

OVERVIEW OF THE REPORT ON OPERATIONS FOR 2015–2016

The Centre's operations were conducted under four main objectives in 2015–2016 (the Period). This outlines how they were achieved.



OBJECTIVE 1

CONTINUE TO OFFER THE HIGHEST LEVEL OF ADR EXPERTISE THROUGH INNOVATIVE AND PROFESSIONAL DELIVERY OF SERVICES AND RESOURCES.

- A total of 61 cases were filed with the tribunal, including 23 asserted doping violations, 6 carding appeals and 22 disputes relating to team selection, quota or eligibility. Nine of these cases were urgent and were resolved in six days or less.
- A series of reference documents, tools and templates was collated into a tool kit for the Centre's mediators and arbitrators and is available online in both official languages.
- An independent privacy audit was conducted to review the Centre's policies and procedures on handling private information and confidential documents. The report deemed the Centre compliant with WADA *Protection of Privacy and Personal Information International Standard* and with the *Personal Information Protection and Electronic Documents Act*.
- A confidential online evaluation questionnaire was introduced to parties, following targeted cases, as a pilot for a formal tribunal evaluation program.
- Partial statistics showed that legal representatives on the Centre's *pro bono* list assisted in at least 26 cases and saved parties at least \$300,000 in legal fees.

OBJECTIVE 2

DEVELOP NEW CONTENT AND TOOLS TO FURTHER INFORM AND EDUCATE MEMBERS OF THE CANADIAN SPORT COMMUNITY ABOUT DISPUTE RESOLUTION AND EFFECTIVE RISK-REDUCTION STRATEGIES.

- A new tool to help parties prepare for resolution facilitation and mediation was published in printable PDF format and for download in a Word version.
- The resource *Access to SDRCC Services* was introduced at the AthletesCAN Forum in September 2015 and is available in print or interactive online format.
- While LinkedIn continues to be the main focus of the Centre's social media activity, exploratory research was conducted to evaluate the relevance and feasibility of creating a YouTube channel.

OBJECTIVE 3

ENHANCE INTERACTION WITH THE SPORT COMMUNITY TO BROADEN THE SCOPE OF INFLUENCE AND INCREASE THE IMPACT OF DISPUTE PREVENTION AND RESOLUTION EFFORTS.

- Several tools and initiatives were launched as part of the implementation of the new SDRCC Communication Plan, including an internal tracking mechanism for events and outreach activities, and a personalized welcome package to new executive staff of NSO, MSO and CSC to introduce the Centre's programs and services and invite collaboration.
- Responsive design was applied to the Centre's website along with quick link buttons to popular features such as the jurisprudence database, filing an appeal and booking a workshop.
- Visibility and interaction continued to increase during the Period. Staff attended 28 partner events or conferences, facilitated 21 workshops, and distributed resources with its kiosk at 15 events.
- The Centre collaborated with the Court of Arbitration for Sport, ViaSport BC, the City of Vancouver and the Sport Lawyers Association to host the public component of its Mediator and Arbitrator Conference which attracted attendees from 13 countries.

OBJECTIVE 4

DEVELOP AND IMPLEMENT TRANSPARENT AND RESPONSIBLE MANAGEMENT AND GOVERNANCE POLICIES.

- The Centre's new Strategic Plan for 2016–2020 was adopted by the Board after extensive stakeholder consultation and a facilitated strategic planning workshop. The new plan is based on four strategic pillars and identifies the Centre's goals and strategies to achieve them.
- Seven new Board members began their mandates during the Period and attended a Board driven orientation session in Gatineau, Quebec. Board members also received an updated version of the Centre's Board handbook.
- The Centre complied with all of its legislative and contractual obligations during the period.