

THUNDER BAY CHILL SOCCER CLUB



Policy Manual

Approved by the Board of Directors at the October 2021, AGM.

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OUR CLUB

Vision

Through nuanced leadership we will increase membership to an optimum level that results in high membership satisfaction applying best practices to soccer programs, staff retention and asset management to be financially sound.

Mission Statement

The mission of the Thunder Bay Chill Soccer Club is to provide all interested participants into a safe, welcoming and an inclusive environment where everyone feels that they belong and valued.

Values

The goal of the Club is to develop the full inherent athletic, physical, and mental potential of everyone. The Club is dedicated to the development of all participants not only as experts in their discipline, and as citizens who will assume leadership and inspire others to reach the limits of their individual potentials.

- i. Prioritize Fun
- ii. Emphasize Physical, Mental, and Emotional Safety
- iii. Provide Developmentally Appropriate, High-Quality Programs
- iv. Maximize Attraction, Holistic Personal Development, Progression, and Long-Term Engagement Focus on Participant-Centered Decision Making
- v. Foster Accessible, Inclusive, and Welcoming Environments
- vi. Function as a Good Corporate and Community Citizen

OUR “WE” PHILOSOPHY

- i. We will strive to be the acknowledged leader for soccer in Player Development and Training, Coaching Techniques, and Club Organization.
- ii. We have a program that will be driven through Professional Coaching Staff who can present the game to the players in a meaningful manner;
- iii. We will continue to generate an atmosphere for the most Progressive and Innovative soccer club in Northwestern Ontario;
- iv. We play for each other and remain POSITIVE in the face of adversity;
- v. We are confident in our abilities because we care in each other as teammates and individuals;
- vi. We believe we are truly extraordinary and achieve something every day;
- vii. We respect our leaders and their strengths;
- viii. We avoid both fragile emotional states and unnecessary drama;
- ix. We work hard;
- x. We are individuals exhibiting character, integrity, accountability, and dedication to each other and ourselves for the maximum benefit of our team thus achieving our COMMON goal in competing athletically at the highest level;

Code of Conduct for Chill Players

As a member of the Thunder Bay Chill Reserve Team, which will be competing in local, provincial, and international tournaments, you represent your country, province, city, and club. Your conduct both on and off the field reflects all you represent. Though we do not anticipate any problems, discipline or otherwise, we have developed this Code of Conduct to communicate our expectations.

- i. All players will maintain the highest standard of conduct.
- ii. Players are always expected to display exemplary behaviour whenever they are representatives of the Club.
- iii. Players will demonstrate respect for teammates, equipment, coaches, officials, opponents, and chaperons always. This includes shaking hands with the opposing team and officials following each game.
- iv. No disrespect for others or property, no lying, no swearing, no horseplay, no childish pranks, or other activities that others may find offensive will be tolerated.
- v. Players are required to replace or pay equal value for any equipment lost or damaged by a player and is required to return all equipment upon request.
- vi. The consumption of alcoholic beverages or use of illegal drugs **will not be tolerated.**
- vii. Players will abide by the curfew imposed by the coach of each team.
- viii. The use of profane and abusive language will not be tolerated.
- ix. Players are expected to dress in proper uniform for games and arrive on time for all scheduled practice/games.
- x. A player who is unable to attend a scheduled practice or game is responsible for informing the coach of his/her absence, in advance (see reporting procedures).
- xi. All injuries will be reported to the coach immediately.
- xii. No harassment of players on your own team or the opposing team is acceptable.
- xiii. No teasing, embarrassing, or ridiculing is acceptable.
- xiv. No comments about race, gender, ethnicity, or sexual orientation is allowed.

Code of Conduct—Parent, Guardians, and Spectators

Parent's, guardians, and spectator expectations and attitudes have a significant bearing on a child's attitude towards:

- i. Other Players
- ii. Referees
- iii. Managers
- iv. Spectators

All Club parents/guardians/spectators within the club are always positive and encouraging towards all the players—not just their own—and will encourage parents/careers/guardians/spectators to:

- i. Applaud the opposition as well as their own team
- ii. Avoid coaching the child during the game
- iii. Not to shout and scream
- iv. Respect the referee's decisions
- v. Give attention to each of the children involved in soccer not just the most talented
- vi. Give encouragement to everyone to participate in soccer
- vii. Never condone, permit, defend or engage in actions, on or off the field, which are not consistent with good sportsmanship.
- viii. Encourage my child to do their best, have fun, and demonstrate good sportsmanship. Teach my child how to win and lose gracefully and lead by example.
- ix. Assist my child in understanding and respecting the rules of the game. Encourage my child to remember that they are part of a team/club and work for the good of the team/club.
- x. Respect the rights and feelings of officials, coaches, trainers, players, volunteers, and administrators and not undermine their efforts.

Some important information to make note of:

- This game belongs to the kids not the Adults;
- Values are based around the kids not the adults;
- Youth soccer is not about the number of trophies or if you win, but rather about the difference you can make to the young children;

Studies have proven – the two top reasons kids play soccer is to have fun and play with their friends. The #1 reason they don't want to play is they don't want to be embarrassed by their parents;

Code of Conduct to Protect Children Reporting Procedures

Research shows that a caring adult is the most important factor to ensuring a quality experience for children. For some young players, the soccer field may be one of the few safe places and, after the parent or guardian, a coach is one of the most influential people in a child's life. As such, coaches are in a unique position to be role models and mentors for young participants. All coaches and individuals who work with children have a "duty of care" to the children with whom they work. A duty of care is a legal obligation which is imposed on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others.

Coaches are required by law to always act in the best interest of the individuals they coach and not act or fail to act in a way that results in harm. This obligation also always includes a responsibility to role model appropriate boundaries and professional contact.

Coaches must be able to recognize signs of maltreatment and know what to do when you feel that maltreatment has taken place. It is important that coaches know how to respond to a child in danger, and how to share information appropriately with those who can help. As a coach, if you see signs in a child that are worrying, it is not your responsibility to decide if maltreatment is occurring, but it is your responsibility to act on your concerns and do something about it. Under Canadian child welfare laws, every person in Canada has the duty to report known or suspected child maltreatment by law.

- i. The Thunder Bay Chill Soccer Club has developed the following Child Protection Code of Conduct to guide our employees/ volunteers in their interactions with children. The safety, rights, and well-being of children we serve are at the core of our daily programs. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries.
- ii. Our organization is committed to ensuring all children are protected and safe. A Code of Conduct is an important part of creating safe environments for children. The safety, rights and well-being of children participating in our programs is a priority in our daily operations. The intent of the Code of Conduct is to guide our staff/volunteers in developing healthy relationships with the children involved in sport programs delivered by our organization and to model appropriate boundaries for children.
- iii. All staff/volunteers must:
 - a. Treat all children with respect and dignity
 - b. Establish, respect, and maintain appropriate boundaries with all children and families involved in activities or programs delivered by the organization
 - c. Monitor your own behaviour towards children and pay close attention to the behaviour of your peers to ensure that behaviour is appropriate and respectful and will be perceived as such by others.

- d. Should be known to, and approved by the board, where applicable, and the parents of the child.
 - e. Tied to your duties , and
 - f. Designed to develop the child’s skills in the sport program
- iv. Always consider the child’s reaction to any activities, conversations, behaviour, or other interactions. If at any time you are in doubt about the appropriateness of your own behaviour or the behaviour of others, you should discuss it with the designated person within your organization.
- v. Examples of unacceptable behaviour toward a child:
 - a. embarrassing • shaming • blaming • humiliating • putting them down
- vi. Staff/volunteers of the organization must not:
 - a. Engage in any sort of physical contact with a child that may make the child, or a reasonable observer feel uncomfortable, or that may be seen by a reasonable observer to be violating reasonable boundaries.
 - b. Engage in any communication with a child within or outside of duties with the child, that may make the child uncomfortable or that may be seen by a reasonable observer to be violating reasonable boundaries.
 - c. Engage in any behaviour that goes against (or appears to go against) the organization’s mandate, policies, or Code of Conduct to Protect Children, regardless of whether they are serving the organization at that moment
 - d. Conduct their own investigation into allegations or suspicions of potentially illegal or inappropriate behaviour – it is a staff/ volunteer’s duty to report the matter to the designated person, Child Welfare Agency, or law enforcement, not to investigate.
- vii. Inappropriate behaviour includes:
 - a. Inappropriate Communication. Communication with a child or his/her family outside of the context of duties for the organization, regardless of who initiated the exchange. For example: Personal phone calls not tied to duties with the child • Electronic communications (email, text message, instant message, online chats, social networking including “friending”, etc.) not tied to duties with the child • Personal letters not tied to duties with the child • Excessive communications (online or offline) This Code is intended as an example only. Organizations must adjust for use, considering any existing policies, local legal and licensing requirements, and risks facing the organization.
 - b. Inappropriate Contact. Spending unauthorized time with a child outside of designated duties with the organization.
 - c. Favoritism. Singling out a child or certain children and providing special privileges and attention. (For example, paying a lot of attention to, giving, or sending personalized gifts, or allowing privileges that are excessive, unwarranted, or inappropriate.).
 - d. Taking Personal Photos/Videos. Using a personal cell phone, camera, or video to take pictures of a child, or allowing any other person to do so, as well as uploading or copying any pictures you may have taken of a child to the Internet or any personal storage device. Pictures taken as part of your job

duties are acceptable, however, the pictures are to remain with the organization and not be used by you in a personal capacity.

