



## *Safety in Sport - Survey Report*

*Respectfully submitted by Nadia Kyba, MSW, RSW*

*Now What Facilitation*

*November 2, 2023*

## Introduction to Now What Facilitation Inc. and Nadia Kyba, MSW, RSW.

### *Now What Facilitation Inc.*

Our team of facilitators has extensive expertise and experience in the fields of conflict management, instructional practice, meeting facilitation, and investigative interviewing. With over 25 years of working in conflict management, our involvement spans across the public, private, and not-for-profit sectors. Our clients include sports associations (coaches, administrators, volunteers, and team members), educators, law enforcement, health professionals, psychologists, social workers and families.

### *Nadia Kyba, MSW, RSW - Founder and President of Now What Facilitation Inc.*

Nadia has worked in the field of Alternative Dispute Resolution for 25 years. Within the Provincial Child Welfare system, Nadia worked as a social worker, team leader, collaborative practice facilitator, and practice consultant. She has extensive experience facilitating dispute resolution for a wide variety of cultural groups, including extensive work with Indigenous communities. Nadia's passion for training and conflict management led her to found the company Now What Facilitation, where workshops are designed and facilitated for businesses, not-for-profits, and sports associations to address individual and group conflicts. She is a regular instructor at the Justice Institute of British Columbia, where she trains social workers and law enforcement professionals in foundational skills such as conflict management and forensic interviewing.

Nadia is an Adjunct Professor at the University of British Columbia in the School of Social Work. She has several publications, including "THIS IS HOW WE ROLL: A Coach's Guide to Transforming Conflict into High Performance" and two workbooks: "THIS IS HOW WE ROLL: Team Building Through Conflict Management in the Workplace WORKBOOK" and "THIS IS HOW WE ROLL: Team Building Through Conflict Management in the Workplace WORKBOOK." Nadia believes that involvement in organized sports can have a significant impact on the lives of children and adults.

Since 2021, Nadia has served as the Safeguarding Liaison at viaSport BC. In this capacity, Nadia and her team support designated sports organizations in British Columbia provide safety for their participants through conflict management training, conflict coaching, and facilitated mediations.

Since 2021, Nadia has been named an Expert with the US Anti-Doping Agency's True Sport Program, where she provides speaking engagements, interviews, resource development, articles, and video resources to support National-level Coach and Athlete development in the United States. Her work has been featured by USA Basketball, USA Water Polo, USA Swimming, USA Figure Skating, USA Ski and Snowboard, and USA Lacrosse.

Nadia is a registered Social Worker with the British Columbia College of Social Work.

## Introduction

According to the Government of British Columbia (2023), the Province and viaSport are improving safety in sports by continuing to provide education about safe sport, and by taking steps toward an independent complaints process for B.C.'s amateur sport sector. This investment empowers viaSport to work alongside the government and the designated sport sector to enhance a culture of positivity, openness and safety.

Currently, we find ourselves in the consultation and engagement phase of this initiative. An integral aspect of constructing an effective system is to provide individuals from diverse backgrounds and perspectives with an opportunity to contribute valuable insights. To accomplish this goal, We conducted an on-line survey from September 20, 2023 - October 15, 2023. The survey targeted those involved in designated sport, such as athletes, guardians, coaches, officials, support staff, program leaders, administrators, managers, board members, and volunteers. We encouraged participation from those engaged in clubs and/or provincial teams.

The surveys were open to anyone affiliated with a [Designated Sport Organization in BC](#), at both the club and provincial levels.

## Purpose

To understand the perspectives and insights of individuals from various backgrounds within the designated sports community in British Columbia.

## Methodology

We developed a survey using the Survey Monkey platform which provided participants with 15 questions in order to gather information around confirmation of target population (participation in a Designated Sports Organization), beliefs and feelings around reporting safety concerns and diversity metrics including capacity of involvement, geographic location, age, ability, gender identity, sexual orientation, ethnicity. The questions were aligned with the questions posed in the Focus Groups which took place earlier in the month. The survey was disseminated by viaSport through various channels, including:

1. The viaSport Connector newsletter
2. On the websites viaSport.ca and NowWhatFacilitation.com
3. Direct emails to individuals with access to various types of participants

For the purpose of this report, raw data was modified to eliminate names of specific people or organizations, or to correct minor typographical errors.”

