Ontario Soccer
POLICIES

Approved by the Ontario Soccer Board of Directors

Last Updated December 3, 2022

Ontario Soccer Policies are positions adopted and approved by the Ontario Soccer Board of Directors that direct a definitive course of action for the organization to enhance consistent decision making throughout membership at all levels.

Play. Inspire. Unite.

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1.0 POLICIES AND OPERATIONAL PROCEDURES ALIGNMENT POLICY

1.1 All Ontario Soccer Registrants, Clubs, Organizations, Leagues and Districts will comply with Ontario Soccer Policies, Operational Procedures and are prohibited from making any policies, operational procedures, rules, regulations or decisions which conflict with Ontario Soccer Policies or Operational Procedures.

Applicable Operational Procedures:
Section 1.0 – Governing Documents
Section 2.0 – Administration
Section 3.0 – Organizations

2.0 FINANCE, PLANNING AND COMMITTEES POLICY

2.1 Ontario Soccer will maintain a set of operational, administrative and financial operating procedures to guide Ontario Soccer that are fair, democratic, accessible, and which provide consistent processes and procedures across Ontario Soccer; and to guide its committee structures with terms of reference.

Applicable Operational Procedures:
Section 4.0 – Finance, Committees & Awards

3.0 AWARDS & ONTARIO SOCCER CENTRE POLICY

3.1 Ontario Soccer Awards

Ontario Soccer shall recognize special service to the game of soccer in Ontario by individuals and organizations through its Award program

3.2 Ontario Soccer Centre

The Ontario Soccer Centre Board of Directors will be appointed or elected in accordance with the Ontario Soccer Centre Bylaws.

Applicable Operational Procedures:
Section 4.0 – Finance, Committees & Awards

4.0 REGISTRATION POLICY

4.1 Ontario Soccer will have procedures to describe the rights, conditions and obligations for registration with Ontario Soccer.

4.2 An individual or organization will register Ontario Soccer prior to participating in any soccer programme under the jurisdiction of Ontario Soccer.

Applicable Operational Procedures:
Section 5.0 – Registration

5.0 COMPETITION POLICY

5.1 Ontario Soccer shall actively support various forms of competitions as they are developed and played in Ontario, and shall cause to be established and maintained, a set of Ontario Soccer Operational Procedures to provide a stable structure for these types of competitions consistent with Canada Soccer and International standards.

5.2 Ontario Soccer will provide opportunities for players and coaches to reach Provincial, National, and International standards of play; and shall fund and operate High Performance programs.

5.3 Ontario Soccer shall support and maintain the principles of the Laws of the Game as established by the International Football Association Board (IFAB) and recognized by F.I.F.A., except to accommodate differences in age or climatic conditions.

Applicable Operational Procedures:
Section 6.0 – Game Types
Section 7.0 – High Performance
Section 8.0 – Competitions
Section 9 – Leagues
Section 10.0 – Match Officials
Section 11.0 – Coaches

6.0 DISCIPLINE AND COMPLAINTS POLICY

6.1 Registrants and/or Registered Organizations are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with Ontario Soccer's policies, bylaws, rules and regulations. Irresponsible behaviour by Registrants and/or Registered Organizations can result in severe damage to the integrity of Ontario Soccer and its District

Association, Leagues, Clubs, and Teams. Conduct that violates these values may be subject to sanctions pursuant Policy 13.0 Code of Conduct and Ethics.

6.2 This Policy applies to all Registrants and/or Registered Organizations under the jurisdiction of Ontario Soccer and its affiliated and Registered Organizations.

6.3 Notwithstanding Policy 6.2, any person acting as a Team Official, Administrator or Match Official shall be considered to be a Registrant regardless of whether he/she has registered to do so.

Applicable Operational Procedures:
Section 12.0 – Discipline
Section 16.0 – Screening & Harassment

7.0 APPEAL POLICY

7.1 Any Registrant and/or Registered Organization, the Accused or Victim of the accused who is directly affected by a decision of a Governing Organization or of anybody or individual who has been delegated authority to make decisions on behalf of the Governing Organization, will

have the right to seek Leave to Appeal that decision to the next higher Governing Organization, provided there are sufficient grounds for the appeal as set out in the Operational Procedures.

7.2 No action or legal proceeding will be commenced against Ontario Soccer or its Registrants/Registered Organizations in respect of a dispute, unless Ontario Soccer has refused or failed to provide or abide by the dispute resolution process and/or appeal process as set out in Ontario Soccer's governing documents.

Applicable Operational Procedures:
Section 13.0 – Appeals
Section 14.0 – Protests

8.0 DISPUTE RESOLUTION POLICY

8.1 Ontario Soccer believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques. Negotiated resolutions to disputes with and among Individuals are strongly encouraged.

8.2 The purpose of this policy is to resolve disputes of a 'corporate' nature between and among Ontario Soccer (referred to as Ontario Soccer in this policy), District Associations, Clubs, Leagues and Registrants using techniques of Alternate Dispute Resolution (ADR), thus avoiding the need to resort to litigation.

8.3 As a condition of membership in Ontario Soccer, or in one of its District Associations, all District Associations, Clubs, and Leagues agree to abide by the provisions of this Policy.

8.4 As the purpose of this Policy is to promote alternatives to litigation, Ontario Soccer may refuse to hear a dispute, or discontinue hearing a dispute that has already commenced, if the party or parties engage in litigation, or send a lawyer's letter threatening litigation that is either directly or indirectly related to the matter in dispute.

Applicable Operational Procedures:
Section 15.0 – Dispute Resolution

9.0 SCREENING POLICY

9.1 Screening of individuals is an important part of providing a safe sporting environment. Ontario Soccer will ensure there are Guidelines to ensure the protection of its Organizations and Registrants by way of screening individuals who may pose a risk to Ontario Soccer and its participants.

Applicable Operational Procedures:
Section 16.0 – Screening & Harassment

10.0 GENDER EQUITY POLICY

10.1 Ontario Soccer Board sets a target of a minimum of 40% representation by each gender (defined as male and female) for the Ontario Soccer Board of Directors and all Ontario Soccer Committees; and Recommending that all Governing Organisations within Ontario Soccer consider similar plans for moving towards greater gender equity representation on their Boards and Committees where necessary.

Applicable Operational Procedures:
Section 17.0 – Gender Equity

11.0 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

11.1 The purpose of this Policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act, 2005, and to establish Operational Procedures for Ontario Soccer for governing the provision of its goods and services to persons with disabilities.

Applicable Operational Procedures:
Section 18.0 – AODA

12.0 CONFLICT OF INTEREST POLICY

12.1 Ontario Soccer is committed to providing an environment in which all Registrants and Registered Organizations of Ontario Soccer and any of its governing organizations (collectively "Individuals") act honestly, in good faith, and in the best interests of the game of soccer in the Province of Ontario. Activities of the governing organization, and those of its Registrants and Member Organizations, shall be conducted in a manner becoming the high ethical standard of business conduct expected of the leaders of Soccer in Ontario.

12.2 Any amendments to this Conflict of Interest Policy and the applicable Operational Procedures are the exclusive jurisdiction of Ontario Soccer Board of Directors.

SEE APPENDIX 'A1' FOR FULL POLICY

13.0 CODE OF CONDUCT AND ETHICS

13.1 The purpose of this Code is to ensure a safe and positive environment within Ontario Soccer and their Affiliate Organizations' programs, activities, and events by making Individuals aware that there is an expectation, at all times, of appropriate behaviour. Ontario Soccer and their Affiliate Organizations supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect and fairness.

SEE APPENDIX 'B1 AND B2' FOR FULL POLICY

14.0 PRIVACY POLICY

14.1 The privacy of personal information is governed by the Personal Information Protection and Electronic Documents Act (PIPEDA). This Policy and the Operational Procedures are based on the standards required by PIPEDA as interpreted by Ontario Soccer.

14.2 Ontario Soccer recognizes an individual's right to privacy with respect to their Personal Information. This Policy and its Operational Procedures describes the way that Ontario Soccer collects, uses, safeguards, discloses, and disposes of Personal Information.

SEE APPENDIX 'C' FOR FULL POLICY

15.0 CONFIDENTIALITY POLICY

15.1 Directors, Committee Member, Staff, Contractors and others involved with Ontario Soccer will be entrusted with and will be in the possession of confidential information, the disclosure of which may be detrimental to the best interests of Ontario Soccer. Ontario Soccer will ensure there are Guidelines to ensure the protection of confidential information and proprietary information of Ontario Soccer.

16.0 SOCIAL MEDIA POLICY

16.1 Ontario Soccer encourages the use of social media by its Directors, Committee Members, Staff and others representing Ontario Soccer to enhance effective internal communication, build Ontario Soccer brand, and interact with its Registrants in a professional manner. Since there is much ambiguity in the use of social media, Ontario Soccer will create Guidelines to set boundaries and standards for social media use.

17.0 TELECONFERENCE POLICY

17.1 A meeting of the Board of Directors may be held by telephone conference or by means of other telecommunications technology which permits each Director to communicate adequately with each other at any time and date as determined by the President or by written requisition of at least two (2) Directors.

17.2 Written notice, including email notice, of meetings of the Board will be given to all Directors at least seven (7) days prior to the scheduled meeting unless an emergency or urgent matter where forty-eight (48) hours, notice will be given. No notice of a meeting of the Board is required if all Directors waive notice, of if those absent consent to the meeting being held in their absence.

17.3 Quorum at a meeting of the Board of Directors via teleconference will be 67% participation.

17.4 Voting will be orally.

Applicable Reference Documentation
Ontario Soccer Board Conference Call Etiquette

18.0 DIVERSITY AND INCLUSIVENESS POLICY

18.1 Ontario Soccer encourages the participation of all registered individuals and organizations interested in all aspects of soccer across the province of Ontario.

18.2 Ontario Soccer shall support and maintain procedures related to this policy to ensure the inclusion of all registrants regardless of national origin, colour, religion, socioeconomic status, geographic location, physical ability, sexual orientation, etc. to the game of soccer province-wide.

SEE APPENDIX 'D' FOR FULL POLICY

19.0 WHISTLEBLOWER POLICY

19.1 Ontario Soccer supports and allows individuals and organizations the ability to disclose incidents of wrongdoing without the fear of unfair treatment or reprisal.

19.2 This Policy and applicable procedures applies to individuals and organizations that observe or experience incidents of wrongdoing and report such incidents or observations under the expectation of privacy.

SEE APPENDIX 'E' FOR FULL POLICY

20.0 INTELLECTUAL PROPERTY POLICY

20.1 Ontario Soccer seeks to ensure the Association's visual identity (logo/mark), intellectual property and brand slogans/tag lines (collectively "intellectual property") are applied consistently and reflect the highest of standards.

