



Topic: Policy, Rules and Procedures for the Protection of Integrity	Number: POL_GOUV_05
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Note: Use of the masculine gender in this text also implies the feminine and is employed solely to facilitate reading.

* In the event of any discrepancy between the French and English versions of the Policy, Rules and Procedures for the Protection of Integrity, the French language version will prevail.

A. PREAMBLE

As part of its mission, the Institut national du sport du Québec (INS Québec) has a responsibility to protect everyone involved in its community by offering them a safe and healthy environment in which they can feel at ease.

Therefore, the INS Québec will not tolerate any form of physical, psychological or sexual abuse, harassment, negligence or violence in any of the programs, activities or services that it provides or regulates in accordance with the rules and regulations that it issues. The INS Québec recognizes the importance of taking reasonable measures to prevent and intervene to stop any form of abuse, harassment, negligence or violence where this is brought to its attention. It is in this context that it has adopted this Policy, along with a Code of Conduct laying down the principal duties associated with the programs, activities and services that it regulates. The Code of Conduct forms an integral part of this Policy. This Policy and the Code of Conduct are expressly binding on employees, contractors, volunteers, interns and members of the Board of Directors of the INS Québec.

This Policy for the Protection of Integrity is intended as an internal governance tool to which all those specified in Section C below (i.e. employees, contractors, volunteers, interns and members of the Board of Directors of the INS Québec) are subject and aims to regulate the conduct of those individuals to ensure that it is compliant with our mission at all times.

This Policy does not replace or substitute any law, regulation or other provision that may apply.

The complaints handling process specified in this Policy does not in any way replace or substitute the procedures provided for appealing to the common law courts.

For the purposes of applying this Policy, the definitions of the terms used are given in Annex A and those used in the Code of Conduct are given in Annex B.

B. OBJECTIVES

The aim of the provisions of this Policy implemented by the INS Québec is to:

- a) Raise awareness among all people involved, whether closely or remotely, in the INS Québec community of the fact that no form of abuse, harassment, negligence or violence will be tolerated;
- b) Take all reasonable measures to provide a sound community that is free of abuse, harassment, negligence and violence;
- c) Take measures that promote respect for the dignity and psychological, physical and sexual integrity of the people involved in the community;
- d) Foster the reporting of behaviour, words or actions or gestures that constitute abuse, harassment, negligence and violence as soon as they occur;
- e) Implement an efficient integrity protection procedure, giving access to a formal process for handling complaints of abuse, harassment, negligence or violence by a committee for the protection of integrity and, as the first stage, an informal conflict resolution procedure, such as mediation, if the parties so wish and give their consent;
- f) Take any administrative or disciplinary measures necessary to stop any abuse, harassment, negligence or violence brought to its attention;
- g) Identify the resources available to an individual who is involved (either as victim or witness) in a situation of abuse, harassment, negligence or violence within the community;

- h) Approve the mandate of the independent Complaints Officer to handle any complaints of abuse, harassment, negligence or violence.

C. APPLICATION

This Policy applies to employees, contractors, volunteers, interns and members of the Board of Directors of the INS Québec. Should the athletes and coaches involved in the INS Québec community be involved in a complaint of abuse, harassment, negligence or violence, they will be subject to the integrity protection policy of their respective federation. This Policy covers all cases of abuse, harassment, negligence and violence as defined in Annex A that may arise in any activity, program or service provided or regulated by the INS Québec, or any non-sporting activity.

For the specific issues provided for and defined in Annex A (abuse, harassment, negligence and violence), this Policy takes precedence over any other policies, rules and procedures that may be in force at the INS Québec, and is binding on the individuals specified in the paragraph above.

The application of this Policy does not prevent the INS Québec from imposing its internal harassment policy on its employees or from conducting its own administrative investigation with a view to taking any measures it deems appropriate vis-à-vis an alleged victim and the alleged perpetrator of abuse, harassment, negligence or violence. Furthermore, this Policy does not prevent the application of a regulation providing for the automatic application of a penalty by the INS Québec within programs, activities or services involving any individual specified in this section. Any alleged victim may also apply to the competent courts at any time to assert their rights, where applicable.

