



MEETING MINUTES

Director's meeting September 3, 2024, at 7 pm via Zoom

Present: Julie, Erin, Irene, Vashti, Kiyoshi, Steve, Adrian, Chris

Absent: Allen, David, Ryan

1. Accept minutes of July 9, 2024 meeting
MOTION accepted and seconded, Erin/Irene
2. **Financial report - Erin**
 - 2.1 Erin advised that financial information/monthly reports are posted on the website for review by Directors.
 - 2.2 A one-year cashable GIC was opened at G&F (as decided at the July meeting), bringing the total investments to \$27,000.
 - 2.3 The bank accounts at Van City have now been closed.
3. **Coquitlam Report – Erin**
 - 3.1 Bramble Courts – no fixed dates available yet for repairs to cracks. The City is working with a new contractor to ensure that the temporary repairs will last until the major court rehab project starts. The entire hillside will be groomed this Fall.
 - 3.2 Dogwood Group (indoor courts at the Forum) – 3 daytime sessions were added. With the weather changing, demand for indoor play is tight everywhere, due to limited availability of courts. The Dogwood group is considering establishing skill-level based play primarily for safety reasons. Erin reported that the City is reluctant to restrict public play within these parameters.
 - 3.3 WhatsApp issues – members have commented that the volume of “congrats” being posted on the Club’s WhatsApp group pages following tournaments is causing some issues for those wanting to set up play times using this platform. While the Club supports the achievements of all its members, the original purpose of the WhatsApp is to provide a way for members to organize play outside of Club times. Discussion included setting up a new WhatsApp group (a Winners Circle?), or creating a designated tournament gallery page.
ACTION: Erin will check with Allen about options and report back at next meeting.
 - 3.4 Erin reported that Pickleball BC has updated its medical/first aid policy. In summary, the onus is now on Clubs to facilitate all injury claims directly with PBCA. Previously, individuals were responsible for reporting/filing injury claims. As of August 2024, the POCOMO Club protocol is to complete an incident report (copies are in Binder in lockbox), and forward member claims to PBCA on behalf of the injured member, for coverage under the PCO insurance policy. Chris commented that the PBCA policy doesn’t appear to deal with privacy issues relating to personal/medical information being

shared/held by 3rd parties, and questioned if that may be an issue for the Club's Executive going forward.

ACTION: Erin will email a copy of the updated PBCA policy to directors, and update the Host Responsibilities Checklist with the appropriate information about protocol

3.5 Skill Levels – Erin reported that some members have complained about the inconsistency of using the current skill rating colours (blue, red, black) during competitive play. Some members are rating themselves higher than their actual skill level and end up playing games with truly advanced players causing some frustration. Discussion included designating an 'advanced' or 'challenge' court during competitive play sessions, clarifying the terms 'competitive and advanced' and investigating other models.

ACTION: Defer decision to make any changes for next season

3.6 AGM 2025 – Tentatively set for April 8, 2025

3.7 POCOMO membership fees – PCO's renewal dates changed to September 1st. The Club is aligning with these dates by encouraging members to renew/register in September rather than January, extending the POCOMO membership term by 3 months (September 2024 -December 2025) if done in September. The issue of capping the Club's membership numbers isn't crucial at this time because the Club still has the capacity to work with the City to add sessions.

4. President's Report – Julie

4.1 Port Coquitlam PCCC Courts – Julie reported that these courts are busy. New perimeter fencing has been installed and recommendations for a better location of the paddle rack were made to the City. The City offered the Club indoor play time from 6 – 8 am at its 2 recreation centres. This was declined because it doesn't make financial sense to rent these courts when attendance is expected to be minimal.

4.2 Port Moody – construction of the 3 new outdoor courts has not started yet. Julie will update the Board with new information when received.

4.3 POCOMO Clinic and September Tournament - Julie extended a thank you to Ryan and his team for putting on a successful clinic. It provided members with a professional skills development opportunity and also fulfilled a need that was identified in the last member survey.

The POCOMO September tournament has 101 registered to date. It was decided to use the school parking lot again for 2 days at a cost of \$250. Shannon Stokes has offered to stand in as the tournament First Aid attendant and is willing to do AED demo during the weekend for those who are interested.