20.2 Ontario Soccer will provide users with guiding principles, policies and regulations regarding the use of Ontario Soccer's Intellectual Property within this Policy and the applicable Operational Procedures.

SEE APPENDIX 'F' FOR FULL POLICY

Applicable Reference Documentation
Ontario Soccer Board Brand Guidelines

21.0 REMOVAL OF A DIRECTOR

21.1 A Director ceases to be a Director when:

a) the Director becomes disqualified under Article 5 b) of the Ontario Soccer By-Law No. 1;

b) the Director resigns;

c) the Voting Members at a Members' Meeting pass an Ordinary Resolution to remove a Director in accordance with Section 127.2 (1) of the Ontario Corporations Act; or

d) the Director dies.

21.2 A Voting Member may initiate the removal of a Director by requesting a Members' Meeting to consider an Ordinary Resolution to remove one or more Directors.

21.3 The Board may initiate the removal of a Director by calling a Members' Meeting to consider an Ordinary Resolution to remove one or more Directors.

21.4 The involved Director(s) must be given fourteen (14) days' notice that a Members' Meeting is being held to consider the removal of the Director(s) and such notice will include the reason(s) for removal and all documentation that will be considered in support of the removal.

21.5 At the Members' Meeting, the involved Director(s) will be provided with an opportunity to respond to the reason(s) for removal and to the supporting documentation.

21.6 If the Ordinary Resolution is to remove more than one Director, the Voting Members will vote on the removal of each Director separately.

21.7 A majority of the votes cast at a Members' Meeting will be required to remove a Director.

21.8 Notwithstanding Article 5 o) v. of By-Law No.1, this Policy may only be amended by the Board with the majority support of the Voting Members at a Forum Meeting or at a Members' Meeting.

22.0 SUSPENSION OR TERMINATION OF MEMBERSHIP IN ONTARIO SOCCER

22.1 Termination of Membership in Ontario Soccer

Membership in Ontario Soccer will terminate immediately upon:

a) Resignation by the Member by giving written notice to Ontario Soccer; or
b) Dissolution of the Member Organization as a Corporation; or
c) In accordance with this Policy.

22.2 Discipline of Member Organizations

22.2.1 A Member may be suspended or have its Membership terminated if it violates its obligations as a Member in accordance with this Policy.

22.2.2 A Voting or Non-Voting Member may be suspended or have its Membership terminated if it:

a) Has not completed or remitted all documents as required by Ontario Soccer;
b) Violates the By-laws, Policies, Operational Procedures, Code of Conduct and Ethics, Disciplinary Code, Conflict of Interest or decisions of Ontario Soccer;
c) Fails to fulfill its financial obligations to Ontario Soccer.

22.2.3 A Life Member may have her/his Membership terminated if she/he is convicted of a criminal offence under the Criminal Code of Canada or any other domestic or international criminal statute.

22.3 Process for Disciplining a Member

22.3.1 If the Ontario Soccer Discipline Case Manager is presented with an allegation of noncompliance by a Voting or Non-Voting Member regarding the **By-laws, Policies, Operational Procedures, Code of Conduct and Ethics, Disciplinary Code, Conflict of Interest, or decisions** of Ontario Soccer, the Case Manager shall refer the allegation to the appropriate Judicial Body.

22.3.2 The Case Manager will notify the Member of the allegation.

22.3.3 The Member may make written submissions to Ontario Soccer within twenty (20) days of receiving notice of the allegation.

22.3.4 If written submissions are received, the Judicial Body shall consider these in making its decision.

22.3.5 Within twenty-one (21) days from the date of receipt of any written submissions from the Member, the Judicial Body may make its decision after document review, teleconference hearing, or in-person hearing, as determined by the Judicial Body.

22.3.6 The decision of the Judicial Body may include any of the following:

a) Find the Member not guilty of the allegation;
b) Impose a fine on the Member;
c) Levy a bond against the Member;
d) Suspend the Member;
e) Recommend to the Voting Members that Membership be terminated

22.3.7 Within ten (10) days from the date of the Judicial Body's decision, Ontario Soccer shall provide written notice of the decision to the Member, provide reasons for the decision; and provide the Rights to Appeal to Canada Soccer.

22.3.8 If the Member is suspended by the Judicial Body, the suspension will be in effect until:

a) a separate Ontario Soccer Judicial Body determines that the member has taken the required steps to become compliant; or
b) the suspension is overturned by a Canada Soccer Judicial Body through its appeal process.

22.3.9 Process For Termination of Membership

If the Judicial Body decision is to recommend Termination of Membership:

a) The Judicial Body shall forward its ruling and any submissions, if received, to the Chief Executive Officer Ontario Soccer and shall provide the stated reasons for recommending Termination of Membership.
b) Ontario Soccer shall provide written notice of the Judicial Body's decision to the Member and shall provide the stated reasons for recommending Termination of Membership.
c) The Member may respond to the Judicial Body's decision by making written submissions to Ontario Soccer within twenty (20) days of receiving notice of the Judicial Body's decision recommending Termination of Membership.
d) The Member must be given fourteen (14) days' notice of the Members' Meeting at which its "termination of Membership" will be considered and such notice must include the reason(s) for termination and all documentation that will be considered in support of the termination.
e) At the Members' Meeting, the involved Member will be provided an opportunity to respond to the reason(s) for termination and to all documentation considered to support its termination.
f) Membership in Ontario Soccer can only be terminated by the Voting Members at a Members' Meeting and termination of a Member will require a two-thirds majority vote of the Voting Members.
g) The Voting Members may terminate Membership of a Member or may refer the discipline matter back to the Judicial Body with instructions on how the Judicial Body should proceed regarding any required discipline to the Member.

22.4 This Policy will not apply to the Renewal of Membership process as defined by Operational Procedure 4.2 of Section 2.0 – ADMINISTRATION.

22.5 Process for Amending this Policy

Notwithstanding Article 5 o) v. of By-Law No.1, this policy may only be amended by the Board with the majority support of the Voting Members at a Forum Meeting or at a Members' Meeting.

23.0 ANTI-DOPING POLICY

23.1 Ontario Soccer supports Canada Soccer's Integrity in Sport Anti-doping policy and specific to soccer in Ontario:

i. All athletes abstain from the non-medical use of drugs or the use of performance enhancing drugs/supplements or methods and adhere to the requirements of the Canadian Anti-Doping Program;

ii. Respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by Canada Soccer or any other sport organization;

iii. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has violated an anti-doping rule and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code;

iv. Refrain from consuming alcohol in excess and/or the use of drugs that can impair performance or judgement while participating in Ontario Soccer and/or Canada Soccer programs, activities, competitions, or events;

SEE APPENDIX "G" FOR POLICY AS IT PERTAINS TO ONTARIO SOCCER PROGRAMMING

24.0 CONCUSSION POLICY

24.1 This policy is intended for those managing concussion in soccer at all levels.

24.2 Ontario Soccer and its membership complies with the Province of Ontario Rowan's Law Legislation.

24.3 Ontario Soccer and its membership adopts Canada Soccer's Concussion Policy

25.0 COMMERCIAL SPONSORSHIP POLICY

25.1 Ontario Soccer's Sponsorship Policy articulates how it and its Members, Affiliate Organizations, (Districts, Leagues, Clubs, Academies and Registered Organizations), Teams and Registrants (hereinafter "Ontario Soccer") will secure sponsorship in a manner consistent with the common standards implemented within the amateur sport industry.

Ontario Soccer will comply with the following principles when securing formal sponsorships including any affiliation with an individual or corporation where their name, brand, logo or tagline will appear in promotional material including but not limited to clothing, uniforms, game day or practice facility banners, printed material, website or other forms of social media ("Sponsorship"):

a) **Mission Driven -** All Sponsorship efforts are intended toward assisting Ontario Soccer's participants along the path of healthy, active participation, promoting community development and seek brand sponsors with similar organizational values.
b) **Strong Transparent Communications -** Create a two-way flow of information with sponsors that is clear, consistent, relevant and timely for all parties.
c) **Sponsor Rights -** Respect sponsors' right to direct their support as they reasonably request, based on the principles of Ontario Soccer and purpose of mutual benefit.
d) **No Harm -** Every effort will be made by all sponsors to positively enhance the brands of each of the parties.
e) **Confidentiality -** All Sponsorship information shared between parties will be treated as proprietary and confidential unless otherwise agreed to by each party.
f) **Sponsorship Restrictions –** Ontario Soccer will not accept or receive sponsorship from brands from the industries of tobacco, vaping, cannabis, adult-entertainment, alcohol, drug, or gambling (except in the case of Adult soccer where all participants have reached the Age of Majority) or companies that demean members of any group based on gender, ethnicity or sexual orientation, as determined by Ontario Soccer in their sole discretion. Ontario Soccer is indemnified from any loss of profits or damages related its decision to prohibit Sponsorship.

26.0 DRONE POLICY

26.1 **Drone** – An unmanned mechanical aircraft that can navigate autonomously, with or without human control. Ontario Soccer prohibits the use of drones at all practices, games, competitions, and other Ontario Soccer sanctioned events. This policy in conjunction with municipality restrictions will govern the use of drones. Ontario Soccer has developed this policy to ensure we are pre-emptively limiting the use of Drones until broader safety regulations and privacy controls are adopted.

APPENDIX A1: CONFLICT OF INTEREST – FULL POLICY

Article 1 General

1.1 Definitions

The following terms have these meanings in this Policy:

a) "*Conflict of Interest* " – An incompatibility between one's private interests and one's duties as a trustee of a governing organization
b) "*Perceived Conflict of Interest*" – A reasonable perception by an informed person that a conflict of interest situation exists or exist.
c) "Person" – Any family member, friend, customer, client, sponsor, colleague, legal person or organization.
d) "*Representatives*" – Individuals employed by, or engaged in activities on behalf of, Ontario Soccer, or Registered Organizations, including: Administrators, Coaches, Directors, Employees, Game Officials, Players, Registrants, Registrars, Team Officials, contractors, volunteers, managers, committee members, and officers.

1.2 Preamble

Ontario Soccer is committed to providing an environment in which all Representatives of Ontario Soccer and any of its governing organizations act honestly, in good faith, and in the best interests of the game of soccer in the Province of Ontario. Activities of the governing organization, and those of its Representatives, shall be conducted in a manner becoming the high ethical standard of business conduct expected of the leaders of Soccer in Ontario.

There are two types of interest – pecuniary interest and non-pecuniary interest. Pecuniary interest relates to the reasonable likelihood or expectation of financial gain or loss for the Representative or for another Person with whom the Representative is associated.