- e. Telling sexual jokes to a child or making comments to a child that are or is in any way suggestive, explicit, or personal.
 - f. Showing a child material that is sexual in nature, including, signs, cartoons, graphic novels, calendars, literature, photographs, screen savers, or displaying such material in plain view of a child, or making such material available to a child
 - g. Intimidating or threatening a child
 - h. Making fun of a child
- i. Inappropriate behaviour will not be tolerated, especially as it relates to the well-being of the children involved in activities or programs delivered by the sport organization. Whether or not a particular behavior or action constitutes inappropriate behaviour will be a matter determined by the organization having regard to all the circumstances, including past behaviour, and allegations or suspicions related to such behaviour.
- ii. All staff and volunteers must report suspected child sexual abuse, inappropriate behaviour, or incidents that they become aware of, whether the behaviour or incidents were personally witnessed or not.

Where to report:

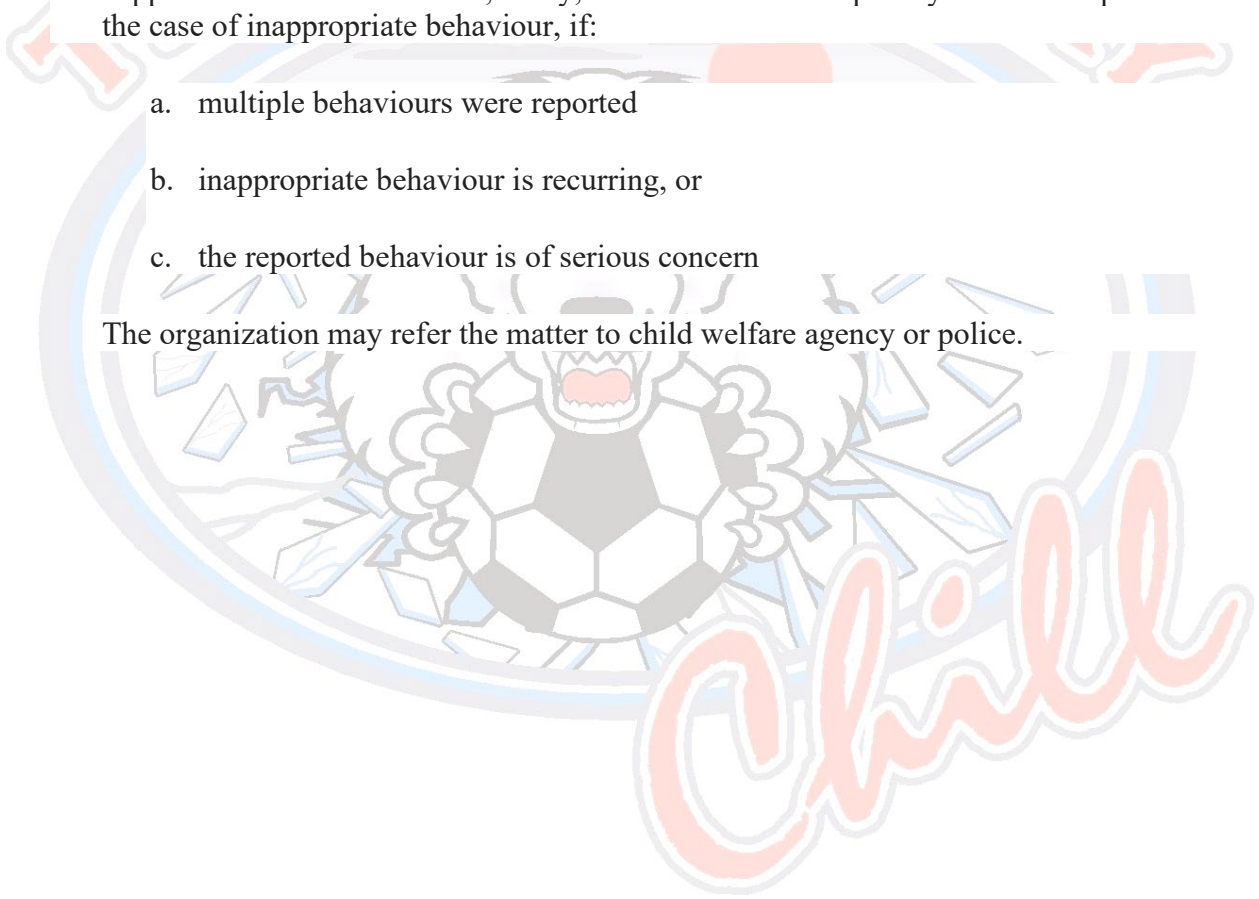
- i. All allegations or suspicions of potentially illegal behaviour (for example, child sexual abuse) that a staff/volunteer witnesses first-hand, must be promptly reported to police and/or child welfare.
- ii. To ensure the protection of all children in our care, all allegations, or suspicions of potentially illegal behaviour that a staff/volunteer learns of must also be promptly reported to police and/or child welfare. Police and/or child welfare will make the determination as to whether the allegation or suspicion requires further investigation.
- iii. All allegations or suspicions of inappropriate behaviour (see above examples), that a staff/volunteer learns of or witnesses first-hand, must be reported to the designate for the sport organization.
- iv. Keep in mind that you may learn of potentially illegal or inappropriate behaviour through the child or some other third party, or you may witness it first-hand. Examples of the type of behaviour you may learn of or witness and that you must report as set out above includes:
 - a. Potentially Illegal behaviour by a Staff/Volunteer of the organization

- b. Potential Illegal behaviour by a third party, such as a Parent, Teacher, Babysitter, Coach

- v. If you are not sure whether the issue you have witnessed or heard about involves potentially illegal behaviour or inappropriate behaviour, discuss the issue with the designated person within your organization who will support you through the process. Remember: You have an independent duty to report all suspicions of potentially illegal behaviour directly to police and/or child welfare.

- vi. When an allegation or suspicion of potentially illegal behaviour is reported, police and/or a child welfare agency will be notified. The sport organization will follow up internally as appropriate. When an allegation or suspicion of inappropriate behaviour is made, the sport organization will follow up on the matter to gather information about what happened and determine what, if any, formal or other disciplinary action is required. In the case of inappropriate behaviour, if:
 - a. multiple behaviours were reported
 - b. inappropriate behaviour is recurring, or
 - c. the reported behaviour is of serious concern

The organization may refer the matter to child welfare agency or police.



“Soccer for All”

- i. The Thunder Bay Chill provides opportunities for ALL to play soccer. Our mission is to replicate our association’s goal to “Lead and support the growth of soccer through innovative and sustainable programs and services”. We value inclusion and welcome ALL who wish to play. This includes children that are challenged socially, mentally, financially and with disabilities.
- ii. This type of programming has no limits as it will become an integral part of our Club and who we are. With the support of families, our goal is to collaborate with the player, families, and expert coaches to determine the type of program that child would like to attempt. Understanding the strengths and barriers will assist us in overcoming the barriers to provide the proper strategies to ensure ALL players have an opportunity to enjoy the great sport of soccer. Our club is committed to Sport for Life’s First Involvement Checklist that will help us present strategies ranging from sensitivity training for staff and coaches to helping staff and coaches deal successfully with an initial approach by a person with a disability.
- iii. Our goal is to ensure that ALL our players view themselves positively when playing and enjoying a satisfying and enjoyable opportunity to play and participate in a quality program.

Action Items – 2020 - 2023

- ✓ Support Special Olympics being held in Thunder Bay.
- ✓ Develop relationships with community groups that specialize in disabilities.
- Develop a plan to market to our players in house, in our community to register.

Soccer For All Commitment Letter

The Thunder Bay Chill is committed to putting ALL players first and never denying any kids from playing soccer. Our organization will partner with community members and programs to ensure quality programs and services are provided for ALL.

SOCIAL MEDIA POLICY

The Thunder Bay Chill recognizes the importance of the Internet in shaping the public's perception of our organization. The Chill also recognizes the importance of our members, directors, coaches, employees, and volunteers in leading and setting the tone of social media interactions in a manner that advances the Thunder Bay Chill mission and goals.

Online, social media and other electronic communication tools such as text messaging have become a prevalent and effective means of personal and professional communication and have fundamentally changed the way many people and organizations interact. This policy sets forth our expectations with respect to the use of online and social media, as well as other forms of electronic communications.

The term "social media" as used in this policy encompasses a wide array of online media and communications and their scope is constantly evolving. For purposes of this policy, the terms "online media" and "social media" are to refer to internal and external websites, blogs, online social networks (e.g., Facebook, Twitter, LinkedIn), wikis, video, and photo sharing sites (e.g., YouTube, SKYPE, and Flickr), and other forms of personal online publishing and discourse. Policies regarding text messaging, email and individual telephonic communications are also covered by these policies.

All Thunder Bay Chill Members shall abide by the following guidelines when using social media. Abide by a "two-deep" policy for all communications and activities. This means at least two adults. There should be no private messages and no one-on-one direct contact through Facebook messages, Twitter, direct messaging, Skype, chats, instant messaging. This two-deep policy also applies to all activities, outings, excursions, or other meetings between an adult and a player.