Heather and John will work with and encourage members who have won medals, to move up to higher skill levels to keep the play competitive.

ACTION: Julie will send an email to members asking for tournament volunteers.

4.4 POCOMO Merchandise and Equipment – merchandise sales haven't been overly successful to date. Adrian will remove the AED in the lockbox at the end of the season for winter storage. Other items in the lockbox will need to be stored elsewhere for the winter.

ACTION: Julie will do one more 'merchandise' push in an email to members before the September tournament

- 4.5 Player medals – There was a discussion about the need for medals and player’s expectations about the quality of the medals. Because the registration fee for POCOMO tournaments is low (\$15) compared to other tournaments, and the cost of upgrading medals to match provincial/national ones is high, it was decided to stick with the current supplier at the current cost.
- 4.6 Hosts – Julie presented the idea of creating a ‘Host Captain’ for next season, who would be responsible for training hosts and keeping the Host checklist, etc., updated. This will be discussed further at a future meeting.
- 4.7 Club End of Season Survey – Adrian will take this on again and can add or modify to the existing survey if needed. Adrian will also share results from the medical survey he undertook, at the next meeting.
- 4.8 Pinetree Spring Tournament – POCOMO has been approached to host this indoor tournament in 2025. The current organizers have had preliminary discussions with Erin and have advised that this tournament is a huge undertaking with many logistical issues. They also advised that it isn’t a money maker for the organizers. It was decided that the Club wouldn’t take this on in 2025.
- 4.9 POCOMO Future – Knowing that the Bramble courts will be decommissioned in 2 years for a major overhaul, there has been no further information provided to Erin concerning the designation of an alternate location(s) during the re-construction, to date. What we do know is that the City have made assurances that there will be a future 12 dedicated outdoor court facility located somewhere in the City. Erin stated that it costs the City approx. \$1m for 3 tennis courts – this sum could create the equivalent of 12 PB courts. The city is aware of the demand for PB and will share info with Erin through the committee structure, when it becomes available.
- 4.10 End of Season – POCOMO’s official season end is September 30th. Steve inquired about having another end-of-season wrap up. It was agreed that the end of October would be a good time.

ACTION: Julie and Steve will check around for a location and circulate info/invite by email to members.

5. Other Business

- 5.1 Steve was approached by a member with a request to switch social/competitive times around on either a monthly or seasonal basis. It was agreed that no changes to the existing schedule will be made at this time.
- 5.2 Vashti reported that the new Member info project is in place and she will follow up with Allen to ensure that a kickback email is sent to all new members with the New member Info Package.
- 5.3 A new matter was discussed In-Camera

6. Next meeting – TBA

7. There being no other business, the meeting was adjourned at 9:22 pm



Pickleball BC Association "PBCA"

MEDICAL FIRST AID AND REPORTING POLICY

1. POLICY STATEMENT

All medical incidents at or during pickleball activities must be afforded appropriate and timely first aid and followed up with a report of the incident. Members are covered by the Pickleball Canada "PCO" insurance program.

2. CONTEXT / BACKGROUND

On and off court safety of pickleball players is of utmost importance. Immediate care of all injuries not only goes to player protection and safety but can serve as an initiation for follow-up prevention analysis.

3. APPLICATION

This policy applies to all PBCA members in good standing for pickleball activities and events.

4. ROLES/RESPONSIBILITIES

Everyone involved in pickleball activities in BC including athletes, parents, coaches, teachers, officials and licensed health care professionals are responsible for providing immediate first aid to any injured individual involved in such activities. Individuals who are not health care workers shall strive to provide first aid and comfort to the best of their ability. Licensed health care workers may be required to provide additional care based on their scope of practice. The prime objective in the onsite handling of any medical incident is to provide care for the injured so that they can either safely return to the activity or are delivered into the care of others. 'Care of others' could be at a minimum transport/escort to offsite care or being relieved by a paramedic team. You have done your best to make the injured whole or transferred them to others for follow-up.

Minor incidents (requiring a band aid or ice pack etc.) that cause a cessation of activity may also be significant enough to 'report'.