D. RESPONSIBILITY AND RIGHTS OF INDIVIDUALS INVOLVED WITH INS QUÉBEC

The INS Québec recalls that, in accordance with the *Youth Protection Act*, any individual with reasonable grounds must report to the Director of Youth Protection (DYP) any and all situations of sexual or physical abuse against a minor, irrespective of the alleged perpetrator of the abuse and the measures taken by the parents, so as to stop the situation. This reporting requirement also covers situations in which a minor is subject to physical maltreatment or unreasonable training or supervision methods.

Any individuals involved in the community must maintain and promote the rules of conduct to ensure that the community remains free of abuse, harassment, negligence and violence, in particular, in compliance with the Code of Conduct established by the INS Québec.

The INS Québec expects everyone to cooperate and encourages everyone to express their disapproval of behaviour they deem to be inappropriate and to invoke this Policy where required.

Any individual involved in the community must report any sexual abuse, harassment or violence committed against any other person also involved in the community, whether a minor or not, to the Complaints Officer.

Any individual involved with the INS Québec must report any **non-sexual** abuse, harassment, negligence or violence committed against any other person also involved in the community, whether a minor or not, to the Complaints Officer.

Any individual specified in Section C, whether employee, contractor, volunteer, intern or member of the Board of Directors of the INS Québec, must cooperate with the process for handling a complaint lodged under this Policy. These same individuals must also respect the confidentiality inherent in the handling of a complaint.

The same obligation of cooperation and respect for confidentiality applies to any athlete and coach, by means of a clause similar to this one found in the integrity protection policy of any Quebec sports federation.

E. FILING A COMPLAINT

1.
 - a) A complaint of sexual abuse, harassment or violence may be filed at any time;
 - b) Except under exceptional circumstances, a complaint of non-sexual abuse, harassment or violence should be filed within 120 days of the event or events giving rise to the complaint.
2. All complaints must be in writing and sent directly to the Complaints Officer. They must be signed, include the name and details of the alleged victim, a description of the alleged facts and the context, and identify the alleged perpetrator of the abuse or harassment.
3. Where the Complaints Officer or Committee for the Protection of Integrity deem a complaint to be unfair, vexatious or in bad faith, they may initiate a new complaint process against the complainant who, if they are a person specified in Section C, may be liable to disciplinary or administrative measures.

Therefore, the Complaints Officer may refer its complaint against the complainant to the Committee for the Protection of Integrity in order for that committee to convene and hold a hearing in accordance with the provisions laid down in this Policy, with the necessary adjustments.

If the Committee is already reviewing a complaint and finds it to be unfair, vexatious or in bad faith, it must refer its own complaint to the Complaints Officer so that they can appoint a different committee for the protection of integrity composed of different people with a view to issuing a decision and conveying that decision to the INS Québec for the sanctioning of the complainant's wrongful conduct, where applicable.

F. COMPLAINT PROCESS

4. A complaint is to be handled as soon as possible in order to intervene quickly to stop the situation of abuse, harassment, negligence or violence.
5. The complaints handling process depends on the type of complaint in question, namely:
 - a) Sexual abuse, harassment or violence;
 - b) Non-sexual abuse, harassment, negligence or violence.

G. PROCESS FOR MANAGING COMPLAINTS OF SEXUAL ABUSE, HARASSMENT OR VIOLENCE

6. The Complaints Officer is required to report any complaints of sexual abuse, harassment or violence to the DYP if the alleged victim is a minor, irrespective of the severity or admissibility of the complaint. If the alleged victim is of full age, the Complaints Officer may report the situation directly to the relevant police department.

The alleged perpetrator of the sexual abuse, harassment or violence does not receive a copy of the complaint of abuse, harassment or violence.

All complaints are handled with due respect for the confidentiality of the identity of the alleged victim. However, if it is impossible to handle the complaint without identifying the alleged victim, due to the nature of the information conveyed, that individual will be informed. The alleged victim may choose to remain anonymous.