- i. Be positive and respectful, and always take the high road. When disagreeing with others' opinions, remain appropriate and polite. If you find yourself in a situation online that is becoming antagonistic, disengage from the dialogue in a polite and respectful manner.
- ii. Do not post content that would harm or damage the Club's reputation. Remember that even while you are on your own personal time, you are a representative of the Club, and people may interpret your online postings or social interactions as though they were official Chill statements.
- iii. Use good judgment when posting comments. If you are unsure whether a comment is appropriate to post, either do not post it or obtain prior approval from the Club.

- iv. Be smart about what you publish. Once something is posted, it exists online forever.
- v. Personally identifiable information (information, such as a name and date of birth and/or a street address which, when taken together, can identify a particular individual) should not be disclosed in any manner on official Chill social networking sites.
- vi. A coach may respond to a direct inquiry via text message or email from a player regarding logistics of practice times, cancellations, schedules, etc. but our coaches should strive to include another adult on messages whenever possible.
- vii. Coaches and team representatives should only use text messages and email on issues that are soccer related and all communications should include a parent or guardian copied on the message.
- viii. Coaches and team representatives should avoid cell phone conversations with players to the greatest extent possible, and cell phone communications should only be used when necessary and should only be soccer related.
- ix. Staff members, reserve coaches, and volunteer coaches, may not be "friends" on Facebook with a player.

INTERNET SAFETY FOR PLAYERS

- i. Do not give anyone online, not even your coach or other parent volunteers, your phone numbers at home or school, your parents' workplaces, or the name or location of your school or home address unless you have your parents' permission first. Never give your password to anyone but a parent or other adult in your family.
- ii. Do not "friend" your coach on Facebook or other social media sites.
- iii. Do not participate in "one on one" conversation via email text message, Skype, Facebook, telephone, or other social media sites with your coach.

INTERNET SAFETY FOR PARENTS

- i. Discuss internet safety, and the "Internet Safety for Players," section above, with your children.
- ii. Let your children know that their coach, and other adults, should not communicate with them without your explicit knowledge and approval.
- iii. Review your child's online and electronic communications as appropriate to minimize risk.

- iv. Report any suspicious online or electronic communications to the club executive director as soon as possible.

VIOLATIONS OF THE SOCIAL MEDIA POLICY

The Thunder Bay Chill directors shall have the authority to monitor and enforce this Social Media Policy. The Chill Board of Directors shall have the authority to remove any inappropriate or offensive comments from official Chill sites and to block any individual or organization from posting on any official Chill social media platform if they determine, in their sole discretion, that such removal or block is in the best interests of the Club.

The failure of any Chill Member to adhere to this Social Media Policy shall be considered a violation of the Chill Code of Conduct, and any Chill Member who fails to adhere to this Social Media Policy shall be subject to disciplinary action, up to and including termination of such individual's involvement in the Chill.



HARASSEMENT POLICY

1. All members of the Thunder Bay Chill Soccer Club (players, team staff, executive) shall not be subjected to harassment or abuse by any other member or by family/associates of a member.
2. Harassment will be construed as any form of mentally or physically abusive behaviour; threat or intimidation; unwanted or inappropriate comments of a sexual nature; discrimination based on gender, colour, creed, ethnicity; taunting; continued vexatious comments.
3. The victim should follow these procedures in seeking a resolution to the problem
 - (i) inform the perpetrator directly, or in the case of a minor, through his/her parents, that the harassing behaviour is objectionable;
 - (ii) if the behaviour persists, or if unwilling to utilize step (I), inform the club president of your concerns, so that he/she can mediate or resolve the issue;
 - (iii) if still unresolved, consult the (Ontario Soccer Association Policy Section 16.0, Harassment Policy)
4. Any player, coach, team staff member, executive member, parent, or associate found guilty of harassment by the Club shall be subject to consequences imposed by the executive up to and including dismissal from the Club.

Harassment may occur among anyone over the age of 12. For example, (player to player of the same age group, parent to official, coach to coach) or between someone in a position of power or authority and an adult in a subordinate position (coach to player, sports administrator to employee). Harassing behaviours among children less than 12 years of age may be defined as Bullying.

BULLYING

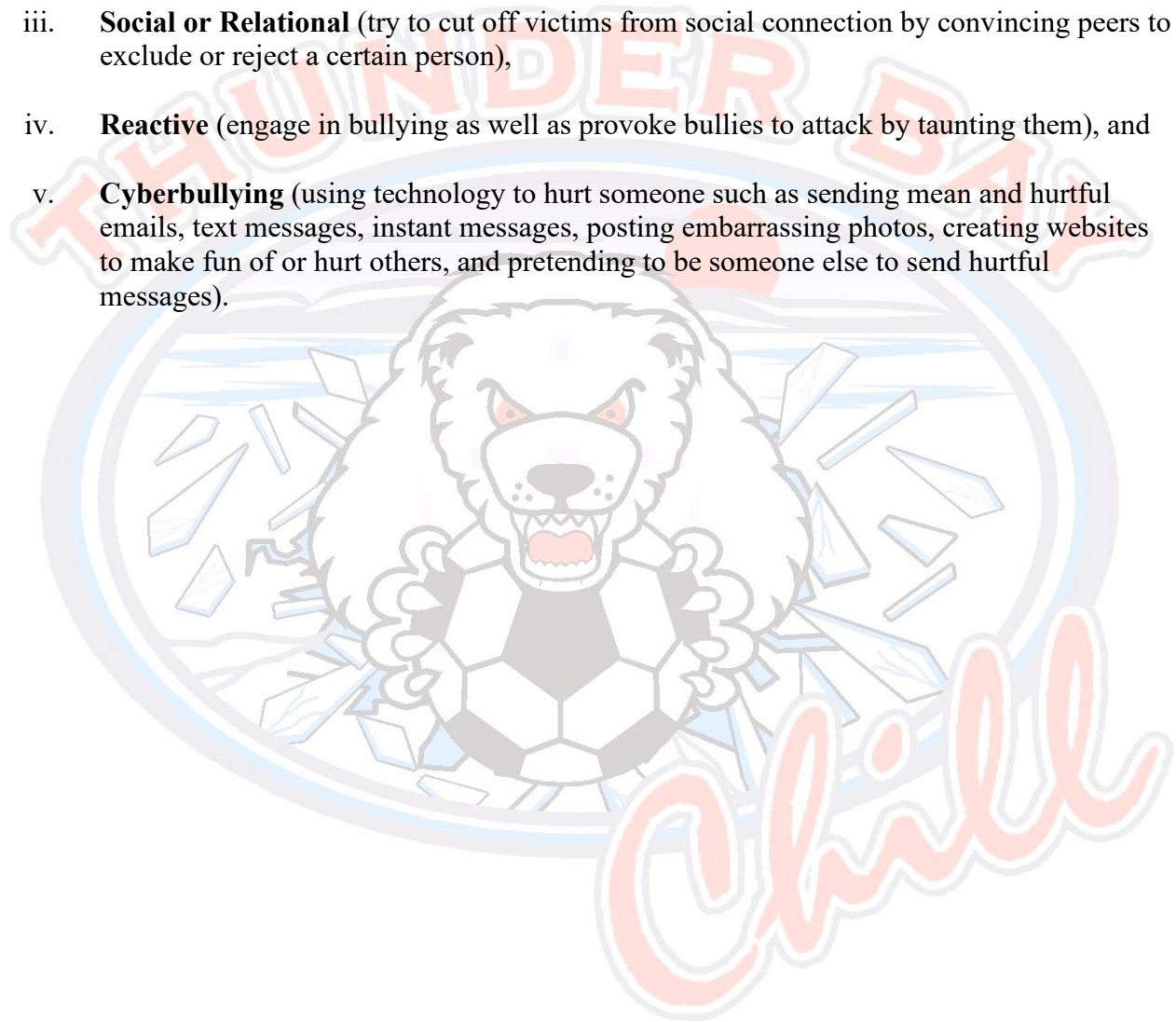
Bullying involves a person expressing their power through the humiliation of another person. Bullying describes behaviours that are like harassment, but occur between children under the age of twelve, or behaviours between youth or between adults that are not addressed under human rights laws. Bullies are typically cruel, demeaning and hostile towards the targets of their bullying.

Words connected to bullying:

- a) Aggression = unprovoked, hostile attack;
- b) Extortion or Blackmail = to gain money through force or threats;
- c) Harassment = to continue to trouble or annoy
- d) Intimidation = to frighten, especially to influence.

The issue of bullying is not addressed by the law; however, bullying behaviour is like harassment in that it is defined as hurtful interpersonal mistreatment of a person. Bullying can be broken down into five types;

- i. **Physical** (hit or kick victims; take/damage personal property),
- ii. **Verbal** (name calling; insults; constant teasing),
- iii. **Social or Relational** (try to cut off victims from social connection by convincing peers to exclude or reject a certain person),
- iv. **Reactive** (engage in bullying as well as provoke bullies to attack by taunting them), and
- v. **Cyberbullying** (using technology to hurt someone such as sending mean and hurtful emails, text messages, instant messages, posting embarrassing photos, creating websites to make fun of or hurt others, and pretending to be someone else to send hurtful messages).



PRIVACY POLICY

Introduction

Thunder Bay Elite Soccer Inc known as the Thunder Bay Chill provide this privacy policy (this “Policy”) to inform you of: (1) the types of information we collect; (2) your choices surrounding such information; and (3) how we collect, use, share, update and secure such information. This Policy applies to information obtained in connection with Thunder Bay Chill operations at or through our websites, our mobile/tablet sites, our social media presence, our applications, our stores, and other Thunder Bay Chill controlled digital properties that link to this Policy. For purposes of this Policy, our websites, our mobile/tablet sites, our social media presence, our applications, and our other digital properties are referred to collectively as, our “Websites.” Emails, social media, marketing campaigns and online advertising are referred to collectively as, our “Internet Marketing Channels.”

