



WHEELCHAIR
RUGBY CANADA



WHEELCHAIR RUGBY NATIONAL CHAMPIONSHIPS

POST-EVENT SURVEY SUMMARY REPORT

TOTAL RESPONSES: 79

DATE: JULY 2026





EXECUTIVE SUMMARY

OVERVIEW

The purpose of this survey is to collect feedback on the National Championships tournament to make recommendations for the next event. This survey also presents an opportunity to understand WRC's membership base to ensure enhanced delivery of programming and system enhancements.

A feedback survey for the 2026 Wheelchair Rugby National Championships was sent to 168 tournament participants. These participants were involved in all areas of the event, including rostered athletes and team staff, volunteers, Officials and Classifiers. The survey was sent on May 18, 2026, and closed May 29, 2026. A total of four (4) emails were sent to all participants, including two reminder emails in the final week. By May 29, 2026, WRC had collected 79 responses equating to a 47% response rate.

AREAS EVALUATED

01 <u>Respondent Demographics</u>	05 <u>Technical Services</u>	09 <u>Transportation</u>
02 <u>Event Communications</u>	06 <u>Match Officiating</u>	10 <u>Food Services</u>
03 <u>Accommodations</u>	07 <u>Classification Experience</u>	11 <u>Purpose of Nationals</u>
04 <u>Competition Venue</u>	08 <u>Complaint Management</u>	12 <u>Key Takeaways</u>

KEY FINDINGS AND RECOMMENDATIONS

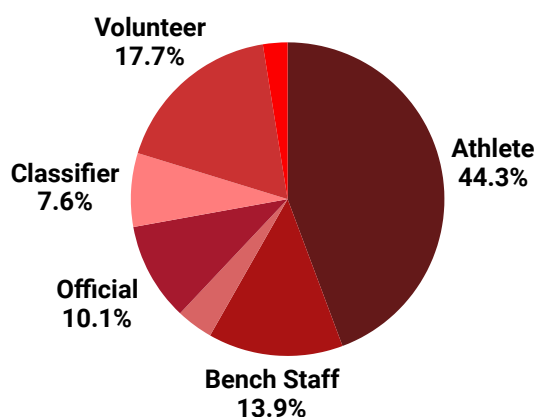
- Improve **Event Communications** in all areas.
- Reservation of **Accessible Accommodations** per team.
- **Larger Team Rooms.**
- Collaborate with venue to support facility **Temperature Control.**
- **Enhance Visibility** of game clocks and court taping.
- **Match Officiating** was well balanced.
- Positive **Classification Experience.**
- Improve **Lunch Services** and Offerings.
- **Purpose of Nationals** supports development along the pathway to the National Team.



01 PARTICIPANT DEMOGRAPHICS

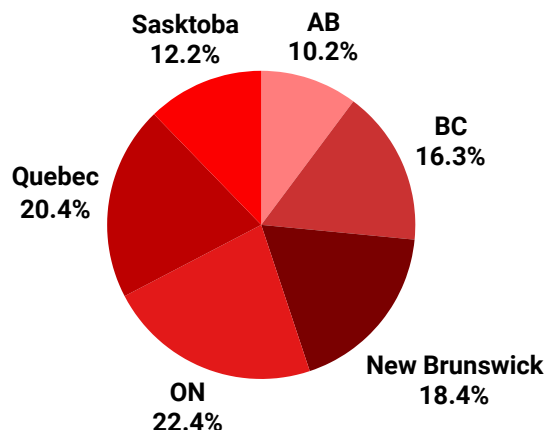
PRIMARY ROLES REPRESENTED (79 RESPONSES):

- Athletes: 35
- Bench Staff: 11
- Provincial Staff: 4
- Officials: 8
- Classifiers: 6
- Volunteers: 14
- Prefer Not to Answer, Other: 2
- WRC Staff, Board Members: 0



TEAM REPRESENTATION (49 RESPONSES):

- AB: 5
- BC: 8
- New Brunswick: 9
- ON: 11
- Quebec: 10
- Saskatoon: 6





02 PRE-EVENT COMMUNICATIONS

WHAT WE HEARD :

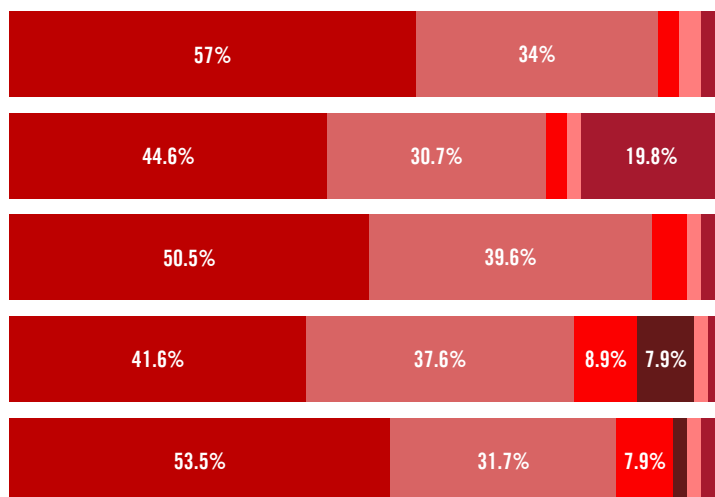
I received communication about the Nationals Registration Package, Event Guide, and Technical Package.

