



**Mississauga Croatia S.C.**  
**6535 Millcreek Drive, Unit 82**  
**Mississauga, Ontario L5N 2N2**  
**(905) 334-3191**  
mississaugacroatia@hotmail.com  
www.mississaugacroatia.com

## **MISSISSAUGA CROATIA SOCCER CLUB ZERO TOLERANCE POLICY**

The Mississauga Croatia Soccer Club supports zero tolerance as it relates to all forms of abuse: verbal, physical, emotional, and sexual.

All relationships within the Club context – whether involving members of the Board of Directors, Club employees, coaches/managers, players, parents, volunteers, outside suppliers or referees – must be based on mutual trust and respect. Any act of abuse is a betrayal of that trust.

The Mississauga Croatia Discipline Committee will investigate and act upon all complaints or reports of inappropriate behaviour.

This Zero Tolerance Policy attempts to respect diverse individual and cultural viewpoints while protecting individuals from real or perceived abuse.

### Definitions of Abuse:

1. Verbal Abuse – Verbal abuse includes remarks that are rude or threatening in nature and that tend to demoralize or demean another person. Words that degrade another person constitute a form of verbal abuse.

a) Verbal abuse includes racial or ethnic insults. All complaints of verbal abuse will be investigated by the Club and may be reported to police with the consent of the victim or, in the case of a minor, a parent.

2. Physical Abuse – Physical abuse refers to inappropriate behaviour such as punching, pushing, slapping, kicking, spitting or pinching another individual. All complaints of physical abuse will be investigated by the Club and may be reported to police with the consent of the victim or, in the case of a minor, a parent.

3. Emotional Abuse – Emotional abuse signifies the lack of sensitivity on the part of anyone associated with the Club towards another individual. In particular, Club officials (Board members, coaches, and managers) should be aware of the power that is inherent in such positions and strive for sensitivity in dealing with individuals in positions of supervision (players, Club employees, volunteers) and with parents. Emotional abuse includes racial, physical or ethnic insults. All complaints of emotional abuse will be investigated by the Club.



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4. Sexual Abuse – Sexual shall be defined as:

- a) sexual intercourse or other forms of physical sexual relations between at least one individual associated with the Club and another person where the activity is not consensual
- b) any and all sexual intercourse or other forms of sexual relations with a minor
- c) touching of a sexual nature and
- d) behaviour or remarks of a sexual nature.

The Club will immediately report all complaints of sexual abuse to the police.

Zero Tolerance Policy Reporting Guidelines and Procedures:

1. Violations of the Zero Tolerance Policy should be reported immediately to the Club headquarters by the victim(s) and/or by those close to them (a parent, a teammate, a coach, etc.). A complaint can be communicated verbally, initially, to a Mississauga Croatia Discipline Committee or in writing (e.g., -email). If the complaint involves physical or sexual abuse, the Mississauga Croatia Discipline Committee will contact the police if the individual alleging abuse has not already done so and with the individual's consent.
2. All complaints of abuse will be immediately investigated by the Mississauga Croatia Discipline Committee.
3. All complaints to the Mississauga Croatia Discipline Committee must be in written form before a complaint is dealt with. However, the Club will immediately report criminal activities to the police (with the consent of the individual alleging abuse) without a written complaint.
4. Once a written complaint has been filed with the Mississauga Croatia Discipline Committee, they will meet to discuss the complaint with the individual alleging abuse (note: in the case of sexual abuse, the Club may designate a Club official of the same gender as the individual alleging abuse to contact the victim).
5. The Mississauga Croatia Discipline Committee assigned will conduct an investigation into the complaint and will schedule a Discipline Hearing within ten (10) business days of notice with the individual(s) against whom the complaints has been filed. The individual(s) who are named on the complaint shall be contacted by registered mail and requested to appear at the Discipline Hearing.
6. In the case of Physical Abuse such as fighting, kicking, etc., the Mississauga Croatia Discipline Committee will decide between a Discipline by Review or Discipline by Hearing process to determine appropriate penalties and/or suspensions.
7. Discipline shall be heard by Mississauga Croatia Discipline Committee members, one of whom is to be a certified Discipline Chair. If a certified Chair is not available within the Club, the Region will be asked to provide a certified Chair for these purposes.
8. The Mississauga Croatia Discipline Committee shall hold a hearing and invite the individual(s) named on the complaint to be present at the hearing. Only individuals called by the Mississauga Croatia Discipline Committee shall be allowed to



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participate in a hearing. The Mississauga Croatia Discipline Committee shall then deliberate in camera following the meeting with the individual(s) who are named on the complaint.

9. The decision shall be communicated to the individual alleging abuse and the individual named in the complaint within ten (10) working day of the Hearing.
10. Penalties for contravening the Zero Tolerance Policy can range from a permanent suspension from the Club, suspension for a specified period of time, and a probationary period where the individual is allowed to continue with the Club. All Mississauga Croatia Discipline Committee decisions are final.
11. OSA guidelines for suspensions and penalties may be used as guidance in rendering suspensions for physical abuse issues such as Violent Conduct (fighting, kicking, etc.).
12. Individual(s) who are charged with a criminal offense involving Club related incidents shall be immediately suspended from the Club pending resolving of the charges. No Discipline Hearing shall take place when an individual is facing criminal charges for Club related incidents. Club members who violate the Criminal Code of Canada are subject to suspension or removal.
13. Individual(s) who violate the Zero Tolerance Policy and are convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the Club.
14. Individual(s) who violate the Zero Tolerance Policy for non-criminal activities may apply for reinstatement to the Club in writing one month prior to the end of a time specified penalty.
15. Handling Incidents of Abuse during a Recreational League Game (physical, verbal or emotional abuse):
  - a. The referee must stop a game if an abuse incident involving a coach, player or parent/spectator occurs during a game.
  - b. If a coach is the source of the abuse, the referee will advise the coach that the game will be abandoned if the abuse continues.
  - c. If a parent/spectator is the source, the appropriate coach will be informed that the game will be abandoned unless the abuse ceases. If the spectator is not associated with either team, both coaches will ask the spectator to leave.
  - d. The game will be restarted by the referee only if the abuse ceases.
  - e. The incident shall be reported to the Mississauga Croatia Discipline Committee by the referee in charge immediately following the game completion or abandonment.
  - f. If the abuse continues, the referee will abandon the game.
  - g. He/she must immediately report the incident to the Mississauga Croatia Discipline Committee and send an e-mail to the Mississauga Croatia Discipline Committee.
  - h. In cases of physical abuse on a referee, an e-mail must be sent to the President of Mississauga Croatia and the Mississauga Croatia Discipline Committee
  - i. The Club will report all incidents of a criminal nature immediately to police.



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Application – This Zero Tolerance Policy applies to:

1. All elected Club officials
2. All Club employees
3. All coaches
4. All managers
5. All players
6. All parents
7. All referees
8. All volunteers
9. All service providers having contact with anyone associated with the Club.

All elected Club officials, volunteers, Club employees, coaches, managers, and referees must sign a form acknowledging their understanding and acceptance of the Zero Tolerance Policy.

This Zero Tolerance Policy shall be posted on the Club's website at all times and communicated to parents and players at the beginning of every program cycle.

Ignorance of the Zero Tolerance Policy shall not be considered a valid defense against a complaint.