Non-pecuniary interest involves family relationships, friendships, or other interests that are not related to the potential for financial or loss.

1.3 Application

This Policy applies to all Representatives.

Article 2 Obligation

2.1 Any conflict of interest, whether real, perceived, pecuniary or non-pecuniary, between a Representative's personal interest and the interests of Ontario Soccer and/or the governing

organization (as applicable), shall always be resolved in favour of Ontario Soccer and/or the governing organization (as applicable).

2.2 Representatives will not:

a) Engage in any business or transaction, or have a financial or other personal interest, that is incompatible with their official duties with Ontario Soccer and/or the governing organization (as applicable), unless such business, transaction, or other interest is properly disclosed to Ontario Soccer and/or the governing organization (as applicable) and approved by Ontario Soccer and/or the governing organization (as applicable).
b) Knowingly place themselves in a position where they are under obligation to any Person who might benefit from special consideration or who might seek preferential treatment.
c) In the performance of their official duties, give preferential treatment to any Person.
d) Derive personal benefit from information that they have acquired during the course of fulfilling their official duties with Ontario Soccer and/or the governing organization (as applicable), if such information is confidential or not generally available to the public.
e) Without the permission of Ontario Soccer and/or the governing organization (as applicable), use Ontario Soccer and/or the governing organization (as applicable) property, equipment, supplies, or services for activities not associated with the performance of their official duties with Ontario Soccer and/or the governing organization (as applicable)
f) Place themselves in positions where they could, by virtue of being a Representative, influence decisions or contracts from which they could derive any direct or indirect benefit.
g) Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, any special consideration granted by virtue of being a Representative.
h) Allow their loyalty to a governing organization to be compromised by their relationship to, or involvement in, another organization. However, the appointment of a Representative by the governing organization to another organization is not, in itself, considered conflict of interest. It is recognized that a Representative may be involved with more than one soccer governing organization subject to the published rules of each applicable governing organization. The fact that a Representative owes a duty of loyalty to two or more governing organizations cannot itself be considered a conflict of interest provided that the Representative, when considering a matter before one governing organization that would affect the other governing organization in a meaningful manner, declares conflict of interest.

2.3 Any Representative elected or appointed as an Executive Committee member of Ontario Soccer must relinquish any Director position with any other soccer governing organization within three months of first being elected or appointed to Ontario Soccer Executive Committee shall not accept a Director position with another soccer governing organization while he or she remains an Ontario Soccer Executive Committee member.

2.4 In addition, an Executive Committee member of Ontario Soccer who is elected to a position on the Board of Canada Soccer must resign his or her position with Ontario Soccer within

ninety days and shall not accept another position on Ontario Soccer Executive Committee while he or she remains a member of the Canada Soccer Executive Committee.

2.5 Failure to comply with Sections 2.3 and 2.4 above shall constitute sufficient grounds for removal of the Executive Committee member by Ontario Soccer Board of Directors.

2.6 Sections 2.3 and 2.4 above are not applicable to an appointment made by Ontario Soccer to another soccer organization unless stated in that governing organizations governing documents.

2.7 A Director of a governing organization shall not serve on an unaffiliated soccer organization in accordance with the ***Registration Procedures 1.9, 1.10 and 1.11***.

2.8 On election, re-election or appointment to a position as a Director of a governing organization, the individual must sign and submit that governing organization a statement acknowledging that he/she has read, understood and agreed to act in accordance with this Conflict of Interest Policy. Such a statement must also disclose: a) any other soccer activity or position; and

b) any personal, professional, business activity or position that may at that time, or could in the future, be construed as a potential conflict of interest. Such a statement must be updated as circumstances require.

Article 3 Disclosure

3.1 In the event a Representative has a conflict of interest in relation to a particular issue or matter of discussion, the Representative shall:

a) Declare the conflict of interest and the nature of the conflict, and refrain from voting on the issue in question
b) Absent himself or herself from the meeting at any time there is discussion of the matter giving rise to the conflict; and
c) Refrain from lobbying or participating in the decision making process.

3.2 Each Representative is also required to declare a conflict even when the conflict for the Representative arises after the contract or arrangement is made with the other company, firm, or organization in which the Representative acquires an interest or significant involvement. In this situation, the Representative is to declare his or her conflict immediately after the Representative becomes interested in the other company, firm, or organization.

Article 4 Remuneration

4.1 All Directors, Officers and members of Committees will serve as such without remuneration and will not directly or indirectly receive any profit from their positions as such; provided that Directors, Officers or members of Committees may be reimbursed for reasonable expenses incurred by them in the performance of their duties. Motions, votes, or issues that would cause a Director to benefit financially or receive remuneration must be declared as a conflict of interest.

Article 5 Minimizing Conflicts Of Interest in Decision-Making

5.1 Decisions or transactions that involve a conflict of interest that has been proactively disclosed by a Representative will be considered and decided with the following additional provisions:

a) The nature and extent of the Representative's interest has been fully disclosed to the governing body that is considering or making the decision, and this disclosure is recorded or noted
b) The Representative does not participate in discussion on the matter
c) The Representative abstains from voting on the decision
d) For board-level decisions, the Representative does not count toward quorum, subject to Section 20.
e) The decision is confirmed to be in the best interests of the governing organization.

5.2 If no quorum exists for the purpose of voting on a matter only because a director is not permitted to be present at the meeting by reason of a conflict of interest, the remaining directors shall be deemed to constitute a quorum for the purposes of dealing with the matter.

Article 6 Procedures

6.1 Disclosure

6.1.1 Representatives will complete the Conflict of Disclosure Form annually or upon the discovery of a real or potential conflict of interest.

6.1.2 Representatives shall disclose conflicts of interest to Ontario Soccer and/or the governing organization (as applicable) immediately upon:

a) Becoming aware that a conflict of interest exists
b) For those who are nominated for election, prior to the elections
c) Appointment to a committee

6.1.3 A Representative's Conflict of Interest and the nature of the conflict must be recorded in writing.

6.2 Conflict of Interest Complaints

Any person who believes that a Representative may be in a conflict of interest situation should report the matter, in writing, to the applicable governing organization.

6.3 Resolving Complaints

6.3.1 Upon receipt of a complaint, the applicable governing organization's Board of Directors will determine whether or not a conflict of interest exists provided the alleged Representative has been given notice of and the opportunity to submit evidence and to be heard at such meeting.

6.3.2 After hearing the matter, the governing organization will determine whether a conflict of interest exists and if so what appropriate actions will be imposed.

6.3.3 Where the Representative accused of being in a conflict of interest acknowledges the facts, he or she may waive the meeting, in which case the governing organization will determine the appropriate actions.

6.3.4 The governing organization may apply the following actions singly or in combination for real or perceived conflicts of interest:

a) Removal or temporary suspension of certain responsibilities or decision making authority;
b) Removal or temporary suspension from a designated position;
c) Removal or temporary suspension from certain teams, events and/or activities;
d) Expulsion from the governing organization;
e) Implement further discipline in accordance with the governing organization's policies relating to discipline and/or complaints
f) Other actions as may be considered appropriate for the conflict of interest.

6.3.5 Failure to comply with an action as determined by the governing organization will result in automatic suspension from the governing organization until such time as compliance occurs.

6.3.6 The governing organization may determine that a conflict of interest is of such seriousness as to warrant suspension of designated activities pending a meeting and a decision of the governing organization.

6.3.7 Further sanctions may be applied in accordance with the governing organization's discipline policies.

6.4 Decision Final and Binding

6.4.1 Any decision of a governing organization in accordance with this Policy may be appealed in accordance with the applicable Appeal Policies.

APPENDIX A2: CONFLICT OF INTEREST STATEMENT (BOARD OF DIRECTORS)

Director's Name: _____ Position: _____

Any personal, professional, volunteer, business activity or position that may at any time be construed as a potential, perceived or actual conflict of interest is as disclosed below:
Any other soccer organizations on which I serve, volunteer or belong, soccer activities or soccer positions that may at any time be construed as a potential, perceived or actual conflict of interest is as disclosed below:

☐ I have read the Ontario Soccer's *Conflict of Interest Policy*, I agree to be bound by the obligations contained therein, and I commit to avoid any actual, real or perceived conflict of interest. I also commit to disclosing the existence of any actual, real or perceived conflict of interest to the Board of Directors, as soon as it is known to me.

☐ I agree that the information provided on this form shall be provided to the Ontario Soccer Board of Directors.

Signature: _____ Date: _____

Address: _____ City: _____Postal Code:_____

APPENDIX B1: CODE OF CONDUCT AND ETHICS

This Code has been prepared by Ontario Soccer and this Code is applicable to Ontario Soccer and its Affiliate Organizations. This document cannot be modified by any Affiliate Organization without consultation and approval from Ontario Soccer.

Definitions

1. The following terms have these meanings in this Code:

a) "*Affiliate Organization*" – means any Ontario Soccer District Association, League, Club, or Registered Organization.
b) "*Case Manager*" – means an individual who is responsible for managing complaints after a 'Request for Reconsideration' has been submitted.
c) "*Code*" – means this Code of Conduct and Ethics
d) "*Complainant*" – the Party alleging an infraction
e) "*Complaints Administrator(s)*" – An individual or individuals appointed by the Organization, typically a staff person of the Organization (or an external group or body), to be the first point of-contact for all Code of Conduct and Ethics complaint matters reported to the Organization
f) *"Days*" – shall mean total days, including weekends and holidays, but not including the date of the meeting, hearing or event in question, or the date by which a response if any is required.
g) *"Final Decision Making Panel*" – shall mean a group consisting of either one or three persons who are appointed by a Case Manager to decide on a case in accordance with this Code.
h) "*Individuals"* – means all categories defined in the Organization's By-laws, as well as all individuals employed by, or engaged in activities with the Organization including, but not limited to, Administrators, Coaches, Directors, Employees, Players, Registered Teams, Registrants, Team Officials, volunteers, spectators, parents/guardians or Representatives.
i) "*Organization*" – the organization adopting this Code, which may be Ontario Soccer or an Affiliate Organization
j) *"Party*" – The Complainant or Respondent.
k) "*Proposed Result*" – The decision by the Complaints Administrator on the complaint. Parties can either accept the Proposed Result or submit a Request for Reconsideration
l) "*Respondent*" – The alleged infracting Party.
m) "*Workplace*" – means any place where business or work-related activities are conducted. Workplaces include but are not limited to, the Organization's office, work-related social functions, work assignments outside the office, work-related travel, and work-related conferences or training sessions

Purpose

2. The purpose of this Code is to ensure a safe and positive environment within the Organization's programs, activities, and events by making Individuals aware that there is an expectation, at all times, of appropriate behaviour. The Organization supports equal opportunity, prohibits

discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect and fairness.