The information included in the registration package was informative and helpful when registering for the tournament.

The Nationals event guide provided detailed information regarding the National tournament.

I knew what to expect at the National tournament based off of pre-event communications.

I knew who to contact for questions relating to tournament services (i.e. dietary requirements, classification, transportation).



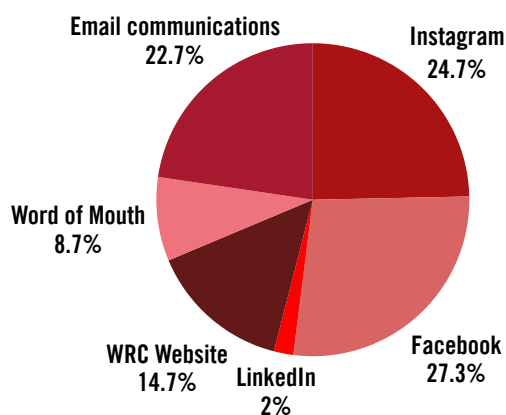
WHAT WORKED WELL:

- Information about the tournament was communicated and questions were responded to.
- Information included was beneficial.
- Most people received National Championship Communications.

SUGGESTIONS FOR IMPROVEMENT:

- "If it's possible, send the **schedule and rosters more than few days before** the tournament."
- "Need communication and **packages earlier.**"
- Need for a **centralized communication** platform.

NATIONALS COMMUNICATION VISIBILITY





03 HOTEL ACCOMMODATIONS

WHAT WE HEARD :

The official host hotel accommodations were accessible.

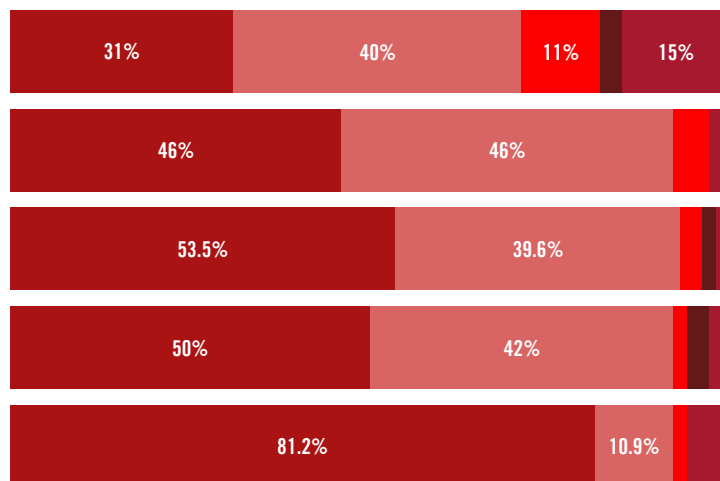
I enjoyed staying at the official host hotel.

The location of the Host Hotel was in an ideal location.

The services at the Host Hotels met my expectations.

I liked how the Host Hotels were right beside the Banquet Venue.

● Strongly agree ● Agree ● Neutral ● Disagree
● Strongly Disagree ● N/A



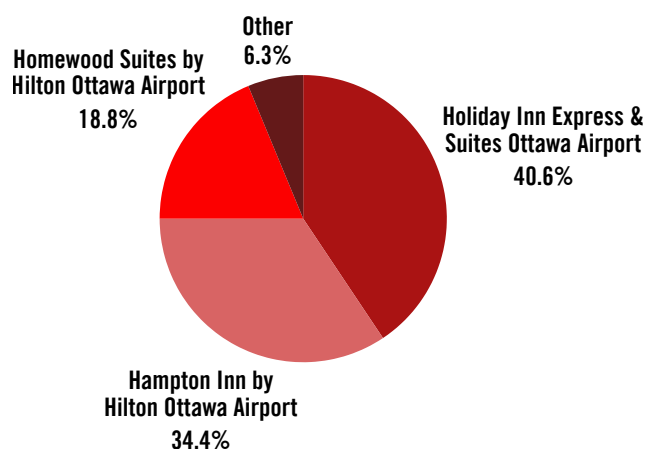
WHAT WORKED WELL:

- Location of the hotel was ideal.
- Services and amenities provided were adequate.

SUGGESTIONS FOR IMPROVEMENT:

- “The room itself was adequate **except the bathroom.**”
- There is a desire for **more accessible rooms** to be reserved at each hotel.
- Reserve a specific number of **accessible rooms per team.**

HOTEL DISTRIBUTION





04 COMPETITION VENUE

WHAT WE HEARD :

Carleton University was an acceptable venue.