7. If any of the individuals that are the subject of a complaint of sexual abuse, harassment, negligence or violence is an employee, contractor, volunteer, intern or a member of the Board of Directors of the INS Québec, the Complaints Officer will immediately forward a copy to the President and Chief

Executive Officer or their delegate or to the Chair person of the INS Québec, so that the case may, where required, also be taken up by the Lead of Human Resources.

8. When the Complaints Officer receives a complaint of sexual abuse, harassment or violence, they may contact the complainant and the alleged victim to obtain additional information enabling them to assess whether the complaint seems serious and admissible. The Complaints Officer considers the nature of the facts, their severity, the probative value of the allegations or the person concerned as part of their assessment. The Complaints Officer waits for the DYP's decision regarding the admissibility of any complaints reported to the DYP as specified in Section F above and acts accordingly.
9. Where the Complaints Officer has reasonable grounds to believe in the severity of the complaint of sexual abuse, harassment or violence, they will send confirmation by email or registered letter to the complainant and the alleged victim, where applicable, stating that the complaint is admissible and has been accepted, as soon as possible. Otherwise, they will inform the complainant and the alleged victim in the same way, stating the reasons for the complaint's dismissal.
10. If the alleged perpetrator of the sexual abuse, harassment or violence is an individual specified in Section C, the Complaints Officer will inform them as soon as possible of the fact that they are the subject of an admissible complaint of sexual abuse, harassment or violence and that they are automatically excluded from all INS Québec programs, activities and services for an indefinite period. The Complaints Officer also informs the INS Québec of the exclusion of a person specified in Section C following a complaint of sexual abuse, harassment or violence. At this stage, the Complaints Officer does not conduct a formal investigation so as not to compromise or negatively impact the work of the DYP or the police department.
11. The automatic exclusion for an indefinite period confirmed by the Complaints Officer remains in force until the Committee for the Protection of Integrity has made a decision on the request for reconsideration filed by the alleged perpetrator of the sexual abuse, harassment or violence. In order for the committee to review the case, the alleged perpetrator must first demonstrate to the Complaints Officer by means of a written request that there are reasonable grounds for reconsideration of the case (for example, end of the investigation by the police department or DYP, judgment issued by a court etc.).

As part of the analysis of the request for reconsideration, the Complaints Officer may contact the complainant and the alleged victim to obtain further information. If there are grounds that appear at first glance to support reconsideration of the case, the Complaints Officer will inform the alleged perpetrator of the sexual abuse, harassment or violence, and the complainant and alleged victim, where applicable, by means of email or registered letter, within 10 days of receiving the request, unless there are exceptional circumstances.

The request for reconsideration is then referred to the Committee for the Protection of Integrity for a decision in accordance with the terms specified in this Policy (Section 23 *et seq.*), with the necessary adjustments. Where applicable, the committee may decide on a disciplinary measure in addition to issuing an opinion on the outcome of the administrative measure to which the alleged perpetrator of the sexual abuse, harassment or violence is subject.

If the complainant makes representations before the Committee for the Protection of Integrity as part of a hearing, they thereby consent to their name being made known to the other parties involved. In all cases, the parties do not receive a copy of the complaint of sexual abuse, harassment or violence.

12. If the alleged perpetrator of the sexual abuse, harassment or violence is not an individual specified in Section C, nor another individual covered by the policy of a sports federation, the Complaints Officer then determines which administrative measure may, where applicable, be taken by the INS Québec and informs the complainant and the alleged victim.
13. The decisions made by the Complaints Officer are final and may not be appealed.

H. PROCESS FOR MANAGING COMPLAINTS OF NON-SEXUAL ABUSE, HARASSMENT OR VIOLENCE

14. If any of the individuals involved in a complaint of non-sexual abuse, harassment, negligence or violence is an employee, contractor, volunteer, intern or member of the Board of Directors of the INS Québec, the Complaints Officer will immediately forward a copy to the President and Chief Executive Officer of the INS Québec so that the case may, where required, also be taken up by the Lead of Human Resources or the Chair Person of the Board of Directors if the complaint involves the President and Chief Executive Officer. When the Complaints Officer receives a complaint of non-sexual abuse, harassment, negligence or violence, they may contact the complainant and the alleged victim to obtain additional information enabling them to assess whether the complaint is admissible. In the event of a complaint that seems to be admissible, the Complaints Officer confirms, by means of email or registered letter to the complainant and the alleged victim, where applicable, that the complaint is admissible, within 10 days of receipt, unless there are exceptional circumstances. Otherwise, they will inform the complainant and the alleged victim in the same way, stating the reasons for the complaint's dismissal.