Application of this Code

3. This Code applies to Individuals' conduct during the Organization's business, activities, and events including, but not limited to, competitions, tournaments, practices, tryouts, training camps, travel associated with the Organization's activities, meetings of the Organization's Board, and any other meetings of the Organization.

4. This Code also applies to Individuals' conduct outside of the Organization's business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and sport environment) or is detrimental to the image and reputation of the Organization. Such applicability will be determined by the Organization at its sole discretion.

5. An Individual who violates this Code may be subject to a formal complaint, a discipline process and the imposition of sanctions, pursuant to this Code.

6. This Code does not prevent immediate discipline or sanction from being applied as reasonably required. Further discipline may be applied according to this Code. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable.

7. The conduct provisions of this Code apply to staff and employees of the Organization. However, the procedures for discipline and the sanctions described in the Code do not apply. Conduct complaints about staff or employees should be submitted to the individual's supervisor and will be addressed per the Organization's policies for human resources and/or the individual's employee/contractor agreement.

8. The Organization's staff and employees may submit complaints under this Code. Complaints submitted against the worker's supervisor (whether the supervisor is another employee or a Director) will be addressed i) when submitted against an employee supervisor, per the Organization's policies for human resources, and ii) when submitted against a Director supervisor, per the procedures described in this Code. In both cases, the individual may submit an anonymous complaint and the Organization pledges to engage external assistance handling the complaint and will protect the individual from reprisal.

Jurisdiction

9. Organizational jurisdiction of complaints within Ontario Soccer and its Affiliate Organizations will be determined based upon where and when the conduct occurred, as determined by the Organization's Complaints Administrator or by Ontario Soccer, at its discretion. Ontario Soccer may assume jurisdiction of a complaint being handled by an Affiliate Organization if, in its discretion, it believes that the Affiliate Organization does not have the capacity or capability to handle the complaint or that it may be in a conflict of interest.

10. Incidents that occur in-game or that relate to Operational Procedures are addressed per the Organization's Discipline Policy. Incidents may not be addressed under both this Code and the Discipline Policy.

Responsibilities

11. Individuals have a responsibility to:

a) Maintain and enhance the dignity and self-esteem of Individuals and other persons by:

i. Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, race or perceived race, nationality, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, class, marital status, family status, religion, political belief, physical or mental disability, economic status or source of income

ii. Focusing comments, criticism or disciplinary actions appropriately iii. Demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct iv. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory

v. Treating individuals fairly and reasonably

vi. Adhering to the Organization's rules and policies and the spirit of those rules and policies

b) Refrain from any behaviour that constitutes **harassment**, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading, or malicious. Types of behaviour that constitute harassment include, but are not limited to:

i. Written or verbal abuse, threats, or outbursts

ii. The display of visual material which is offensive or which a reasonable person ought to know is offensive in the circumstances

iii. Racial harassment, which is racial slurs, jokes, name calling, or insulting behaviour or terminology that reinforces stereotypes or discounts abilities because of racial or ethnic origin

iv. Unwelcome remarks, jokes, comments, innuendo, or taunts

v. Leering or other suggestive or obscene gestures

vi. Condescending or patronizing behaviour, which is intended to undermine self-esteem, diminish performance or adversely affect working conditions

vii. Practical jokes which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance

viii. Hazing

ix. Retaliation or threats of retaliation against an individual who reports harassment to the Organization

x. Bullying

xi. Offensive or intimidating communications, including social media

xii. Inappropriate use of social media

xiii. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form
xiv. Psychological abuse
xv. Discrimination
xvi. Words or actions which are known or should reasonably be known to be offensive, embarrassing, humiliating, demeaning or intimidating
xvii. Behaviours such as those described above that are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment
xviii. Retaliation or threats of retaliation against a person who reports harassment

c) Refrain from any behaviour that constitutes **violence**, where violence is defined as the exercise of physical force, that causes or could cause physical injury; an attempt to exercise physical force that could cause physical injury; or a statement or behaviour that it is reasonable to interpret as a threat to exercise physical force. Types of behaviour that are applicable to this section include, but are not limited to: i. Verbal threats to attack ii. Sending to or leaving threatening notes or emails iii. Making threatening physical gestures iv. Wielding a weapon
v. Hitting, pinching or unwanted touching which is not accidental vi. Throwing an object
vii. Blocking normal movement or physical interference, with or without the use of equipment
viii. Any attempt to engage in the type of conduct outlined above

d) Refrain from any behaviour that constitutes **sexual harassment**, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favours, or conduct of a sexual nature. Types of behaviour that constitute sexual harassment include, but are not limited to:
i. Sexist jokes ii. Sexual violence
iii. Display of sexually offensive material iv. Sexually degrading words used to describe a person v. Inquiries or comments about a person's sex life vi. Unwelcome sexual flirtations, advances, requests, invitations or propositions vii. Inappropriate sexual touching, advances, suggestions or requests
viii. Persistent unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing
ix. Physical or sexual assault

e) Abstain from the use of illegal drugs, or illegal or non-prescribed performance-enhancing drugs or methods.
f) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate or unwanted activities

g) While acting in the capacity as either a coach or volunteer responsible for supervising activities and/or athletes, refrain from consuming recreational drugs, intoxicants or alcohol.
h) Respect the property of others and not willfully cause damage
i) Adhere to all federal, provincial, municipal and host country laws
j) Comply, at all times, with the Organization's By-laws, policies, procedures, and rules and regulations, as adopted and amended from time to time
k) Treat all other Individuals with respect
l) Report to the Organization any ongoing criminal investigation, conviction, or existing bail conditions involving yourself, including, but not limited to, those for violence, child pornography, or possession, use, or sale of any illegal substance

Volunteers

12. In addition to section 11 (above) volunteers have additional responsibilities. Volunteers are a critical part of the organization and the organization's success is directly related to volunteers carrying out their assigned responsibilities. Volunteers will:

    a) Act with honesty and integrity while carrying out any assigned responsibilities
    b) Comply with both the letter and the spirit of any training or orientation provided by the Organization
    c) Take responsibility for actions and decisions. Follow reporting lines to facilitate the effective resolution of problems
    d) Prudently manage and allocate assets and resources, both financial and material
    e) Abide by applicable conflict of interest and confidentiality policies
    f) Use inoffensive language
    g) Dress professionally, neatly, and inoffensively

13. Volunteers will **not**:

    a) Exceed the authority of their assigned position
    b) Encourage athletes to consume illegal drugs, alcohol or performance-enhancing drugs
    c) Engage in a sexual relationship with a minor athlete

Coaches

14. In addition to section 11 (above), coaches have many additional responsibilities. The coach-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Coaches must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it, consciously or unconsciously. Coaches will:

    a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes

b) Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes
c) Avoid compromising the present and future health of athletes by communicating and cooperating with medical professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments
d) Support the coaching staff of a training camp, provincial team, or national team, should an athlete qualify for participation with one of these programs
e) Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete
f) Act in the best interest of the athlete's development as a whole person
g) Meet coaching credentials required by the Organization
h) Respect athletes playing with other teams and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the athletes
i) Recognize the power inherent in the position of coach and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Coaches have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights
j) Dress professionally, neatly, and inoffensively
k) Use inoffensive language

15. Coaches will **not**:

a) Exceed the authority of their assigned position
b) Provide athletes with, or promote, encourage or condone the use by athletes of illegal drugs, alcohol, or performance enhancing substances or methods.
c) Engage in a sexual relationship with a minor athlete

Athletes (with the assistance of their caregivers when necessary)

16. In addition to section 11 (above), athletes will have additional responsibilities to:

a) Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete
b) Participate and appear on-time and be prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and events
c) Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason
d) Adhere to the Organization's rules and requirements regarding clothing and equipment
e) Never ridicule a participant for a poor performance or practice
f) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other players, officials, coaches, or spectators

g) Dress in a manner representative of the Organization, focusing on neatness, cleanliness, and discretion
h) Act in accordance with the Organization's policies and procedures and, when applicable, additional rules as outlined by coaches or managers

Directors, Committee Members, and Staff

17. In addition to (i) Section 11 above, (ii) the Conflict of Interest Policy, and (iii) the Confidentiality Policy, the Directors, Committee Members, and Staff will have additional responsibilities to:

a) Ensure their loyalty prioritizes the interests of the Organization;
b) Act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of the business and the maintenance of Individuals' confidence
c) Ensure that financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities
d) Conduct themselves openly, professionally, lawfully and in good faith
e) Be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism
f) Behave with decorum appropriate to both circumstance and position
g) Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to applicable laws
h) Respect the confidentiality appropriate to issues of a sensitive nature
i) Respect the decisions of the majority and resign if unable to do so
j) Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings
k) Have a thorough knowledge and understanding of all governance documents

18. Directors, Committee Members and Staff will **not**:

a) Exceed the authority of their assigned position
b) Encourage anyone to consume illegal drugs, alcohol or performance-enhancing drugs
c) Engage in a sexual relationship with a minor athlete

Officials

19. In addition to section 11 (above), officials will have additional responsibilities to:

a) Maintain and update their knowledge of the rules and rules changes
b) Work within the boundaries of their position's description while supporting the work of other officials
c) Act as an ambassador of the Organization by agreeing to enforce and abide by national and provincial rules and regulations
d) Take ownership of actions and decisions made while officiating
e) Respect the rights, dignity, and worth of all individuals

f) Not publicly criticize other officials or any club or association
g) Act openly, impartially, professionally, lawfully, and in good faith
h) Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others
i) Respect the confidentiality required by issues of a sensitive nature, which may include ejections, defaults, forfeits, discipline processes, appeals, and specific information or data about Individuals
j) Honour all assignments unless unable to do so by virtue of illness or personal emergency, and in these cases inform the assignor or association at the earliest possible time
k) When writing reports, set out the true facts
l) Dress in proper attire for officiating

20. Officials will **not**:

a) Exceed the authority of assigned position
b) Encourage anyone to consume illegal drugs, alcohol or performance-enhancing drugs
c) Engage in a sexual relationship with a minor athlete

Parents/Guardians and Spectators

21. In addition to section 11 (above), parents/guardians and spectators at events will:

a) Encourage athletes to compete within the rules and to resolve conflicts without resorting to hostility or violence
b) Condemn the use of violence in any form
c) Never ridicule a participant for making a mistake during a performance or practice
d) Provide positive comments that motivate and encourage participants' continued effort
e) Respect the decisions and judgments of officials, and encourage athletes to do the same
f) Never question an official's or staff member's judgment or honesty
g) Support all efforts to remove verbal and physical abuse, coercion, intimidation, and sarcasm
h) Respect and show appreciation to all competitors, and to the coaches, officials and other volunteers
i) Not harass competitors, coaches, officials, parents/guardians, or other spectators