This Policy does not create a contractual obligation between you and Thunder Bay Chill, and it is subject to our Terms of Use. If you have questions about this Policy, please contact us by using the “Contact Service” tab on our website.

Information Collected

We receive information you voluntarily provide to us when you: (1) open an account with us; (2) utilize our services; (3) make a purchase; (4) contact us via any customer service method; (5) submit user-generated content (via our Websites, Internet Marketing Channels or otherwise); (8) participate in customer research, surveys, sweepstakes or promotions; or (6) otherwise communicate information to us.

Some of the information is considered “Personal Information.” Personal Information includes your name, mailing address, e-mail address, driver's license number, social security number, credit/debit card information (and related payment information) and/or telephone number. We may also collect other information such as permit number(s), credit application information and demographic/lifestyle information (including date of birth, personal interests, and product/buying preferences).

The collection of certain types of Personal Information may be necessary and/or required for compliance. Additionally, we may receive Personal Information and other information you provide on behalf of third parties, or third parties provide on behalf of you, including gift recipients, online registrations/purchases, ship-from-store, in-store pick-up, or registries. We may also receive Personal Information and other information from sources assisting us with updating, improving and/or analyzing our records or with detecting fraud or theft. Additionally, we may receive information from various consumer reporting agencies and related service providers.

We may collect “Automated Information” through Cookies (as defined below), Web Beacons (as defined below) and other related automated means (collectively, “Information Technologies”).

Automated Information we collect via Information Technologies includes internet protocol address(es), operating system(s) and browser specifics of your device, device characteristics, geographic information, user ID(s), and specifics regarding your interactions with (i.e., the path you take through) our Websites and our Internet Marketing Channels.

We use Information Technologies to recognize you and your preferences as you return to our websites or utilize our Internet Marketing Channels. “Cookies” are small text files sent to your device as you visit our websites or utilize our Internet Marketing Channels and saved on your device via your browser or hard drive. “Web Beacons” (also known as pixel tags) are a form of technology placed within our Websites and our Internet Marketing Channels to monitor visits to certain pages within, interactions with, and the effectiveness of, our Websites and our Internet Marketing Channels.

Automated Information enables the tailoring of advertisements and offers specifically for you. In addition to such tailoring, we use Automated Information to ensure that our online presence operates properly and efficiently for you and for your individual customer experience, to evaluate the use and benefit of such presence, and to support our Websites and our Internet Marketing Channels.

The browser on your device may offer you preferences regarding a website's collection of your personal information or your online activities over time and/or across different websites or online services. At this time, our websites do not respond to these preferences, and our websites may continue to collect information in the manner described in this Policy.

We may enable third parties to collect information in connection with our websites. This Policy does not apply to, and we are not responsible for, any collection of information by third parties on our websites.

You're Choices

We use, collect, and disclose your information consistent with this Policy, as updated from time to time, and you consent to such use, collection, and disclosure by your use of our: (1) Websites; (2) Internet Marketing Channels; and (3) marketing programs (e.g., loyalty programs).

You may unsubscribe to future e-mail communications by clicking on the unsubscribe link provided in our e-mail communications. Regardless of your decision to opt-out of future e-mail communications, we may still contact you to respond to an inquiry, regarding transactions and for transactional purposes. In addition, you may use the methods set forth in the “Contact Customer Service” link below to opt-out or update certain preferences.

Based upon your visit(s) to our Websites and elsewhere on the Internet and your interaction with our Internet Marketing Channels, we may personalize your experience via our Websites and via our Internet Marketing Channels. However, you have choices relating to how your device interacts with our Websites and our Internet Marketing Channels. You may choose to access our Websites and our Internet Marketing Channels without accepting certain Information Technologies on your device(s), and you may opt-out or modify certain elements that are tailored specifically to you and served to you based upon your browsing history. If you choose to restrict Information Technologies, you may access our Websites and Internet Marketing Channels, but you will NOT be able to take full advantage of certain features. Please note, even if you choose to restrict, opt-out or modify, you may still see or receive Thunder Bay Chill advertisements on our Websites, on our Internet Marketing Channels and on other sites, but such advertisements will not be based upon your browsing history.

Additionally, we work with advertising networks that utilize the browsing history of your visits to our Websites, Internet Marketing Channels and across other sites to serve you Thunder Bay Chill advertisements across the Internet and through other channels. We do not permit such networks to provide your browsing history on any of our websites to any other site. Some of these networks may participate in the Digital Advertising Alliance's (“DAA”) Self-Regulatory Program. To learn more about your choices relating to networks that participate in the DAA Program, please click [here](#).

How We Use Your Information

We do not sell, rent, or trade your Personal Information to third parties. We use your information in ways consistent with this Policy, as disclosed at the time of collection, and in the following ways:

1. Fulfilling, delivering, and communicating with you regarding requests for information and orders for products and/or services.
2. Maintaining our loyalty programs.
3. Processing credit card applications and payments.
4. Administering surveys, sweepstakes, contests, or promotions.
5. Registering and servicing your account(s).
6. Providing customer service.
7. Conducting research and analysis.
8. Alerting you to product, service, and promotional information, including product recalls.
9. Helping us to improve and customize our products and services, Websites, and Internet Marketing Channels.
10. To advertise our products and services to you and those of our partners that we think may be of an interest to you.
11. Protecting the security and integrity of our stores, Websites, Internet Marketing Channels, and overall business practices.

In doing so, we:

- i. May combine certain Personal Information, customer information and Automated Information collected online and offline, including information collected from third parties;
- ii. May transfer or disclose such information within our club; and
- iii. Will retain such information as needed to provide you products/services, comply with our legal obligations, resolve disputes, and enforce our agreements as we deem reasonably necessary.

How We Share Your Information

We may share your information in ways consistent with this Policy, as disclosed at the time of collection, and in the following ways:

1. With third party businesses (including organizations for which we host sites) and service providers that assist with our business operations, such as shipping vendors, billing vendors,

payment card processors, marketing and research vendors and various companies that work with us to improve or provide our products and services and our data integrity. While we are not involved in the day-to-day operations of such businesses and providers, our agreements generally obligate them to use reasonable methods to keep your Personal Information safe and secure, and not use your Personal Information for purposes other than providing their applicable services.

2. As we deem necessary, in the event (or partial event) of a corporate sale (asset or stock), merger, reorganization, change in corporate control, acquisition, insolvency, bankruptcy or similar event.
3. Specifically, certain Personal Information, in connection with various co-branded, warranty, delivery/assembly and/or financial products or services, including our private label credit card(s).
4. To comply with applicable law or reasonable request based upon governmental regulation, court order, subpoena, or similar related action.
5. As we deem necessary to protect the rights, property or safety of Thunder Bay Chill, our customers, our associates, or others, to prevent harm or loss, or in connection with an investigation or suspected or actual unlawful activity.

Update Your Information

For certain types of information, we offer you several ways to access or update such information:

1. If you have a Thunder Bay Chill account, log-in to such account via our website. After securely entering your account, you can update your name, e-mail address, password, loyalty card information, billing/shipping address, etc. by entering or revising the information as reflected therein, or you may close your account(s) and request that we no longer use your information to provide you services or products.
2. Click on the “Contact” tab on our website. This link will provide you the opportunity to contact Thunder Bay Chill via phone, e-mail, or mail. Please provide your current and complete contact information with these requests.

Please note:

- i. We may refuse requests that are unreasonably repetitive, require disproportionate technical efforts, risk the privacy of others or are impractical.
- ii. After closing your account(s) or updating or revising any information within your account(s) or any Information Technologies associated with your device(s), we may not delete residual copies from our servers and may not remove information from our back-up system(s).
- iii. Closing or updating information relating to one Thunder Bay Chill account does not guarantee the closing or updating of a separate and different Thunder Bay Chill account. If you desire to close or update multiple Thunder Bay Chill accounts, please log-in to each specific account to do so, or please contact the correct and applicable Customer Service department associated with each such account.

In our efforts to maintain accurate and complete information, we utilize third party entities to assist us with updating and maintaining current contact information.

Security

We use a variety of security measures to help protect your information and online transactions with us. Our websites utilize encryption technology, including Secure Sockets Layer, to protect your information that we transport across the internet. Your personal online and mobile account(s) with us are password protected with restricted online access.

Additionally, we use a variety of security measures to help protect your information that we maintain at our facilities. While no company can guarantee your information will not be accessible by unauthorized individuals, we use physical, administrative, and technical controls that are consistent with retail practices to mitigate such risks.

Children

Our websites are “general audience” websites and not directed toward children. We do not knowingly collect Personal Information from children under the age of 13 without express parental consent. If you are a parent or guardian and think we have unauthorized information about your child who is under the age of 13, please let us know by contacting us through the “Contact” tab on our website.

Third Party Links

Our Websites and our Internet Marketing Channels may link to other sites that we do not control. These other sites are governed by their own privacy policies. Be sure to review these privacy policies when visiting such sites. We are not responsible for the content of privacy practices of such third parties' sites.