15. Upon receiving a complaint of non-sexual abuse, harassment, negligence or violence and if the Complaints Officer has reasonable grounds to believe that the safety of the alleged victim is compromised by the alleged perpetrator of the non-sexual abuse, harassment, negligence or violence and where that alleged perpetrator is an individual specified in Section C of this Policy, the Complaints Officer may recommend as an administrative measure that the INS Québec exclude that alleged perpetrator from all of its programs, activities and services for an indefinite period and at all levels, until the Committee for the Protection of Integrity has made a decision following a hearing on the complaint. The person involved is informed as soon as possible of the decision by means of email or registered letter.

The Complaints Officer considers the nature of the facts, their severity, the probative value of the allegations or the person concerned as part of their assessment. They may also communicate with the DYP if the alleged victim is a minor.

16. The Complaints Officer is also required to report to the DYP any complaints of physical abuse or violence that they deem to be admissible and then accepted, if the alleged victim is a minor and there are reasonable grounds to believe that their safety is compromised.

17. If the alleged perpetrator of the non-sexual abuse, harassment, negligence or violence is not an employee, contractor, volunteer, intern or member of the Board of Directors of the INS Québec, the Complaints Officer then determines which administrative measure may, where applicable, be taken by the INS Québec and informs the complainant and the alleged victim.

18. Before referring the case to the Committee for the Protection of Integrity to open the formal process, the Complaints Officer may propose an informal resolution process to the complainant, the alleged victim and the alleged perpetrator of the non-sexual abuse, harassment, negligence or violence, where this is appropriate. The aim of this informal resolution process is to find solutions to the problem with the participation in good faith of each party and not to establish the existence of non-sexual abuse, harassment, negligence or violence. This mediation process may be carried out through an internal or external mediator, if the individuals concerned consent to this.

19. Discussions held during the informal process remain confidential. Only the cooperation agreement resulting from the mediation is recorded in writing, signed by the parties and returned to the Complaints Officer. If the parties decline the informal approach or if mediation fails, the complaint will continue to be handled by means of the formal investigative process.

20. The Complaints Officer who ruled that a complaint is admissible sends a copy to the Committee for the Protection of Integrity to enable it to hold a hearing between the parties involved, unless the case has been settled by means of mediation.
21. The decisions made by the Complaints Officer are final and may not be appealed.

Composition of the Committee for the Protection of Integrity

22. The Committee for the Protection of Integrity is composed of three (3) people chosen by the Complaints Officer from a list of qualified candidates. Those people may not be employees, contractors, volunteers, managers or members of the Board of Directors of the INS Québec.
23. Any person sitting on the Committee for the Protection of Integrity must avoid any conflict of interests with the parties involved in the complaint to ensure that the process remains impartial.
24. In order to conduct the hearing, the people chosen to sit on the Committee for the Protection of Integrity designate, from among themselves, one person to act as chair of the committee.
25. The chair of the committee sends a notice of the hearing to the complainant, the alleged victim and the respondent (alleged perpetrator of the non-sexual abuse, harassment, negligence or violence) by means of email or registered letter at least 20 days before the hearing is held. The hearing notice sent to the respondent must state the reasons for their summons. This must be accompanied by a copy of this Policy and the general by-laws of the INS Québec.
26. The committee may meet anywhere in Quebec as required. The hearing may also be held by videoconference or telephone conference.

The hearing procedure

27. The hearing is held in private.
28. The committee starts by hearing the evidence of the complainant and then the alleged victim. It then hears the evidence of the respondent. Lastly, it hears the representations of the complainant, the alleged victim and the respondent. Each party is responsible for ensuring the presence and bearing the costs of its witnesses, and for having sufficient copies of the documents that it intends to use for all participants at the hearing (six in total).
29. The committee may agree to postpone a hearing if it deems that there are serious grounds for such submitted by one of the parties.
30. If the respondent has been duly summoned to the hearing but is not present, the committee will make a decision based solely on the evidence provided by one or other of the parties present.
31. If the complainant and alleged victim have been duly summoned to the hearing but neither are present or able to produce evidence to support their complaint, the committee must dismiss the complaint for lack of evidence.

