

## Jones, Krista CSCD:EX

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**From:** Michelle Hohne [michelleh@viasport.ca]  
**Sent:** Monday, September 24, 2012 2:46 PM  
**To:** Ross, Margo CSCD:EX; S22 irenes@bcgames.org;  
Cc: Moira Gookstetter  
**Subject:** Next Dispute Resolution Task Team Meeting - Sept 26 10:30 am to 12:30 pm  
**Attachments:** Dispute Resolution Task Team Agenda 29.09.2012.docx

Good afternoon all:

Attached is the agenda for our next Dispute Resolution Task Team meeting which will be held this Wednesday, September 26 from 10:30 am to 12:30 pm. The conference call number for those that will not be able to attend in person is provided on the agenda. Thanks again for everyone's feedback over the past couple of weeks on the PSO dispute resolution survey. The survey was distributed earlier today, so hopefully we will have some initial responses to share with you on Wednesday.

Cheers,  
Michelle

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**Michelle Hohne**  
Manager, viaSport

#1000-510 Burrard Street, Vancouver, B.C. V6C 3A8  
Ph 778.327.5126 Fax 778.327.5199 Toll Free 1.866.427.2010



viaSport.ca

*Formerly the BC Sport Agency*

# BC Sport Agency

An active, healthy British Columbia where  
sport inspires a field of possibilities for all

## DISPUTE RESOLUTION TASK TEAM

WEDNESDAY, SEPTEMBER 26<sup>TH</sup> | 10:30 AM – 12:30PM

BC SPORT AGENCY

1000 – 510 BURNARD STREET

VANCOUVER B.C. V6C 3A8

### CONFERENCE CALL INFO:

S15 and 17 TOLL FREE (CANADA & USA)

PARTICIPANT ACCESS CODE: S15, S17 #

## AGENDA

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### 1. WELCOME AND INTRODUCTIONS (NEW TASK TEAM MEMBERS)

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### 2. UPDATE FROM BCSA

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### 3. REVIEW OF AUGUST 21 MEETING NOTES

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### 4. GUIDING PRINCIPLES DOCUMENT

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### 5. PSO SURVEY UPDATE

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### 6. SURVEY OF OTHER STAKEHOLDERS

- a. ATHLETES
  - b. COACHES
  - c. OFFICIALS
  - d. LOCAL CLUBS
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### 7. ENVIRONMENTAL SCAN OF EXISTING RESOURCES AND PROGRAMS

- a. REPORT ON PSO EXISTING POLICY AND PROCEDURES
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### 8. NEXT STEPS

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## Jones, Krista CSCD:EX

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**From:** Michelle Hohne [mhohne@bcsportagency.com]  
**Sent:** Wednesday, August 29, 2012 9:32 AM  
**To:** Ross, Margo CSCD:EX; S22 irenes@bcgames.org;  
**Cc:** Moira Gookstetter  
**Subject:** Dispute Resolution Task Team Meeting Notes - Aug 21  
**Attachments:** Dispute Resolution Task Team NOTES 21.08.2012.docx

Good morning everyone:

Attached are the notes from our meeting last week. Please let me know if there is anything we missed or did not capture fully. We will be following up next week with the first draft of the PSO survey for your feedback. Have an excellent long weekend and I look forward to connecting with everyone in September.

Cheers,  
Michelle

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**Michelle Hohne**  
Manager, Sport Participation and Information Services  
BC Sport Agency

T: 778.327.5126 M: 778.331.8642 F: 778.327.5199 TF: 1.866.427.2010

1000-510 Burrard Street, Vancouver, B.C. V6C 3A8

## DISPUTE RESOLUTION TASK TEAM

TUESDAY, AUGUST 21 | 10:30 AM – 12:30PM

BC SPORT AGENCY

1000 – 510 BURNARD STREET

VANCOUVER B.C. V6C 3A8

### MEETING NOTES

**In Attendance:** Moira Gookstetter, Margo Ross, Kalie McCrystal, Irene Schell

**Via Phone:** Peter Lawless, Kelly Stark-Anderson

**Regrets:** Carla Qualtrough

#### 1. Review Terms of Reference

Moira reviewed the Terms of Reference with the task team. The team agreed on the purpose, responsibility, and deliverables as outlined in the Terms of Reference document.

