

Sport New Brunswick's Facilitated Resolution Program is designed to support sport participants in resolving interpersonal conflicts in a safe, respectful, and constructive manner. This program is available to individuals who meet the following eligibility criteria:

## **1. General Eligibility**

To participate in the Facilitated Resolution Program, individuals must:

- Be a participant in the New Brunswick sport system, including athletes, coaches, officials, volunteers, administrators, or parents/guardians.
- Be a participant who is involved with a recognized Provincial Sport Organization that can access the NBSSCM.
- Seek to resolve a conflict related to their involvement in sport in New Brunswick.
- Act in good faith and with a commitment to constructive resolution.

## **2. Exclusion Criteria**

The Facilitated Resolution Program is not available to individuals who:

- Are currently involved in a formal complaint proceeding under Sport New Brunswick's NBSSCM, including complaints related to maltreatment, harassment, abuse, or other violations of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS).
- Have an active case with an Independent Third Party (ITP), PSO, or are awaiting a decision on a complaint.
- Are seeking resolution for matters that fall outside the scope of the program and safe sport, such as legal disputes, contractual issues, or criminal allegations.

## **3. Scope of Program**

The Facilitated Resolution Program is intended for conflicts that:

- Do not meet the threshold for a formal complaint but still impact the participant's sport experience or occur following a formal complaint process where additional support is required.
- Are not submitted to a formal complaint process based on the choice and preference of the person(s) impacted.
- Involve miscommunication, disagreements, or interpersonal challenges that can be resolved through facilitated discussions.
- Involve resolution or reconciliation following a complaint proceeding.
- Can be addressed through mediation, education, or conflict resolution strategies rather than disciplinary measures.

#### 4. Process for Determining Eligibility

- Individuals seeking support from the Facilitated Resolution Program must complete an intake assessment to confirm their eligibility.
- If it is determined that a formal complaint is more appropriate, the participant will be referred to the appropriate complaint management process.
- Sport New Brunswick reserves the right to deny access to the Facilitated Resolution Program if the nature of the conflict is deemed outside the program's scope.

For more information or to determine eligibility, please reach out to ITP Sport at [info@itpsport.ca](mailto:info@itpsport.ca).