Rules of evidence

32. Hearsay evidence is not permitted.
33. The parties may testify themselves or be questioned by their representative.
34. The parties' witnesses may testify themselves or be questioned by their representative.
35. Cross-examination by the opposing party is not permitted.

Decision of the Committee for the Protection of Integrity

36. The committee has 20 days to send its decision to the parties, by email or registered letter.

Within the same timeframe, the committee also sends a copy of its decision to the President and Chief Executive Officer and the Chair of the Board of Directors of the INS Québec.

37. The committee may accept or dismiss the complaint at the end of the hearing. If the committee accepts the complaint, it may impose one or a combination of the following penalties on the alleged perpetrator provided they are an individual specified in Section C of this Policy:
- a) Enter a reprimand into the file of the alleged perpetrator;
 - b) Impose specific conditions and commitments that the alleged perpetrator must fulfill;
 - c) Require that the alleged perpetrator participate, at their expense, in a training session specified by the committee within a period that the committee determines in order to maintain their status. If the alleged perpetrator fails to prove to the INS Québec that they took part in the training within the set time, they are automatically suspended from their duties within the INS Québec from the day following the expiry of the deadline until they have fulfilled their obligation and are able to prove it;
 - d) Restrict the activities, services and programs in which the alleged perpetrator may participate for a set period;
 - e) Suspend the alleged perpetrator from their duties within the INS Québec for a maximum period of 12 months;
 - f) Dismiss (where the alleged perpetrator is an employee) or bring an end to the duties of the alleged perpetrator.
38. The decision of the Committee for the Protection of Integrity is final and may not be appealed.
39. The INS Québec reserves the right to initiate any proceedings against the respondent at any time where this may be necessary to enforce the payment of a penalty.

I. CONFIDENTIALITY

The INS Québec respects the right of natural persons to confidentiality regarding their personal information. As a result, it recognizes that the personal information obtained in connection with the application of this Policy and the decisions made in application of this Policy are confidential and will remain so within the limits provided for by law.

J. COMMITMENT OF THE INS QUÉBEC

The INS Québec must make this Policy accessible to all individuals specified in Section C of this Policy, as soon as they assume their role, and, in particular, (by providing them with a copy of the Policy and obtaining written confirmation that they have taken note of it) by indicating its existence to them in writing and by publishing it on the website.

Where applicable, the INS Québec must respect and implement appropriate measures to apply the decisions issued by the Complaints Officer and the Committee for the Protection of Integrity. It is the responsibility of the Complaints Officer to make the necessary checks with the INS Québec to ensure compliance with the decisions issued under this Policy.

Failure to comply with the decisions issued and to implement the measures imposed will expose the INS Québec to disciplinary or administrative measures. Under these circumstances, the Complaints Officer forwards a copy of its complaint to the Committee for the Protection of Integrity so that it may hold a

hearing in accordance with the provisions laid down in this Policy, with the necessary adjustments, in order for a decision to be issued to sanction the wrongful conduct of the INS Québec.

K. CONTESTING A DECISION AND DISCLAIMER

Unless it is possible to contest an error of law or breach of public policy, the validity or legality of decisions issued in application of this Policy may not be contested before the courts.

The INS Québec expressly rejects any civil liability and that of its agents, officers and representatives for any damage arising directly or indirectly from the application of this Policy, except in the event of wilful or gross misconduct.

L. IDENTIFICATION OF CERTAIN POINTS OF CONTACT IN THE EVENT OF A SITUATION OF ABUSE OR HARASSMENT

- a) The Director of Youth Protection in your region
- b) The police department
- c) Sport'Aide - by phone and SMS

1-833-211-AIDE (2433)

1-833-245-HELP (4357)

ANNEX A – DEFINITIONS

The concepts used in this section apply to all participants of the sports and leisure community, including vulnerable clients (participants with a physical or intellectual disability) and athletes committed to excellence.