Margo suggested that some Guiding Principles be created to provide additional structure in developing and implementing a Dispute Resolution system. Suggestions made by the group around possible guiding principles were:

- Impartially and Independence
- Accessible (people have the opportunity to be heard and they feel they can participate the process)
- Clear and Simple (manageable for the PSOs and clubs to implement)
- Flexible
- Respectful

**ACTION:** Margo to create a first draft of 4 – 5 guiding principles for further feedback and review by the task team.

A discussion was had on the composition of the task team to ensure all stakeholders are represented in the process. Possible addition to the team might include a representative from the Aboriginal community, however the team will revise this discussion after the results of an environmental scan around disputes can be reviewed.

## **2. Background Presentation on Disputes in BC**

It was noted how remarkable it is that so few disputes get escalated and acknowledged the work of all those involved in the system that keep these issues from bubbling up.

A historical look at what has happened in the past to determine what has worked well or not so well is needed to make recommendations on a new and revised structure for supporting and handling future disputes.

Concerns were raised that athletes often do not know where to turn for support and information on dispute resolution and in the past athletes have expressed uncertainty in approaching or dealing with a provincial body such as Sport BC.

## **3. Designing a Dispute Resolution System**

To develop an effective system the group must first understand the historical and current landscape. The BC Sport Agency will conduct a survey of PSOs and their member clubs, leagues and associations to help determine what is required moving forward. The survey will cover the following topics:

1. Types of disputes (i.e. selection, behavioural etc.)
2. Barriers experienced to participating in the process
3. Resources used (i.e. did they use internal or external resources, what was helpful etc.)
4. Cost (i.e. how much funds were used, do they have a set dispute budget or is it ad hoc)
5. Volume (i.e. how many disputes over the last 3 – 5 years)
6. Outcome (i.e. was there a resolution or was the file just closed)
7. Where there any changes made as a result (i.e. governance, policy changes etc.)

The survey will provide some definition around disputes to clarify the type of dispute information we are looking for such as selection, governance, and behavioural (i.e. harassment) and the parties the dispute is between (i.e. athlete, coach, parent).

It is also important to survey athletes, coaches and clubs. A sub-set of this survey will be developed to gather feedback and information from these target groups. BC Athlete voice can disseminate the survey to athletes, Coaches BC to coaches and a few PSOs will be targeted to deliver a club level survey.

**ACTION:** Moira and Michelle to develop a first draft of the PSO survey for review and feedback from the team. Survey of PSOs will occur early September with the survey to other target groups to follow.

In addition to the environmental scan other considerations in the design of a new system were:

- A system to track disputes and follow up on process, resolution and outcomes.
- Determining what the best practices are being used.
- Standards on policy implementations across multiple sport organizations.
- Understanding the informal process that can occur before a official complaint is filed
- What is happening at the national level and is our system congruent with NSO practices.
- Providing more than just the current one-time training for volunteers, staff, board etc.  
Continuing education, building of competency and skills is dispute resolution.
- Establishing a pool of resources (i.e. harassment advisors, mediators, subsidy for costs etc.)
- The BC Sport Agency's role in vetting resources required on a case-by-case basis

#### **4. Possible Partners**

UBC Law

BC Mediator Roster Society

Other law schools (should have a sport law focus)

School counselors

Community Resources (i.e. local family dispute resolution groups)

RCMP

Post secondary dispute resolution programs (i.e. Justice Institute of BC)

Sport Law & Strategy Group

AccessProbono BC

BC Games Society

Other sectors that have established a strong ombudsmen network

**ACTION:** Moira to connect with Rachel Corbett to gather more information about national dispute resources and programs as well as ombudsmen for national sport organizations.