## Data

Q1. Do you participate in a club or team that is part of a Designated Sports Organization?  
Please visit [this link](#) for the list of Designate Sport Organizations if you are unsure.

Answer Choices	Response Percent	Responses
Yes	84.62%	33
No	15.38%	6
I don't know	0.00%	0

(Answered - 39)

Q2. In what capacity do you participate in sport? (Please check all that apply)

Answer Choices	Response Percent	Responses
Coach, Instructor or Program Leader	51.28%	20
Parent/Guardian of an athlete	46.15%	18
Volunteer	30.77%	12
Leader of a Sport Organization	28.21%	11
Board Member of a Sport Organization	25.64%	10
Staff of Sport Organization	25.64%	10
Athlete	23.08%	9
Event Organizer	17.95%	7
Referee, Official, or Judge	12.82%	5
Other (please specify)	7.69%	3
Support Services Practitioner (e.g. Physiotherapist, Athletic Trainer, etc)	0.00%	0

(Answered :39; Skipped: 0)

### Other:

Policy Analyst

Sport Scientist for Olympic/Paralympic athletes

**Q3. Who would you go to now if you had a concern about you or someone else being harmed in a sport environment? (Please check all that apply)**

Answer Choices	Response Percent	Responses
Club or Team Executive Director or CEO	60.53%	23
Club or Team President	50.00%	19
Coach or Head Coach	47.37%	18
Police	28.95%	11
Office of the Sport Integrity Commissioner Hotline (OSIC)	26.32%	10
Facility Staff or Manager	23.68%	9
Other (please specify)	23.68%	9
Friend or teammate	21.05%	8
Parent/Guardian	18.42%	7
Unsure	10.53%	4
Elder/Community Leader	2.63%	1
I wouldn't go to anyone	0.00%	0

(Answered: 38)

**Other:**

- My Provincial Sports Organization
- Most discipline issues are covered under Provincial Sports Organization code of conduct. As a club we are bound by Provincial Sports Organization Code of Conduct
- They do not have the skill set to deal with this. Needs to be referred to outside club
- Really depends on the severity of "being harmed"
- Governing body for sport
- If the harmed individual were me, I would approach the person doing the harm. As a coach, official, organization official etc., I have the duty to ensure the safety of all involved.
- Provincial Sports Organization Executive Director
- Principal or school counselor

**Q4. What would make you feel comfortable to come forward with a complaint to a new independent service? (Please check all that apply)**

Answer Choices	Response Percent	Responses
Knowing what the next steps are	76.32%	29
Knowing that the process is confidential	68.42%	26
Knowing that the process will be efficient/timely	68.42%	26
Knowing that there are alternative dispute resolution processes available (e.g, facilitated mediation)	63.16%	24
Ability to receive updates of the report	60.53%	23
Knowing that no action will be taken without my consent	60.53%	23
Knowing where the data will be kept and what security it will have	47.37%	18
Anonymity	44.74%	17
Being offered mental, emotional, psychological and cultural supports throughout the process	42.11%	16
Other (please specify)	15.79%	6

(Answered :38; Skipped: 1)

**Other:**

- Knowing that the process will be fair and neutral
- Ability to report issues where I am not the complainant
- They would have the expertise to know what to do. For example: they would not blame the victim.
- Knowing there won't be repercussions against the athlete or individual (ie: reduced playing time)
- Knowing how they handled false allegations as well as individuals during review

**Q5. If you had a complaint, what might make you hesitate to contact an independent complaint service? (Please check all that apply)**

Answer Choices	Response Percent	Responses
Fear that it would be bureaucratic and nothing would actually be done	87.18%	34
Unclear information about the steps involved in the complaints process	74.36%	29
Fear of retaliation	58.97%	23
Lack of clarity on timing / length of process	46.15%	18
Unsure if there is a financial cost	28.21%	11
Reporting a complaint is emotionally triggering	17.95%	7
Other (please specify)	10.26%	4
Reports options do not meet accessibility needs	7.69%	3
Fear that complaint will be reported to the police	7.69%	3
No options to report in language other than English	5.13%	2
If the process is not aligned with my cultural values	2.56%	1

