



OVERVIEW OF THE REPORT ON OPERATIONS FOR 2011-2012

The SDRCC's operations were conducted under three main objectives in 2011-2012. This outlines how they were achieved.

OBJECTIVE 1

Enhance excellence in sport through the prevention or reduction of sports-related disputes.

- The SDRCC experienced continued success in the promotion of resolution facilitation and mediation services as it maintained the percentage of voluntarily settlement agreements close to 50%.
- The SDRCC was able to enhance the overall quality of its services during the period by increasing its staff to a total of 5 with the hiring of 4 new employees.
- Several continuing professional development opportunities were offered to roster members including the new Observer Program, Case Management Portal training and user guide, and the SDRCC Arbitrator and Mediator conference.

OBJECTIVE 2

Strengthen the capacity of our sport community leaders and participants by creating a positive culture of fairness.

- Two new publications were developed addressing rights and responsibilities in preventing disputes: one leaflet for sport officials was launched in September 2011, a second leaflet published for coaches in partnership with Coaches of Canada in November 2011.
- New initiatives were started during the Period including the pilot of a year-round internship program targeting Canadian universities with co-op studies, as well as the development of an online training program for volunteers called to act as internal appeal panel members within their sport organizations
- The SDRCC increased its exposure by promoting its services at new events such as the 2011 SPIN Summit and the 2012 CS4L Summit; workshops, presentations, and kiosks at key partners' events were used to educate the sport community on dispute prevention and dispute resolution.

OBJECTIVE 3

Operate and manage an organization promoting excellence and transparency.

- During the Period, marking 10 years of excellence in alternative dispute resolution in Canadian sport, the Board and staff created a new strategic plan for 2012-2016 with a new committee structure to better support the new priorities.
- The full integration the Case Management Portal (CMP) and of other new technologies have greatly improved SDRCC's efficiency and increased its accessibility.
- A total of 47 new cases were filed, including 6 carding appeals, 8 team selection disputes and 27 asserted doping violations. The new cases originated from 20 different sports.
- The results of an independent survey conducted during the Period described the SDRCC as professional, accessible, independent, timely, affordable and transparent; results confirmed the need for more education and better promotion of our services among specific cross-sections of our target clients.