

CODE OF CONDUCT AND ETHICS

“Organization” refers to: Cambridge Cycling Club / Crüe 2022

Definitions

1. The following terms have these meanings in this Code:
 - a) “*Individuals*” – Individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, referees, officials, volunteers, managers, administrators, committee members, parents or guardians, and Directors and Officers of the Organization
 - b) “*Workplace*” - 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 Organization’s offices, 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 by making Individuals aware that there is an expectation, at all times, of appropriate behaviour consistent with the Organization’s core values. 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, races, training, competitions, practices, tryouts, training camps, travel associated with the Organization’s activities, the Organization’s office environment, and any meetings.
4. An Individual who violates this Code may be subject to sanctions pursuant to the Organization’s *Discipline and Complaints Policy*. In addition to facing possible sanction pursuant to the Organization’s *Discipline and Complaints Policy*, an Individual who violates this Code during a competition may be ejected from the competition or the playing area, the official may delay the competition until the Individual complies with the ejection, and the Individual may be subject to any additional discipline associated with the particular competition.
5. An employee of the Organization found to have engaged in acts of violence or harassment against any other employee, worker, contractor, member, customer, supplier, client or other third party during business hours, or at any Organization event, will be subject to appropriate disciplinary action subject to the terms of the Organization’s *policies for human resources* well as the employee’s Employment Agreement (if applicable).
6. 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) and is detrimental to the image and reputation of the Organization. Such applicability will be determined by the Organization at its sole discretion.

Responsibilities

7. Individuals have a responsibility to:
 - a) Maintain and enhance the dignity and self-esteem of the Organization members and other individuals by:
 - i. Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees, or members
 - iii. Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct
 - iv. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory
 - v. Consistently treating individuals fairly and reasonably
 - vi. Ensuring adherence to the rules of the sport and the spirit of those rules
 - 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. Persistent unwelcome remarks, jokes, comments, innuendo, or taunts
 - iii. Leering or other suggestive or obscene gestures
 - iv. Condescending or patronizing behaviour which is intended to undermine self-esteem, diminish performance or adversely affect working conditions
 - v. Practical jokes which endanger a person’s safety, or negatively affect performance

- vi. Any form of hazing where hazing is defined as “*Any potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking athlete by a more senior teammate, which does not contribute to either athlete’s positive development, but is required to be accepted as part of a team, regardless of the junior-ranking athlete’s willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or seemingly benign, that sets apart or alienates any teammate based on class, number of years on the team, or athletic ability.*”
 - vii. Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing
 - viii. Unwelcome sexual flirtations, advances, requests, or invitations
 - ix. Physical or sexual assault
 - x. 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
 - xi. Retaliation or threats of retaliation against an individual who reports harassment to the Organization
- c) Refrain from any behaviour that constitutes **workplace harassment**, where workplace harassment is defined as vexatious comment or conduct against a worker in a workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome. Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including measures to correct performance deficiencies, such as placing someone on a performance improvement plan, or imposing discipline for workplace infractions. Types of behaviour that constitute workplace harassment include, but are not limited to:
- i. Bullying
 - ii. Repeated offensive or intimidating phone calls or emails
 - iii. Inappropriate sexual touching, advances, suggestions or requests
 - iv. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form
 - v. Psychological abuse
 - vi. Personal harassment
 - vii. Discrimination
 - viii. Intimidating words or conduct (offensive jokes or innuendos)
 - ix. Words or actions which are known or should reasonably be known to be offensive, embarrassing, humiliating, or demeaning
- d) Refrain from any behaviour that constitutes **workplace violence**, where workplace violence is defined as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker. Types of behaviour that constitute workplace harassment include, but are not limited to:
- i. Verbal threats to attack a worker
 - ii. Sending to or leaving threatening notes or emails for a worker
 - iii. Making threatening physical gestures to a worker
 - iv. Wielding a weapon in a workplace
 - v. Hitting, pinching or unwanted touching of a worker which is not accidental
 - vi. Throwing an object at a worker
 - vii. Blocking normal movement or physical interference of a worker, with or without the use of equipment
 - viii. Sexual violence against a worker
 - ix. Any attempt to engage in the type of conduct outlined above
- e) 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. Display of sexually offensive material
 - iii. Sexually degrading words used to describe a person
 - iv. Inquiries or comments about a person’s sex life
 - v. Unwelcome sexual flirtations, advances, or propositions
 - vi. Persistent unwanted contact
- f) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, the Organization adopts and adheres to the Canadian Anti-Doping Program. Any infraction under this Program shall be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction, pursuant to the Organization’s *Discipline and Complaints Policy*. The Organization will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by the Organization or any other sport organization
- g) 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 incurred an anti-doping rule violation 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 and recognized by the Canadian Centre for Ethics in Sport (CCES)

