

OVERVIEW OF THE REPORT ON OPERATIONS FOR 2012-2013

The SDRCC's operations were conducted under four main objectives in 2012-2013. This outlines how they were achieved.

OBJECTIVES

01

Continuing to offer the highest level of ADR expertise through innovative and professional delivery of services and resources.

- A survey of Case Management Portal users returned positive feedback on its user-friendliness, accessibility, and security. Planned improvements will enable the consideration of third party use.
- Partial statistics show that legal representatives on the SDRCC *Pro Bono* list assisted in at least 9 cases and saved parties over an estimated \$101,500 in legal fees.
- A total of 49 cases were filed, including 19 asserted doping violations, 8 carding appeals and 16 disputes relating to team selection, quota or eligibility. Four of the 10 team selection cases for the London 2012 Olympic and Paralympic Games were resolved in three days or less.

02

Developing new content and tools to further inform and educate members of the Canadian sport community about dispute resolution and effective risk-reduction strategies.

- A new brochure on rights and responsibilities for athletes was produced in collaboration with AthletesCAN.
- The SDRCC presented workshops at AthletesCAN Forum and at the Sports Officials Canada conference, and had a kiosk at the Sport Leadership Conference and the CS4L Summit. It also participated in the Athlete's Edge Series of the Canadian Sport Institute Ontario and the Forum Équipe Quebec.
- An online interactive program was developed to provide free, simple, general orientation to members of the sport community serving as volunteers on internal appeal panels.
- To increase accessibility of the SDRCC resource library, a new tool was implemented to make its index searchable online, linking to over 25 university libraries across the country with matching entries.

03

Enhancing interaction with the sport community to broaden the scope of influence and increase the impact of dispute prevention and resolution efforts.

- The SDRCC benefitted from the respective networks of the Canadian Association for the Advancement of Women in Sport (CAAWS) and AthletesCAN to recruit more women and athletes to seek appointment to its Board of Directors.
- An international strategy was developed to increase SDRCC's profile and share knowledge and best practices. A partnership with the LawAccord Convention provided exposure and networking opportunities. Several international entities have demonstrated interest in the Case Management Portal (CMP) and other technologies used by the SDRCC in its tribunal operations.
- The SDRCC increased its exposure to a wider audience by providing educational materials to provincial sport governing bodies and newly funded MSOs, and through a year-round internship pilot program in collaboration with Canadian universities.

04

Develop and implement transparent and responsible management and governance policies.

- A thorough risk assessment process was conducted and a Risk Management Policy was adopted by the Board of Directors.
- On behalf of the Minister of State (Sport), the SDRCC managed the nomination process for new members of its Board of Directors.
- The Results-Based Management and Accountability Framework was fully implemented, linking strategic objectives and Sport Canada's SFAF requirements to the operational plan.
- The SDRCC continued to apply environmentally-friendly practices in all aspects of its operations.