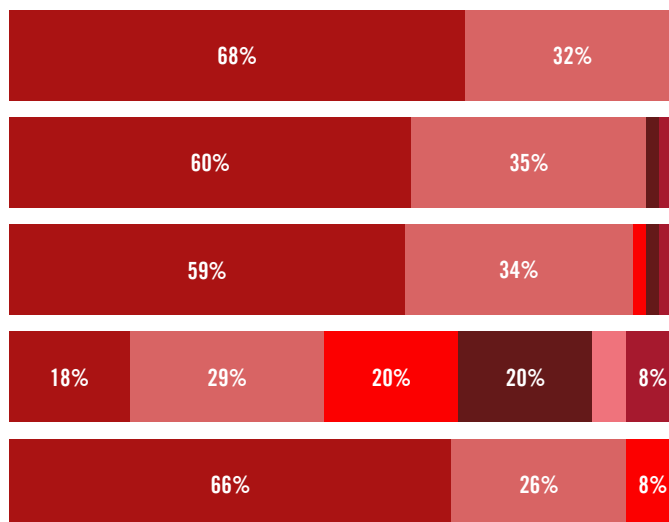
Carleton University was easily accessible.

I could successfully navigate Carleton University Campus.

The change rooms were accessible and functional.

The gymnasium space was of National Competition Quality.

● Strongly agree ● Agree ● Neutral ● Disagree
● Strongly Disagree ● N/A



WHAT WORKED WELL:

- Carleton University was an accessible venue.
- The quality of the competition venue was of National Championship quality.

SUGGESTIONS FOR IMPROVEMENT:

- “The changing room **was too small for 11 teams**. It was extremely **hot** in there. Much like the whole venue.”
- “Il serait bon **d'aviser la compagnie de gestion du stationnement** de l'université de la nature du tournoi et des requis des participants **afin qu'une certaine tolérance soit adoptée.**”
- “Le vestiaire était **restreint et très chaud.**”





05 TECHNICAL SERVICES

TECHNICAL SERVICES (GENERAL)

The game schedule was well communicated and organized.

The game schedule accounted for unexpected game delays.

There was sufficient time allocated for warmups.

The team bench area met the needs of our team.

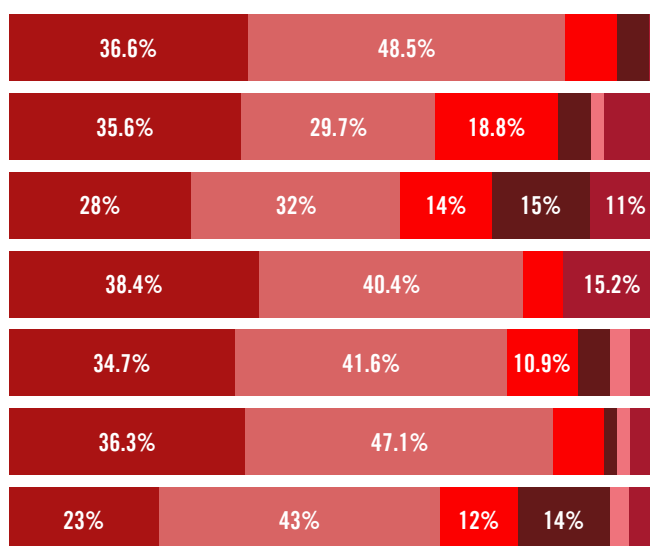
The space at the end zones was appropriate for a national competition and allowed for pathways off the court.

The court taping was clearly identifiable.

The score and shot clock were placed in a neutral zone (i.e. easily accessible and viewable to teams and officials).

● Strongly agree ● Agree ● Neutral ● Disagree

● Strongly Disagree ● N/A



PLAYER TRANSFERS

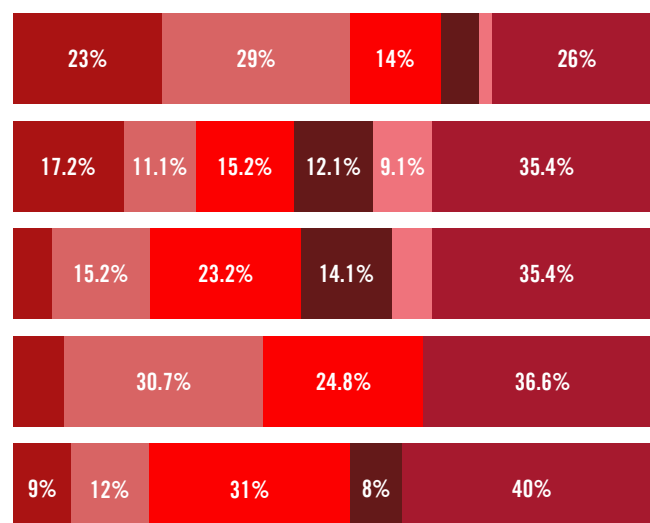
Player transfers are a necessary part of Nationals.

