



OVERVIEW OF THE ANNUAL REPORT FOR 2019–2020

The Centre's operations were conducted under four main pillars in 2019–2020. This outlines how objectives were achieved.

PILLAR 1

PROVIDING SPORT DISPUTE RESOLUTION SERVICES TO THE CANADIAN SPORT COMMUNITY

- Seventy (70) new cases were filed during the Period originating from 27 different sports. Fifty-three (53) cases were filed before the Ordinary Tribunal, including eight (8) carding appeals and 27 disputes relating to team selection or eligibility. The Doping Tribunal received 14 doping violation assertions, including three (3) on a fee-for-service basis, and the Doping Appeal Tribunal received three (3) new requests.
- Continuous promotion of the use of Early Resolution Facilitation resulted in 12 such requests received with a resolution rate of 83%. Half of these cases were related to athlete carding.
- The Centre provided independent and professional case management services for six (6) internal discipline or internal appeal processes on a fee-for-service basis.
- The Mediator and Arbitrator Conference of the Centre was held in Montreal in January 2020, in conjunction with a regional seminar of the Court of Arbitration for Sport.

PILLAR 2

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

- The Centre conducted 30 workshops and presentations, including seven (7) via webinar. Two (2) of these webinars were offered to a total of 121 participants from 11 provinces and territories in collaboration with Canada Games Council.
- The Sport Law Connect Program was expanded to Manitoba in partnership with Sport Manitoba, the ADR Institute of Manitoba, and law students from the University of Manitoba. Training and information sessions were conducted in both participating provinces, Manitoba and British Columbia.
- The publication *Dispute Resolution for Coaches* was updated in partnership with the Coaching Association of Canada (CAC) and was distributed at the CAC's Sport Leadership Conference.

PILLAR 3

SUPPORTING THE CANADIAN SPORT COMMUNITY IN CREATING A SAFE SPORT ENVIRONMENT

- The Investigation Unit added 12 new members for a total of 25 investigators covering eight (8) provinces and territories.
- The Centre retained the services of Prairie Research Associates (PRA) to conduct an independent evaluation of the Investigation Unit and the Canadian Sport Helpline. Based on the conclusions of the report, it was decided to extend the two pilot projects into the next fiscal year.
- Between its launch in March 2019 and March 31, 2020, the Canadian Sport Helpline logged 1,310 calls, emails and text messages, with operators helping 209 clients. A promotional campaign was conducted, with posters and business cards distributed to sport organizations throughout Canada.
- A framework was proposed by the Centre to allow allegations of harassment, abuse and discrimination to be managed professionally and independently. This proposal will guide the piloting of mechanisms to address complaints in British Columbia in a collaboration with viaSport BC.

PILLAR 4

PURSUING ORGANIZATIONAL EXCELLENCE

- The Centre adopted and published a new Strategic Plan for 2020–2024.
- Orientation was provided to the Centre's six (6) new Board members, appointed by the Minister in 2019, and the Centre's Board Handbook was updated.
- The public portion of the 2020 Mediator and Arbitrator Conference attracted a record 170 participants from 12 countries and offered unique networking opportunities to law students at a below-cost registration rate.
- The Centre complied with all of its legislative and contractual obligations.