



TORONTO UNITED FOOTBALL CLUB (TUFC)

ZERO TOLERANCE POLICY

The Toronto United Football Club (TUFC or the Club) has adopted zero tolerance of all forms of abuse: verbal, physical, emotional, and sexual. The method of abuse can include but is not limited to: personal confrontation, social media, electronic correspondence, etc.

All relationships within the Club context – whether involving members of the Board of Directors, club employees, contractors, coaches/managers, players, parents, volunteers, outside suppliers or referees – must be based on mutual trust and respect.

TUFC will investigate and act upon all written complaints or written reports of inappropriate behavior in accordance with the Zero Tolerance Policy and the Complaint and Dispute Resolution Policy.

The zero tolerance policy attempts to protect individuals from real or perceived abuse. TUFC abides by the Ontario Soccer Harassment Policy.

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. 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. 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.

4) **SEXUAL ABUSE** – Sexual shall be defined as:

(a) Any form 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 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.



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ZERO TOLERANCE REPORTING GUIDELINES AND PROCEDURES

Violations of the zero tolerance policy should be reported immediately to the Club headquarters by victims or those close to them (i.e., a parent, a teammate, a coach, etc.).

A complaint must be communicated in writing to a Club official or employee. However, the Club will immediately report criminal activities to the police (with the consent of the individual alleging abuse) without a written complaint.

Once a written complaint has been filed with the Club, the Club will follow the procedures in accordance with the Complaint and Dispute Resolution Policy

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 with an individual facing criminal charges for Club-related incidents. Club members who are convicted of a Criminal Code of Canada offense are subject to immediate suspension/removal from the Club.

Any individual who is convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the Club.

Abuse of referees will not be tolerated. If abuse persists, the referee will cancel the game. He/she must immediately report the incident to the Club and fill out a special incident form. In cases of physical abuse on a referee, a "referee assault form" must be completed by the referee.

APPLICATION

This zero tolerance policy applies to:

- All elected club officials
- All club employees
- All coaches
- All managers
- All players
- All parents/guardians
- All referees
- All volunteers
- All service providers having contact with anyone associated with the Club
- All spectators
- All members

This zero tolerance policy shall be posted on the club's website at all times and communicated to club officials, volunteers, club employees, coaches, managers, and referees, players and parents.

Ignorance of the zero tolerance policy shall not be considered a valid defense against a complaint.