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## **PACIFICSPORT FRASER VALLEY (“PSFV”) CLIENT PROTECTION POLICY**

Reviewed and Approved by PSFV Board – [September 2023]

### **Definitions**

1. Terms in this Policy are defined as follows:
  - a) **Clients** - Users of PSFV services, including on-site services, such as athletes, coaches, medical staff, and other personnel connected to a team or athlete.
  - b) **Person in Authority** – Any Participant who holds a position of authority within PSFV including, but not limited to, coaches, instructors, officials, managers, support personnel, chaperones, committee members, and Directors and Officers.
  - c) **Stakeholders** – Directors, Volunteers, and Staff.
  - d) **Vulnerable Participants** – Includes minors and vulnerable adults (people who, because of age, disability or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by Persons in Authority).

### **Purpose**

2. This Policy describes how Persons in Authority shall maintain a safe sport environment for all Clients.

### **Interactions between Persons in Authority and Clients – the ‘Rule of Two’**

3. PSFV requires that the ‘Rule of Two’ be followed for all Persons in Authority who interact with Clients, to the maximum extent feasible. The ‘Rule of Two’ is a directive that says that a client must never be alone one-on-one with an unrelated Person in Authority.
4. PSFV recognizes that fully implementing the ‘Rule of Two’ may not always be possible in some instances. Consequently, at a minimum, interactions between Persons in Authority and Clients must respect the following:
  - a) To the maximum extent possible, the training environment should be visible and accessible so that all interactions between Persons in Authority and Clients are observable.
  - b) Private and one-on-one situations that are not observable by another adult or Client should be avoided to the maximum extent possible.
  - c) A Vulnerable Participant may not be alone under the supervision of a Person in Authority unless prior written permission is obtained from the Vulnerable Participant’s parent or guardian.
  - d) Persons in Authority may not invite or host Vulnerable Participants in their home without the written permission from parents or guardians or without parents or guardians having contemporaneous knowledge of the visit.

### **Competitions and Training Sessions**

5. For competitions and training sessions, PSFV recommends:
  - a) A Person in Authority should never be alone with a Vulnerable Participant prior to or following a training session unless the Person in Authority is the Vulnerable Participant’s parent or guardian.
  - b) If the Vulnerable Participant is the first Client to arrive, the Client’s parent should remain until another Client or Person in Authority arrives.
  - c) If a Vulnerable Participant would potentially be alone with a Person in Authority following a training session, the Person in Authority should ask another Person in Authority (or a parent or guardian of another Client) to stay until all of the Clients have been picked up. If an adult is unavailable, another Client, who is preferably not a Vulnerable Participant, should be present in order to avoid the Person in Authority being alone with a Vulnerable Participant.





- d) Persons in Authority giving instructions, demonstrating skills, or facilitating drills or lessons to an individual Client should always do so within earshot and eyesight of another Person in Authority.
- e) Persons in Authority and Clients should take steps to achieve transparency and accountability in their interactions. For example, a Person in Authority and a Client who know they will be away from other Participants for a lengthy period of time must inform another Person in Authority where they are going and when they are expected to return. Persons in Authority should always be reachable by phone or text message.

### **Communications**

6. For communication between Persons in Authority and Clients, PSFV recommends:
  - a) Persons in Authority may only send texts, direct messages on social media or emails to individual Clients when necessary and only for communicating information related to group issues and activities (e.g., non-personal information). Any such texts, messages or emails shall be professional in tone.
  - b) Electronic communication between Persons in Authority and Clients that is personal in nature should be avoided. If such personal communication is unavoidable, it must be recorded and available for review by another Person in Authority and/or by the Client's parent/guardian (when the Client is a Vulnerable Participant).
  - c) Parents/guardians may request that their child not be contacted by a Person in Authority using any form of electronic communication and/or may request that certain information about their child not be distributed in any form of electronic communication.
  - d) All communication between a Person in Authority and Clients must be between the hours of 6:00am and midnight unless extenuating circumstances justify otherwise.
  - e) Communication concerning drugs or alcohol use (unless regarding its prohibition) is not permitted.
  - f) No sexually explicit language or imagery or sexually oriented conversation may be communicated in any medium.
  - g) Persons in Authority are not permitted to ask Clients to keep a personal secret for them.

### **Locker Rooms / Changing Areas**

7. For locker rooms, changing areas and other closed meeting spaces, PSFV recommends:
  - a) Interactions between Persons in Authority and Clients should not occur in any area where there is a reasonable expectation of privacy such as a locker room, washroom or changing area. A second adult should be present for any necessary interaction between an adult and a Client in any such area.
  - b) Parents/guardians are not permitted in the locker rooms / changing areas beyond the U10 age group.
  - c) If Persons in Authority are not present in the locker room or changing area, or if they are not permitted to be present, they should still be available outside the locker room or changing area and be able to enter the room or area if required, for reasons including but not limited to team communications and/or emergencies.

### **Photography / Video**

8. For all photography and video of a Client, PSFV recommends:
  - a) Photographs and video should only be taken in public view. Content must observe generally accepted standards of decency, and be both appropriate for and in the best interest of the Client.
  - b) The use of recording devices in areas where there is a reasonable expectation of privacy is strictly prohibited.
  - c) Examples of photos that shall be edited or deleted include:
    - i. Images with misplaced apparel or where undergarments are showing
    - ii. Suggestive or provocative poses
    - iii. Embarrassing images

### **Physical Contact**





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9. Some physical contact between Persons in Authority and Clients may be necessary for various reasons including, but not limited to, teaching or assisting a skill or tending to an injury. For physical contact, PSFV recommends:
- a) A Person in Authority must always request permission to make physical contact from the Client in advance and clearly explain where and why the physical contact will occur. The Person in Authority must make clear that they are requesting to touch the Client and not requiring physical contact.
  - b) Infrequent, incidental physical contact during a training session is not considered a violation of policy.
  - c) Non-essential physical contact may not be initiated by the Person of Authority. It is recognized that some Clients may initiate non-essential physical contact such as hugging or other physical contact with a Person in Authority for various reasons (e.g., such as celebrating or crying after a poor performance). This physical contact should always occur in an open and observable environment.

**Enforcement**

10. Any alleged violations of this *Client Protection Policy* may be addressed pursuant to the *Discipline, Complaints, and Dispute Resolution Policy*.