(Answered: 39)

**Other:**

- Ability to report where not a complainant
- Lack of expertise. Biased. Needs to be forwarded to someone with expertise not fellow club members who don't have a clue about what to do.
- Complexity of a reporting system, when it could likely be dealt with simply within the club itself.
- Is there an appeal process if the complaint is not accepted? Will the independent service just give the complaint back to the local or provincial sports organizations. Will anything even happen?

**Q6. What could this service do to earn your confidence? (Please check all that apply)**

Answer Choices	Response Percent	Responses
Provide clarity on what the possible outcomes could be	89.47%	34
Be clear about how the complaints system is independent from my sports organization	78.95%	30
Be clear about what types of complaints can be made using this service	76.32%	29
Provide a way for me to know where the complaint is in the process and how long it might take to resolve	71.05%	27
Inform me who would find out about the complaint	63.16%	24
Allow me to report the complaint in the way I feel comfortable (eg. directly to a person, by phone, email or online forms)	60.53%	23
Provide access to support while I am going through the process	55.26%	21
Make it clear if a complaint could be made anonymously	52.63%	20
Be clear about who can use this service	50.0%	19
Ask people how satisfied they are with the service, and share that information	26.32%	10
Other (please specify)	5.26%	2

(Answered: 38)

**Other:**

- Make sure it is not me, people from your own organization that handle the complaint
- Make sure the complaint process applies to all participants of sport including parents and spectators. Don't allow Provincial Sports Organization's to have their own Code of Conduct that they amend to exclude parents and spectators.



Q7. How could we best inform you about a new complaint system, its policies, and what types of complaints are accepted? This helps us figure out how to communicate about the new service when it's ready. (Please check all that apply)

Answer Choices	Response Percent	Responses
Email	81.08%	30
Website of Provincial Sport Organization	67.57%	25
viaSport Newsletter	64.86%	24
Information, communication or website of my local sport team/club/association	45.95%	17
Facebook, Instagram, TikTok	32.43%	12
Webinars	27.03%	10
Other (please specify)	2.70%	1

(Answered: 37)

**Other:**

- Those animated cartoon-like info videos. They're trendy, catchy and keep people's attention.

## Q8. What else should we consider when building this new complaint service?

(Answered: 18)

- Capacity to handle different types of complaints. Flag tools may be useful to help individuals get a sense of the type of complaint and choice to pursue independent processes.
- Simple instructions, no lawyer talk or policy jargon. Make it easy, fast and efficient.
- Alternative channels to submit, including phone, email, chat, social media, web forms, or any other method
- Have no one who is in a sports club or team deal with complaints. Use outside expertise. Make consistently fair rulings. For example if the guy verbally assaults you in the clubhouse then what is the appropriate action? Suspension and apology? A don't do it again lecture? Make it consistent.
- Be prepared for backlash from those who have experienced a traumatic event and it is not being dealt with in a timely or sufficient manner.
- Being really clear on what is actually a complaint vs. harassment. General complaints or disagreements are part of society, and do not need to bog down a portal for more serious harassment situations.
- Scope of the service. I think this should be primarily for serious or complex situations outside of the control/expertise of the club - eg coach abuse, vs a smaller code of ethics violation (eg small fight between 2 athletes or parents).
- I'd like to know if a complaint reaches all levels of sport that is involved with the perpetrator. For example, if someone is being investigated, do their other sport affiliations know about the investigation? Another example, if a complaint is made at the provincial level but this coach coaches nationally, does the national sport organization also know about the complaint?
- The people collecting the information should have training on how to conduct an interview, understand due process and administrative decision making.
- Have each team do a mandatory introduction to the service at the beginning of every season and make it mandatory for them to include it on their homepage.
- It should be a trauma-informed process and prioritize utilizing support mechanisms which are led by people with lived experience as well as technical expertise.
- Expectation management through the process. We are so often encouraged to report, make a stand and the overall system is firmly committed to the status quo.
- Cultural sensitivity and the needs of diverse populations. Making sure that the service is supportive and affirming of diversity.
- Providing information on the investigative and reporting qualifications and experience of those who would investigate the complaint
- Will it apply to Provincial Sports Organizations? Provincial Sports Organizations and clubs need to use this service. The current Independent Third Party serves national teams and athletes and doesn't meet the minor hockey association needs.
- We often see Provincial Sports Organization's not deal with issues properly within our sport. It has many within the membership left with no confidence that issues will be dealt with sensitivity, effectiveness and in a timely manner. I personally have not reported major ethics and harassment issues as I have seen that issues don't get resolved.
- Getting feedback or consulting with other independent third party complaint management services.