Reporting medical incidents:

- Ensures that proper care has been given



- Details are recorded should follow up be required
- Creates the opportunity for preventative initiatives

5. IMPLEMENTATION

PBCA members are to familiarize themselves with this Policy. Clubs or others hosting events are to have forms and instructions available onsite.

6. RESULTS

Injuries are managed onsite to the best ability of the bystanders until the injured parties are able to safely return to their activity or have been transferred to the care of others.

7. COMING INTO FORCE

This policy shall come into force 2023-01-15. Revised 2024-06-11 as approved by the PBCA Board of Directors



Medical Incident Reporting Guidelines

The steps that need to be taken when a player sustains an injury playing pickleball.

While any major or minor injury while playing pickleball may result in medical incident reporting and an insurance claim, good judgement by club members will determine when to report. Injuries that will or likely will result in medical treatment will be reported. Others of a more minor nature may be reported; the decision to do so rests with the designated club member and the injured person. When play involves non club members, you are encouraged to report injuries sustained by non-members as a courtesy. Some injuries to members may occur outside of organized club or PBC play. In those cases, the injured player should record the details of the incident and forward those to their club as soon as possible.

1. The on-site coordinator will complete the PBCA Medical Incident Report Form where and when the incident occurs. All coordinators will have paper copies of the form while in a coordinating role. If no club coordinator is available at the site of the injury, the player should contact their club directly to report the incident.
2. The completed report is then forwarded by email to the designated club executive and to PBCA, at facilities@pickleballbc.ca. If possible, a copy of the form should also be submitted to the staff at the facility where the incident occurred.
3. At the club and PBCA levels, all reports will be filed in the Medical Incident Report folder for future reference.
4. The club executive will contact the injured person to discuss the incident, informing them that a report has been filed with PBCA. They will also advise them of possible next steps regarding the PCO sponsored insurance program.
5. If it has been determined that existing medical coverage, including provincial health care, extended health plans etc., have not addressed expenses incurred by the injured individual or that may be incurred during their treatment and recovery, the member will be directed by the club to the online Sport Accident Claim Form on Pickleball Canada's website (PCO). The club should assist with this process as needed.
6. If a claim is submitted to PCO because of the injury incident, the insurance company will work directly with the injured club member and will assign a claim number for their reference. The injured person will advise their designated club executive that a claim has been filed.
7. Both the club and PBCA will keep their incident reports folder current and be prepared to share the information with the insurance company as necessary, with permission of the injured player.



Medical Incident Report Form

Time/Date _____

Location/Facility _____

Name of Injured Person _____

Name & Contact Info of Person Completing This Form _____

Detail Injury Incident _____

Witnesses (names & contact info) _____

On Site Care Given _____

Results: _____

Safe return to play? _____

Ambulance attended? _____

Home with responsible adult? _____

Additional info: _____

PoCoMo Pickleball Club Policy

Complaints and Dispute Resolution

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Section 1. Policy Statement

PoCoMo Pickleball is committed to providing an environment in which everyone involved with PoCoMo Pickleball is treated with respect.

When an individual's conduct demonstrates lack of respect or otherwise is an infraction of PoCoMo Pickleball's bylaws or policies, a fair, expeditious and affordable process is in place to respond to complaints regarding the individual's behaviour.

Section 2. Premise

Conduct in contravention of the values of PoCoMo Pickleball as described in its bylaws, Code of Conduct Policy or other policies may be subject to sanctions and discipline pursuant to this policy.

Section 3. Application

This policy applies to all individuals participating in PoCoMo Pickleball programs, activities and events.

Section 4. Effective

January 13, 2021

Section 5. Roles and Responsibilities

5.1 Reporting a complaint

Anyone may make a complaint to the Vice-President of PoCoMo Pickleball or his/her designate. A complaint must be in writing and signed or submitted online via the complaint-dispute form. A complaint must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted at the sole discretion of PoCoMo Pickleball.

A complainant wishing to file a complaint outside the fourteen (14) day period must provide a written statement providing reasons for an exemption to the time limitation. The decision to accept the complaint outside of the fourteen day period is at the sole discretion of PoCoMo Pickleball and may not be appealed.

5.1.1 Minor infractions

Minor infractions are single incidents of failing to achieve expected standards of conduct that generally do not result in harm to others, PoCoMo Pickleball or the sport of pickleball.

