



OVERVIEW OF THE ANNUAL REPORT FOR 2018–2019

THE CENTRE'S OPERATIONS WERE CONDUCTED UNDER FOUR MAIN PILLARS IN 2018–2019. THIS OUTLINES HOW OBJECTIVES WERE ACHIEVED.

PILLAR 1

PROVIDING SPORT DISPUTE RESOLUTION SERVICES TO THE CANADIAN SPORT COMMUNITY

- Sixty-one (61) new cases were filed during the period originating from 24 different sports. Thirty-nine (39) cases were filed before the Ordinary Tribunal, including six (6) carding appeals and 19 disputes relating to team selection or eligibility. The Doping Tribunal received 20 doping violation assertions, including five (5) on a fee-for-service basis, and the Doping Appeal Tribunal received two (2) new requests.
- The Centre offered on-site dispute resolution services at the 2019 Canada Winter Games in Red Deer, while also distributing educational material to athletes, coaches, administrators, officials and volunteers. In the period leading up to the Games, the Centre was seized of seven (7) dispute resolution requests pertaining to the Games.
- As part of agreements with four (4) national sport organizations, the Centre provided independent and professional case management services for internal discipline or internal appeal processes on a fee-for-service basis for five (5) cases.
- Arbitrators and mediators received new training at the Centre's Mediator and Arbitrator Conference held in Winnipeg in November 2018 in partnership with the ADR Institute of Manitoba.

PILLAR 2

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

- The Centre attended 23 partner events/conferences and facilitated 28 workshops, including two (2) via webinar, covering six (6) provinces from British Columbia to Nova Scotia.
- The Centre officially launched the Sport Law Connect Program (SLCP) as a pilot project in British Columbia in January 2019, in partnership with viaSport BC, the ADR Institute of B.C., and students from the University of British Columbia and the University of Victoria. In Quebec, a modified version of the SLCP was launched in February 2019 in partnership with SportsQUEBEC and the Université de Sherbrooke's Mediation Clinic.
- The publication *A Sport Administrator's Guide to Anti-Doping Rule Violation Assertions* was promoted and distributed proactively among 65 national sport organizations, 56 U Sports and 98 CCAA member institutions.
- Two (2) additional publications, *So, I'm an Affected Party?* and *Getting Ready for the Hearing*, were added to the online Guide to SDRCC Proceedings and the Centre's carding appeal process publication was updated and redesigned.

PILLAR 3

ESTABLISHING AN OMBUDSPERSON SERVICE FOR THE CANADIAN SPORT COMMUNITY

- Noticing little traction on its proposal for a sport ombuds from the Government of Canada, the Centre shifted its focus to safe sport priorities. The 2016–2020 Strategic Plan was amended, redefining Pillar 3 as "*Supporting the Canadian Sport Community in Creating a Safe Sport Environment*".
- The Centre established a voluntary fee-for-service Investigation Unit providing access by federally-funded sport organizations to independent third-party investigators to address allegations of harassment, abuse or discrimination.
- In March 2019, the Centre launched the Canadian Sport Helpline to offer a listening and referral service to victims or witnesses of harassment, abuse or discrimination. The service is run in partnership with the Canadian Centre for Mental Health in Sport.
- An *ad hoc* Third-Party Services committee was established by the Centre's Board to lead a risk assessment exercise with regards to the safe sport initiatives. An Advisory Committee was also created to oversee the Investigation Unit and the Helpline pilot projects.

PILLAR 4

PURSuing ORGANIZATIONAL EXCELLENCE

- The Centre hired a consultant to conduct an independent survey of the Canadian sport community to evaluate the Centre's performance against key performance indicators in its Results-based Management and Accountability Framework.
- The Centre's Case Management Portal licensing pilot project with the Mediation Clinic of the University of Montreal was deemed successful on all counts. The agreement was renewed for another year. Discussions with sport and ADR organizations have occurred and the Centre is hopeful to conclude other licensing agreements during the next fiscal year.
- The Centre continued to promote its fee-for-service offerings, including a turnkey mediation and hearing facility rental service, made possible after the renovation and expansion of the Centre's offices.
- The Centre complied with all of its legislative and contractual obligations.