Privacy Policy Updates

We may, from time to time, update and revise this Policy. Please periodically check this Policy for any updates or revisions. In the event we make a material change to how we use your information; we will provide you with advance notice and the opportunity to opt-out of such use.

Concussion Code of Conduct for Coaches and Team Trainer

I can help prevent concussions through my:

- Efforts to ensure that my athletes wear the proper equipment and wear it correctly.
- Efforts to help my athletes develop their skills and strength so they can participate to the best of their abilities.
- Respect for the rules of my sport or activity and efforts to ensure that my athletes do, too.
- Commitment to fair play and respect for all (respecting other coaches, team trainers, officials and all participants and ensuring my athletes respect others and play fair). *

I will care for the health and safety of all participants by taking concussions seriously. I understand that:

- A concussion is a brain injury that can have both short- and long-term effects.
- A blow to the head, face, or neck, or a blow to the body may cause the brain to move around inside the skull and result in a concussion.
- A person doesn't need to lose consciousness to have had a concussion.
- An athlete with a suspected concussion should stop participating in training, practice or competition immediately.
- I have a commitment to concussion recognition and reporting, including self-reporting of possible concussion and reporting to a designated person when an individual suspects that another individual may have sustained a concussion. *
- Continuing to participate in further training, practice or competition with a suspected concussion increases a person's risk of more severe, longer lasting symptoms, and increases their risk of other injuries or even death.

I will create an environment where participants feel safe and comfortable speaking up. I will:

- Encourage athletes not to hide their symptoms, but to tell me, an official, parent or another adult they trust if they experience any symptoms of concussion after an impact.
- Lead by example. I will tell a fellow coach, official, team trainer and seek medical attention by a physician or nurse practitioner if I am experiencing any concussion symptoms.
- Understand and respect that any athlete with a suspected concussion must be removed from sport and not permitted to return until they undergo a medical assessment by a physician or nurse practitioner and have been medically cleared to return to training, practice or competition.
- For coaches only: Commit to providing opportunities before and after each training, practice and competition to enable athletes to discuss potential issues related to concussions. *

I will support all participants to take the time they need to recover.

- I understand my commitment to supporting the return-to-sport process. *
- I understand the athletes will have to be cleared by a physician or nurse practitioner before returning to sport.

- I will respect my fellow coaches, team trainers, parents, physicians and nurse practitioners and any decisions made with regards to the health and safety of my athletes

CONCUSSION POLICY FOR ATHLETES/PARENTS/GUARDIANS

“Rowan’s Law” (Concussion Safety) received Royal Assent on March 7, 2018, and Section 5 of the Act, proclaiming a “Rowan’s Law Day” was the only section that came into effect at that time.

However, in 2019, the remaining parts of the Act and the regulation have now come into effect in the following phases;

Requirements for Sport Organizations

Ontario is a national leader in concussion management and prevention. Rowan’s Law (Concussion Safety), 2018 makes it mandatory for sports organizations to:

1. Effective July 1, 2019, ensure that athletes under 26 years of age, parents of athletes under 18, Coaches, Team Trainers and Team Officials confirm every year that they have reviewed Ontario’s Concussion Awareness Resources. The Concussion Awareness Resources can be accessed free of charge at the following [web location](#).

A Confirmation Receipt for review of Concussion Awareness Resources must be completed by each registered participant and managed by the community sport organization for athletes under 26 years of age, parents of athletes under 18, Coaches, Team Trainers and Team Officials before participating in their sport. [The Confirmation Receipt Form can be found here.](#)

Concussion Code of Conduct for Athletes and Parents/Guardians (for athletes under 18 year of age)

I will help prevent concussions by:

- Wearing the proper equipment for my sport and wearing it correctly.
- Developing my skills and strength so that I can participate to the best of my ability.
- Respecting the rules of my sport or activity.
- My commitment to fair play and respect for all* (respecting other athletes, coaches, team trainers and officials).

I will care for my health and safety by taking concussions seriously, and I understand that:

- A concussion is a brain injury that can have both short- and long-term effects.
- A blow to my head, face or neck, or a blow to the body that causes the brain to move around inside the skull may cause a concussion.
- I don’t need to lose consciousness to have had a concussion.
- I have a commitment to concussion recognition and reporting, including self-reporting of possible concussion and reporting to a designated person when and individual suspects that

another individual may have sustained a concussion.* (Meaning: If I think I might have a concussion I should stop participating in further training, practice or competition immediately, or tell an adult if I think another athlete has a concussion).

- Continuing to participate in further training, practice or competition with a possible concussion increases my risk of more severe, longer lasting symptoms, and increases my risk of other injuries.

I will not hide concussion symptoms. I will speak up for myself and others.

- I will not hide my symptoms. I will tell a coach, official, team trainer, parent, or another adult I trust if I experience any symptoms of concussion.

If someone else tells me about concussion symptoms, or I see signs they might have a concussion, I will tell a coach, official, team trainer, parent or another adult I trust so they can help.

- I understand that if I have a suspected concussion, I will be removed from sport and that I will not be able to return to training, practice or competition until I undergo a medical assessment by a medical doctor or nurse practitioner and have been medically cleared to return to training, practice or competition.

- I have a commitment to sharing any pertinent information regarding incidents of removal from sport with the athlete's school and any other sport organization with which the athlete has registered* (Meaning: If I am diagnosed with a concussion, I understand that letting all of my other coaches and teachers know about my injury will help them support me while I recover.)

I will take the time I need to recover because it is important for my health.

- I understand my commitment to supporting the return-to-sport process* (I will have to follow my sport organization's Return-to-Sport Protocol).

- I understand I will have to be medically cleared by a medical doctor or nurse practitioner before returning to training, practice or competition.

- I will respect my coaches, team trainers, parents, health-care professionals, and medical doctors and nurse practitioners, regarding my health and safety.

- Commitment to zero-tolerance for prohibited play that is considered high risk for causing concussions*

- Acknowledgement of mandatory expulsion from competition for violating zero-tolerance for prohibited play that is considered high risk for causing concussions (Meaning: I will be disqualified/expelled from play if I violate the zero-tolerance policy). *

- Acknowledgement of the escalating consequences for those who repeatedly violate the Concussion Code of Conduct. *

Whistleblower Policy

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

Application

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

Wrongdoing

Wrongdoing may include but is not limited to:

- a) Violating the law;
- b) Intentionally or breaching the Club's Code of Conduct;
- c) Intentionally or breaching the Club's Policies or Operational Procedures;
- d) Intentionally or breaching the Club'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 or other wrongful act; or
- g) Fraud.

Pledge

The Thunder Bay Chill Soccer Club 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.

Reporting Wrongdoing

An individual 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 wrongdoing

Authority

The Club's Executive Director will receive reports made under this Policy:

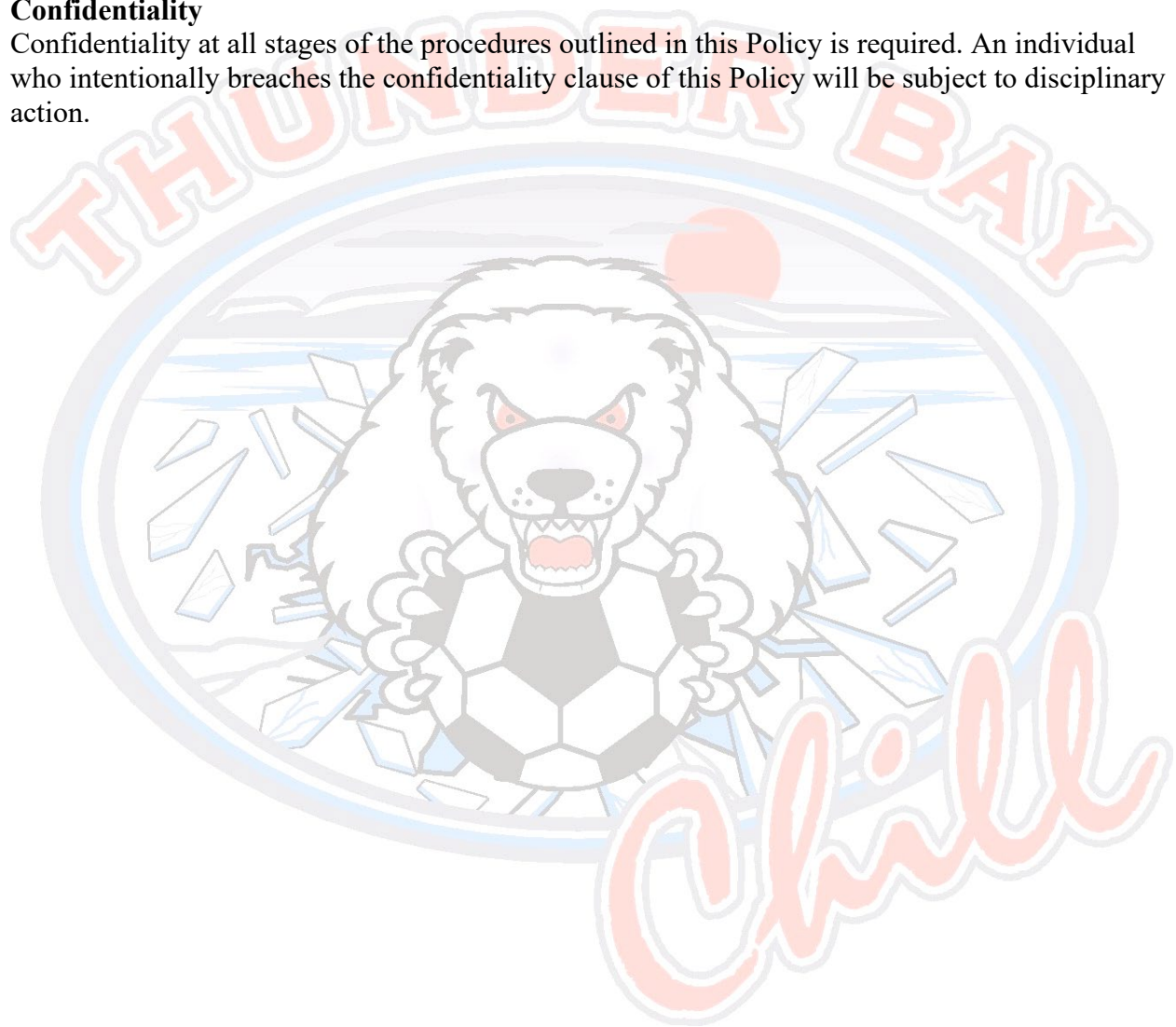
After receiving the report, the Executive Director has the responsibility to:

