

Official Survey Response

On behalf of the Alberta Team Handball Federation (ATHF), Impact HR carried out an engagement and feedback survey for all provincial team athletes that involved all members of the provincial handball teams from the 2018-19, 2019-20, and 2020-21 seasons. The objective of the survey was to collect engagement data and feedback regarding the organization and its coaches from its members and provincial team athletes. The survey is intended to help ATHF craft a path forward that will ensure members have the best experience possible and one that is consistent with the organization's guiding principles. As well, areas of potential improvement and areas of development will be reviewed for the organization and its provincial coaches.

The intent of this survey was to create open communication with members, gather feedback from the members, and to build open transparent communications with the members. The report from Impact HR to ATHF included the survey results, comments, and recommendations for future consideration. This report concludes the survey. The recommendations encourage additional actions to address and resolve the issues raised in the comments.

One Hundred Fifty-One (151) members were sent a link to an online Google Form which served as a survey. The response rate was fifty-five (55) respondents. The survey consisted of thirty-one (31) questions that rated statements relevant to the ATHF and a space for a comment response was provided for each. As identified throughout the report, more than half of the ratings were 'Disagree' or 'Strongly Disagree', and the 760 comments provided were mostly critical and calling for action. These comments are used to support the recommendations.

In conclusion, it is clear, from the comments, that a variety of actions and concentrated efforts will be required by ATHF to address the items raised by the members to rebuild trust and confidence in ATHF.

Below are the recommendations from Impact HR for ATHF based on the survey results. Along with ATHF's action plans to address current issues of our members.

1. An edited report with appropriate survey information be shared with the members. A step-by-step plan to address the items raised should also be shared with the members.
This is the edited report, and it has been sent to the members by email and is also available publicly on the website homepage.
2. More mechanisms used to establish open communication and transparency, such as an AGM (Annual General Meeting).
The ATHF Board commits to AGM invitations sent to all members, meeting minutes taken, and action items communicated. These dates, minutes, and action items will be found on the public website under the new ATHF Board tab (to be created by August of 2021).
 - **Board meeting dates will be posted on the website. The board will meet on the first Monday of every month at 5:30 pm.**
 - **It will be made clear that ATHF members are welcome to listen in on ATHF Board meetings. However, members attending meetings (without having a role on the board) are not entitled to actively participate in the meeting.**
 - **Minutes & Action Items from the ATHF Board meeting will be posted on the website no later than 10 business days after the meeting.**

- The date for the AGM will be decided at the board planning meeting on July 15, 2021, and will be publicly shared on the website. A reminder email will be sent out 21 days prior to the AGM to all members to encourage attendance.
3. Formal review conducted of the Code of Conduct, as well as policy documents. This may include an appeal processes for players and/or the opportunity to register a complaint in a safe manner, free of potential retribution. The purpose of the review is to review and refresh accountabilities for the organization, coaches, and members.
 - All documents and procedures will be reviewed at the planning meeting on July 12th, 2021. A bigger focus on communication and sharing with members will be emphasized for the future of ATHF.
 4. It is recommended that Bullying and Harassment training be provided to all members and coaches. This is supported by comments from members that portray an environment that tolerates bullying and harassment.
 - A harassment policy has been created over the last two years. The document will be reviewed to include a clear step by step process of reporting harassment as well as consequences. The federation will require all members to sign and hand in this document while registering for their annual membership. Additionally, coaches are required to have: their NCCP level 1 and/ or ATHF coaching course, safe sport, code of conduct, Making Head Way in Sports, and a review of The Rule of Two.
 5. It is recommended that an annual survey be conducted. The potential benefits include year-over-year trend analysis, improvement measurements, transparent processes that gathers member feedback, and accountability for ATHF to address issues raised.
 - ATHF will create an annual survey for members. The survey will be sent out to all coaches, provincial team athletes and club leaders.
 6. It is recommended that the website be reviewed and improved to include easy access to policies, the code of conduct, the appeal process, and the formal complaint process. In an effort to improve communication and transparency, providing options to members may help re-establish trust between members and the ATHF.
 - To establish better understandings of ATHF's processes for athletes, every provincial team will have a mandatory parent/athlete meeting prior to any practicing. Currently the procedures in place for all members including athletes are: membership feedback policy, dispute resolution policy, code of conduct, and ATHF's bylaws.
 7. It is recommended the ATHF educate members and coaches around The Rule of Two, and that a complaint process is available to the members.
 - The Rule of Two will be added to the athlete's guide, and all coaches' contracts.
 8. It is recommended the ATHF provide education to members and coaches around injury management and general sports medicine.
 - The planning meeting on July 15th will provide a new process for injured athletes to return to sport. Creating clear unpunishable guidelines for athletes to recover appropriately that coaches must follow. This process will be educated to athletes at the mandatory parents/athletes meeting.

The last and final recommendation was to investigate the allegations made against a coach. For a timely and resourceful resolve to this issue ATHF will not be investigating the coach. As of June 18th, 2021, the executive director will no longer be a part of ATHF.

For the future, any member who acts against any harassment, code of conduct, or other policy will be actionable by review of the board. Results of the boards decisions will result in written warnings, suspension, or being placed into bad standings.

ATHF is committed to improving the handball culture in all of Alberta. The actionable items listed above will be in effect throughout the 2021/2022 season. The benefits of these effects will be measured with the member survey mentioned in the above recommendation.

If you have further questions or suggestions, please contact the Board at secretary@albertateamhandball.com.

We are committed to seeing these recommendations through and thank you for your continued support.

On behalf of ATHF Board of Directors

A handwritten signature in black ink, appearing to read 'Tyrell Johnston', with a long horizontal line extending to the left.

Tyrell Johnston
ATHF President