- Protecting volunteers from trivial or ulterior motivated complaints that could damage reputations. All parties need to be treated transparently and fairly

**Q9. Do you have anything else you would like to share with us regarding sport safety in BC?**

(Answered: 11)

- To ensure that the rights of the complainant and respondent are clear. Do respondents have some resources that they can pursue supporting the complaint process?
- Will viaSport ever bring back training for what used to be harassment officers but mandate that each LSO needs a trained safe sport advisor or people in the club have someone local to go talk to.
- It is well passed. Get on with it.
- Not at this time.
- More information to members about safe sport. Good communication on how to make a complaint. Easy methods to complain. Clear, very clear instructions
- I'm so glad this is moving forward. Changes need to be made, things like Rule of 2 need to be enforced. I don't hear anyone talking about it. If it's something like a 30-60 second piece, have it part of each sports registration process. They can't register unless they've watched it. Thanks!
- Consider implementing a Safe Sport companion service to provide direct support to the persons filing a complaint. It's an extremely difficult thing to report and often a very isolating experience to feel you are up against an entire system.
- Have seen many times that reporting and taking the steps outlined in training result in no changes at club level.
- No. Thanks for this opportunity to provide input.
- As a team official I'm subject to lots of rules but parents and spectators are not subject to the BC Universal Code of Conduct. That's not acceptable. An independent complaint process that does not involve any clubs or Provincial Sports Organizations decision removes the conflict of interest, local bias, and friends of the program issues that arise. Thanks for setting this up.
- Very important all parties are clear on expectations at the start of season and clear on possible repercussions

**Q10. What city or town do you live in? (This will help us make sure we have participation from as many parts of BC as possible).**

Answer Choices	Response Percent	Responses
Victoria	35.29%	12
North Vancouver	8.82%	3
Burnaby	5.88%	2
Whistler	8.82%	3
Abbotsford	2.90%	1
Kelowna	2.90%	1
Langley	2.90%	1
Live in Vancouver participates in sports in Vancouver and Burnaby	2.90%	1
New Westminister	2.90%	1
North Delta	2.90%	1
Port Coquitlam	2.90%	1
Richmond	2.90%	1
Rossland	2.90%	1
Surrey	2.90%	1
Terrace	2.90%	1
Vancouver	2.90%	1

VGI	2.90%	1
Williams Lake	2.90%	1

(Answered: 34)

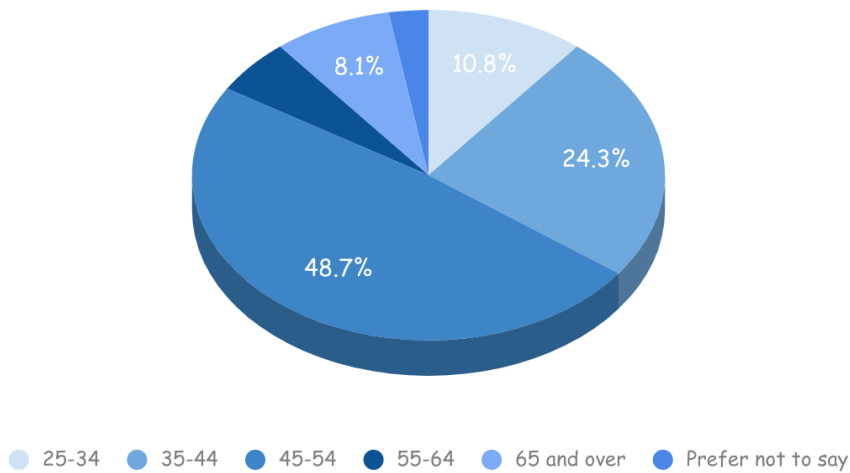
## Metrics of Participants

Q11. How old are you? (This will help us make sure we have participation of diverse age groups).