- a) Assure the individual of the Thunder Bay Chill's **Pledge**
- b) Connect the individual 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 the Club 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)

- e) Described the implications and requirements of the use of other Club 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 the Club Board of Directors, President and/or Chief Executive Officer should or can be notified of the report
- i) Begin an investigation

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.



Anti-Doping Policy

The Thunder Bay Chill Soccer Club 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 Thunder Bay Chill Soccer, Ontario Soccer and/or Canada Soccer programs, activities, competitions, or events;

Registration Policy

The Thunder Bay Chill Soccer Club will register all players with Ontario Soccer through electronic registration.

All participants must be registered prior to participating in any soccer related Chill program.

Competition Policy

The Thunder Bay Chill shall actively support various forms of sanctioned competitions provincially, nationally, and internationally.

Team Events and Fundraising Policy

All teams must apply for approval of all team events, including fundraising, by writing to the Executive Director. All information must be provided detailing the event, purpose, and process.

Approval must be obtained before any venues are booked or expenses are paid. Failure to obtain approval from the Club for the event or fundraiser will negate any insurance coverage.

Please note that the Club does not encourage for fundraising opportunities through partnerships with local sponsors.

Events that will generally be approved by the Club, providing they are planned and documented appropriately:

- a. Social events where tickets are sold (no alcohol allowed)
- b. Team and Parent events provided no alcohol is sold by the team at the venue.

The Club wishes to project a certain image in our community. As such, the following list provides examples of those events that would not be consistent with this image and will not be approved:

- a. Collecting money (i.e. begging) outside local establishments not related to selling of items such as chocolate bars, merchandise, etc.
- b. Events involving alcohol and or fireworks

Sponsorship Policy

There will be no soliciting of sponsors. All sponsorship is handled by the Club marketing and sales staff. The Club believes that all sponsorship is used appropriately and equally amongst all players and programs in the Club.



Diversity and Inclusiveness Policy

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.

The Thunder Bay Chill Soccer Club encourages:

- a) The participation of all interested individuals in all aspects of soccer in our community
- 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

The Thunder Bay Chill Soccer Club will:

- a) Ensure that the achievement of equal opportunities is a key consideration when developing, updating, or delivering Thunder Bay Chill Soccer programs, policies, and projects
- b) Ensure that the concerns and needs of all participants are identified, promoted, and supported
- c) Ensure that the Thunder Bay Chill 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 the Thunder Bay Chill'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 Thunder Bay Chill Soccer whether they relate to technical programs, operations, business management, sponsorship, marketing, media, or communications.

Refund & Collection Policy

Policy

The Board of Directors shall establish or modify the Refund Policy as part of the annual budget. The Club will refund member registration, provided the criterion outlined below is met.

House League/Recreational Program Criteria:

Participants are automatically deducted **\$30.00** for refunds due to administration costs. There are NO refunds after the first **7** days of program start unless the Club deems it justifiable.

PRO-RATED OR FULL REFUNDS WILL BE RETURNED IF PROGRAM SHUTS DOWN AS PER PROVINCE HEALTH MINISTER DIRECTIVES IN RELATION TO COVID-19.

Refunds will be given in the following situations:

- Long term illness or injury makes it impossible for the player to be active with his team. (Requires a doctor's note.)
- It is a first-year player in our U4 division who has been playing indoor soccer for four or less sessions and decides that he/she does not wish to play.
- Any reason deemed justifiable by our organization.
-

No refund will be issued for the following situations:

- Not playing due to suspensions.
- The player does not like his/her coach and/or team.
- Other reasons deemed unjustifiable by the Organization.

All refunds will be calculated on a pro-rated basis according to the amount of time spent in soccer for that season.

Member-initiated refunds will be issued only if the request is due to a documented medical condition resulting in a season ending. There will be no refund/transfer for a registration fee if a player is suspended or expelled from the Club under the Thunder Bay Chill Soccer Club's discipline policy or Code of Conduct rules. The Club shall not be responsible for any monies paid to a team, team coach or team official and the Club shall not entertain requests for any such refunds.

Requests for Refund must be accompanied by an Ontario Soccer De-Registration form and the participant's player book for processing. Participants are subject to removal from the team roster and can no longer train or play with the team. The Board of Directors reserve the right to override a refund approved by administrative staff.

Collections: No participant can train, play, or be involved in any Thunder Bay Chill sanctioned activities until all fees are received and registration with Club and OSA is complete.

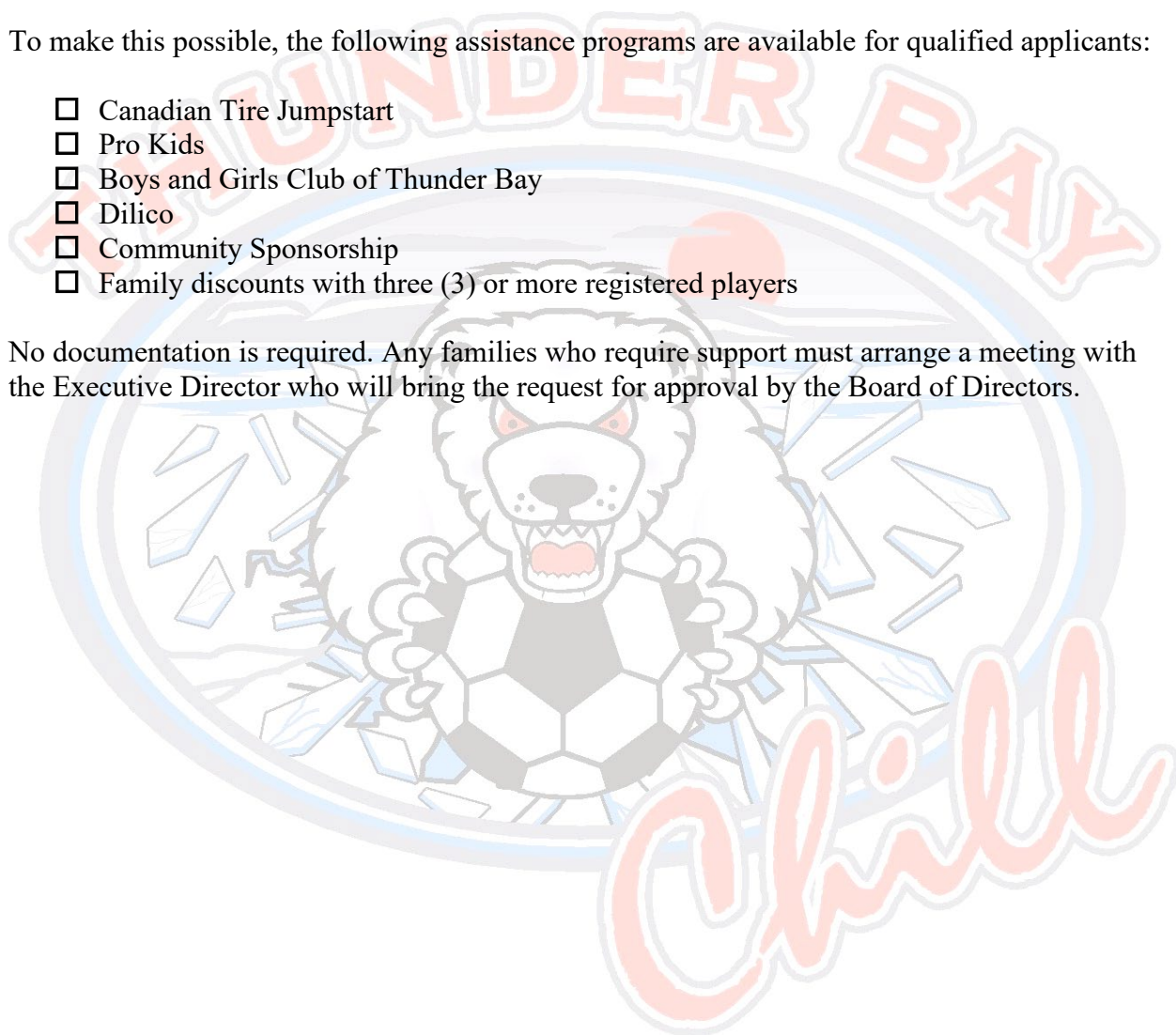
Player Support and Fee Assistance Policy

The Thunder Bay Chill Soccer Club recognizes the importance of all players having an equal opportunity to access soccer programs and enjoy the many benefits that participation brings. The Club believes that “no child” should be refused to play the beautiful game and all barriers must be removed for them to do so.

