

**BOWLING PROPRIETORS' ASSOCIATION  
OF  
BRITISH COLUMBIA**

**CODE OF CONDUCT  
POLICY GUIDELINES**

Bowl BC accepts all language contained in the British Columbia Universal Code of Conduct (BC UCC). A copy of the code is hosted [here](#)

## **PREAMBLE**

While the Bowling Proprietors' Association of BC does not have bowlers, coaches, officials, etc., it is committed to providing a positive experience for all persons involved with the Association, its members, its programs, its operations and its partners. It also includes accepting that the Association is in large measure responsible for the conduct of the sporting activity of five pin bowling in the Province and to some extent even the ten pin game. Furthermore, the B.P.A. of BC recognizes that the management of each bowling centre must be held ultimately responsible for all that happens in his/her establishment. However, the expectation of the Association is that said management will ensure that policies and standards established for the sport of bowling will be followed by their staff and volunteers. It is with this view that the B.P.A. of BC has adopted the standards of behaviour and conduct that follow.

## **EQUITY AND ACCESS**

The B.P.A. of BC is committed to the provision of bowling opportunities that are accessible and available to all persons of British Columbia, including women, people with disability, aboriginal people, and other groups who are marginalised by the current system. This does not mean that all persons must be treated exactly the same. People may need to be treated differently in order to be treated fairly.

## **HARASSMENT**

### **DEFINITIONS:**

1. **Harassment:** Behaviour including comments, conduct or gestures which are insulting, intimidating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals or which create an uncomfortable environment; or which might reasonably be expected to cause embarrassment, insecurity, discomfort or humiliation to a person or group, including, but not limited to;

- \* written or verbal abuse
- \* physical assault
- \* unwelcome remarks, jokes, innuendoes, or taunting about a person's body, sexual orientation, attire, age, marital status, ethnic or racial origin, religion, etc.

**DEFINITIONS** - cont'd

- \* displaying of sexually explicit, racist or other offensive or derogatory material; sexual, racial, ethnic or religious graffiti
  - \* practical jokes which cause awkwardness or embarrassment, endangering a person's safety or negatively affecting performance
  - \* hazing or initiation rites
  - \* leering or other suggestive or obscene gestures
  - \* intimidation
  - \* condescension, paternalism or patronizing behaviour which undermines self-respect or adversely affects performance or working conditions
  - \* conduct, comments, gestures or contacts of a sexual nature that are likely to cause offence or humiliation or that might, on reasonable grounds, be perceived as placing a condition of a sexual nature on any opportunity for selection, training advancement (or employment)
  - \* false accusations of harassment, motivated by malice or mischief, meant to cause others harm
  - \* sexual harassment, as further described in paragraph 2
2. **Sexual Harassment:** One or a series of incidents involving unwelcome sexual advances, requests for sexual favours, or other verbal conduct of a sexual nature:
- \* when such conduct might reasonably be expected to cause embarrassment, insecurity, discomfort, offence or humiliation to another person or group
  - \* when submission to such conduct is made either implicitly or explicitly a condition of advancement (or employment)
  - \* when submission to or rejection of such conduct is used as a basis for any advancement decision and
  - \* when such conduct has the purpose or the effect of interfering with a person's (work) performance or creating an intimidating, hostile or offensive (work) environment
3. **Natural Justice:** All investigations stemming from a complaint shall follow the principles of natural justice, which state that:
- \* everyone has the right to a fair hearing in the course of determining whether an infraction has been committed
  - \* the issues should be clearly and concisely stated so that the accused is aware of the essentials of the complaint
  - \* the accused has a right to have a representative present his or her case

- \* relevant information must be available to all parties
- \* the accused has the right to call and cross-examine witnesses
- \* the accused has the right to a written decision following the judgement
- \* the accused has the right to appeal a decision (if there are grounds)
- \* the decision-making body has a duty to listen fairly to both sides and to reach a decision untainted by bias

