

**ISSUES MANAGEMENT PLAN FOR XYZ CLUB
APRIL 2010**

AREA	POTENTIAL ISSUE	MEASURES THAT THE CLUB NEEDS TO PUT IN PLACE TO DEAL WITH ISSUE	PROCEDURES IN THE EVENT OF ...	KEY MESSAGES	SPOKESPERSON
Training of coaches	<ul style="list-style-type: none"> • That the club has insufficient training for its volunteer non-competitive coaches thus leading to conflict, potential safety issues, and bad image management of the club's values. • This may increase the amount of complaints that the club has to deal with. • Current training measures may not be adequate given that increasingly the minimum standard is to offer some training to house league or recreational coaches. 	<ul style="list-style-type: none"> • Currently the club does not request police record checks for its house league coaches. • Put in place a 2 hour training session for all house league coaches to ensure they understand their roles and responsibilities. This session would go over the Club's approach to safety (ranging from lightning to not being alone with athletes), how to deal with conflicts in a respectful way, the club's philosophy on promoting equal playing time, advice on setting the tone with parents, etc.) • Provide the house league coaches with a training manual of skills and drills so they are running practices and games in accordance with the Club's philosophy. • Declare your Club's commitment to True Sport as a public way of encouraging and fostering ethical behavior. Find ways to reinforce these messages by including the True Sport brand on your equipment, your walls, your jerseys, your letterhead. 	<p>If a complaint were to be made about our Club's coach, then we would want to ensure that we have done our due diligence to minimize the likelihood of having a coach that does not share our philosophy or does not have the required training to mentor our club's youth.</p> <ul style="list-style-type: none"> • Complaint would be dealt with using our Club's complaint procedures. If such a process does not exist, your club should put in place a formal process to manage complaints and disputes. Check with the Centre for Sport and Law for more information and for useful approaches to guide your work in this area at www.sportlaw.ca. • There are many proactive ways to minimize complaints coming forward including many of the practices that were listed in the previous column. A dose of prevention is better than a pound of cure. • As much as possible, handle this complaint in person to avoid it from escalating. Often people want to the opportunity to be heard. A phone call or an in-person meeting can often help to resolve the issue before it escalates 	<ul style="list-style-type: none"> • Our club believes in fostering a safe environment for all of our participants. We do so in part by providing a safe environment for them to play. • Our coaches are trained using the following methods (LIST THEM). • As a club, we believe in the values and principles of True Sport and work to bring these to lives through our programs and procedures. This does not always prevent bad things from happening, but we are committed to learning from these experiences, making any adjustments required and monitoring them. • We are working to offer more training to our coaches and volunteers to ensure that our members are provided with the safest possible practices and mentored by volunteers who share our Club's philosophy. 	<ul style="list-style-type: none"> • Club President