To make this possible, the following assistance programs are available for qualified applicants:

- Canadian Tire Jumpstart
- Pro Kids
- Boys and Girls Club of Thunder Bay
- Dilico
- Community Sponsorship
- Family discounts with three (3) or more registered players

No documentation is required. Any families who require support must arrange a meeting with the Executive Director who will bring the request for approval by the Board of Directors.



Finance Policy

Policy

The Finance Policy of the Club is intended to further supplement the By-Laws established for the Club. The policy consists of the following sections:

1. Request for Proposal and Contracts
2. Funds – Facility Fund and Reserve Fund
3. Investments
4. Expenditures & Procurement
5. Club Inventories & Supplies
6. Insurance

Request for Proposal and Contracts

Any proposed expenditure exceeding \$25,000 that potentially leads to a formal contract must follow a Request for Proposal (RFP) process. Approval of the selected bid/bidder is to be obtained by the Board of Directors. Requests for Proposals and Multiple Bids. An RFP is our standard procedure to communicate to potential bidders the same objective requirements for a contract and assists us in making “apples-to-apples” comparisons of bids. The best bid might not be the cheapest, but it might provide better value to the organization. The Board of Directors, with appropriate input from staff, will determine the best solution to their specific needs. Conflict-of-Interest with the policies of the Club is committed to providing an environment in which all Directors and paid staff act honestly, in good faith, and in the best interests of the game of soccer. Before approval of large contracts, the Club will share the names of potential business partners with key stakeholders to determine if any of them have a conflict. Transparency includes information regarding large purchases in our treasurer's report given to our Board of Directors at board meetings and the Annual General Meeting.

Facilities Fund

Funds will be used for supporting capital expenditures representing significant investment in the Club's facilities. Facilities Fund is to be managed with moneys accruing from the Corporation's finances and shall be placed in Club reserves. Interest or other income from Facilities Fund investments shall accrue and become part of the Fund. Any investment into the Facilities Funds shall be made in accordance with the direction of the Board of Directors.

Reserve Fund

Funds will be used to meet any costs or financial obligations, especially those arising unexpectedly which cannot be met using the Club's current financial. Reserve Fund is to be managed with moneys accruing from the Corporation's finances and shall be invested as follows:

Investments

The overall investment objective of the Club is to seek a return on invested assets that is greater than what can be obtained by leaving the assets in the Club's bank account while minimizing risk and expenses. All transactions shall be for the sole benefit of the Club. The Directors shall consider updating the Investment policy on an annual basis. The Directors shall conduct an annual review of the Club's investment assets to verify adherence to the Investment objectives. This will be done in conjunction with the independent audit of the Club's financial statements. The Directors will endeavor to operate the Club's investment program in compliance with all applicable provincial laws and regulations concerning management of investment assets. The Board of Directors has ultimate responsibility for the investment and management of the Club's investment assets. Determining the Club's risk tolerance and investment horizon and communicating these to the appropriate parties and amending this Investment Policy when required. Establishing reasonable and consistent investment objectives, policy guidelines and allocations which will direct the investment of the assets, to be reviewed by the Board on an annual basis. The Board may also establish an advisory committee (which may include non-directors) to provide investment advice to the Board or to the Board Committee. Advisory committees have no authority to act for the Board, but may monitor compliance with the Investment policy, recommend changes, and assist the Board in selecting appropriate investments.

General Investment Guidelines

The Club's tax-exempt status shall be taken into consideration when making Club investments. Based on the financial needs of the Club, our investment horizon should not exceed 5 years. Transactions shall be executed at reasonable cost, taking into consideration prevailing market conditions and services. The Club will only invest in guaranteed interest-bearing products (in Canadian dollars) sold by a Canadian financial institution.

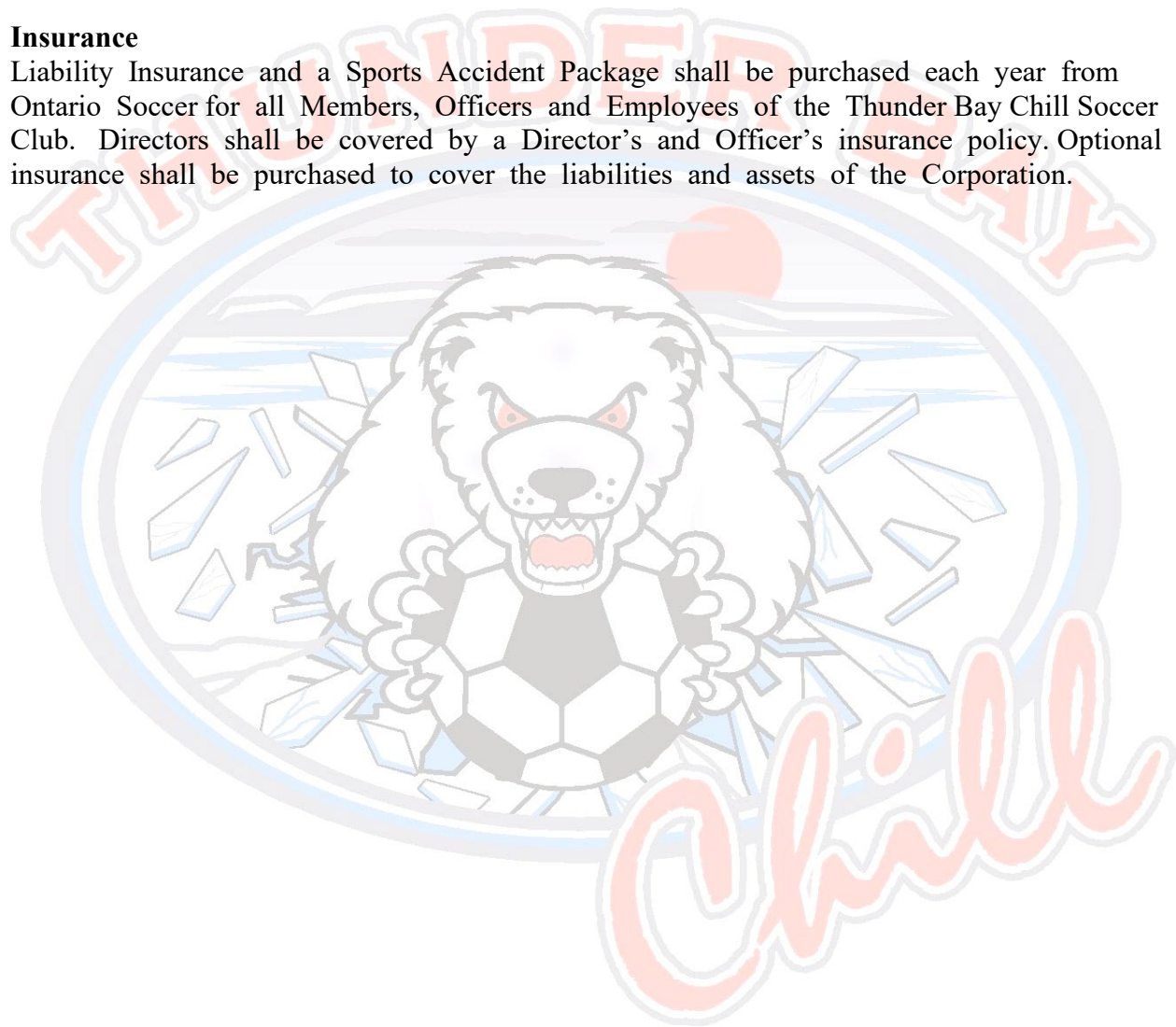
Expenditures & Procurement

All expenditures should be consistent with the approved budget. Except for items of a capital nature and for matters of extreme emergency, expenditures in any fiscal year shall not exceed income for that year. The Board, with the recommendation and the support of the Treasurer and President may approve extenuating, urgent and capital expense items in any fiscal year that may exceed income for that year. The Executive Director must be familiar with the approved budget for the programs and should be responsible to request Board approval if additional funds, not planned for, are required, up to 10% of the specific program budget. Expenditures less than \$300 may be left to the discretion of the staff who are authorized to make purchases/Board member responsible for the program/item. The Executive Director must receive emailed notification of the purchase. Expenditures exceeding \$300 require approval by the Executive Director before an order is placed. Expenditures exceeding \$10,000 require approval by the Board of Directors before the order is placed. All disbursements must always require two authorized signatures.

All property of the Club shall be held in the name of the Thunder Bay Chill Soccer Club. Supply items of any type bearing the name of the official Insignia of the Corporation must be approved by the Board. The promotion of any Thunder Bay Chill Soccer Club designated item or supply shall be handled exclusively by the Thunder Bay Chill Soccer Club and any new item proposed shall be referred to the Board of Directors for consideration. The Board of Directors shall approve the sale or resale of any item of supply that bears the Name and/or Insignia of the Thunder Bay Chill Soccer Club. Uniform orders made on behalf of the Club will follow a purchase order process.

Insurance

Liability Insurance and a Sports Accident Package shall be purchased each year from Ontario Soccer for all Members, Officers and Employees of the Thunder Bay Chill Soccer Club. Directors shall be covered by a Director's and Officer's insurance policy. Optional insurance shall be purchased to cover the liabilities and assets of the Corporation.