#### **5. Next Steps**

Ongoing feedback from task team via e-mail and phone communications. Next meeting date:

Wednesday, September 26<sup>th</sup>

10:30 am to 12:00 pm

# BC Sport Agency

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sport inspires a field of possibilities for all

## DISPUTE RESOLUTION TASK TEAM

TUESDAY, AUGUST 21 | 10:30 AM – 12:30PM

BC SPORT AGENCY

1000 – 510 BURNARD STREET

VANCOUVER B.C. V6C 3A8

### CONFERENCE CALL INFO:

S15 and 17 TOLL FREE (CANADA & USA)

PARTICIPANT ACCESS CODE: S15, S17 #

## AGENDA

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**1. REVIEW TERMS OF REFERENCE**

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**2. BACKGROUND PRESENTATION ON DISPUTES IN BC**

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**3. DESIGNING A DISPUTE RESOLUTION SYSTEM**

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**4. POSSIBLE PROGRAM PARTNERS**

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**5. NEXT STEPS**

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**Jones, Krista CSCD:EX**

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**From:** Moira Gookstetter [mgookstetter@bcsportagency.com]  
**Sent:** Tuesday, May 8, 2012 10:57 AM  
**To:** Ross, Margo CSCD:EX  
**Subject:** draft agenda  
**Attachments:** May 16th session design v2-1.docx

Hi Margo;

Attached is the draft agenda for May 16<sup>th</sup>. Can you please review and provide any comments. I am happy to walk through the agenda and the rationale for its design. Also wondering if you had been able to finalize your key messages. I have some placeholder ones that we have slotted in based on our conversation, but do not want to assume.

Any comments?

Moira

Moira Gookstetter, CFRE  
Vice President, BC Sport Agency

T: 778.327.5172 F: 778.327.5199 TF: 1.866.427.2010  
1000-510 Burrard Street, Vancouver, B.C. V6C 3A8\*\*\*

\*\*\*New office address as of April 1, 2012



## MAY 16<sup>TH</sup> SECTOR METING

### PURPOSE

- Introduce and build confidence/trust in
  - BCSA Board and staff
  - Mechanism/structure for sector input into Agency decisions/actions
- Gain continued support for direction of Agency
  - Show progress over the last year
  - Remind/reintroduce 6 initiatives resulting from Sportscape
  - Present findings/recommendations from MSO Review
  - Present implementation plan
  - Receive feedback on plans

### tone

- Confident
- Approachable
- Warm & friendly

### LOGISTICS

<b>Location &amp; room set-up</b>	<ul style="list-style-type: none"><li>• VCC West</li><li>• Room for 130 people at round tables – 13 tables of 10 ppl</li><li>• Reception area &amp; check-in</li></ul>
<b>Check-in</b>	<ul style="list-style-type: none"><li>• Attendance list (240 ppl invited)</li><li>• No name tags planned as sector members know each other</li></ul>
<b>Hosting (staff, Task Team and Board)</b>	<ul style="list-style-type: none"><li>• Board and task team members each host a table<ul style="list-style-type: none"><li>○ Seated one member to each table</li><li>○ Introduce themselves to those who sit with them</li><li>○ Facilitate the 10min roundtable (a listening exercise), making notes of key themes</li><li>○ Report out on key themes in the roundtable debrief</li></ul></li><li>• Staff welcome people as they arrive</li></ul>
<b>Catering</b>	<ul style="list-style-type: none"><li>• As people arrive<ul style="list-style-type: none"><li>○ Hot and cold beverages</li></ul></li><li>• During the break<ul style="list-style-type: none"><li>○ Cookies, squares and fruit, fondue option?</li><li>○ Hot and cold beverages</li></ul></li></ul>
<b>Audio-visual</b>	<ul style="list-style-type: none"><li>• Large screen at front, draped</li><li>• Podium mike, 2 handheld mikes</li><li>• Tech set-up (Isabelle trained by AV person to monitor mikes)</li><li>• Ashley to take photos</li><li>• Web-casting to be provided by Basketball BC</li></ul>