Affiliate Organizations

22. The Organization's Affiliate Organizations will:
a) Adhere to all of the Organization's governing documents and, where necessary, amend their own rules to comply or align with those of the Organization
b) Pay all required dues and fees by the prescribed deadlines;
c) Recognize that their websites, blogs and Social Media accounts may be seen as extensions of the Organization and must reflect the Organization's mission, vision and values
d) Ensure that all Athletes and coaches participating in sanctioned competitions and events of the Organization are registered and in good standing

e) Have well-defined hiring practices and standards in place including interviews, reference checks, and screening procedures to ensure Athletes have a healthy and safe sport environment
f) Ensure that any possible or actual misconduct is investigated promptly and thoroughly
g) Impose appropriate disciplinary or corrective measures when misconduct has been substantiated, regardless of the position or authority of the offender
h) Advise the Organization immediately of any situation where a complainant has publicized a complaint in the media
i) Provide the Organization with a copy of all decisions rendered pursuant to the organization's policies for complaints and appeals

Process for Reporting a Complaint/Violation of the Code:

23. Any person may report an incident or complaint alleging a breach of the Code, in writing within fourteen (14) days of the alleged incident to the Organization's Complaints Administrator (when identified) or to the Organization. If the Organization has not identified a Complaints Administrator, it will appoint one immediately. The timeline for submitting a complaint can be waived or extended at the Complaints Administrator's discretion.

24. At the Organization's discretion, the organization may act as the Complainant and initiate the complaint process under the terms of this Code. In such cases, the organization will identify an individual to represent the organization.

25. If the Complaints Administrator is in a conflict of interest situation or at their sole discretion, the Complaints Administrator may refer the complaint to another staff person or may appoint an external Complaints Administrator.

26. Individuals who wish to file a complaint will submit the following:
    a) The complaint in writing
    b) Contact information of the complainant
    c) Name of the Respondent
    d) Contact information of the Respondent (if known)
    e) Sections of the Code that the Respondent allegedly violated
    f) All evidence that supports the complaint (including emails, videos, witness statements, etc.)
    g) Requested remedies or sanctions

27. Upon receipt of a written complaint, the Complaints Administrator will review the submissions received as part of the complaint and will determine one or more of the following outcomes:

    a) The complaint may not be filed within the correct jurisdiction. The Complaints Administrator will consult with the Organization and any potentially-affected Affiliate Organizations. The Complaints Administrator will determine whether the Organization can address the complaint. If not, the Complaints Administrator will inform the Complainant of the correct jurisdiction for filing the complaint
    b) Request additional clarifying documentation from the Complainant

c) Request a response document from the Respondent
d) Appoint an Investigator to investigate the complaint, interview parties and witnesses, and prepare an Investigator's Report that will guide the Complaints Administrator in making a decision (the Investigator's Report may be provided to the Final Decision Making Panel, if appointed, but does not replace the requirement for a hearing (if held))
e) Propose the use of mediation
f) Determine that a Proposed Result should apply. Proposed Results include:
    i. The complaint is not substantiated and no sanction will be imposed
    ii. Verbal or written reprimand
    iii. Verbal or written apology
    iv. Service or other contribution
    v. Removal of certain privileges
    vi. Suspension from certain teams, events, and/or activities
    vii. Suspension from all activities for a designated period of time
    viii. Payment of the cost of repairs for property damage
    ix. Suspension of funding
    x. Expulsion
    xi. Any other sanction considered appropriate for the offense

28. If multiple complaints have been submitted against the same Respondent(s), or if multiple Respondents have been named in one or more complaints, the Complaints Administrator will take steps to handle the complaints in a single combined process. However, if any Party declines to participate in a combined process, the Complaints Administrator must permit the Parties to submit or respond to the complaint separately.

29. The Complaints Administrator will promptly inform the Complainant and the Respondent in writing of the determination and/or Proposed Result, if any.

Request for Reconsideration

30. The Complainant or the Respondent may reject the Proposed Result by submitting a Request for Reconsideration within five (5) days of receiving the Proposed Result. In the Request for Reconsideration, the Complainant or Respondent must indicate: a) Why they reject the Proposed Result;
    b) Summary of evidence that the Party intends to submit if there is a hearing; and
    c) What result would be appropriate

31. Upon receiving a Request for Reconsideration, the Complaints Administrator notify the Parties that a Request for Reconsideration has been received and will appoint a Case Manager to oversee management and administration of the complaint. This appointment is not appealable.

32. If neither Party submits a Request for Reconsideration, the Proposed Result will take immediate effect. The Complaints Administrator will write a short decision describing the effects of the Proposed Result that will be distributed to the Parties and to the Organization. This decision is not appealable.

Procedures

33. The Case Manager has the following responsibilities:
    a) Announce to the Parties that they have been appointed
    b) Determine if the complaint is frivolous or vexatious or outside the jurisdiction of the Code.
       In such case, the complaint will be dismissed and this decision is not appealable
    c) Propose the use of mediation or a negotiated settlement
    d) Facilitate the exchange of written submissions between the Parties
    e) Appoint the Final Decision Making Panel
    f) Establish timelines and ensure procedural fairness of the process
    g) Coordinate the administrative aspects of the complaint process and provide logistical support to the Final Decision Making Panel
    h) Distribute the decision

34. The Final Decision Making Panel shall consist of a single Arbitrator who will hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Final Decision Making Panel of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Final Decision Making Panel's members to serve as the Chair. The members of the Final Decision Making Panel should be experienced with handling sport disputes and must not be in a conflict of interest.

35. The Case Manager, in cooperation with the Final Decision Making Panel, will decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Final Decision Making Panel deem appropriate in the circumstances, provided that:
    a) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication medium
    b) Copies of any written documents which the parties wish to have the Final Decision Making Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing
    c) The Parties may engage a representative, advisor, or legal counsel at their own expense

d) The Final Decision Making Panel may request that any other individual participate and give evidence at the hearing
e) The Final Decision Making Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate
f) The decision will be made by a majority vote of the Final Decision Making Panel

36. If the Respondent acknowledges the facts of the incident, the Respondent may decline to participate in the hearing, in which case the Final Decision Making Panel will determine the appropriate sanction. The Final Decision Making Panel may still hold a hearing for the purpose of determining an appropriate sanction.

37. Subject to the above section, the hearing will proceed in any event, even if a Party chooses not to participate in the hearing.

38. In fulfilling its duties, the Final Decision Making Panel may obtain independent legal advice.

Decision

39. After hearing and/or reviewing the matter, the Final Decision Making Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within seven (7) days of the hearing's conclusion, the Final Decision Making Panel's written decision, with reasons, will be distributed by the Case Manager to all Parties, the Complaints Administrator, and the Organization. In extraordinary circumstances, the Final Decision Making Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the seven (7) day period.

Sanctions

40. The Final Decision Making Panel may apply the following disciplinary sanctions, singularly or in combination:
    a) Verbal or written reprimand
    b) Verbal or written apology
    c) Service or other contribution
    d) Removal of certain privileges
    e) Suspension from certain teams, events, and/or activities
    f) Suspension from the Organization's activities for a designated period of time
    g) Payment of the cost of repairs for property damage
    h) Suspension of funding
    i) Expulsion
    j) Any other sanction considered appropriate for the offense

41. Unless the Final Decision Making Panel decides otherwise, any disciplinary sanctions will begin immediately and will continue even if a Party initiates an appeal of the decision. Failure to comply with a sanction as determined by the Final Decision Making Panel will result in an automatic suspension from the Organization until such time as compliance occurs.

42. Records of all decisions will be maintained by the Organization in compliance with applicable law.

Appeals

43. Appeals may be heard as follows:

    a) An Affiliate Organization may hear appeals of a decision made by its own Final Decision Making Panel, per its applicable policies for appeals

    b) Ontario Soccer may hear appeals of a decision made by an Affiliate Organization's Final Decision Panel, either at the request of the Affiliate Organization or at its own discretion, per the Ontario Soccer *Appeal Policy*

    c) Ontario Soccer may hear appeals of a decision made by its own Final Decision Making Panel, per the Ontario Soccer *Appeal Policy*

Suspension Pending a Hearing

44. The Organization may determine that an alleged incident is of such seriousness as to warrant suspension of an Individual from the Organization pending completion of a criminal process, the hearing, or a decision of the Final Decision Making Panel.

Criminal Convictions

45. An Individual's conviction for a *Criminal Code* offense, as determined by the Organization, will result in the immediate suspension of the Individual. The Organization will choose to either wait until the expiration of the individual's affiliation with the Organization, which will not be renewed, or will initiate a complaint process per this Code with either itself (or an Individual) acting as the Complainant. *Criminal Code* offences may include, but are not limited to: a) Any child pornography offences

    b) Any sexual offences
    c) Any offence of physical violence
    d) Any offence of assault
    e) Any offence involving trafficking of illegal drugs

Confidentiality

46. The discipline and complaints process is confidential and involves only the Parties, the Complaints Administrator, the Case Manager, the Final Decision Making Panel, and any independent advisors to the Final Decision Making Panel.

47. Once the discipline and complaints process has been initiated, none of the Parties may disclose confidential information relating to the complaint to any person not directly involved in the proceedings. After the release of the decision, the only confidential information that may be disclosed is the result of the decision and the sanction (if any).

48. The Final Decision Making Panel will consider any violations of the confidentiality section of this Code prior to making a decision. Violations of this section of the Code after the decision has been released may cause the Organization, or another Individual, to initiate a complaint process against the Party violating this section.

49. The Final Decision Making Panel may determine if there are exceptions or additional restrictions to the confidentiality section of this Code.

Timelines

50. If the circumstances of the complaint are such that adhering to the timelines outlined by this Code will not allow a timely resolution to the complaint, the Final Decision Making Panel and/or Case Manager may direct that these timelines be revised.

Records and Distribution of Decisions

51. Other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Code.

APPENDIX B2: CODE OF CONDUCT – BOARD OF DIRECTORS/OFFICERS

The Board of Ontario Soccer is responsible to the Membership of Ontario Soccer as defined in the

Bylaws of Ontario Soccer and to provide leadership and direction. Members of Ontario Soccer Board, Members of Provincial and Regional League Boards, and Members of Board Committees, shall at all times be governed by applicable federal and provincial statutes, by the Bylaws, and by Policies adopted by Ontario Soccer for the governance and management of its affairs. These individuals shall ensure that their actions or decisions do not conflict with the published rules of Ontario Soccer, Roberts Rules of Order or the Harassment Policies of Ontario Soccer.

