

SupportZone

“Deep listening has one purpose; to help a person empty their heart.”
-Thich Nhat Hanh

Description of Service - SupportZone

Ontario Artistic Swimming (OAS) continues to take its commitment to wellbeing in sport very seriously. As part of our commitment, OAS is pleased to announce the re-launch of this program to ensure that everyone involved in artistic swimming in Ontario can participate in one-on-one confidential conversations. **SupportZone** is a safe and welcoming space where athletes, coaches, parents, officials, and volunteers can share and ask questions about issues including questions about harassment, abuse, bullying or discrimination. Callers will be welcomed by a certified Co-Active Coach and together you will determine what additional support you might need.

Our goal is to ensure our community has access to a neutral confidential third party to talk through what you may have experienced or witnessed, either in the past or present. While this service is not therapy, nor will advice or counseling be provided, we recognize that having a listening ear offers a safe space to process your experience and help you make empowered choices.

Let's Chat

SupportZone is being launched on **July 10, 2023**. SupportZone will put you in touch with Emily Boyes and Heather Cribbin who are certified Co-Active Coaches and are accredited members in good standing with the International Coach Federation. All ethical guidelines of the coaching profession will apply. Emily and Heather are both passionate about working with individuals in communities so that they feel safe, heard and empowered to tackle their present and future challenges. They are committed to ensuring that sport at all levels of participation is an environment where individuals thrive competitively, professionally and personally. To learn more about Emily and Heather please see their bios under **Safe Sport** on the Ontario Artistic Swimming [website](#).

It is our hope that **SupportZone** will encourage people to reach out, find answers to their questions and walk away more confident to address what has been weighing them down.

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Who this is for:

For Athletes

If you feel like you were bullied, harassed or abused or witnessed a person in authority maltreating someone, you can call us to work through the situation. If you are unsure about what to do next, you can call us, and we'll gladly listen. If you are feeling alone and scared, we're here to help. You are not alone, and we've created **SupportZone** for this purpose.

For Parents & Administrators

Adults involved with sport (parents, spectators, officials, board members) may observe or be told about behaviours that are concerning and want guidance on how to proceed or intervene. Please contact **SupportZone** to support you in determining your next steps.

For Coaches

Coaches are required to take on a lot of responsibility. Some are feeling overwhelmed by new rules and expectations. If you are worried you may have inadvertently caused harm to an athlete and want to have a safe space to talk through it, we are here to listen. If you have witnessed something and are unsure whether to report it, we are here to help. Please contact **SupportZone** to explore strategies to mitigate risk and find value-based solutions.

This anonymous, confidential and independent service offers:

- A safe space where you can share and validate your concerns with someone who is a neutral third party;
- Emotional support and an opportunity to talk through your feelings and challenges you are facing with what you have experienced or witnessed;
- The opportunity to discuss available options and possible next steps;
- Information about additional support services and resources.

Reaching out for support does not mean you are filing a complaint and all information will remain confidential unless you determine otherwise.

Please contact Emily Boyes and Heather Cribbin at contact@supportzone.ca to set up a time to chat.