## AGENDA

TIMING	SPEAKER	ITEM
12:30-1:00	n/a	<p>Video/music as people enter? CTV recap of Games? BC Games video? Icebreaker and door prize?</p> <ul style="list-style-type: none"> <li>Perhaps use one of the exercises from branding, eg what 1 word or phrase would you use to describe "sport"</li> </ul>
1:00-1:10	Moray Keith	<p>Welcome + remarks from the Chair</p> <ul style="list-style-type: none"> <li>Speak to vision and mission, and how these motivated/inspired him to get involved (vision slide on screen)</li> <li>Reinforce themes of shared leadership to have a positive impact on all British Columbians</li> </ul> <p>Thanks to PavCo for donating the room</p> <p>Introduce Board Members, CEO and VP (6 ppl)</p> <ul style="list-style-type: none"> <li>Photo &amp; 5-line bio slide on each (4 "resume" lines + 1 fun fact)</li> </ul> <p>Introduce staff members (5 ppl)</p> <ul style="list-style-type: none"> <li>Photo, what they do + 1 fun fact</li> </ul>
1:10-1:25	Cathy Priestner Allinger	<p>Recap of activities since Sportscape</p> <ul style="list-style-type: none"> <li>Started in Mar 2011 and spent a lot of time talking with people in the sector</li> <li>Summer and fall building the Agency, keeping operations moving (allocating funding, running granting programs, CS4L implementation)</li> <li>Sportscape from Oct to Dec. Great day for the sector, came together to provide input and help set the direction of the Agency</li> <li>Resulted in 6 strategic initiatives (recap initiatives)</li> </ul> <p>Describe MSO review process, introduce task team</p> <p>Present key concepts of customer groups/roles of orgs/pillars as they are the foundation for all recommendations. Common across all findings.</p> <p>Present high level roles &amp; responsibilities slide (the basis for the new simple sector structure)</p>
1:25-1:30	Barry Petrachenko	<p>Present rationale and recommendations from:</p> <ul style="list-style-type: none"> <li>Business Development</li> <li>Sport Development</li> </ul>
1:30-1:35	Robert Bettauer	<p>Present rationale and recommendations from:</p> <ul style="list-style-type: none"> <li>Advocacy &amp; Communications</li> <li>Shared Services</li> </ul>
1:35-1:40	David/Margo	<p>Support of process and Agency: sector-led, sector driven</p> <ul style="list-style-type: none"> <li>Govt has appreciated being involved with the process</li> <li>Have accepted the recommendations as presented</li> <li>Report aligns with what govt has endorsed in the past</li> <li>Report and findings are consistent with the direction the sector has been speaking about for some time</li> <li>Govt supports this in principle</li> </ul>
1:40-1:50	Cathy Priestner Allinger	<p>Present impact to organizations (specifically 4 MSOs)</p> <ul style="list-style-type: none"> <li>"We circled back with MSOs and have their support"</li> <li>To the sector: "Up to you to delivery this, you are the service providers"</li> </ul>

TIMING	SPEAKER	ITEM
1:50-2:10	Roundtable	<p>Participants are provided with blank template at the beginning to let them take notes as they listen</p> <p>10 min to discuss what they heard at their tables</p> <p>10 min for table hosts to report out on themes to the room</p> <p>Cathy introduces David &amp; Kelly (TBC) "Let's hear from our athletes"</p>
2:10-2:20	Lauren Woolstencroft	<p>Talk about the Athlete's Perspective:</p> <ul style="list-style-type: none"> <li>What the Agency, the Sportscape strategic initiatives (eg the MSO Review Process ) mean to athletes</li> </ul>
2:20-2:45	BREAK	(start calling people back at 2:35)
2:45-2:50	Scott Ackles	<p>We are one team in the sector, collaborative process</p> <ul style="list-style-type: none"> <li>The report contains a detailed roles &amp; responsibilities matrix that uses a common business process called a RACI (for R-A-C-I)</li> <li>Used to further define roles, who is responsible for doing the activity, who is accountable for it getting done (the buck stops here), who will be consulted (will have input), and who will be informed about the activity</li> <li>As part of finalizing the matrix, we will be bringing together a small representative group to agree on the roles and responsibilities for each activity</li> </ul> <p>We are determined, committed to keeping momentum</p> <p>Agency agrees with recommendations (some are daring, audacious)</p> <p>Introduce Sheila</p>
2:50-3:00	Sheila Bouman	Introduce governance structure of committees/adv. groups/task teams
3:00-3:20	Molra Gookstetter	<p>Present implementation plan</p> <ul style="list-style-type: none"> <li>Keep it high level, but consider a handout with the details</li> <li>Explain how the sector will be involved, able to influence it at all</li> </ul>
3:20-3:50	Scott Ackles & Molra Gookstetter	Q&A / MSOs and others can stand and support
3:50-4:00	Moray Keith	<p>Wrap-up (thank you) / Door prize?</p> <p>Thank yous:</p> <ul style="list-style-type: none"> <li>To the government for their support and encouragement</li> <li>To the sector for their participation and engagement</li> <li>To the Alliance</li> <li>Especially to 2010LegaciesNow and to Bruce Dewar in particular for all the work in setting up the Agency for success</li> </ul>

