

OVERVIEW OF THE ANNUAL REPORT FOR 2020–2021

The Centre's operations were conducted under four main priority areas in 2020–2021. This outlines how objectives were achieved.



PRIORITY AREA 1

PROVIDING SPORT DISPUTE RESOLUTION SERVICES TO THE CANADIAN SPORT COMMUNITY

- Forty-eight (48) new cases were filed during the Period originating from twenty-eight (28) different sports. Forty-six (46) cases were filed before the Ordinary Tribunal, including fifteen (15) Early Resolution Facilitation cases, seven (7) carding appeals and nineteen (19) disputes relating to selection and quota. The Doping Tribunal received two (2) doping violation assertions.
- Significant amendments were made to the Canadian Sport Dispute Resolution Code to ensure compliance with the new 2021 Canadian Anti-Doping Program, as well as to include specialized rules for safeguarding matters. The new version of the Code came into effect on January 1, 2021.
- The Centre's roster of mediators and arbitrators was renewed, with thirty-six (36) returning and twenty-three (23) new members added to the list in May 2021.
- A Women in Arbitration Mentorship Program was implemented to offer incentive for qualified women to gain experience in sport arbitration and be fast-tracked to the full roster.

PRIORITY AREA 2

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

- The Sport Law Connect Program (SLCP) continued its operations with the training of a new cohort of students in British Columbia and the training of case managers in Manitoba. Recent law graduates from Université de Sherbrooke also received training in order to provide sport mediation services at no cost to sport organizations in Quebec.
- The Centre introduced its webinar series in August 2020 and delivered ten (10) webinars in French and English on topics such as causes of disputes and prevention strategies, managing conflicts of interest, athletes' rights and responsibilities, negotiation skills, and safe sport initiatives.
- The online Appeal Panel Orientation program was converted to modern code and optimized, and a negotiation checklist was introduced to guide parties in their dispute resolution efforts.
- The Centre launched its *Did You Know* series which increased the total number of impressions on its Twitter and Facebook accounts. A promotional video was created to highlight the continuation of the Centre's services, despite COVID-19 restrictions.

PRIORITY AREA 3

SUPPORTING INTEGRITY IN SPORT

- Between April 1, 2020 and March 31, 2021, the Canadian Sport Helpline and Investigation Unit logged 1004 calls, emails and text messages, with operators helping 140 clients.
- The Centre developed a Crisis Call Management Manual as a resource tool for Canadian Sport Helpline operators. A working group was also established to develop an Investigation Best Practices Manual for sport investigators.
- The abuse-free-sport.ca website was expanded and improved to include a dedicated section for the Investigation Unit, as well as additional information on resources available to prevent and address harassment and abuse in sport.
- In response to the call for applications issued by the Government of Canada, the Centre submitted a proposal to administer the implementation of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport.

PRIORITY AREA 4

PURSuing ORGANIZATIONAL EXCELLENCE

- The Centre's risk management system was reviewed and updated in consultation with Board members, staff, and key external stakeholders.
- In implementing its new Strategic Plan 2020–2024, the Board of Directors reviewed the structure and composition of its committees and updated terms of reference accordingly. Changes to the governance structure reflected the priority areas identified in the Strategic Plan, in particular the will of the organization to be a leader in supporting integrity in sport.
- The policies on equity and access and anti-harassment were reviewed, updated to integrate the Universal Code of Conduct to Prevent and Address Maltreatment in Sport and respectively renamed the Diversity & Inclusion Policy and the Code of Conduct.
- The Centre complied with all of its legislative and contractual obligations.