Our province/team depends on player transfers to form a team.

Our province and team considers releasing players every year for Nationals.

This year's player transfer rules supported the development of domestic competition.

I believe that the rules surrounding player transfers at National should be updated.





05 TECHNICAL SERVICES

POINT ADDITION RULES

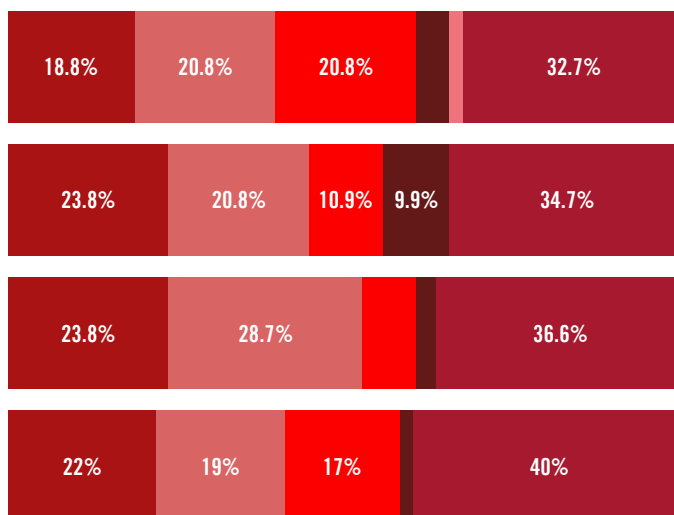
The point addition rules played an important role in our game strategy.

The addition rule was clearly communicated in pre-event communication and at the technical meeting.

I understood how to implement the rule.

The point additions incentivized teams to play youth athletes.

● Strongly agree ● Agree ● Neutral ● Disagree
● Strongly Disagree ● N/A



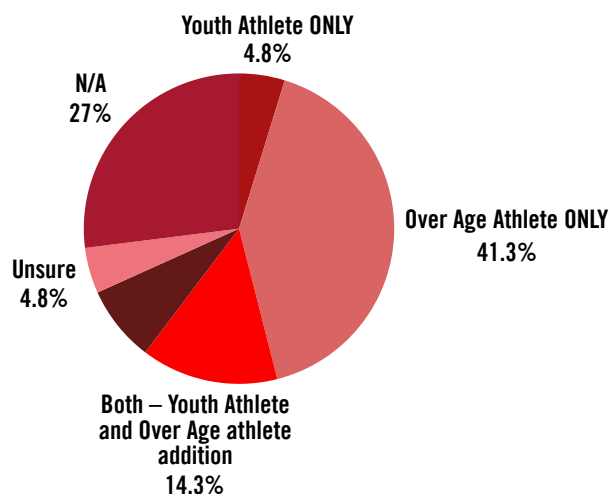
WHAT WORKED WELL:

- The Youth point addition was utilized and valued during the tournament.
- Player Transfers are valued by all teams.
- Teams understood the rule changes and their application to the game.
- Competition format was well received.

SUGGESTIONS FOR IMPROVEMENT:

- “**Court 1 end zone towards the crowd was busy** and I’m not sure viewers are aware of danger when crossing specially during warmups. Maybe have **traffic management** or advise teams to place a staff there during warmups at technical meeting.”
- “Release the schedule as **early as possible**”
- “The **score clocks were difficult to use** and **not synchronized to the shot clock** which caused proper timing issues”
- Score clocks and shot clocks **need to be more visible**.

USE OF POINT ADDITIONS AT NATIONALS





06 MATCH OFFICIATING

WHAT WE HEARD :

The level of Officiating was appropriate for a National Tournament.

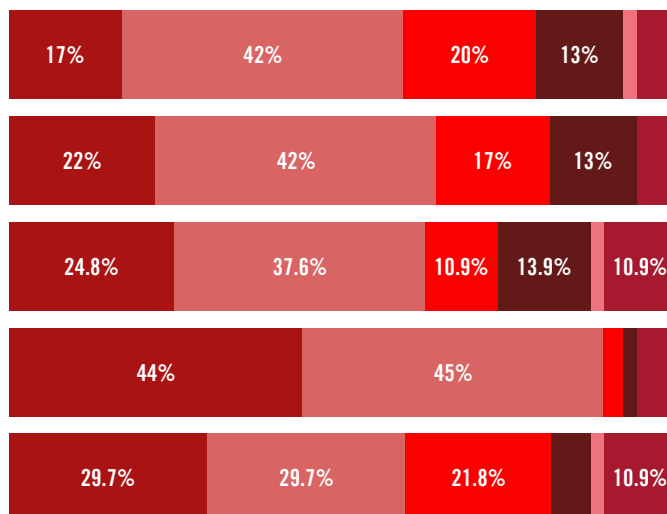
The officials were knowledgeable of the rules and applied them appropriately.