Words or expressions in bold are defined as specified in this annex.

Physical abuse:

1. Where a person suffers bodily **harm**, whether or not this leaves marks, or is subjected to unreasonable training methods on the part of one or both of their parents, or any other individual involved in the community.
2. Where a person is exposed to serious risk of suffering from bodily **harm**, whether or not this leaves marks, or of being subjected to unreasonable training methods on the part of one or both of their parents, or any other individual involved in their community.

Sexual abuse:

1. An act or gesture of a sexual nature, with or without physical contact, including any form of sexual exploitation, committed by one person against another;
2. The serious risk that an act or gesture of a sexual nature, with or without physical contact, including any form of sexual exploitation, may be committed by one person against another.

Any instance of **sexual harassment** or unsolicited conduct of a sexual nature is treated as sexual abuse.

Sexual assault:

An act of a sexual nature, with or without physical contact, committed by an individual without the consent of the other person and, in certain cases, especially those involving children, by means of emotional manipulation or blackmail. This refers to an act seeking to subject another person to one's own desires through abuse of power, the use of force or coercion, or through implicit or explicit threats. Sexual assault is a violation of fundamental rights, in particular the physical and psychological integrity and the safety of the person. This definition applies irrespective of the age, sex, culture, religion and sexual orientation of the victim or the sexual abuser, and irrespective of the type of sexual act committed or the place or living environment in which it was committed, and irrespective of the nature of the relationship between the victim and the sexual abuser.

Psychological harassment:

Vexatious conduct either in the form of repeated hostile or unwanted behaviour, words, actions or gestures, which violates the dignity or psychological or physical integrity of the person and which leads to a harmful living environment for that person.

One case of serious misconduct can in itself constitute harassment if it is harmful and has an ongoing negative effect.

Examples of behaviour that may be associated with psychological harassment: intimidation, cyber intimidation, threats, segregation, offensive or defamatory words or gestures toward a person or their work, verbal violence, put-downs.

Sexual harassment:

Abusive, hurtful and unwelcome sexual behaviour that, for the person who is subject to it, leads to direct consequences in terms of maintaining or improving their living standards, and/or creates for them a climate of intimidation, humiliation or hostility.

Examples of behaviour that may be associated with sexual harassment: any form of unwanted sexual attention or advance, for example: insistent solicitation, looks, kisses or touching, sexist insults, offensive word, sexual comments, jokes or images through any means, whether technological or otherwise.

Negligence:

1. Where the parents of a child or the person holding legal custody do not meet their fundamental needs, either physically, or in terms of their physical or mental health, or by not providing supervision or appropriate coaching;
2. Where a person does not act with the care that a reasonable person would exercise under the same circumstances.

This may be action, inaction, or both.

Examples of negligence in the sports or leisure context: asking a participant or a person involved in the community to quit or take a break from school, to train instead of going to school outside of specified periods (e.g. competition schedule, sport-study programs); knowing that a participant or a person involved in the community is not receiving the care required in line with their state of mental or physical health and not intervening; knowing that the conduct of a young person is dangerous for their health (e.g. eating disorder or use of doping substance) and not intervening; knowing that a participant or a person involved in the community is or has been a victim of physical, psychological or sexual violence and doing nothing to protect them.

Maltreatment:

Physical harm against someone who is under a person's authority or in their care.

Violence:

Violence is understood to be any form of force, whether verbal, written, physical, psychological or sexual, exercised against another person, which has the effect of causing feelings of distress or harming, injuring or oppressing that person by attacking their integrity or psychological or physical well-being, their rights or property.

In the sports and leisure context, this violence may come from a person in authority (e.g. a coach), peers (teammates, opponents), parents, *managers*, *team representatives*, spectators, or a member of a medical or support team (S&C trainer, massage therapist etc.). It may take place in the locker rooms or in the showers, on the field during a match or training session, at the home of a coach or even during competitions, sports initiations or trips abroad.