## **POLICY STATEMENT:**

1. There will be no tolerance of harassment within the Bowling Proprietors' Association of BC.
2. The Bowling Proprietors' Association of BC is committed to providing a sport and work environment in which all individuals are treated with respect and dignity. Each individual has the right to participate and work in an environment which promotes equal opportunities and prohibits discriminatory practices.
3. This policy applies to all directors, officers, volunteers, coaches, athletes, officials, and other members as well as to all employees of the Bowling Proprietors' Association of BC. The Bowling Proprietors' Association of BC encourages the prompt reporting of all allegations of harassment, regardless of who the offender may be.
4. The Bowling Proprietors' Association is committed to the education of all of its members in the area of harassment.
5. For the purposes of this policy, sport and/or workplace harassment can occur in, but is not limited to the following:
  - \* at sporting events, competitions and training sessions.
  - \* at business functions, such as meetings, conferences, training sessions, and workshops
  - \* organization-related travel
  - \* telephone conversations
  - \* elsewhere, if the person harassed is present as a result of Bowling Proprietors' Association of BC related responsibilities or relationships
  - \* the work place or
  - \* work-related social functions

6. Notwithstanding this policy, every person who experiences harassment continues to have the right to seek assistance from the BC Council of Human Rights, even when steps are being taken under this policy.
7. Any investigation under this policy shall follow the principles of natural justice, as defined in paragraph 3 of this policy.

## **PREVENTION**

The B.P.A. of BC is committed to the elimination of harassment through the provision of awareness, education and training programs.

## **RESPONSIBILITY**

1. Any individual with knowledge of harassment or abuse of a criminal nature is obligated, under this policy, to report it to the appropriate authority.
2. The Bowling Proprietors' Association of BC is recognized as the organization that is in large measure responsible for the conduct of the sporting activity of bowling in British Columbia. Therefore, the Bowling Proprietors' Association of BC's Board of Directors accepts the responsibility for the implementation of this policy.
3. The Bowling Proprietors' Association of BC will act quickly on any complaint of harassment with the goal of resolving the situation fairly and of preventing future occurrences, including determining and enforcing appropriate discipline, if required.

## **CONFIDENTIALITY**

In all reported instances, a prompt, thorough, fair investigation will take place giving careful consideration to the sensitivity of the issue and protecting the rights and dignity of all people involved.

## **DRUGS, ALCOHOL AND TOBACCO**

The policy of the B.P.A. of BC regarding the use of alcohol or drugs is one of complete abstinence on the part of bowlers, coaches, officials, etc., while bowling is in progress either in tournament or league play. In addition, smoking is not allowed in bowling centres or other facilities during youth activities.

## **FAIR PLAY**

The Bowling Proprietors' Association of BC is committed to and actively promotes the following principles of fair play:

1. Respect the rules.
2. Respect officials and their decisions.
3. Respect opponents.
4. Provide an equal chance for everyone to participate.
5. Maintain self-control at all times.

These basic principles are taken from a youth-oriented project of the Commission for Fair Play, under the auspices of The Minister of State, Fitness and Amateur Sport, Government of Canada, as are the first three codes of conduct that follow.

## **CODE OF CONDUCT**

### **For Bowlers:**

1. Participate because you want to, not just because your parents or coaches want you to.
2. Play by the rules, and in the spirit of the game.
3. Control your temper - fighting and "mouthing-off" can spoil the game for everyone.
4. Respect your opponents.
5. Do your utmost to be a true team player.

**For Bowlers** - cont'd

6. Remember that winning isn't everything - that having fun improving skills, making friends and doing your best are also important.
7. Acknowledge all good performances - those of your team and your opponents.
8. Remember that coaches and officials are there to help. Accept their decisions and show them respect.

