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ADDITIONAL POLICIES AND PROCEDURES

Accessibility

POLICY APP1

The GSC strives to include all children in the game of soccer and provide a positive experience for each player. The Club will attempt to integrate all children into their programs where appropriate. Playing opportunities for children with disabilities will be created when possible. Opportunities to be involved in other ways where appropriate will be provided, i.e., assist with team management.

Conflict of Interest

POLICY APP2

Any member of the GSC Board of Directors who may have a conflict of interest with any item being discussed at a GSC meeting must declare that conflict before the discussion begins and must have their declaration recorded in the minutes of that meeting. They may choose whether or not they physically remove themselves from the discussion, but they must not participate.

Harassment Policy

POLICY APP3

The GSC is committed to providing a sport and work environment in which all individuals are treated with respect and dignity. Each individual has the right to participate and work in an environment which promotes equal opportunities and prohibits discriminatory practices. This environment should be free of harassment on the basis of race, national or ethnic origin, colour, religion, sex, sexual orientation, marital status, family status or disability.

This policy applies to all employees as well as to all directors, officers, volunteers, coaches, officials, athletes and members of the Club. The Club encourages the reporting of all incidents of harassment, regardless of who the offender may be.

Notwithstanding this policy, every person who experiences harassment continues to have the right to seek assistance from their provincial or territorial human rights commission, even when steps are being taken under this policy.

Definitions

PROCEDURE APP4

Harassment -such behaviour may be verbal, physical, deliberate, unsolicited or unwelcome. It may be one incident or a series of incidents which may include:

- behaviour which is intimidating, hostile, abusive and/or an abuse of power or authority
- verbal abuse or threats
- unwelcome remarks, jokes, innuendoes or taunting about a person's attire, age, marital status, ethnic or national origin, religion, etc.
- the display of pornographic, racist or other offensive or derogatory pictures

- practical jokes which cause awkwardness or embarrassment
- unwelcome invitations or requests, whether indirect or explicit or intimidating
- leering or other gestures
- condescension or patronization which undermines self-respect
- unnecessary physical contact such as touching, patting, pinching, punching, etc
- physical assault

Sexual harassment -the definition includes:

- unwanted sexual attention of a persistent or abrasive nature made by a person who knows or ought to reasonably know that such attention is unwanted and/or inappropriate
- a sexual solicitation or advance made by a person who is in a position to confer any benefit on or deny any benefit to the recipient of the sexual advance
- a reprisal or a threat or implied threat of reprisal for rejecting a sexual solicitation or advance
- a course of abusive and unwelcome conduct or comment made on the basis of sex or sexual orientation when it has the purpose or effect of creating an intimidating, hostile or offensive environment in which the person works

Child abuse (under 18) -includes:

- neglect which endangers a child's welfare by failing to provide for physical, emotional or medical needs
- physical abuse which causes an intentional non-accidental injury of a child
- emotional abuse which is damaging by whatever means of a child's self-image by an adult responsible for the child's nurturing or learning; it results in a decrease in the child's feeling of personal worth and thus his/her ability to love, trust and feel at one with the human race
- sexual abuse, which includes any manual, oral or genital sexual contact or the use of an object for sexually touching or penetration or any other explicitly sexual behaviour that an adult imposes on a child by exploiting the child's vulnerability and powerlessness

Note: Any allegation or suspicion of sexual abuse must be reported to the appropriate Child and Family Services and/or agencies and the police.

The GSC Board of Directors is responsible for ensuring the implementation of this policy. This policy of the Club includes:

- discouraging and preventing harassment within the Club
- ensuring formal complaints of harassment are investigated in a sensitive, responsible and timely manner

- imposing appropriate disciplinary or corrective measures when a complaint of harassment has been substantiated, regardless of the position or authority of the offender
- providing advice to persons who experience harassment
- doing all in the Club's power to support and assist any employee or member of the Club who experiences harassment by someone who is not an employee or member of the Club
- making all members, volunteers and employees aware of the problem of harassment and of the procedures contained in this policy
- informing both complainants and respondents of the procedures contained in this policy and their rights under the law
- regularly reviewing the terms of this policy to ensure that they adequately meet the Club's legal obligations and public policy objectives
- appointing harassment officers and providing the training and resources they need to fulfill their responsibilities under this policy
- appointing unbiased review panels and appeal bodies and providing the resources and support that they need to fulfill their responsibilities under this policy

Every member of the GSC has a responsibility to play a part in ensuring that the sport of soccer environment is free from harassment. This means not engaging in, allowing or condoning or ignoring behaviour contrary to this policy. In addition, any member of the Club who believes that a fellow member has experienced or is experiencing harassment is encouraged to notify a harassment officer appointed under this policy.