The referee assignments to games were balanced and appropriate.

The referees were professional.

The referees were able to explain their ruling if I had a question.

● Strongly agree ● Agree ● Neutral ● Disagree
● Strongly Disagree ● N/A



WHAT WORKED WELL:

- Officials were knowledgeable and referee assignments were well balanced.
- Referees were professional.
- Game Commissioner training supported the accuracy of volunteer table officials.

SUGGESTIONS FOR IMPROVEMENT:

- “Certains matchs ont été plus difficiles à suivre que d'autres, mais je comprends **que les nouveaux arbitres doivent apprendre eux aussi et c'est en arbitrant plus de matchs qu'ils s'améliorent !**”
- “It's important to **continue developing the level of our officials**” to be prepared for National Championship games.
- “I'd like to see strong crews assigned more **based on the expected closeness of a match** and result implications of a match rather than just by division.”
- **Standardized table official training** to ensure volunteers are prepared. This will in turn reduce the number scoring errors.





07 CLASSIFICATION EXPERIENCE

WHAT WE HEARD :

Pre-event classification communication went out in a timely manner.

Pre-event classification communication was clear and concise.

I knew who to contact with questions about classification before the event.

The classifiers were professional and knowledgeable.

The classification process was easy to understand and navigate.

The classification panels were well balanced (fair/equitable).

The classifiers explained their reasoning for their evaluation.

The classifiers answered all my questions.

I feel that I (or my athlete) was evaluated at the standard of the WWR classification rulebook.

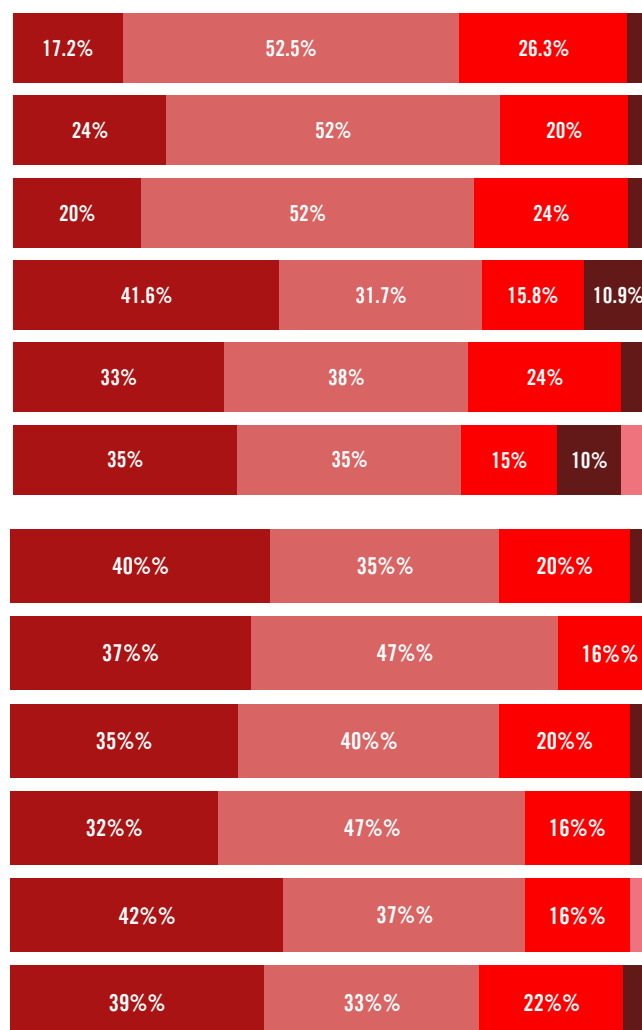
The evaluation process followed proper procedure.

The information provided to you by the classification panel during and after classification answered all of my questions.

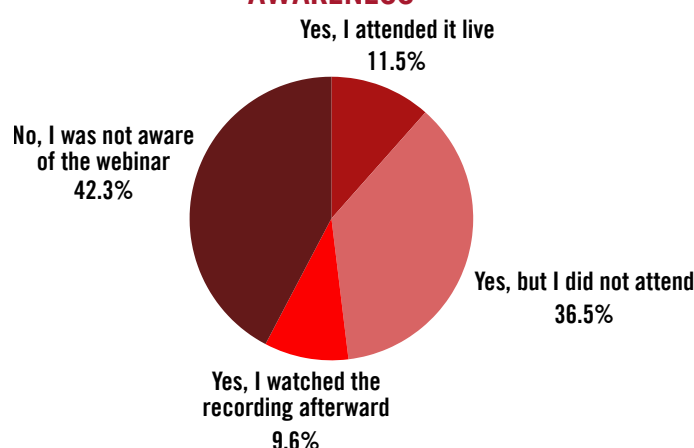
Any issues or concerns that I had were addressed by either the classification panel or the head classifier.