In representing the members of Ontario Soccer and acting as their "trustee", Directors have three basic duties:

- The Duty of Diligence: This is the duty to act reasonably, prudently, in good faith and with a view to the best interests of Ontario Soccer and its members.

- The Duty of Loyalty: This is the duty place the interests of Ontario Soccer first, and to not use one's position as a director to further private interests.

- The Duty of Compliance: This is the duty to act within the scope of the governing policies of Ontario Soccer and within the scope of other laws, rules and regulations that apply to Ontario Soccer.

Members of the Board of Ontario Soccer, of Boards of Provincial and Regional Leagues and of Board Committees shall:

i. Respect the rights, dignity and worth of all other persons
ii. Be responsible first as their priority the welfare of Ontario Soccer and function primarily as a Member of the Board, not as a member of any particular constituency;
iii. Conduct themselves openly, professionally, lawfully and in good faith in the best interests of Ontario Soccer;
iv. Be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism
v. Behave with appropriate decorum and be fair, equitable, considerate and honest in all dealings with others;
vi. Exercise due diligence in upholding their fiduciary responsibility to the Membership of the Ontario Soccer;
vii. Abide by all motions passed by the Board in accordance with Roberts Rules of Order;
viii. Respect the confidentiality appropriate to issues of a sensitive nature and comply with the Ontario Soccer Confidentiality Policy;

ix. Ensure that all members are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight;

x. Respect and support the decisions of the majority and remove themselves from a meeting or resign if unable to do so; and commit the time to attend meetings and to be diligent in their preparation for and participation in discussions.

Duty of Diligence

i. Act prudently and in the best interests of Ontario Soccer
ii. Exercise the same level of care that a reasonable person with similar abilities, skills and experience in similar circumstances
iii. Act cautiously and try to anticipate the consequences of their decisions and actions before they undertake them
iv. Act honestly and forthright
v. Take reasonable steps to manage foreseeable risks

Duty of Loyalty

i. Put the interests of Ontario Soccer first which will take precedence over any other interest, including their own personal interests
ii. Avoid putting themselves in a situation of a conflict of interest
iii. Act properly in disclosing a situation of a conflict of interest and ensure they play no part in discussing, influencing or making decision relating to that conflict
iv. Disclose any conflicts of interest per Ontario Soccer's *Conflict of Interest Policy*

Duty of Compliance

i. Comply with Ontario Soccer's governing documents and ensure that staff and committees do as well.
ii. Ensure Ontario Soccer's governing documents remain current and accurate.
iii. Obey external laws and rules that are imposed upon Ontario Soccer.

Guiding Principles

Failure to Comply:

a) Self-removal from a meeting or the Board
b) Board mandated-removal from a meeting
c) Membership removal from the Board

Training:

a) Initial orientation training for new and existing Board Members
b) Acknowledgement of training and understanding
c) Annual renewal of understanding

☐ I have read and understand the Ontario Soccer's Directors and Officers Code of Conduct Policy and agree to always act in accordance with it.

Director's Name: _____
Position: _____

Signature: _____
Date: _____

APPENDIX C: PRIVACY – FULL POLICY

Article 1 General

1.1 Background

Privacy of personal information is governed by the *Personal Information Protection and Electronics Documents Act* ("PIPEDA"). This policy describes the way that Ontario Soccer collects, uses, safeguards, discloses and disposes of personal information, and states Ontario Soccer's commitment to collecting, using and disclosing personal information responsibly. This policy is based on the standards required by PIPEDA and Ontario Soccer's interpretation of these responsibilities.

1.2 Purpose

The purpose of this policy is to govern the collection, use and disclosure of personal information in the course of commercial activities in a manner that recognizes the right to privacy of individuals with respect to their personal information and the need of Ontario Soccer to collect, use or disclose personal information.

1.3 Definitions

The following terms have these meanings in this Policy:

a) *Act* – Personal Information Protection and Electronic Documents Act.
b) *Commercial Activity* – any particular transaction, act or conduct that is of a commercial character.
c) *Personal Information* – any information about an identifiable individual including information that relates to their personal characteristics including, but not limited to, gender, age, income, home address or phone number, ethnic background, family status, health history and health conditions, NCCP number, education, resumes, fitness results, credit card or chequing information, date of birth, athlete history, birth certificate, performance results, certifications, awards, height, weight, uniform size, shoe size, feedback from coaches and trainers, video footage, photographs, banking information, social insurance number, criminal records check, reference checks, beneficiaries, passport numbers, frequent flyer numbers, and discipline results. Personal information, however, does not include business information (e.g. an individuals' business address and telephone, which is not protected by PIPEDA. d) *Representatives* – Prospective members, members, players, coaches, referees, participants, managers, fans and volunteers within Ontario Soccer.

1.4 Application

This Policy applies to Ontario Soccer Representatives in connection with personal information that is collected, used or disclosed during any commercial activity related to Ontario Soccer.

1.5 Statutory Obligations

The Ontario Soccer is governed by the *Personal Information Protection, Electronic Documents Act* in matters involving the collection, use and disclosure of personal information during a commercial transaction.

1.6 Additional Obligations

In addition to fulfilling all requirements of the *Act*, Ontario Soccer will also fulfill the additional requirements of this Policy. Ontario Soccer will **not**:

a) Disclose personal information to a third party during any business or transaction unless such business, transaction or other interest is properly consented to in accordance with this Policy;
b) Knowingly place themselves in a position where they are under obligation to any organization to disclose personal information;
c) In the performance of their official duties, disclose personal information to family members, friends or colleagues, or to organizations in which their family members, friends or colleagues have an interest;
d) Derive personal benefit from personal information that they have acquired during the course of fulfilling their duties with Ontario Soccer; and
e) Accept any gift or favor that could be construed as being given in anticipation of, or in recognition for, the disclosure of personal information.

1.7 Ruling on Policy

Except as provided in the *Act*, the Board of Directors of Ontario Soccer will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

Article 2 Accountability

2.1 Privacy Officer

The Privacy Officer is responsible for the implementation of this policy and monitoring information collection and data security, and ensuring that all staff receives appropriate training on privacy issues and their responsibilities. The Privacy Officer also handles personal information access requests and complaints. The Privacy Officer may be contacted at the following address:

Ontario Soccer
C/O Privacy Officer
7601 Martin Grove Road
Vaughan, Ontario, L4L 9E4
Email: privacy@ontariosoccer.net
Tel: (905) 264-9390

2.2 Duties

The Privacy Officer will:

a) Implement procedures to protect personal information;
b) Establish procedures to receive and respond to complaints and inquiries;
c) Record all persons having access to personal information;
d) Ensure any third party providers abide by this policy; and
e) Train and communicate to staff information about Ontario Soccer privacy policies and practices.

Article 3 Identifying Purposes

3.1 Purpose

Personal information may be collected from Representatives and disclosed for purposes that include, but are not limited to, the following:

Communications

a) Receiving communications from Ontario Soccer, District Associations, Clubs, and Leagues in regards to E-news, newsletters, programs, competitions, training, discipline, appeals, events, activities and other pertinent information.
b) Published articles, media relations and posting on the Ontario Soccer website, displays or posters. In some cases, videos from an event will be available for purchase.
c) Award nominations, biographies, published articles and media relations.
d) Communication within and between committees, volunteers and Board members.
e) Discipline results and long term suspension list to notify Clubs, Leagues, and District Associations of suspended members.
f) Communications with applicable municipalities who wish to check residency status of individuals.

Registration, Database Entry and Monitoring

g) Disclosure to Ontario Soccer Clubs, Leagues, District Associations and Canada Soccer who will use such information for registration and communication of programs, events and activities.
h) Disclosure to Ontario Soccer Clubs, Leagues, and District Associations for the purpose of relaying and collecting information which is used to direct the public to such Club, League, or District Association and to provide easy access for organization to-organization communication.
i) Database entry at the Coaching Association of Canada and to determine level of coaching certification, coaching qualifications and coach selection.
j) Database entry to determine level of officiating certification and qualifications.
k) Registration for programs, events and activities.

l) Determination of member club, eligibility, age group and appropriate level of play/competition.
m) Player Registration, outfitting uniforms, and various components of athlete and team selection.
n) Technical monitoring, Coach/Club review, officials training, educational purposes, sport promotion, media publications.

Sales, Promotions and Merchandising

o) Purchasing equipment, coaching manuals, resources and other products.
p) Promotion and sale of merchandise.

General

q) Travel arrangement and administration.
r) Implementation of Ontario Soccer screening program.
s) Medical emergency, emergency contacts or reports relating to medical or emergency issues.
t) Determination of membership demographics and program wants and needs.
u) Managing insurance claims and insurance investigations.
v) Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends.
w) Video recording and photography for promotional use, marketing and advertising by Ontario Soccer, District Association, Clubs, and Leagues.
x) Payroll, honorariums, company insurance and health plan.

3.2 **Purposes not identified** – Ontario Soccer will seek consent from individuals when personal information is used for commercial purpose not identified herein. This consent will be documented as to when and how it was received.

Article 4 Consent

4.1 **Consent**

Ontario Soccer will obtain consent by lawful means from individuals at the time of collection and prior to the use or disclosure of this information. Ontario Soccer may collect personal information without consent where reasonable to do so and where permitted by law.

4.2 **Implied Consent**

By providing personal information to Ontario Soccer, individuals are consenting to the use of the information for the purposes identified in this policy.

4.3 Requirement

Ontario Soccer will not, as a condition of a product or service, require an individual to consent to the collection, use or disclosure of personal information beyond that required to fulfill the specified purpose of registration or the product or service.

4.4 Form

Consent may be written or implied. In determining the form of consent to use, Ontario Soccer will take into account the sensitivity of the information, as well as the individual's reasonable expectations. Individuals may consent to the collection and specified used of personal information in the following ways:

a) Completing and/or signing a registration form or an application form;
b) Checking a check off box;
c) Providing written consent either physically or electronically;
d) Consenting orally in person; or
e) Consenting orally over the phone.

4.5 Withdrawal

An individual may withdraw consent in writing, to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions provided the individual gives one week's notice of such withdrawal to Ontario Soccer. Ontario Soccer will inform the individual of the implications of such withdrawal.

4.6 Legal Guardians

Consent will not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore will be obtained from a parent, legal guardian or person having power of attorney.