Answer Choices	Response Percent	Responses
45-54	48.65%	18
35-44	24.32%	9
25-34	10.81%	4
65 and over	8.11%	3
55-64	5.41%	2
Prefer not to say	2.70%	1
13-18	0.00%	0
19-24	0.00%	0

(Answered: 37; Skipped: 2)

Age of Respondents



**Q12. Are you a person living with a disability? (This will help us make sure we have representation from people living with a disability).**

Answer Choices	Response Percent	Responses
No	83.78%	31
Yes	13.51%	5
Prefer not to say	2.70%	1

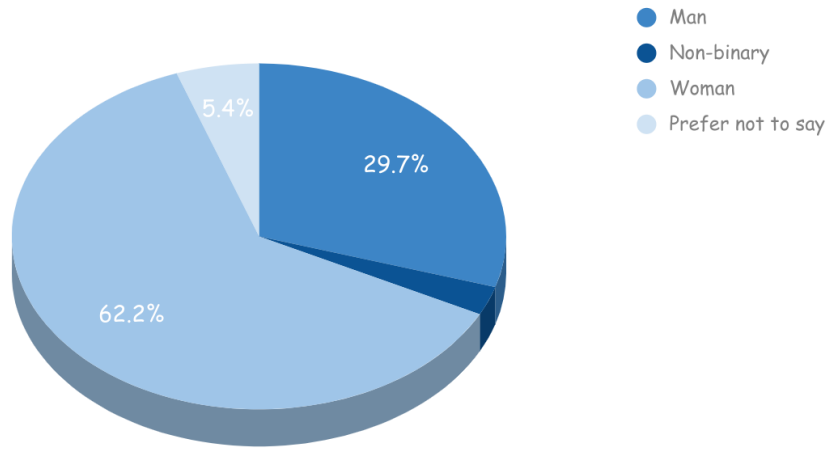
(Answered - 37; Skipped - 2)

**Q13. What is your gender identity? (This will help us make sure we have representation from diverse gender identities).**

Answer Choices	Response Percent	Responses
Woman	62.16%	23
Man	29.73%	11
Prefer not to say	5.41%	2
Non-binary	2.70%	1

(Answered - 37; Skipped - 2)

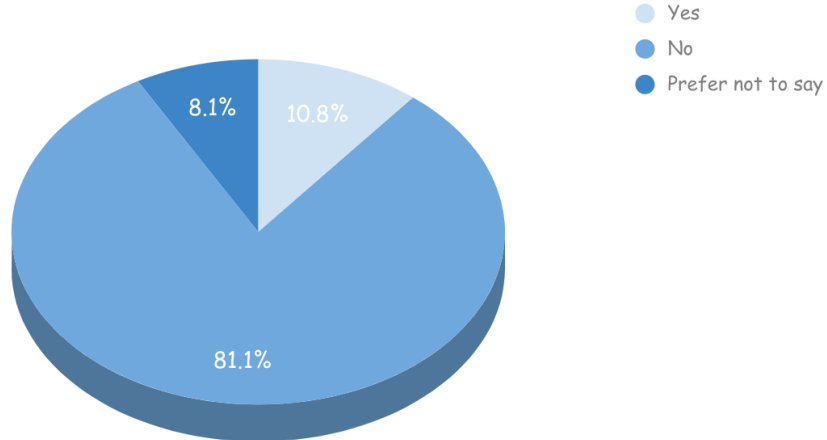
Gender Identity



Q14. Do you identify as 2SLGBTQI+? (This will help us make sure we have representation from people with diverse sexual orientations).