● Strongly agree ● Agree ● Neutral ● Disagree

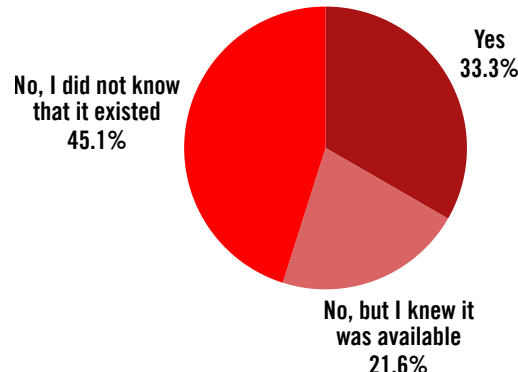
● Strongly Disagree



CLASSIFICATION WEBINAR AWARENESS



CLASSIFICATION ELEARNING AWARENESS



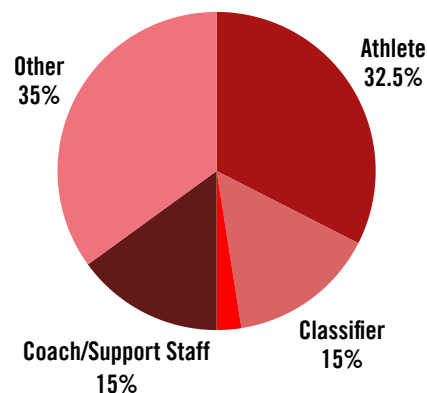


07 CLASSIFICATION EXPERIENCE

WHAT WORKED WELL:

- Classifiers were knowledgeable and prepared.
- There was a positive shift in the classification environment towards a educational and collaborative space.
- “This was one of my most positive classification experiences in any para sport.”

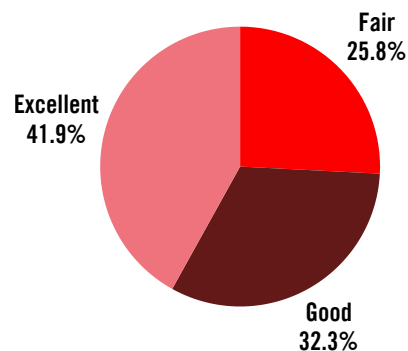
CLASSIFICATION ROLE DISTRIBUTION



SUGGESTIONS FOR IMPROVEMENT:

- “An **earlier release of schedule** so we can book our flights around them.”
- “One thing that I never know is **when is the appropriate space to challenge**... We all just want the best assessment for the athlete, but don't want to make anybody feel defensive or change the tone of the classification.”
- **Increase communication** around the classification resources available to rugby community.

CLASSIFICATION EXPERIENCE RATING





08 COMPLAINT MANAGEMENT

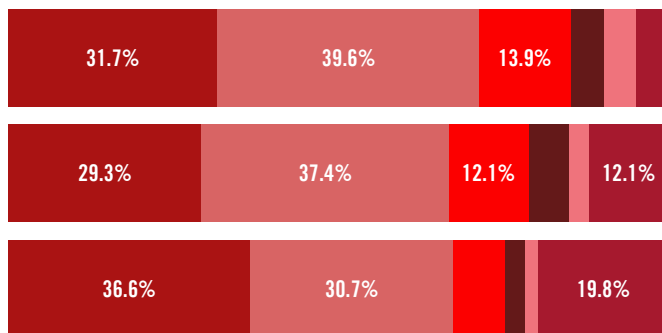
WHAT WE HEARD :

The communications regarding abuse free sport were clear and concise.

I understood how to submit my waivers and certification requirements before the tournament.

My coach/ PSO told me what certifications I need to have for nationals.

● Strongly agree ● Agree ● Neutral ● Disagree
● Strongly Disagree ● N/A



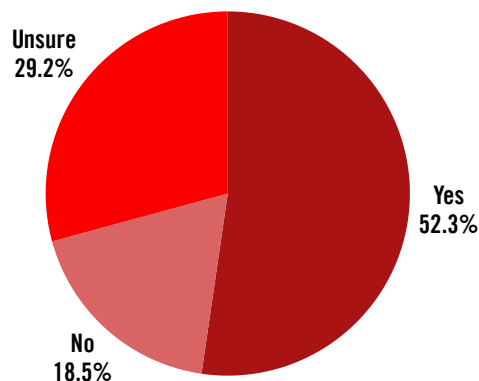
WHAT WORKED WELL:

- Communication by WRC and provincial sport organizations regarding abuse free sport was above average.
- Most respondents knew the how to lodge a formal complaint.

SUGGESTIONS FOR IMPROVEMENT:

- “Way too **late notice** for anti doping module”
- **Safe Sport requirements** for all participants are unknown.
- **Increase the knowledge** of what a complaint vs feedback.

DO YOU KNOW HOW TO LODGE A FORMAL COMPLAINT?