4.7 Exceptions for Collection

Ontario Soccer is not required to obtain consent for the collection of personal information if:
a) It is clearly in the individual's interests and consent is not available in a timely way;

b) Knowledge and consent would compromise the availability or accuracy of the information and collection is required to investigate a breach of an agreement or contravention of a federal or provincial law;
c) The information is for journalistic, artistic or literary purposes; or
d) The information is publicly available as specified in the *Act*.

4.8 Exceptions for Use – Ontario Soccer may **use** personal information without the individual's knowledge or consent only:

a) If Ontario Soccer has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial or foreign law **and** the information is used for that investigation;
b) For an emergency that threatens an individual's life, health or security;
c) For statistical or scholarly study or research;
d) If it is publicly available as specified in the *Act*;
e) If the use is clearly in the individual's interest and consent is not available in a timely way; or
f) If knowledge and consent would compromise the availability or accuracy of the information **and** collection was required to investigate a breach of an agreement or contravention of a federal or provincial law.

4.9 Exceptions for Disclosure

Ontario Soccer may **disclose** personal information without the individual's knowledge or consent only:

a) To a lawyer representing Ontario Soccer;
b) To collect a debt the individual owes to Ontario Soccer
c) To comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
d) To a government institution that has requested the information, identified its lawful authority, and indicated that disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, provincial or foreign law; or that suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or provincial law;
e) To an investigative body named in the *Act* or government institution when Ontario Soccer believes the information concerns a breach of an agreement, or a contravention of a federal, provincial, or foreign law, or suspects the information relates to national security or the conduct of international affairs;
f) To an investigative body for the purposes related to the investigation of a breach of an agreement or a contravention of a federal or provincial law;
g) In an emergency threatening an individual's life, health, or security (Ontario Soccer will inform the individual of the disclosure);
h) For statistical, scholarly study or research;
i) To an archival institution;
j) 20 years after the individual's death or 100 years after the record was created;
k) If it is publicly available as specified in the regulations; or
l) If otherwise required by law.

Article 5 Limiting Collection, Use, Disclosure and Retention

5.1 Limiting Collection, Use and Disclosure
Ontario Soccer will not collect, use or disclose personal information indiscriminately and will be collected fairly, by lawful means. Information collected will be for the purposes specified in Article 3.1, except with the consent of the individual or as required by law.

5.2 Retention Periods
Personal information will be retained indefinitely unless requested otherwise by the individual.

5.3 Exception
Personal information that is used to make a decision about an individual will be maintained for a minimum of one year of time to allow the individual access to the information after the decision has been made.

Article 6 Accuracy

6.1 Accuracy
Personal information will be accurate, complete and as up to date as is necessary for the purposes for which it is to be used to minimize the possibility that inappropriate information may be used to make a decision about the individual.

Article 7 Safeguards

7.1 Safeguards
Personal information will be protected by security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.

7.2 Employees
Employees will be made aware of the importance of maintaining personal information confidential and will be required to sign confidentiality agreements.

7.3 Confidentiality
Every individual at all levels, who has access to personal information collected by Ontario Soccer, will sign a confidentiality Agreement which requires the individual to comply with this Privacy Policy.

Article 8 Openness

8.1 Information

Information made available to individuals will include:

a) The name or title, and the address, of the person who is accountable for Ontario Soccer's privacy policy and practices and to whom complaints or inquiries can be forwarded;
b) The means of gaining access to personal information held by Ontario Soccer; and
c) A description of the type of personal information held by Ontario Soccer.

Article 9 Individual Access

9.1 Access

Upon written request, and with assistance from Ontario Soccer, an individual may be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. As well, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.

9.2 Response

Requested information will be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal costs relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.

9.3 Denial

An individual may be denied access to his or her personal information if: a)
This information is prohibitively costly to provide;

b) The information contains references to other individuals;
c) The information cannot be disclosed for legal, security or commercial proprietary purposes;
d) The information is subject to solicitor-client or litigation privilege.

9.4 Reasons

Upon refusal, Ontario Soccer will inform the individual the reasons for the refusal and the associated provisions of *PIPEDA*.

9.5 Identity

Individuals will be required to complete and submit an "Information Access – Correction Form", with two forms of identification (1 Photo ID), in order to determine the existence, use and disclosure of their personal information. Individuals wishing to opt-out of the collection,

use or disclosure of their personal information will be required to complete and submit an "Opt Out Request Form" with two forms of identification (1 Photo ID).

Article 10 Challenging Compliance

10.1 Challenges

An individual will be able to challenge compliance with this Policy and the *Act* to the designated individual accountable for compliance.

10.2 Procedures

Upon receipt of a complaint, Ontario Soccer will: a)
Record the date the complaint is received;

b) Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
c) Acknowledge receipt of the complaint by way of e-mail or telephone conversation and if necessary clarify the nature of the complaint;
d) Determine whether the complaint is frivolous or vexatious and within the jurisdiction of this Policy. If it is determined the complaint is frivolous or vexatious or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Privacy Officer's decision to the acceptance or dismissal of the complaint may not be appealed.
e) If it is determined that the complaint is not frivolous and vexatious and within the jurisdiction of this Policy, the Privacy Officer will investigate the complaint and take corrective action to resolve the matter.
f) Notify the complainant the outcome of the investigation and any relevant steps taken to rectify the complaint.

10.3 Whistle-blowing

Ontario Soccer will not dismiss, suspend, demote, discipline, harass or otherwise disadvantage any Ontario Soccer Representative, and other decision-makers within Ontario Soccer or deny that person a benefit because the individual, acting in good faith and on the basis of reasonable belief:

a) Disclosed to the commissioner that Ontario Soccer has contravened or is about to contravene the *Act*;
b) Has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene the *Act*; or
c) Has refused to do or stated an intention of refusing to do anything that is in contravention of the *Act*.

Article 11 IP Address

11.1 Ontario Soccer does not collect, use or disclose IP Addresses.

Article 12 Cookies

12.1 Ontario Soccer does not use cookies to identify specific individuals.

Article 13 Copyright and Legal Disclaimer

13.1 This web site is a product and property of Ontario Soccer. The information on this web site is provided as a resource to those interested in Ontario Soccer. Ontario Soccer disclaims any representation or warranty, express or implied, concerning the accuracy, completeness or fitness for a particular purpose of the information. Persons accessing this information assume full responsibility for the use of the information and understand and agree that Ontario Soccer is not responsible or liable for any claim, loss or damage arising from the use of this information. Reference to specific products, processes or services does not constitute or imply recommendation or endorsement by Ontario Soccer. Ontario Soccer also reserves the right to make changes at any time without notice.

13.2 Links made available through this website may allow you to leave the Ontario Soccer site. Please be aware that the internet sites available through these links are not under the control of Ontario Soccer. Therefore, Ontario Soccer does not make any representation to you about these sites or the materials available there. Ontario Soccer is providing these links only as a convenience to you, and in no way guarantees these links and the material available there. Ontario Soccer is not responsible for privacy practices employed by other companies or websites.

Article 14 Applicable Law

14.1 This site is created and controlled by Ontario Soccer in the province of Ontario. As such, the laws of the province of Ontario will govern these disclaimers, terms and conditions.

APPENDIX D: DIVERSITY AND INCLUSIVENESS – FULL POLICY

Article 1 General

1.0 Definitions

Diversity means the inclusion of individuals representing more than one national origin, colour, religion, socioeconomic status, geographic location, physical ability, sexual orientation, etc.

Inclusiveness means encompassing everything concerned.

1.1 Application

Ontario Soccer encourages:

a) The participation of all interested individuals in all aspects of soccer in Ontario
b) The equal provision of opportunity and resources
c) An environment that is welcoming for any interested participant, whether as a player, coach, official, administrator, or spectator

Ontario Soccer will:

a) Ensure that the achievement of equal opportunities is a key consideration when developing, updating, or delivering Ontario Soccer programs, policies, and projects
b) Ensure that the concerns and needs of all participants are identified, promoted, and supported
c) Ensure that Ontario Soccer's governance structure encourages and promotes the full and equal participation of all participants

Minority Groups

a) Ensure that its programs and activities welcome a diverse range of participants

Decision-Making

a) Seek out opportunities to enhance diversity when recruiting for employment or volunteer positions within the organization

Communications

a) Ensure that a diverse range of participants are portrayed equitably in promotional materials and official publications

Partnerships

a) Work collaboratively with project and event hosting partners to gain their support of Ontario Soccer's priorities for diversity and inclusiveness, and will encourage these partners to implement plans, policies, activities, and communications that reflect these priorities

Ongoing Commitment to Diversity and Inclusiveness

a) Understand that the key to being a diverse organization is to be inclusive in all strategies, plans, and actions of Ontario Soccer whether they relate to technical programs, operations, business management, sponsorship, marketing, media, or communications. Ontario Soccer resolves to incorporate diversity concerns in its operations, activities, and partnerships on a continuing basis.

APPENDIX E: WHISTLEBLOWER – FULL POLICY

Article 1 General

1.0 Purpose

The purpose of this Policy is to allow individuals and organizations to have a discrete and safe procedure by which they can disclose incidents of wrongdoing without fear of unfair treatment or reprisal.

1.2 Application

This Policy applies to individuals and organizations that observe or experience incidents of wrongdoing and report such incident or observations under the expectation of privacy.

1.3 Wrongdoing

Wrongdoing may include but is not limited to: a)
Violating the law;

b) Intentionally or breaching of Ontario Soccer's *Code of Conduct and Ethics*;
c) Intentionally or breaching of Ontario Soccer's *Policies or Operational Procedures*;
d) Intentionally or breaching Ontario Soccer's policies relating to workplace violence and harassment;
e) Committing or ignoring risks to the life, health, or safety of a participant, volunteer, Worker, or other individual;
f) Directing an individual or organization to commit a crime, a breach of an Ontario Soccer policy, or other wrongful act; or
g) Fraud.

Article 2 Ongoing Attention

2.1 Pledge

1. Ontario Soccer pledges not to dismiss, penalize, discipline, or retaliate or discriminate against any individual who discloses information or submits, in good faith, information under the terms of this Policy.

2. Any individual or organization affiliated with Ontario Soccer who breaks this Pledge will be subject to disciplinary action.