Workplace Violence and Harassment Policy

The Thunder Bay Chill Soccer Club is committed to taking all reasonable steps to ensure the health, safety and dignity of all workers in its workplace. Workers have the right to work in a safe and respectful environment, free of physical violence and emotional harassment. Any threats or acts of violence or harassment by or against workers or the public are unacceptable and will not be tolerated. The Club is committed to meeting all of the legal requirements, duties and standards set by the Occupational Health and Safety Act (“OHSA”) and its applicable regulations related to workplace violence and harassment. All workers are responsible for preventing and reporting any workplace violence or harassment that threatens a safe work environment.

Scope of Policy

This Policy recognizes that workplace harassment and violence may occur between co-workers, workers and clients/customers, and workers and strangers. This Policy applies to all workplace activities that occur both at and away from the workplace. Every individual at the Club has responsibilities to ensure a healthy, safe and respectful work environment.

Purpose of Policy

The purpose of this Policy is to ensure that: Individuals understand that acts of violence or harassment are considered a serious matter for which immediate action will be taken; Individuals subjected to threats or acts of violence or harassment are encouraged to report all such incidents immediately to the Executive Director. Individuals have available recourse if they are subjected to/or become aware of situations involving workplace violence or harassment; An assessment will be conducted to assess the risk and/or potential risk of violence in the workplace; Written measures and procedures will be established to eliminate and/or reduce the risk of workplace violence and harassment.

Policy

Workplace violence or workplace harassment, or threats of violence or harassment, will not be tolerated. Under this Policy the following terms shall have the following definitions:

Harassment: Any comment, conduct, or gesture directed toward an individual or group of individuals, which is insulting, intimidating, humiliating, malicious, degrading or offensive. Harassment means inappropriately exerting power over another person. Harassment occurs along a continuum that ranges from mild conduct such as gestures or commands to conduct which may be physical, forceful, and violent. In certain forms, harassment may be a criminal offense.

Threat: The implication or expression of intent to inflict physical harm or actions that a reasonable person would interpret as a threat to physical safety.

Worker (or Employee) shall mean a person who:

- a) Performs work and/or services for an employer for wages; and
- b) Works for regular pay, with income taxes, unemployment insurance premiums and government pension plan contributions withheld by the employer; and
- c) May have a job description; participate in the employer's benefits and private pension program; or a written employment agreement with the employer; and
- d) Provides tasks which are integral to the day-to-day business of the employer;
- e) Is issued a T4 slip from the employer.

Workplace:

A location owned, rented, permitted or contracted by the PFC, where a PFC worker has to carry out their duties - e.g. office, soccer field, gym, camp etc.

Workplace Violence:

The use, or attempted use, of physical force against a worker that could cause physical injury. Workplace violence also includes a statement or behaviour that a worker could reasonably interpret as a threat to use physical force against him/her that could cause physical injury.

Workplace Harassment:

A course of vexatious comments or conduct against a worker that is known or ought reasonably to be known to be unwelcome.

Application

This Policy applies wherever the Club business is conducted (whether or not on Club property) and at all Club events.

Prohibited Behaviour:

The following behaviour is prohibited under this Policy and will lead to discipline up to and including discharge from employment.

- a) workplace violence or harassment.
- b) threats or intimidation.
- c) possession of weapons of any kind on Club property (including parking lots and other exterior premises), while engaged in activities for the Thunder Bay Chill in other locations, or at Thunder Bay Chill sponsored events.
- d) assault.
- e) physical restraint or confinement.
- f) dangerous or threatening horseplay.
- g) blatant or intentional disregard for the safety or well-being of others; failure to report an incident of workplace violence or harassment of which a worker is aware.
- h) and any other act which is considered to be a violation of this Policy, whether specifically set out above.

Risk Assessments

The Thunder Bay Chill Soccer Club will undertake at least one annual risk assessment of the workplace and the results will be reported to the workers and made available to them upon request. If risks are found during the assessment, the Club will determine and implement a solution.

Disclosure of Risk of Violent Behaviour

The Club will provide information to the worker if the worker is expected to encounter an individual with a history of violent behaviour of which the Club is aware and that individual poses a risk of workplace violence that is likely to result in physical injury. However, the Club will only disclose the information reasonably necessary to protect a worker from violence.

Disciplinary Action

Any worker who is found to have engaged in Prohibited Behaviour will be subject to disciplinary action, up to and including discharge from employment.

Reprisals Prohibited

This Policy prohibits any form of reprisal against a worker, who, in good faith, reported a workplace violence or harassment incident. Direct and indirect retaliation for exercising rights or responsibilities under this Policy will not be permitted. Reprisals include but are not limited to any of the following toward a worker: hostility, exclusion/ostracism, negative remarks, demeaning duties, discriminatory behaviour, harassment, demotion, suspension or dismissal.

Training and Education

The Thunder Bay Chill Soccer Club will provide training and education with respect to the contents of this Policy and the Club's program with respect to workplace violence and harassment.

Screening Policy

The Thunder Bay Chill Soccer Club are required, by law, to do everything reasonable to provide a safe and secure environment for participants of our programs, activities and events while also ensuring minimal liability/risk to the Club, our volunteers and employees. The Club accepts its responsibility to ensure adherences to this Screening Policy for all its volunteers and employees involved in the provision and delivery of its programs to its members.

Application of Policy

This policy applies to all individuals whose position with the Club is one of trust or authority which may relate to, at a minimum, finances, supervision, youth, or participants who are considered vulnerable. Not all individuals associated with the Club will be required to undergo screening through a Criminal Reference Check and a Screening Disclosure Form because not all positions pose a risk of harm to the Club or to its' participants. The Club will determine which individuals will be subject to screening using guidelines discussed within this policy. Variations to the guidelines are at the sole discretion of the Club.

Confidentiality of Information

The Club-appointed Screening Officers have signed an Oath of Confidentiality. All information obtained by the Screening Officers from the Screening Process, including interviews, review of Criminal Reference Checks, or revelations through other reference checks, will be kept confidential, to be used only for the purposes for which the applicant agrees in writing to its use. This information may be disclosed to volunteers or employees assigned by the Club to make decisions about hiring or refusing potential applicants for a Position. There shall be no dissemination or disclosure of the information to any other agency, body or organization without the specific written approval of the applicant. Once the applicant is either appointed or declined the Position, all records will be either destroyed through shredding or kept in such a manner to prevent unauthorized access (for example, in a locked cabinet with limited access). All information relating to the Screening Process will be collected pursuant to the Club's Privacy Policy.

Volunteers Policy

The Thunder Bay Chill values and relies heavily on volunteers to deliver our multi-faceted and award-winning programs to the community of Thunder Bay and surrounding residents. In fact, the success of community-based organizations like ours, comes from the strength of our volunteers. A major undertaking that organizations like the Chill face is the challenge of attracting volunteers, engaging them in meaningful tasks, providing them with positive recognition for their time and efforts, and then retaining most of the volunteers for future opportunities.

The adoption of a “strategic volunteering” plan assists the Club in our efforts to properly coordinate our volunteers. This plan enables us to:

- Attract the right volunteers
- Provide our volunteers with information and training
- Engage our volunteers when volunteering
- Recognize our volunteer for their time and efforts
- Encourage our volunteers to return

The proper and successful execution of these elements aids the Club in maximizing the efforts of our volunteers and makes the experience a positive one for each volunteer.

Volunteer Orientation Process

The orientation process is undertaken by the Club staff and/or the Directors at the start of each season about the selection of volunteers for various roles within the Club or a specific division of the Club.

Risk Management Policy

The Thunder Bay Chill Club Board of Directors, on behalf of our membership, is dedicated to a level of management in accordance with the best administrative and governance practices as accepted by Soccer Northwest Ontario, Ontario Soccer, and Canada Soccer. These practices, provide critical information pursuant to internal policies and practices within the soccer community, in the following areas:

- Budget Preparation
- Financial reporting
- Operations reporting
- Good Governance Practices
- Risk management
- Contracts
- Human resources practices
- Internal financial controls
- Fraud
- Record keeping

The Thunder Bay Chill Soccer Club has in place, and will maintain practices, processes, and controls, that will meet the standards in the “Best Administration and Governance Practices Guide” (Grant Thornton, 2013)

Risk Management:

The first step in keeping our organization operating at its potential is familiarity with, and the update of, this policy document (Thunder Bay Chill Soccer Club Policy Manual) to maintain currency of practice in all areas of our business. As identified in the “Best Administration and Governance Practices Guide”, areas of risk within a soccer club may include:

- Strategic risk
- Governance/leadership risk
- External risk
- Operational and program risk
- Financial risk
- Compliance risk
- Information Technology risk
- Reputational risk

Some of the Club policies that exist to address specific areas of risk within our sport/organization include:

- | | |
|---|--|
| <input type="checkbox"/> Code of Conduct | <input type="checkbox"/> Conflict of Interest Policy |
| <input type="checkbox"/> Concussion Policy | <input type="checkbox"/> Confidentiality and Privacy |
| <input type="checkbox"/> Equity and Inclusion Policy | <input type="checkbox"/> Finance Policy |
| <input type="checkbox"/> Policy Against Workplace Violence & Harassment | <input type="checkbox"/> Screening Policy |