Examples of minor infractions can include, but are not limited to, a single incident of:

- a. disrespectful, offensive, abusive, racist, or sexist comments or behaviour;
- b. conduct contrary to the values of PoCoMo Pickleball;
- c. non-compliance with PoCoMo Pickleball's policies, procedures, rules or regulations;
- d. minor violations of PoCoMo Pickleball's Code of Conduct .

5.1.2 Major infractions

Major infractions are instances of failing to achieve the expected standards of conduct that result, or have the potential to result, in harm to other persons, to PoCoMo Pickleball or to the sport of pickleball.

Examples of major infractions include, but are not limited to:

- a. repeated minor infractions while participating in PoCoMo Pickleball programs, activities or events;
- b. incidents of physical abuse;
- c. incidents of harassment, sexual harassment, or sexual misconduct;
- d. activities that endanger the safety of others;
- e. abusive use of alcohol or use or possession of illicit drugs;
- f. conduct that intentionally damages PoCoMo Pickleball's image, credibility, or reputation;
- g. intentional violation of PoCoMo Pickleball's bylaws, policies, rules or regulations;
- h. intentionally damaging PoCoMo Pickleball property or improperly handling PoCoMo Pickleball monies;
- i. major or repeated violations of PoCoMo Pickleball's Code of Conduct Policy.

5.2 Initial review of complaint - mediation

Upon receipt of a complaint, the Vice President (or designate) in consultation with the Case Manager:

- a. determines if the complaint is frivolous or vexatious or outside the jurisdiction of this policy, in which case the complaint will be dismissed immediately, and if it is not;
- b. decides if the alleged infraction is a minor or major infraction.

Before a complaint proceeds to a formal process, the complaint may first be referred to PoCoMo Pickleball's Vice President (or designate) with the objective of determining whether the complaint may be resolved using mediation or other alternative dispute resolution method.

Mediation or other alternative dispute resolution processes may be used at any point in the complaint process if the complainant and the person subject of the complaint agree that such a course of action would be mutually beneficial.

Where mediation is pursued, it will be done so in accordance with standard mediation practice using mediators who are acceptable to both parties and are available in a reasonable time period after the dispute has taken place.

Any costs arising from the use of mediation or other alternative dispute resolution methods are shared equally between the complainant and the individual who is subject of the complaint.

If the complaint is not resolved by use of facilitation or mediation, the formal complaint process as described in this policy will be followed.

5.3 Appointment of a Case Manager

PoCoMo Pickleball will appoint a Case Manager to oversee the management and administration of the complaints and discipline process. He/she has an overall responsibility to ensure procedural fairness is respected at all times under this policy, and to implement it in a timely manner. The Case Manager does not need to be a member of PoCoMo Pickleball.

Any infractions or complaints occurring within a PoCoMo Pickleball sanctioned or sponsored tournament will, if applicable, be dealt with by the procedures specific to the tournament. In such circumstances, disciplinary sanctions will be only for the duration of the tournament. Further sanctions may be applied but only after review of the incident in accordance with this policy.

5.4 Responding to a minor infraction

Procedures for responding to a minor infraction are much less formal than responding to a major infraction. As much as possible, complaints are managed at a local level, involving individuals familiar with the individuals and the circumstances.

The Case Manager may request another appropriate person who has knowledge of the person and/or authority over the person to respond to the complaint, provided that the person who is subject of the complaint has been:

- a. informed of the nature of the alleged infraction, and
- b. given opportunity to provide information about the circumstances regarding the infraction.

Examples of another appropriate person with knowledge of and/or authority over the person include:

- a. a president of a local pickleball club;
- b. a tournament organizer;
- c. a pickleball board or committee member;
- d. a pickleball coach or official.

After the Case Manager or other appropriate person has reviewed the alleged incident with the individual involved, he/she may determine that no further action is required, or may apply a penalty, either singularly or in combination, including the following:

- a. a verbal or written reprimand;
- b. a verbal or written apology from one party to another;
- c. a service or other voluntary contribution to PoCoMo Pickleball;
- d. any other penalty considered appropriate to the circumstances.