Answer Choices	Response Percent	Responses
No	81.08%	30
Yes	10.81%	4
Prefer not to say	8.11%	3

Identify as 2SLGBTQI+



**Q15.** In our society, people are often described by their race or racial background. These are not based in science, but our race may influence the way we are treated by individuals and institutions. Which category(ies) best describes you? Check all that apply. (This will help us make sure we have representation from people with diverse racial and or ethnic identities).

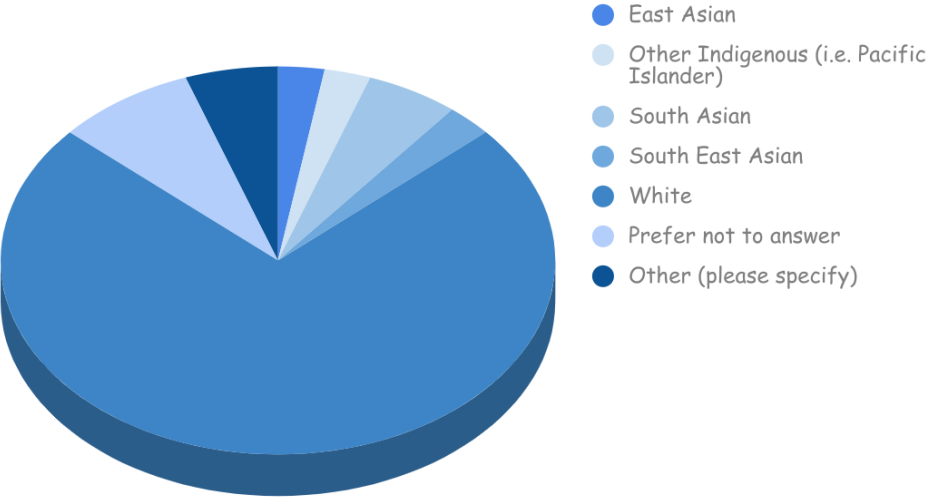
Answer Choices	Response Percent	Responses
White	72.97%	27
Prefer not to answer	8.11%	3
Other (please specify)	5.41%	2
South Asian	5.41%	2
East Asian	2.70%	1
Other Indigenous (i.e. Pacific Islander)	2.70%	1
South East Asian	2.70%	1
Black	0.00%	0
First Nations	0.00%	0
Inuk/Inuit	0.00%	0
Métis	0.00%	0



Latin American	0.00%	0
Middle Eastern	0.00%	0
Do not know	0.00%	0

(Answered - 37; Skipped - 2)

Ethnicity



**Conclusion**

The responses provide valuable insight into the preferences and concerns of individuals in the sports community regarding safety and complaint reporting. There was significant consensus in the information gathered.

The survey results indicated when addressing concerns about harm the majority would turn to key figures within their sports organizations, such as the Club or Team Executive Director or President, Coach or Head Coach, and the Provincial Sport Organization. However, this is

dependent on the severity of the harm, emphasizing the importance of a nuanced approach. The survey also highlights the factors that would make individuals comfortable coming forward with a complaint, including transparency, confidentiality, and providing information on the process.

Respondents emphasized the need for clear communication, efficiency, and a neutral complaint process. These suggestions also include considerations for cultural sensitivity and diversity, as well as ensuring that the service is trauma-informed.

In terms of informing individuals about the new complaint service responses included, email and the Provincial Sport Organization's website.

### Information Sharing

This report will be shared with survey participants via email and key stakeholders via the viaSport website. It will also be shared with the Government of British Columbia.

### References

1. Government of British Columbia. (2023, September 15). News Release: [B.C., viaSport take steps to make amateur sport safer]. Retrieved from <https://news.gov.bc.ca/releases/2023TACS0029-000978>
2. viaSport. (2023). Accredited, Recognized, & Affiliated Sports in BC. Retrieved from <https://viasport.ca/accredited-recognized-affiliated-sports-in-bc/>

Please do not hesitate to contact me with any questions or concerns regarding this report.

Yours in sport,

**Nadia Kyba**

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