Coach/Athlete Sexual Relations

POLICY APP5

The Club takes the view that intimate sexual relationships between coaches and adult athletes, while not against the law, can have harmful effects on the individual athlete involved, on other athletes and coaches and on the Club's public image. The Club takes the position that such relationships are unacceptable for coaches. Should a sexual relationship develop between an athlete and coach, the Club will investigate and if harmful effects are determined, may take action which could include reassignment, dismissal from employment, suspension of privileges and/or reprimand.

Disciplinary Action

PROCEDURE APP6

Employees or members of the Club against whom a complaint of harassment is substantiated may be severely disciplined up to and including employment dismissal or termination of membership in cases where the harassment takes the form of assault, sexual assault or a related sexual offence.

Confidentiality

POLICY APP7

The GSC understands that it can be extremely difficult to come forward with a complaint of harassment and that it can be devastating to be wrongly accused of harassment. The Club recognizes the interests of both the complainant and the respondent in deeming the matter confidential. The Club shall not disclose to outside parties the name of the complainant, the circumstances giving rise to the complaint or the name of the respondent unless such disclosure is required by a disciplinary or other remedial process.

Harassment Officer

POLICY APP8

The Director of Complaint Resolution shall act as the Harassment Officer where he or she will form a Harassment Committee consisting of both a male and female member on that committee. If not, an additional committee member of the missing gender may be added. The role of this Harassment Committee, in this instance, is to serve in a neutral, unbiased capacity and to receive complaints, assist in the informal resolution of complaints and investigate formal written complaints. In carrying out these duties, this Committee is directly responsible to the President of the Club.

Complaint Procedure

PROCEDURE APP9

A person who experiences harassment is encouraged to make it known to the harasser that the behaviour is unwelcome, offensive and contrary to this policy. If confronting the harasser is not possible or, if after confronting the harasser, the harassment continues, the complainant should seek the advice of the harassment officer.

The harassment officer shall inform the complainant of:

- the options for pursuing an informal resolution of his/her complaint, including voluntary mediation;
- the right to lay a formal written complaint under this policy when an informal resolution is inappropriate or not feasible;
- the confidentiality provisions of this policy;
- the right to be represented by a person of choice (including legal counsel) at any stage in the complaint process;
- the right to withdraw from any further action in connection with the complaint at any stage (even though the Club might continue to investigate the complaint); and,
- other avenues of recourse including the right to file a complaint with a human rights commission or, where appropriate, to contact the police to have them lay a formal charge under the Criminal Code

Letter to Abide

POLICY APP10

Any individual or organization hired to provide direct service (not product) to the Georgetown Soccer Club will be asked to sign a Letter to Abide. This would apply to skills instructors and mentor coaches as an example.

Remuneration for Mentor Coach

PROCEDURE APP11

- Positions are held for a maximum of 12 months from the day of signing an agreement with the Georgetown Soccer Club
- Successful applicants are chosen through a yearly application process organized by the Club Head Coach, Technical Director and the Vice President of Rep
- Remuneration amount will be determined by GSC each year and will be consistent for all programs from U8 to U18.

Privacy of Information Policy

POLICY APP12

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT (PRIVACY CODE)

Privacy laws affecting individuals in the Province of Ontario became effective January 1, 2004. This legislation sets out ground rules for how private sector organizations may collect, use or disclose personal information in the course of commercial activities.

The Georgetown Soccer Club (GSC) is a non-profit corporation that was incorporated to serve as a sport organization. It performs administrative services, provides soccer activities, conducts discipline hearings and enforces its Constitution and Policies and Procedures and the Published Rules and Policies & Procedures of the Ontario Soccer Association (OSA) and the Canadian Soccer Association (CSA) within the Georgetown area.

The GSC respects an individual's right to personal privacy. When it collects personal information, individuals can be confident that the information is handled and stored in a safe secure manner to protect information from unauthorized access or disclosure.

This notice describes the GSC's PRIVACY CODE practices.

By registering as a player or volunteer and by providing us with personal information concerning name, address, phone number, age, gender as the case may be, an individual is accepting the practices described in this Privacy Code. These terms and conditions are subject to change so an updated version should be requested from time to time.