09 TRANSPORTATION SERVICES

WHAT WE HEARD :

The daily transportation schedule between host hotels and competition venue allowed for enough time between arrival and warm-up.

The communication regarding daily transportation was clear (i.e. I had access to the schedule, and I knew the pick-up location).

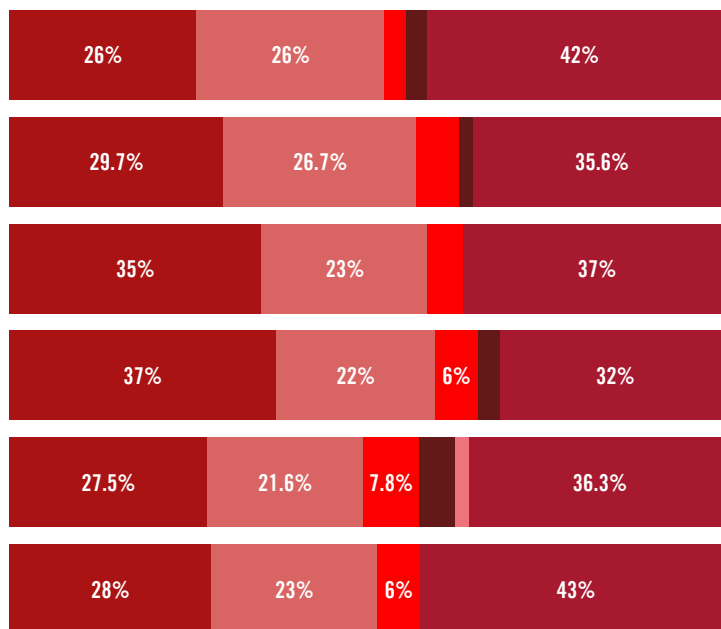
The vehicles used for daily transportation were accessible and met my and/or the needs of my team.

I could rely on the daily transportation between the Host Hotels and the competition venue.

Communication and documentation regarding airport transportation was communicated well in advance of the competition.

Equipment transportation services were executed well.

● Strongly agree ● Agree ● Neutral ● Disagree
● Strongly Disagree ● N/A



WHAT WORKED WELL:

- Transportation was reliable and consistent for all participants.
- The vehicles were accessible.
- For most teams the transportation schedule provided enough time to get ready for games and warm-up.
- The transportation company and the drivers were flexible and adapted to transportation needs.

SUGGESTIONS FOR IMPROVEMENT:

- “Transportation schedules were not **communicated until the week of the tournament**”
- Having **onsite transport schedules** is helpful so people don't have to dig through emails and messages to confirm their times... **think 1 week in advance** would be ideal for folks.”
- “Great drivers. I had difficulty opening transport schedule on my phone. **Wish it was downloadable.**”





10 FOOD SERVICES & BANQUET

WHAT WE HEARD :

Lunch is at the competition venue were meals that I enjoyed.

The lunch provided met my dietary requirements.

The time lunch was served worked well for me and/or my team.

The volunteers supporting the delivery of lunch were knowledgeable and helpful.

The meal service at the banquet met my dietary requirements.

The food tasted good.

I could navigate the banquet venue with little to no obstacles.

I was able to sit with my team.

The awards presented represented the spirit, values, and culture of Wheelchair Rugby in Canada.

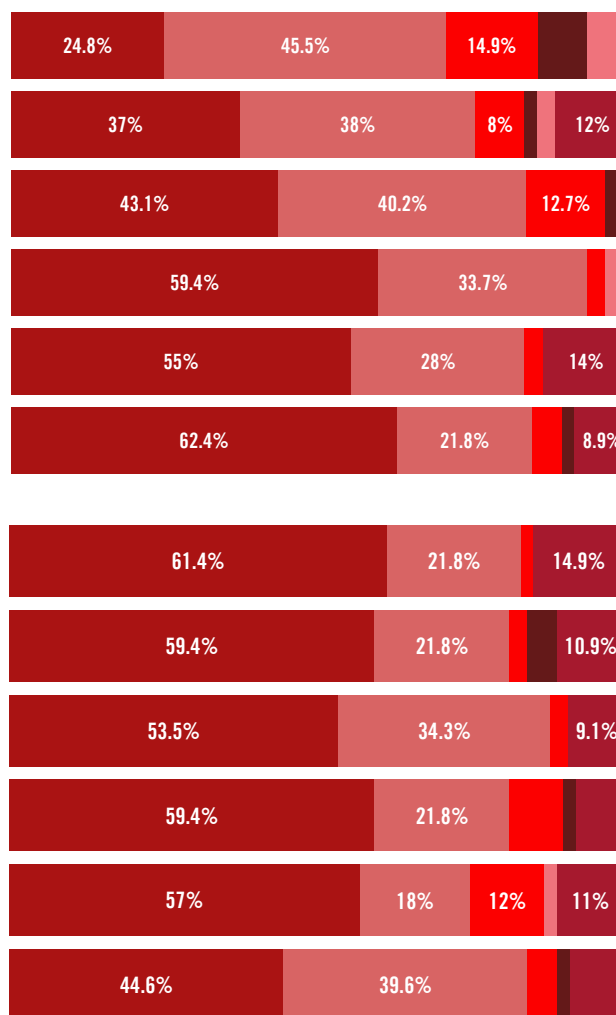
The banquet is a valuable and essential part of nationals.