5.5 Informing police of criminal activity

If, at any point during an investigation or hearing, it comes to the attention of the Case Manager that a criminal act may have occurred involving a party to the complaint, the Case Manager will:

- a. consult with the Board regarding the alleged criminal act;
- b. in conjunction with the Vice President, notify the police of the alleged criminal act.

5.6 Responding to a major infraction

When it is determined the alleged incident is a major infraction, the Case Manager will:

- a. as soon as possible, notify the parties involved in the complaint, advising them the complaint is potentially legitimate and will be responded to as a major infraction;
- b. ensure the individual alleged to have committed the infraction is provided with written details of the alleged infraction;
- c. ensure both parties of the complaint are provided with a copy of this policy.
- d. appoint an adjudicator, or if deemed necessary, a Panel in accordance with this policy;
- e. coordinate all administrative aspects of the complaint;
- f. provide administrative assistance and logistical support to the adjudicator or Panel as required;
- g. provide any other service or support that may be necessary to ensure a fair and timely proceeding.

Where the Case Manager determines a Panel will respond to a complaint, wherever possible, the Panel members will be selected to avoid any appearance of conflict of interest.

5.6.1 Hearing for a major infraction

If the person alleged to have committed the major infraction acknowledges the facts of the incident, he/she may consent to waive the need for a hearing. In these circumstances the adjudicator or the Panel will determine the appropriate sanction with or without holding a hearing.

If a party to the complaint chooses not to participate in the hearing, the hearing will proceed without their participation.

The Case Manager will determine the format of the hearing, which may involve:

- a. an oral in-person hearing;
- b. an oral hearing via teleconference, via videoconference or via web-based conference
- c. a hearing based on a review of documentary evidence submitted in advance of the hearing.

The hearing is governed by the procedures that the Case Manager deems appropriate in the circumstances, provided that the Parties:

- a. are given a minimum of ten (10) days written notice of the day, time, and place of the hearing;

- b. agree to an exchange of any written documents they wish to have the considered at the hearing and provided in advance of the hearing in a timeframe agreed to by the parties;are advised they may be accompanied by a representative, advisor, or legal counsel at their own expense;
- c. are informed the adjudicator or Panel may request that other individuals participate and give evidence at the hearing.

If the Case Manager determines that a decision made by the adjudicator or Panel may affect another party to the extent that party would have recourse to a complaint in their own right, that party will become a party to the complaint in question and will be bound by that decision.

5.6.2 Adjudicator or Panel Decision from the hearing

Within fourteen (14) days of the conclusion of the hearing, the adjudicator or Panel determines whether the alleged infraction occurred and if so the sanctions to be imposed. This decision along with its reasons is distributed in writing to all parties and to the President of PoCoMo Pickleball within seven (7) days of the decision being made.

Sanctions for a major infraction may include but are not limited to:

- a. a written reprimand;
- b. expulsion from membership in PoCoMo Pickleball;
- c. publication of the decision.

Unless the Adjudicator or Panel decides otherwise, disciplinary sanctions start immediately after the written decision has been distributed to the parties.

5.7 Criminal convictions

At the sole discretion of PoCoMo Pickleball, an individual's conviction for any of the following offenses will be deemed a major infraction under this Policy and will result in expulsion from PoCoMo Pickleball and/or removal from PoCoMo Pickleball competitions, programs, activities and events:

- a. any child pornography offences;
- b. any sexual offences;
- c. any offence involving violence against a person;
- d. any offences involving trafficking of illegal drugs.

5.8 Record of decisions

If a decision is made to impose a penalty for either a minor or major infraction, a record is created and maintained by PoCoMo Pickleball and includes the following:

- a. details of the alleged incident including the date;
- b. the names of the individuals involved in the complaint;
- c. the response of the person whom the complaint was made against;
- d. the name of the Case Manager and/or other appropriate person who determined the penalty;
- e. a description of the penalty applied.

Decisions and appeals are matters of public interest and shall be publicly available with the names of the individuals redacted. Names of persons disciplined may be disclosed to the extent necessary to give effect to any sanction imposed.

Section 6. Implementation

PoCoMo Pickleball is responsible for communicating this policy to its members and others involved in its programs, activities and events.

PoCoMo Pickleball will need to provide an orientation to the complaints and discipline process to its Executive and to ensure a Case Manager will be available in the event of a complaint involving a major infraction.