**For Coaches:**

1. Be reasonable when scheduling games and practices, remembering that bowlers do have other interests and obligations.
2. Teach bowlers to play fairly and to respect the rules, officials and opponents.
3. Ensure that all bowlers get equal instruction, support and playing time.
4. Do not ridicule or yell at bowlers for performing poorly. In particular, remember that children play to have fun and must be encouraged to have confidence in themselves.
5. Make sure that equipment and facilities are safe.
6. Remember that young bowlers, especially, need a coach they can respect. Be generous with praise and set a good example.
7. Obtain proper training and continue to upgrade your coaching skills.

**For Officials:**

1. Ensure that every bowler has a reasonable opportunity to perform to the best of his/her ability within the limits of the rules.
2. Avoid or put an end to any situation that threatens the safety of the bowlers.
3. Maintain an healthy atmosphere and environment for competition.

**For Officials - cont'd**

4. Do not permit the intimidation of any bowler either by word or action, and do not tolerate unacceptable conduct toward yourself, other officials, bowlers or spectators.
5. Be consistent and objective in calling all infractions regardless of your personal feelings toward a team or individual bowler.
6. Handle all conflicts firmly but with dignity.
7. Accept your role as a teacher and role model for fair play, especially with young participants.
8. Be open to discussion and contact with bowlers and coaches before and after the competition.
9. Remain open to constructive criticism and show respect and consideration for differing points of view.

**For Volunteer Administrators:**

1. Carry out your duties promptly and reliably.
2. Be loyal to the organization and those you work with.
3. Accept the guidance and decisions of your volunteer supervisor.
4. Maintain the dignity and integrity of your sport with the public.
5. Be sincere in your offer of service and believe in the value of the job to be done.
6. Be willing to learn and participate in orientation, training programs, meetings and continue to learn on the job.
7. Understand the function of a paid staff, maintain a smooth working relationship with them and stay within the bounds of your responsibility.
8. Share ideas.

### **For Volunteer Administrators - cont'd**

9. Respect the confidentiality of participants.
10. Call as soon as possible if you are not able to make your assignment.

## **CRIMINAL RECORDS REVIEW**

The Bowling Proprietors' Association of British Columbia and a number of its partners receive funding from the Province. Therefore, the Association must comply with the regulations contained in the Criminal Records Review Act of British Columbia. The purpose of the CRRA is to help protect children from physical and sexual abuse. Compliance shall include the following:

1. determining if the Association employs individuals who "work with children" as defined by the Act.
2. ensuring that any employees of the Association who may "work with children" have completed a criminal record check.

The major features of the Act and how to comply with the requirements of the Act are outlined in an implementation guide supplied by the Security Program Division, Ministry of Attorney General.

## **APPROVAL, IMPLEMENTATION AND REVIEW**

1. This policy was approved by Resolution of the Bowling Proprietors' Association of BC's Board of Directors on the Friday, February 13, 1998.
2. The Bowling Proprietors' Association of BC implementation procedure for resolution of harassment issues is integral to this policy and is attached as an Appendix.
3. This policy shall be reviewed annually by the Bowling Proprietors' Association of BC.

**BOWLING PROPRIETORS' ASSOCIATION**  
**OF**  
**BRITISH COLUMBIA**

**HARASSMENT PROCEDURE**

# 1. DEFINITIONS

**1.1 Harassment:** Behaviour including comments, conduct or gestures which are insulting, intimidating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals or which create an uncomfortable environment; or which might reasonably be expected to cause embarrassment, insecurity, discomfort or humiliation to a person or group, including, but not limited to;

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- \* displaying of sexually explicit, racist or other offensive or derogatory material; sexual, racial, ethnic or religious graffiti
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- \* condescension, paternalism or patronizing behaviour which undermines self-respect or adversely affects performance or working conditions
- \* conduct, comments, gestures or contacts of a sexual nature that are likely to cause offence or humiliation or that might, on reasonable grounds, be perceived as placing a condition of a sexual nature on any opportunity for selection, training advancement (or employment)
- \* false accusations of harassment, motivated by malice or mischief, meant to cause others harm
- \* sexual harassment, as further described in paragraph 2