I prefer having the banquet on Sunday.

The length of the banquet program (speeches, award presentations, etc.) was the appropriate amount

● Strongly agree ● Agree ● Neutral ● Disagree

● Strongly Disagree ● N/A



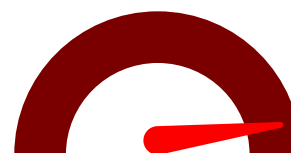


10 FOOD SERVICES & BANQUET

WHAT WORKED WELL:

- Lunches for every registered participant was well received.
- Food was adequate. The second lunch and banquet were highlighted the most.

BANQUET SATISFACTION



4.65 / 5

SUGGESTIONS FOR IMPROVEMENT:

- Sandwiches were light and **did not provide enough protein** for athletes.
- Request for the **opportunity to purchase additional meals** for PSWs and family.
- The banquet hall did not **have accessible washrooms for all athletes**.
- The lunch **time conflicted with some games** which resulted in reduced availability of food.





11 PURPOSE OF NATIONALS

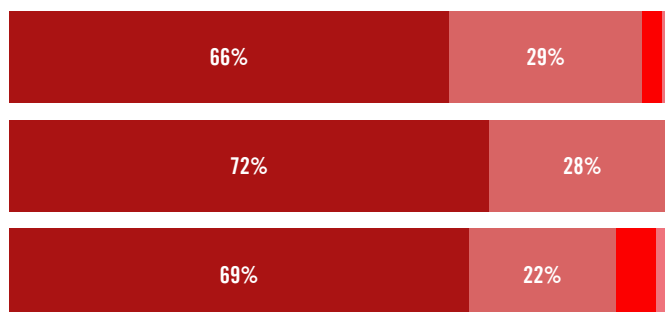
WHAT WE HEARD :

Nationals plays an important role in athlete development

Nationals positively contributes to the domestic competition structure.

I feel welcomed and included at Nationals.

● Strongly agree ● Agree ● Neutral ● Disagree
● Strongly Disagree ● N/A



PURPOSE FOR EACH DIVISION

DIVISION 1		DIVISION 2	
1	Division 1 is where High Performance is showcased.	1	Division 2 has a culture of Development
2	Division 1 has a culture of High performance	2	Division 2 is a place to develop young athletes
3	Division 1 has a culture of Development	3	Division 2 grows the grassroots/domestic programming.

PURPOSE OF NATIONALS : IN YOUR WORDS

*"It's important to **gather once a year** to celebrate our sport as a group"*

*"It would be great to see **youth, women and male athlete moving up the pathway** prioritized."*

*"**Development of athletes**"*

*"Nationals should **embody both performance excellence and community development.**"*

*"Les Championnats canadiens **favorisent la progression des programmes régionaux**"*

*"**Development** pathways of **athletes, coaches, classifiers and officials.**"*

*"That feeling of **belonging to something greater** than themselves and their disabilities is **HUGE** for some athletes."*

*"**Highest level of competition in Canada** (div 1) as well as **grow the game** and athletes (div 2)"*

*"**Partage, ouverture, respect, évolution**"*

*"To help **develop our domestic players** towards **high performance roots.**"*

*"Showcasing the **Canadian WR pool and growing** the game domestically"*



12 KEY TAKEAWAYS

1. **Improve Event Communications.** This includes improving communications relating to all event areas. Improving the timing of the information by sharing it sooner would support a better experience.
2. **Accessible Accommodations.** Ensure there is a sufficient number of accessible hotel rooms for each team.
3. **Larger Team Rooms.** There is a need for a larger team space so teams have enough room to prepare and meet before and after games.
4. **Temperature Control.** The event venue did not meet the needs of athletes and negatively impacted body temperature regulation.
5. **Enhance Visibility of Game Services.** It is recommended that court taping be more obvious and that the game clocks are placed in a visible location from the team benches.
6. **Match Officiating.** Overall officiating was well done. There is support for the development of younger officials through mentorship and game experience. Additional improvements to officiating can include training and preparation of table officials.
7. **Classification Experience.** Continue to foster the educational and collaborative culture between classifiers and athletes as this contributes to a positive experience.
8. **Improved Lunch Services.** Most people were satisfied with the food options, however, the sandwich meals lacked protein and were not nutritional for game days. In addition, there are recommendations to include an opportunity to purchase additional meals for family and PSWs.
9. **Purpose of Nationals.** Division 1 is where high-performance competition occurs. Division 2 is where up and coming athletes are appropriately challenged to grow and develop their skills.