Article 3 Application

3.1 Reporting Wrong Doing

An individual or organization which believes an incident of wrongdoing has occurred should prepare a report that includes the following:

a) Written description of the act or actions that comprise the alleged wrongdoing, including the date and time of the action(s);
b) Identities and roles of other individuals or organizations who may be aware of, affected by, or complicit in, the wrongdoing; and
c) Why the act or action should be considered to be wrongdoing

3.2 Authority

Ontario Soccer has appointed the following Staff Member to receive reports made under this Policy:

Ontario Soccer Privacy Officer
privacy@ontariosoccer.net

After receiving the report, the Staff Member has the responsibility to:

a) Assure the individual or organization of Ontario Soccer's **Pledge**
b) Connect the individual or organization to an alternate liaison if the individual feels that he or she cannot act in an unbiased or discrete manner due to the individual's role with Ontario Soccer and/or the content of the report
c) Determine if the report is frivolous, vexatious, or not submitted in good faith (e.g., the submission of the report is motivated by personal interests and/or the content of the report is obviously false or malicious)
d) Determine if Ontario Soccer's *Whistleblower Policy* applies or if the matter should be handled under Ontario Soccer's *Discipline and Complaints Policy* or other applicable policy.
e) Described the implications and requirements of the use of other Ontario Soccer policies (Discipline and Complaints, Dispute Resolution, etc.).
f) Determine if the local police service be contacted
g) Determine if mediation or alternate dispute resolution can be used to resolve the issue
h) Determine if Ontario Soccer's Board of Directors, President and/or Chief Executive Officer should or can be notified of the report
i) Begin an investigation

3.3 Confidentiality

Confidentiality at all stages of the procedures outlined in this Policy is required. An individual who intentionally breaches the confidentiality clause of this Policy will be subject to disciplinary action.

APPENDIX F: INTELLECTUAL PROPERTY – FULL POLICY

Article 1
General

1.0 Purpose

Ontario Soccer's image and reputation is of the utmost importance. The purpose of this policy is to ensure the Ontario Soccer's visual identity (logo/mark), intellectual property and brand slogans/tag lines (collectively "Intellectual Property") are applied consistently and reflect the highest of standards. Therefore:

a) Only reputable individuals, organizations and corporations (collectively the "User") whose image, product or services do not conflict with the mission or values of Ontario Soccer may be considered as users of Ontario Soccer's Intellectual Property.
b) There is no obligation on behalf of Ontario Soccer to accept any Intellectual Property use request.
c) Ontario Soccer's long-term reputation and credibility will remain paramount.

1.2 Application

The purpose of this Policy is to also provide Users with guiding principles, policies and regulations regarding:

a) Use of Ontario Soccer's Intellectual Property;
b) Typeface for the Ontario Soccer Logo; and
c) Guidelines for requesting use of the Ontario Soccer Intellectual Property.

1.3 Ontario Soccer's Intellectual Property

d) All items collectively referred to as Ontario Soccer's Intellectual Property are described and attached in Appendix "F (a)".

1.4 Obligations

e) Users wishing to use the Ontario Soccer's Intellectual Property will adhere to the following:
    a. The terms and conditions of any agreement with Ontario Soccer and this Policy.
    b. Only use the approved Intellectual Property provided by Ontario Soccer.

f) Users granted use will **NOT**:
    a. Alter the look, feel or image of the Intellectual Property.
    b. Add decorative or other elements to the Intellectual Property.

c. Distort the Intellectual Property in any way.
d. Use outdated versions of the Intellectual Property.
e. Place the Intellectual Property in questionable locations.

g) Users granted use will follow the ***Ontario Soccer Brand Style Usage Guide*** that will be included with all approved applications.

1.5 Grant of License

a) Each potential User will be considered on its own merits. Judgment and discretion will characterize the decision making process, however, the following set of questions will be considered:
b) Would the User align with Ontario Soccer's brand image?
c) Does the User conflict with Ontario Soccer's values, operations or partners?
d) Does the User suit Ontario Soccer's overall strategy, mission and vision?
e) Will the User help Ontario Soccer achieve its objectives?
f) Does the User represent, or could this User be perceived as, a conflict of interest?
g) Ontario Soccer will grant approved Users, in accordance with the terms set out in this Policy and any other applicable agreement, a non-exclusive license to use the Ontario Soccer Intellectual Property.
h) Ontario Soccer reserves the right of final approval of all Users and the right to refuse or terminate any use of the Intellectual Property at its sole discretion.

1.6 Ontario Soccer Logo Request

Users wishing to use the Ontario Soccer's Intellectual Property will submit the Ontario Soccer's Intellectual Property Request Form attached as Appendix "F (b)", which can also be ascertained from Ontario Soccer.

1.7 Proofs

Upon acceptance and approval of the Intellectual Property Request Form, Users will submit proofs, reproductions and samples of any use of the Ontario Soccer's Intellectual Property upon request of Ontario Soccer. Ontario Soccer will have up to five (5) business days upon submission to review and respond to all intellectual property use requests.

1.8 Intellectual Property

This Policy does not give any User any interest in the Ontario Soccer's Intellectual Property or any other intellectual property owned by Ontario Soccer, except the right to use the Ontario Soccer's Intellectual Property in accordance with the terms of this Policy and as directed by Ontario Soccer.

1.9 Enforcement

Failure to adhere to this Policy may give rise to discipline in accordance with the Ontario Soccer's Discipline and Complaints Policy or remedies sought in a court of competent jurisdiction.

APPENDIX "F (a)"

Approved Ontario Soccer Logo

ONTARIO SOCCER
EST. 1901

Trade Names/Wordmarks:

Ontario Soccer

Ontariosoccer.net

APPENDIX "F (b)"

Ontario Soccer Intellectual Property Request Form

Organization: _____Contact: _____

Address: _____Telephone: _____ Fax: _____ Email: _____

1. Please check the Ontario Soccer Intellectual Property you require:

Logo	Format			
Ontario Soccer Logo	☐ Black & White	☐ Color	☐ JPG	☐ EPS
Slogan: Ontario Soccer	☐ Black & White	☐ Color	☐ JPG	☐ EPS
Slogan: Ontariosoccer.net	☐ Black & White	☐ Color	☐ JPG	☐ EPS

2. Please indicate how and when you intend to use the Ontario Soccer Intellectual Property:

Item	Description	* Quantities	Date(s) of Use
☐ Print Marketing or Promotional Materials (e.g. poster, brochure, program flyer)			
☐ Certificates, Ribbons or Medals			
☐ Clothing/Apparel, Buttons, Hats, Mugs, Etc.			
☐ Electronic Publications (e.g. website, social media, online newsletter, multi-media)			
☐ Print Advertisement			
☐ Signage (Specify):			
☐ Other (Specify):			

*Please indicate approximately how many of the items will be produced and/or distributed.

Declaration

I, as the User of the Ontario Soccer Intellectual Property, do hereby certify that:

a) I have the authority to represent and bind myself and the Organization.
b) I have read and understand the terms contained in Ontario Soccer's Intellectual Property Policy.
c) Any use of the Ontario Soccer Intellectual Property may be terminated by Ontario Soccer at any time.
d) All the information set out in this form is true and correct

Name (Please Print): _____ Signature: _____
Organization: _____ Date: _____

Please submit this Request Form to Ontario Soccer by mail, fax or email to:
Ontario Soccer,
Attention: Manager of Marketing

7601 Martin Grove Rd,
Woodbridge, ON L4L 9E4
Email: marketing@ontariosoccer.net Fax:
(905) 264-9445

NOTE:

- All requests will be reviewed for compliance with Ontario Soccer's Intellectual Property Policy.
- Ontario Soccer will endeavor to respond to requests within five business days of submission. If approval is granted by Ontario Soccer, appropriate digital files will be emailed to you.

For Ontario Soccer Office Use Only		
Date Received: Date of Response: Intake Staff:	Grant of License: Term of License:	Comments:

APPENDIX G: ANTI DOPING AS IT PERTAINS TO ONTARIO SOCCER PROGRAMMING

In addition, the policy is further expanded in the Competition Regulations for Team Ontario - Canada Summer Games participation, Canada Soccer National Championships, Canadian Championships, and the FUTSAL National Championship:

1. All athletes and staff representing Team Ontario at the Canada Summer Games must complete the CCES E-learning: 16True Sport Clean 101 and the Role of Athlete Support Personnel Course located at www.cces.ca

2. All athletes who participate in Canada Soccer's National Championships shall be eligible for unannounced testing. A list of banned substances can be obtained from www.cces.ca

3. Where unannounced testing takes place at a Canada Soccer National Championship competition it will be undertaken in accordance with the CCES protocols. One member of the team staff for all National Championships must have completed the CCES E-learning:

   16True Sport Clean 101 and the Role of Athlete Support Personnel Course.

4. In addition for teams participating in the Canada Soccer U-17 Cup, Challenge Trophy/Jubilee Trophy and Masters and FUTSAL Competitions, the team captain must have completed the CCES E-learning and True Sport Clean 101. The online education session is to be completed on the following website: www.cces.ca

5. A copy of the CCES certificate for each of the above listed courses must be submitted to Ontario Soccer and/or Canada Soccer prior to the start of the competition

ONTARIO SOCCER POLICY REVISION

Policy Number	Policy/Description	Approval/Amendment	Revision Date
1.0 – 17.0	All Completely Redone	Approval	February 1, 2016
18.0	Addition - Diversity & Inclusiveness	Approval	September 17, 2016
19.0	Addition - Whistleblower	Approval	September 17, 2016
3.0	Removal of Hall of Fame from Policy 3.0	Approval	December 10, 2016
20.0	Addition – Intellectual Property Policy 20.0	Approval	March 23, 2017
13.0 – APPENDIX B1	Addition – Appendix B Code of Conduct – Full Policy	Approval	June 25, 2017
10.0	Gender Equity Policy	Amendment	September 8, 2017
13.0 – APPENDIX B2	Addition – Appendix B2 Code of Conduct – Board of Directors/Officers	Amendment	September 8, 2017
12.0 APPENDIX A2	Addition – Conflict of Interest Statement – Board of Directors	Amendment	September 8, 2017
6.0	Update Discipline and Complaints Policy to reference Code of Conduct and Ethics	Approval	June 9, 2018
13.0 APPENDIX B1	Replace “Code of Conduct” with approve March 2018 “Code of Conduct and Ethics”	Approval	June 9, 2018
21.0	Addition – Removal of a Director	Approval	October 13, 2018
22.0	Addition – Suspension or Termination of Membership	Approval	October 13, 2018
23.0	Addition – Anti-Doping Policy	Approval	June 8, 2018
24.0	Addition – Concussion Policy	Approval	March 1, 2019
25.0	Addition – Commercial Sponsorship Policy	Approval	June 15, 2019
24.0	Update – Concussion Policy	Approval	September 21, 2019

APPENDIX B1	Update – Code of Conduct and Ethics	Approval	December 7, 2019
10.0	Gender Equity Policy	Approval	March 7, 2020
APPENDIX B1	Update – Code of Conduct and Ethics	Approval	December 5, 2020
26.0	Drone Policy	Approval	September 24, 2022 December 3, 2022

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