1.2 **Sexual Harassment:** One or a series of incidents involving unwelcome sexual advances, requests for sexual favours, or other verbal conduct of a sexual nature:

- \* when such conduct might reasonably be expected to cause embarrassment, insecurity, discomfort, offence or humiliation to another person or group
- \* when submission to such conduct is made either implicitly or explicitly a condition of advancement (or employment)
- \* when submission to or rejection of such conduct is used as a basis for any advancement decision and
- \* when such conduct has the purpose or the effect of interfering with a person's (work) performance or creating an intimidating, hostile or offensive (work) environment

1.3 **Natural Justice:** All investigations stemming from a complaint shall follow the principles of natural justice, which state that:

- \* everyone has the right to a fair hearing in the course of determining whether an infraction has been committed
- \* the issues should be clearly and concisely stated so that the accused is aware of the essentials of the complaint
- \* the accused has a right to have a representative present his or her case
- \* relevant information must be available to all parties
- \* the accused has the right to call and cross-examine witnesses
- \* the accused has the right to a written decision following the judgement
- \* the accused has the right to appeal a decision (if there are grounds)
- \* the decision-making body has a duty to listen fairly to both sides and to reach a decision untainted by bias

- 1.4 **Complainant:** An employee, athlete, coach, official, volunteer or other participant in Bowling Proprietors' Association of BC activities, who thinks he or she has been harassed.
- 1.5 **Respondent:** The perpetrator of the action(s) which the Complainant thinks constitutes harassment.
- 1.6 **Responsible Adult:** Where the Complainant or the Respondent is a minor, a parent, guardian or other adult of the minor's choice, who may speak on behalf of the minor Complainant or minor Respondent, as referred to in paragraphs 5.1 and 5.2.
- 1.7 **Harassment Advisor:** A designate of the Bowling Proprietors' Association who is conversant with the issue of harassment. The role of the Harassment Advisor is to serve in a neutral, unbiased capacity, to provide information about the resources and support available, and to receive complaints, assist in informal resolution of complaints, and to make recommendations as to further action.
- 1.8 **Harassment Officer:** An individual identified by the Bowling Proprietors' Association of BC as possessing the training and appropriate background to investigate and document allegations of harassment.
- 1.9 **Investigation Report:** The product of an investigation completed by the Harassment Officer, including, but not limited to, a summary of details, determination of harassment, and recommended disciplinary action.
- 1.10 **Standing Disciplinary Committee:** A committee as defined in the Bowling Proprietors' Association of BC By-Laws and Constitution. The Standing Disciplinary Committee determines whether harassment occurred and confirms or rejects the recommendation(s) of the Harassment Officer.
- 1.11 **Appeals Board:** A multi-disciplinary committee consisting of members of the sport and recreation community. The committee shall consist of at least one woman and one man, who shall have no personal or professional involvement with either the Complainant or Respondent, and no prior involvement in the matter under appeal.

## **2. COMPLAINT PROCEDURE**

- 2.1 A person who thinks he or she has been subjected to conduct which constitutes harassment under this policy (the "Complainant") is encouraged to make it known to the person responsible for the conduct (the "Respondent") that the behaviour is unwelcome, offensive and contrary to this policy.
- 2.2 If confronting the Respondent is not possible, or if after confronting the Respondent the conduct continues, the Complainant should seek the advice of the Harassment Advisor.
- 2.3 Upon receiving the complaint, the Harassment Advisor shall obtain from the Complainant a statement in writing outlining the details of the incident (s) and the names of any witnesses. The statement should be dated and signed by the Complainant.
- 2.4 At the first meeting between the Harassment Advisor and the Complainant, the Harassment Advisor shall inform the Complainant of;
- \* an obligation to contact the police where the conduct may be an offence under the Criminal Code of Canada;
  - \* the confidentiality provisions of this policy;
  - \* the option of pursuing an information resolution of the complaint
  - \* the right to make a formal written complaint under this policy when an information resolution is inappropriate or not feasible;
  - \* the right to be represented by a person of choice, including legal counsel, at any stage in the complaint process;
  - \* other avenues of recourse, including the right to file a complaint with the BC Council of Human Rights and the availability of counselling;

