opportunity to address the report, the WTC board will develop a report and with recommendation(s) for further action. The board will then consider and implement appropriate discipline.

X. Discipline

Discipline may include a warning, suspension or termination of rights and privileges at WTC for individual members and/or their guests. Discipline may also include a guest's removal from WTC's member waiting list.