Personal information is required for players, coaches, volunteers and referees (as the case may be) and is obtained on the appropriate OSA registration forms or forms that are required for members to complete from time to time for various administrative purposes. This information is used by the GSC to register players, coaches, managers and administrators, to complete player and coach registration books, release or de-register players or grant permission to play in leagues governed by the PHSA or the OSA. Information is also provided to the OSA for registration purposes and insurance coverage.

The GSC does not share, give, rent or sell client information to any organization or individual except to comply with laws or regulations of a governmental or regulatory body, or to respond to a valid subpoena, warrant, or order, or to protect the rights of the GSC or others. All personal information collected by the GSC will be maintained in a private, confidential and secure manner and will only be used for the purposes described herein.

Accountability

The GSC's secretary shall serve as privacy officer as required by the privacy legislation with policies and procedures in place for the management of personal information. Each director and staff member annually signs a Non-Disclosure Agreement whereby they personally agree to maintain strict confidentiality of all GSC business and information.

Why Personal Information is collected

Personal information is required for the following purposes:

1. For OSA, PHSA and GSC insurance purposes
2. For registering players with the OSA as recreational or competitive players
3. For registering administrators, coaches and managers with the OSA
4. For registering teams with the OSA and OSA-approved and sanctioned leagues
5. For monitoring player registration to team rosters
6. For conducting disciplinary hearings and issuing fines
7. For ensuring compliance by administrators, staff, coaches, managers, players and supporters of the Published Rules of the PHSA, the OSA, the CSA and FIFA in ascending priority
8. For validating participation in committee meetings, special meetings and annual general meetings

Who has access to this Personal Information

For these purposes, personal information may be made available to the following people:

1. GSC administrators, staff and directors

2. The OSA's insurer and insurance broker and their staff and representatives
3. League administrators and facility managers, both internal and external
4. Administrators, staff and representatives of PHSA and OSA-sanctioned leagues

Personal Information is only disclosed to these individuals to deliver services or programs and perform discipline, appeals or conduct governance duties as required by the published rules of the PHSA, the OSA, CSA, CONCACAF or FIFA in ascending order of priority.

GSC requires disclosure of player names, addresses, proof of birth, and soccer history. Parent/legal guardian information is requested if a player is under 18 years of age or player information if over 18 years of age including address, home phone, work phone, emergency phone number and E-mail.

GSC requires disclosure of names, addresses and contact information of all registered administrators, coaches, managers, membership staff and referees, as the case may be.

Record Keeping

Files are maintained on any information provided, i.e., on employment applications, enquiries, complaints, compliments, insurance or other correspondence. Discipline files are maintained separately from other records and are treated as private and confidential information that is maintained securely.

The OSA requires all membership, administrator, player, coach, manager, team staff and volunteer registration files be maintained for seven years. Individuals wishing more information about the GSC's Privacy Policy, access to their personal information or wishing to raise a concern about the use of their personal information, should contact the secretary at the GSC address or telephone number.

For more information about personal privacy rights, contact the Privacy Commissioner of Canada at www.privcom.gc.ca or 1-800-282-1376.

Tobacco-Free Policy

POLICY APP13

All games, activities, tournaments, competitions, sponsored events and other performances sanctioned by the GSC will be tobacco free. Tobacco free means no smoking, snuffing, dipping or chewing tobacco by players/participants, coaches, parents, spectators and officials.

The GSC will promote the tobacco-free policy at all our activities by:

1. having coaches explain the policy to players/members and ask them to explain the policy to their parents and others who may come to their games/practices
2. including the policy in all schedules/ notices about the activities of the GSC so all new and returning participants, their parents/guardians, coaches and officials/ managers know about the policy
3. making the policy visible throughout the year using various messages including banners at events, messages in all club communications including the website

The GSC will reinforce the tobacco-free policy at all our activities by:

1. encouraging all coaches, players and parents to respectfully remind someone using tobacco about the tobacco-free policy
2. consistently applying consequences with people who repeatedly break the policy which includes an initial documented verbal warning, subsequent offence to result in a written warning from the GSC; following a written warning, any further violation of the policy may result in the individual being asked to leave the game or activity

GSC LOGO

POLICY APP14

That the logo below be accepted as the GSC logo:



Accessibilities for Ontarian's with Disabilities Act, 2005 (AODA)

POLICY APP15

As enacted by the Ontario government, AODA has been put in place to ensure accessibility for Ontarians with disabilities in an attempt to make Ontario more accessible by 2025.