Physical violence:

Any physical action by a parent or any other person involved in the community that, in a conflict situation with another person in the community and irrespective of intention, risks compromising the integrity or psychological or physical well-being of that person.

Psychological violence:

Where a person suffers from serious and continuous behaviour likely to cause them harm and committed by a parent or another person involved in the community. This behaviour may be manifested in particular through indifference, put-downs, emotional rejection, excessive control, segregation, threats, exploitation etc. if the child is forced to work or take part in an activity that is disproportionate to their abilities.

Examples of psychological violence in the sports or leisure community: Shouting insults (cursing, swearing), saying nasty things to or making humiliating comments about the participant, threatening the participant with physical injury or pretending to throw something at them, systematically evicting or excluding the participant from training, wilfully rejecting or ignoring the participant (systematically ignoring their presence), forcing the participant to train despite an injury known to the coaching team, inflicting additional training sessions on the participant that lead to exhaustion or that make the participant ill, asking the participant to perform movements or technical actions that are too difficult for their abilities, any other requests that could have negative impacts on the health of a participant (e.g. use of dangerous weight techniques, doping products etc.).

Sexual violence:

A sexual act attempted or committed by a person without free consent or against a person unable to give consent or refuse. The term sexual violence includes **sexual assault**, **sexual abuse** and **sexual harassment**.

Examples of sexual violence in the sports and leisure context: touching any intimate part of a participant or a person involved in the community, making offensive sexual jokes, making suggestive gestures, exposing intimate body parts, touching intimate body parts of someone, forcing a participant or person involved in the community to carry out sexual acts in return for favours or privileges or under the manipulation of a peer, having a verbal or written conversation of a sexual nature, exposing a participant or a person involved in the community to sexual images.

Further specification

Intimidation:

Any repeated behaviour, words, actions or gestures, whether deliberate or not, expressed directly or indirectly, including in cyberspace, in a context characterized by an unequal power relationship between those involved, leading to feeling of distress, harm, injury, oppression or ostracism.

Intimidation as defined in this annex is part of the three types of violence described above (physical, psychological and sexual).

Other definitions:

- Employee: any person in the employ of the INS Québec who is paid on an hourly or annual basis. (Source: Employee Guide – INS Québec)
- Contractor: any employee paid hourly and hired to perform specific tasks for a specific period. (Source: Employee Guide – INS Québec)
- Volunteer: Volunteers are people performing tasks for the INS Québec freely and voluntarily. (Source: CNESST)
- Intern: Interns are people currently studying and who are required to carry out an internship as part

of their syllabus. They are also employees carrying out an internship as part of their employment.
(Source: CNESST)

- Member of the Board of Directors: Person elected or appointed to be a member of the Board of Directors of INS Québec.
- User: A natural person (athlete, coach) or legal person (e.g. sports federation) who uses the services of the INS Québec or its spaces (premises).

ANNEX B – CODE OF CONDUCT

As stated in the preamble to this Policy on Integrity, the Code of Conduct forms an integral part of the Policy and binds those individuals specified in Section C of this Policy, namely: employees, contractors, volunteers and members of the Board of Directors of the INS Québec.

Part 1 — CODE OF CONDUCT FOR MEMBERS OF THE BOARD OF DIRECTORS:

The decision-making power rests with the members of the Board of Directors of the INS Québec. They have the ultimate responsibility for the quality of the programs, activities and services of the INS Québec. Members of the Board of Directors must ensure that sporting activities are carried out in line with the values of the INS Québec. In order to fulfill their role, members of the Board of Directors must:

- a. Recognize users as the central motivating factor behind any decision and action taken;
- b. Ensure that the coaching of any individual involved in the INS Québec community is provided by competent facilitators and sports coaches who respect the principles embodied by the organization;
- c. Take all necessary measures to ensure the safety and integrity of participants;
- d. Ensure that premises, facilities and equipment reflect the interests and needs of users;
- e. Ensure good relations and contacts with the media, the public and all bodies or people associated with the organization;
- f. Ensure respectful and equal treatment for everyone.