## Jones, Krista CSCD:EX

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**From:** Ashley McMullin [amcmullin@bcsportagency.com]  
**Sent:** Monday, September 17, 2012 4:49 PM  
**To:** Graham, Chris CSCD:EX  
**Cc:** Wasylik, Bruce CSCD:EX; Ross, Margo CSCD:EX  
**Subject:** RE: PSO Review Panel Team Meeting  
**Attachments:** 2012-09-19\_PSO Review Panel Team Meeting\_Agenda.pdf

Hi Chris,

Sounds great! I have attached the agenda we will be following on Wednesday.

Below is the video conferencing information. I have heard that there could be issues with government firewalls, so there is always the option to call into our meeting.

### To attend the meeting online:

S15 and 17

- To login via headset and microphone (or use the microphone and speakers built into your computer), choose the VOIP option on the welcome screen.
- To have the meeting call you, click the call me button and enter your phone number.

Note: You may be required to download a plug-in, so be sure to leave enough time before the meeting begins

### Call into Fuze Meeting (no video):

Call S 15 and 17 Toll free

PIN code S15 and 17

If you want to check the capabilities of your computer to run the meeting or install the plug-in before hand, you can go here: <http://www.fuzemeeting.com/files/ookla/PROD/Detector.html> FuzeMeeting will do a diagnostics test and most likely will ask you to install a plug-in.

I will send you (yet another!) email with all of the documents we will be going over on Wednesday.

Please let me know if you have any questions!

Thank you,

Ashley McMullin  
Grant Administrator  
BC Sport Agency

T: 778.327.5124 F: 778.327.5199 TF: 1.866.427.2010  
1000 - 510 Burrard Street, Vancouver, BC V6C 3A8

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**From:** Graham, Chris CSCD:EX [mailto:Chris.Graham@gov.bc.ca]  
**Sent:** September-17-12 11:33 AM  
**To:** Ashley McMullin  
**Subject:** RE: PSO Review Panel Team Meeting

Thanks Ashley. Looks like we will be joining you remotely from Margo's Office.

Chris

**From:** Ashley McMullin [<mailto:amcmullin@bcsportagency.com>]  
**Sent:** Friday, September 14, 2012 4:06 PM  
**To:** Ross, Margo CSCD:EX; Wasylik, Bruce CSCD:EX; Graham, Chris CSCD:EX  
**Subject:** PSO Review Panel Team Meeting

Hi Margo, Bruce and Chris,

I wanted to invite you to our first PSO Review Panel Team meeting next week! The meeting is on September 19<sup>th</sup> from 1:30pm – 3:30pm at the Roundhouse Community Centre. We will be utilizing video conferencing throughout the review as well as next week. Unless you will already be in town, we would love to have you via video!

I will send you more information around the specifics about video conferencing early next week, but there is no software that needs to be downloaded or anything. Do you have access to a webcam?

Please let me know if you plan on joining us. Have a great weekend!

Kind regards,

Ashley McMullin  
Grant Administrator  
BC Sport Agency

T: 778.327.5124 F: 778.327.5199 TF:1.866.427.2010  
1000 - 510 Burrard Street, Vancouver, BC V6C 3A8

**PSO Review Panel Team Meeting**  
**Wednesday September 19, 2012**  
**Roundhouse Community Arts & Recreation Centre**

1. Introductions
2. Terms of Reference for the Review Panel Team
3. Interview Resources
4. Interview Schedule
5. Review Meeting Agenda
6. Recording of Interview Findings
7. Discussion of Outcomes and Final Report