Providing Goods and Services to People with Disabilities: The Georgetown Soccer Club is committed to serving all customers including persons with disabilities/ challenges.

Assistive Devices

PROCEDURE APP16

The Georgetown Soccer Club will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities/challenges while accessing the goods and services of our organization.

Communication

PROCEDURE APP17

The Georgetown Soccer Club will communicate with persons with disabilities/challenges in ways that take into consideration their disability/challenge and that preserves their independence and dignity.

Service Animals

PROCEDURE APP18

The Georgetown Soccer Club and District Association welcomes persons with disabilities/challenges and their service animals. Service animals are allowed on

the parts of the GSC's premises that are open to the public.

Support Persons

PROCEDURE APP19

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the GSC's premises. Fees for support persons will be at the discretion of The Georgetown Soccer Club according to the event/activity or service. More information in this regard can be made available by The Georgetown Soccer Club/District Association and each situation will be handled on a case-by-case basis.

Training

PROCEDURE APP20

There will be mandatory Accessible Customer Service Training for all staff and volunteers of the Georgetown Soccer Club in line with government recommendations for AODA. The Georgetown Soccer Club will provide training to employees, volunteers and any other person within the organization directly dealing with the public or other third parties on behalf of the organization.

Training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Customer Service Standard
- all elements of The Georgetown Soccer Club AODA plan (policy, procedures, feedback/inquiry process and training material)
- information concerning how to interact and communicate with people with various types of disabilities
- information concerning how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- any other material felt appropriate in education concerning accessibilities

Staff will also be trained when changes are made to any part of the Georgetown Soccer Club's AODA plan.

All training of employees, staff, volunteers and others will be logged to record completed training of AODA plan and accompanying material.

Notice of Temporary Disruptions

PROCEDURE APP21

In the event of a planned or unexpected disruption to the Georgetown Soccer Club's services or facilities for customers with disabilities, the Georgetown Soccer Club will notify customers promptly. A clearly posted notice will include:

- disruption type
- reason for the disruption

- anticipated length of time for resolution
- description of alternative facilities or services, if available

The notice of temporary disruptions will be posted to:

- Club/District website: www.georgetownsooccerclub.com
- phone line: 905-877-3295
- E-mail notification to all affected participants for whom there is an E-mail address on file
- Post on Facebook page
- Post on Twitter (@GtownSoccerClub)

Modifications to Policies

POLICY APP22

Any policy of the Georgetown Soccer Club that does not respect and promote the dignity and independence of persons with disabilities/challenges will be modified or removed accordingly.

Availability of Documents

PROCEDURE APP23

Documents pertaining to the Georgetown Soccer Club AODA plan will be made available upon request in appropriate formats.

Return to Play

PROCEDURE APP24 – applies to both House League and Rep

Return to Play Procedure 1. If a player (house league, development or competitive) or participant in a GSC program suffers an injury in a game or practice, s/he must stop the activity immediately and be attended to by a team official/GSC instructor. If there is any doubt as to whether the injury is serious, it is best to err on the side of caution and have the player sit out for the rest of the game/practice/program. Team officials/GSC instructors are not expected to provide medical advice. First Aid should only be administered to the level for which an individual is trained. 2. If the player/participant receives medical direction to rest from play/activity for any injury whether sustained in soccer or not, s/he must present a note signed by their medical practitioner (includes physician, nurse practitioner or physiotherapist) indicating that they are fit to return to play/activity to the team official/GSC instructor before being allowed to resume play/activity. This will include the date that the player/participant can return to play/activity. This note will be submitted to the GSC office once it has been seen by the team official/GSC instructor. 3. If the note states that the player/participant may return to play/activity within X amount of time, the GSC has the right to ask for a subsequent note to confirm that the player/participant is fit to return to play/activity at the point in time indicated in the original note before allowing the player/participant to return to play/activity. 4. If a player/participant sustains a head injury, s/he must be assessed by a medical practitioner before being allowed to return to play/activity. Return to

play/activity from a head injury must also have medical authorization. 5. Any injury sustained during a game or practice that requires medical attention must be documented on a GSC Injury Report Form and that form must be submitted to the GSC office within 48 hours of when the Team official/GSC instructor becomes aware that the player/participant has received medical attention.