Part 2 — CODE OF CONDUCT FOR EMPLOYEES, CONTRACTORS, VOLUNTEERS AND INTERNS:

Employees, contractors, volunteers and interns must, above all, be aware of the importance of their role and the great influence they have on users and their families. They must perform a physical, moral and social education and training role for users and prove themselves to be worthy of this responsibility. They must prioritize the well-being and interests of users over their results. They must not consider the sport to be an end in itself but rather a tool for education. In order to perform their tasks successfully, employees, contractors, volunteers and interns must:

Health and physical safety of users

- a. Ensure that any premises used are secure at all times;
- b. Be prepared to intervene quickly and appropriately in the event of an emergency;
- c. Avoid putting users in situations posing unnecessary risks or risks that are not appropriate for their level;
- d. Seek to safeguard the current and future health, safety, integrity and well-being of users;

Acting responsibly

- a. Use the authority associated with their position wisely and make decisions that are in the best interests of users;
- b. Promote the development of self-esteem in users;
- c. Not benefit personally from a situation or decision;
- d. Understand their limits in terms of knowledge and skills when making decisions, giving instructions or taking action;

- e. Honour commitments, their word and the agreed objectives. Ensure the confidentiality and privacy of personal information and use this information appropriately;
- f. Use social media, the Internet and other electronic media ethically and in a way that is respectful of colleagues, athletes, practitioners, coaches and managers;
- g. Refrain from consuming any alcohol or drugs when performing their duties and raise awareness among users of the problems associated with consuming these products and with doping in sport;
- h. Ensure respectful and equal treatment for everyone.

Integrity in relations with others

- a. Avoid situations that may affect the objectivity, impartiality or integrity of their duties;
- b. Refrain from any behaviour that could constitute abuse, harassment, negligence or violence, and any inappropriate relationship with a user.
- c. In general, all activities must be planned such that an employee, contractor, volunteer or intern is never alone in a private place with an athlete or practitioner or a person involved in the community. This place may be real (premises, room, locker room, car) or virtual (messaging service, social network).
- d. Some employees, contractors, volunteers or interns may be subject to specific obligations by virtue of rules issued by a professional body that exist alongside this Code of Conduct.

As regards certain healthcare professionals who are empowered and authorized to provide support or medical advice in their capacity as employees, contractors, volunteers or interns, the professional rules/codes of conduct will be taken into consideration to assess the way in which these should apply.

It is understood that issues relating to sexual health or abuse (e.g. birth control, safe access to health care related to sexuality and procreation etc.) addressed by a healthcare professional must be

- 1) consensual on the part of the patient and
- 2) appropriate, in a suitable environment, and in compliance with the rules issued by a professional body, where applicable.

More specifically:

- Electronic communication between an athlete or practitioner and an employee, contractor, volunteer or intern must include the parents of the user if they are under the age of 18.
- Electronic group messages must be prioritized over private messages.
- An employee, contractor, volunteer or intern must request the presence of another adult when a user visits them in their office or at their premises.
- Employees, contractors, volunteers and interns must not drive users under the age of 18 to or from an activity (practice, match, competition etc.) without the consent of their parents. They must obtain parental authorization for any exceptions.
- Where travel involves overnight stays, employees, contractors, volunteers and interns will ensure that the chaperones stay in a room adjacent to that of the users.
- Employees, contractors, volunteers and interns must limit hotel room visits to visitors of the same sex.
- Employees, contractors, volunteers and interns must ensure that rooms are checked by trained adults and preferably mixed pairs.

- e. Ensure users understand that abuse, harassment, negligence, violence and any inappropriate behaviour will not be tolerated under any circumstances and promote among users the habit of disclosing and reporting such behaviour.

Respect

- a. Ensure that everyone is treated equally irrespective of their age, parentage, colour, race, citizenship, ethnic origin, place of origin, language, faith, religion, athletic potential, disability, family situation, marital status, gender identity, gender expression, sex or sexual orientation;
- b. Safeguard the dignity of every person in interactions with others;
- c. Respect the principles, rules or policies in force.

Honouring the sport

- a. Strictly observe and ensure strict observance of all regulations;
- b. Compete in the spirit of fair play;
- c. Maintain dignity in all circumstances and show self-control;
- d. Show respect for officials and accept their decisions without questioning their integrity.