7. Desired Outcome

Individuals involved in PoCoMo Pickleball programs, activities and events are treated with respect and know how to lodge a complaint where they have felt PoCoMo Pickleball's Code of Conduct or the values of PoCoMo Pickleball are not being upheld.

PoCoMo Pickleball Club Policy - Code of Conduct

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Section 1 - Policy Statement

1.1 PoCoMo Pickleball members conduct themselves with respect for all individuals participating in PoCoMo Pickleball programs, activities and events

Section 2 - Premise

2.1 PoCoMo Pickleball is committed to ensuring a safe and positive environment within PoCoMo Pickleball's programs, activities, and events by advising individuals there is an expectation, at all times, of appropriate behaviour and of potential consequences for violating the Code of Conduct

Section 3 - Application

3.1 This Code of Conduct applies to all individuals participating in PoCoMo Pickleball programs, activities and events

3.2 The Code also applies to PoCoMo Pickleball members outside of its programs, activities and events when such conduct, including conduct on social media, is detrimental to the image and reputation of PoCoMo Pickleball or its members

Section 4 - Effective

4.1 January 5, 2021

Section 5 - Roles and Responsibilities

Individuals

5.1 Individuals participating in PoCoMo Pickleball programs activities and events have a responsibility to:

1. Maintain the dignity of PoCoMo Pickleball members and other individuals by:
 1. demonstrating respect for every person regardless of physical characteristics, athletic ability, age, ancestry or sexual orientation
 2. treating individuals fairly and reasonably
 3. following the rules of pickleball and the spirit of those rules
2. Refrain from:
 1. verbally or physically abusing opponents, officials, spectators or sponsors
 2. any form of harassment, including sexual harassment
 3. the use of profane, insulting, or otherwise offensive language
 4. the use of power or authority in an attempt to coerce another person
3. Respect the property of others and not willfully cause damage
4. Promote the sport of pickleball in the most constructive and positive manner possible
5. Comply, at all times, with PoCoMo Pickleball's bylaws, policies, procedures, rules and regulations, as adopted and amended from time to time
6. Conduct themselves in a manner that reflects the highest standard of behaviour arising within the business, activities or events of PoCoMo Pickleball

PoCoMo Pickleball Board of Directors and Committee Members

5.2 In addition to the individual responsibilities described in section 5.1 of this policy PoCoMo Pickleball's Board of Directors (the "Board"), and Committee Members will have additional responsibilities to:

1. Function primarily as a member of the Board and/or committee(s) of PoCoMo Pickleball not as a member of any other particular member or constituency
2. Act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of PoCoMo Pickleball's business and the maintenance of individuals' confidence
3. Ensure that PoCoMo Pickleball's financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities
4. Conduct themselves openly, professionally, lawfully and in good faith in the best interests of PoCoMo Pickleball
5. Self-report any ongoing criminal investigation, conviction or existing bail conditions, including those for violence, child pornography or possession, use or sale of any illegal substance
6. Behave with decorum appropriate to both circumstance and position and be fair, equitable, considerate, and honest in all dealings with others
7. Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to the laws under which PoCoMo Pickleball is incorporated
8. Respect the confidentiality appropriate to issues of a sensitive nature
9. Ensure that all Individuals are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight
10. Respect the decisions of the majority and resign if unable to do so
11. Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings
12. Have knowledge and understanding of PoCoMo Pickleball governance documents
13. Conform to the bylaws and policies approved by PoCoMo Pickleball

Section 6 - Implementation

6.1 The Board of PoCoMo Pickleball is responsible for communicating this Code of Conduct policy to those who are governed by this policy

6.2 Individuals participating in PoCoMo Pickleball programs, activities and events are to familiarize themselves with and abide by the Code of Conduct

Section 7 - Intended Outcome

7.1 Individuals confirm they feel respected and safe while participating in PoCoMo Pickleball activities, programs and events

7.2 All those participating in PoCoMo Pickleball's activities, programs and events are familiar with and abide by their responsibilities under this Code of Conduct

7.3 Appropriate actions are taken to respond to infractions of the Code of Conduct as described in PoCoMo Pickleball's Complaints & Dispute Resolution Policy.