2.5 Following the initial meeting between the Complainant and the Harassment Advisor, any of the following steps may be taken:

- a) If the Complainant and the Harassment Advisor agree that the conduct does not constitute harassment, the Harassment Advisor will take no further action and will make no written record of the complaint.
- b) If the Complainant wishes to proceed with a complaint investigation, the matter will be referred to a Harassment Officer for investigation.
- c) if the Harassment Advisor believes that the alleged harassment constitutes *prima facie* evidence of harassment but the Complainant does not wish to proceed with a complaint investigation, the following steps may be taken:
  - i) If the Complainant wishes to pursue an information resolution of the complaint, the Harassment Advisor will meet with the Respondent with a view to obtaining an apology and an assurance that the offensive conduct will not be repeated.
  - ii) If the Complainant does not wish to pursue an information resolution of the complaint, the Harassment Advisor may, nevertheless, take either of the following steps:
    - a) The Harassment Advisor may meet with the Respondent with a view to obtaining an apology and an assurance that the offensive conduct will not be repeated. In the case of a meeting pursuant to this clause, the Harassment Advisor will make every reasonable effort to protect the identity of the Complainant. If the Harassment Advisor is satisfied that the complaint has been resolved through this informal process, the Harassment Advisor will take no further action on the complaint. If the Harassment Advisor is not satisfied that the complaint has been resolved through this informal process, then the Harassment Advisor may refer the matter to a Harassment Officer for investigation.
    - b) The Harassment Advisor may refer the matter to a Harassment Officer for investigation.

### **Investigation by the Harassment Officer**

- 2.6 When a Harassment Officer receives a complaint from the Harassment Advisor, the Harassment Officer will:
- a) review and clarify the Complainant's written complaint;
  - b) give a written copy of the complaint to the Respondent and the Complainant.
- 2.7 Where the Harassment Officer gives a copy of the written complaint to the Respondent, the Harassment Officer will include with the written complaint a copy of this policy and a notice that the Respondent has the right to be represented by any person of choice at any stage of the process when the Respondent is required or entitled to be present.
- 2.8 The Respondent will provide a written response to the Harassment Officer within 10 days of receiving the written complaint. If there are special circumstances, the Harassment Officer may extend the time for a response.
- 2.9 The Harassment Officer will receive and clarify the response from the Respondent.
- 2.10 Within 60 days of receiving the initial written complaint, the Harassment Officer shall conduct an investigation and prepare a written Investigation Report.
- 2.11 All hearings stemming from this complaint shall follow the principles of natural justice as defined in paragraph 1.3.

### **The Investigation Report**

- 2.12 The Investigation Report from the Harassment Officer should contain:
- a) a summary of the relevant facts;
  - b) a determination as to whether the action(s) in question constitute harassment as defined in this policy;
  - c) if the action(s) constitute harassment, a recommended disciplinary action against the Respondent.

2.13 When recommending disciplinary action to be taken, the Harassment Officer shall consider factors such as:

- a) the nature of the harassment;
- b) whether the harassment involved any physical contact;
- c) whether the harassment was an isolated incident or part of an ongoing pattern;
- d) the nature of the relationship between the Complainant and the Respondent;
- e) the relative age of the Complainant and/or Respondent;
- f) whether the Respondent had been involved in previous harassment incidents;
- g) whether the Respondent retaliated against the Complainant

2.14 On completion of the report, the Harassment Officer shall forward a copy of the Investigation Report to the Complainant, the Respondent, and the Standing Disciplinary Committee.

