

## OROMOCTO AND AREA PICKLEBALL CLUB (OAPC)

### CODE OF CONDUCT

Oromocto and Area Pickleball Club (OAPC) provides members with:

- Recreational and competitive opportunities
- Information, training and programs to increase knowledge and improve skill levels
- Fun, exercise and social interaction in a safe environment

The OAPC has designated court times at the Base Gagetown Fitness Centre throughout the year. From late spring to late fall, we also play at the public courts on Winnebago Street.

Wherever we play, we strive for an atmosphere of respect and courtesy.

- Appropriate social behaviour and treatment of others is expected of all participants.
- Unruly behaviour, foul language, harassment and discrimination will not be tolerated. This includes verbal abuse or rude behaviour directed at staff associated with either location (Fitness Centre; Town of Oromocto). The use of alcohol or drugs is also not permitted.
- Your cooperation is essential to keep the experience positive and fun for everyone.

We expect our members to follow the club's guidelines and policies (*Equipment; Game Rules & Court Protocols; Safety; Fairplay and Sportsmanship*) and abide by Pickleball Canada's rules: (<https://pickleballcanada.org/play-and-learn/basic-rules/>).

Our Board Members are also required to respect confidentiality of all information received via the Club's activities; represent the best interests of the Club; declare potential conflicts of interest; act in a fiscally responsible manner in all Club decisions; and not make public statements on behalf of the Club without Board approval.

Violations of the Code of Conduct may be subject to disciplinary actions. In addition, disagreements or disputes may arise between members. To address these matters, the OAPC has developed a complaint and conflict resolution process for handling issues at both an informal and formal level. The intent is to follow a process that is transparent, respectful, and resolves a conflict or complaint quickly and fairly.

- Informally: If someone has a complaint about a violation or has experienced a club-related conflict with another member, the complainant should first attempt to resolve the matter directly with the respondent. In some circumstances, one or both parties may seek the assistance of a OAPC Board designated Board member to guide this informal process.

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- Formally: If someone wants to initiate a formal complaint / conflict resolution process, submit a written complaint to the OAPC Board of Directors. This may be submitted through an email or letter at [oromoctopb@gmail.com](mailto:oromoctopb@gmail.com) or by using the Formal Complaint Form (will be available in the members' section of the club's website). Complaints may not be submitted anonymously.

Violations are subject to the Club's by-laws regarding Discipline of Members and can include suspension or expulsion. No refunds will be issued in these circumstances.

**Note:** When playing at the Gagetown Fitness Centre, participants are also subject to the Personnel Support Programs (PSP) Code of Conduct ( [PSP Online - Public Access](#) ). In addition to what is covered above, this code of conduct also references intentional damage to Non-Public Property (NPP) and the property of others. PSP reserves the right to take necessary measures including, but not limited to, suspension or termination of enrolment and/or contacting the police when any participant contravenes Base/Wing/Unit policies and/or by-laws.