

THE CENTRE'S OPERATIONS WERE CONDUCTED UNDER FOUR MAIN PILLARS IN 2017–2018. THIS OUTLINES HOW OBJECTIVES WERE ACHIEVED.

PILLAR 1

PROVIDING SPORT DISPUTE RESOLUTION SERVICES TO THE CANADIAN SPORT COMMUNITY

- Sixty-seven (67) new cases were filed during the period originating from 30 different sports. Thirty-three (33) cases were filed before the Ordinary Tribunal, including eight (8) carding appeals and 21 disputes relating to team selection, or eligibility. The Doping Tribunal received 29 doping violation assertions including 12 on a fee-for-service basis and the Doping Appeal Tribunal received five (5) new requests.
- Partial statistics showed that legal representatives on the Centre's Pro Bono List were contacted by athletes, coaches, sport organizations and parents at least 45 times. These lawyers assisted in at least 16 cases, which saved members of the sport community an estimated \$300,000 in legal fees.
- A response rate of 40% for the tribunal services survey, sent to all parties to SDRCC proceedings, allowed the collection of feedback and data which will enable the Centre to implement improvements and develop new tools and resources.
- The Centre completed its roster renewal process to bring the total number of arbitrators and mediators to 50. Also, a new roster remuneration scheme was introduced. Its ADR Services Committee led the development of roster selection guidelines, which are expected to be finalized during the next fiscal year.
- The Centre's Case Management Portal (CMP) was upgraded to enhance user functionalities (integration of an automated online invoicing and payment module, login procedure strengthened, multilingual capabilities enabled, etc.)

PILLAR 2

STRENGTHENING THE CAPACITY OF THE CANADIAN SPORT COMMUNITY TO PREVENT AND RESOLVE DISPUTES

- The Centre attended 23 events/conferences and facilitated 33 workshops, covering six (6) provinces and two (2) territories from Yukon to Nova Scotia. To deliver its educational messages, the Centre increasingly used webinars and six (6) sessions were delivered through virtual means during the period.
- The Centre prepared the upcoming launch of the Sport Law Connect Program (SLCP) in the fall of 2018. A collaboration agreement was signed with viaSport BC, and three universities have accepted to participate in the first pilot to be held in British Columbia, alongside the ADR Institute of BC for the delivery of specialized services. An agreement in principle was also reached by the Centre, SportsQuébec and the Université de Sherbrooke to implement a modified version of the SLCP in the province of Quebec.
- Early Resolution Facilitation was promoted to encourage resolution of disputes before the internal appeal process is conducted, thereby reducing time, efforts and costs to sport organizations and the individuals who file appeals. An information brochure on this new service was created.
- A *Guide to SDRCC Proceedings* was created to assist parties, particularly those without representation, navigate proceedings. The Centre also introduced a new online publication entitled *A Sport Administrator's Guide to Anti-Doping Rule Violation Assertions*.

PILLAR 3

ESTABLISHING AN OMBUDSPERSON SERVICE FOR THE CANADIAN SPORT COMMUNITY

- The Centre ensured that the ombuds proposal remained on the table and engaged in active discussions regarding the possibility of obtaining financial support for the initiative.
- The Centre also proactively promoted the ombuds proposal and its potential benefits to NSOs and MSOs. Formal proposals were presented to the board of directors of the Canadian Olympic Committee and the Canadian Paralympic Committee.
- A sub-committee of the Board was formed to lead a risk assessment exercise to identify immediate and long-term risks to the Centre, in the eventual implementation of an ombuds program.

PILLAR 4

PURSUING ORGANIZATIONAL EXCELLENCE

- Service agreements were signed with three (3) NSOs to provide independent, professional case management services for their disciplinary and/or internal appeal processes on a fee-for-service basis.
- The Centre's Case Management Portal was successfully cloned to become the portal of the Mediation Clinic of the Université de Montréal.
- The Centre secured sufficient office space to accommodate its recent expansion by signing a new 5-year lease in March 2018 and undertaking renovations completed in July 2018.
- The Centre complied with all of its legislative and contractual obligations.