### **3. STANDING DISCIPLINARY COMMITTEE**

3.1 The Standing Disciplinary Committee shall receive the Investigation Report as prepared by the Harassment Officer.

3.2 After considering the Investigation Report, the Standing Disciplinary Committee shall:

- a) make a determination as to whether the Respondent has engaged in conduct which constitutes harassment under this policy, and
- b) if the Standing Disciplinary Committee determines that the Respondent has engaged in conduct which constitutes harassment under this policy, order such disciplinary action to be taken against the Respondent as is appropriate in the circumstances; or
- c) if unsatisfied, direct that a further investigation of the allegation be undertaken.

- 3.3 When imposing disciplinary action against the Respondent pursuant to sub-paragraph 3.2 (b), the Standing Disciplinary Committee may impose such disciplinary action as it considers appropriate in the circumstances which may include, but is not limited to:
- a) a verbal apology;
  - b) a written apology;
  - c) a letter of reprimand from the Bowling Proprietors' Association of BC
  - d) a fine or levy;
  - e) referral to counselling;
  - f) sensitivity training in harassment issues;
  - g) removal of certain privileges of membership or employment;
  - h) demotion or a pay cut;
  - i) temporary suspension with or without pay;
  - j) termination of employment contract;
  - k) expulsion from membership.
- 3.4 The Standing Disciplinary Committee shall, not more than 10 days after it makes its decision pursuant to paragraph 3.3, send a notice to the Complainant and the Respondent.

#### **4. APPEALS COMMITTEE**

- 4.1 A Complainant or Respondent who is dissatisfied with the decision of the Standing Disciplinary Committee of the Bowling Proprietors' Association of BC may, not more than 30 days after the date he or she receives notice of the Standing Disciplinary Committee's decision, serve the Chair of the Appeals Committee with a Notice of Appeal and Request for Hearing.
- 4.2 The Notice of Appeal and Request for Hearing shall be in writing and shall set out the grounds for appeal.
- 4.3 Upon receipt of a Notice of Appeal and Request for Hearing, the Chair of the Appeals Committee shall send a copy of the Notice of Appeal and Request for Hearing together with a Hearing Notice by registered mail to the last known addresses of the Complainant and Respondent.

- 4.4 The Hearing Notice shall be sent at least 30 days in advance of the scheduled hearing and shall:
- a) specify the date, time and location of the hearing;
  - b) advise the parties that they should bring with them to the hearing all relevant witnesses and other evidence they wish to be considered by the Appeals Committee;
  - c) advise the parties that they have the right to be represented at the hearing.
- 4.5 Within 10 days after completing a hearing, the Appeals Committee shall send a notice of its decision, by registered mail, to the last known addresses of the Complainant and Respondent.

## **5. MINORS**

- 5.1 If the Complainant is a minor, the complaint may be brought forward by a "Responsible Adult". The Responsible Adult will have the right to act on behalf of the Complainant throughout the complaint process, including:
- a) making a complaint;
  - b) receiving all notices on behalf of the Complainant;
  - c) being present at all dealings with the Complainant.
- 5.2 If the Respondent is a minor, the following shall apply:
- a) If the Harassment Advisor is attempting an informal resolution of a complaint, the Harassment Advisor may speak to the Respondent directly concerning the complaint PROVIDED THAT prior to speaking to the Respondent the Harassment Advisor shall inform the Respondent that he/she may have a Responsible Adult present during the meeting.
  - b) If the complaint is referred to a Harassment Officer for investigation:
    - i) a copy of the written complaint shall be forwarded to a parent or guardian of the Respondent if such person is known;
    - ii) the Respondent shall be advised that he/she has the right to be represented by a Responsible Adult;

- iii) the Respondent's designated Responsible Adult will have the right to act on behalf of the Respondent through the investigation process, including:
  - a) responding to a written complaint,
  - b) receiving all notices on behalf of the Respondent; and
  - c) being present at all dealings with the Respondent.