- h) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities
- i) Refrain from consuming tobacco products, or recreational drugs while participating in the Organization's programs, activities, competitions, or events
- j) In the case of adults, avoid consuming alcohol in competitions and situations where minors are present and take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations associated with the Organization's events
- k) Respect the property of others and not wilfully cause damage
- l) Promote the sport in the most constructive and positive manner possible
- m) When driving a vehicle with an Individual:
 - i. Not have his or her license suspended;
 - ii. Not be under the influence of alcohol or illegal drugs or substances; and
 - iii. Have valid car insurance
- n) Adhere to all federal, provincial, municipal and host country laws
- o) Refrain from engaging in deliberate cheating which is intended to manipulate the outcome of a competition and/or not offer or receive any bribe which is intended to manipulate the outcome of a competition
- p) Comply, at all times, with the Organization's bylaws, policies, procedures, and rules and regulations, as adopted and amended from time to time

Directors, Committee Members, and Staff

8. In addition to section 7 (above), the Organization's Directors, Committee Members, and Staff will have additional responsibilities to:
- a) Function primarily as a Director or Committee Member of the Organization; not as a member of any other particular member or constituency
 - b) Act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of the Organization's business and the maintenance of Individuals' confidence
 - c) Ensure that the Organization's 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 in the best interests of the Organization
 - 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) Keep informed about the Organization's activities, the local sport community, and general trends in the sectors in which they operate
 - h) Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to the laws under which the Organization is incorporated
 - i) Respect the confidentiality appropriate to issues of a sensitive nature
 - j) Respect the decisions of the majority and resign if unable to do so
 - k) Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings
 - l) Have a thorough knowledge and understanding of all the Organization governance documents
 - m) Conform to the bylaws and policies approved by the Organization

Coaches

9. In addition to section 7 (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 sport medicine 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) Accept and promote athletes' personal goals and refer athletes to other coaches and sports specialists as appropriate
 - f) Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete
 - g) Act in the best interest of the athlete's development as a whole person
 - h) Comply with the Organization's *Screening Policy*, if applicable

- i) Report to the Organization any ongoing criminal investigation, conviction, or existing bail conditions, including those for violence, child pornography, or possession, use, or sale of any illegal substance
- j) Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol and/or tobacco
- k) 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
- l) Not engage in a sexual relationship with an athlete under 18 years old, or an intimate or sexual relationship with an athlete over the age of 18 if the coach is in a position of power, trust, or authority over the athlete
- m) 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
- n) Dress professionally, neatly, and inoffensively
- o) Use inoffensive language, taking into account the audience being addressed

Athletes

10. In addition to section 7 (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; or in the case of carded athletes, interfere with the athlete's ability to fulfill requirements under the Athlete Assistance Program
- b) Participate and appear on-time and 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) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators
- f) Dress to represent the sport and themselves well and with professionalism
- g) Act in accordance with the Organization's policies and procedures and, when applicable, additional rules as outlined by coaches or managers

Officials

11. In addition to section 7 (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

Parents/Guardians and Spectators

12. In addition to section 7 (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

Discipline and Complaints Policy

“Organization” refers to: Cambridge Cycling Club / Crüe 2022

Definitions

1. The following terms have these meanings in this Policy:
 - a) “Complainant” – The Party alleging an infraction
 - b) “Days” – Days including weekends and holidays
 - c) “Discipline Chair(s)” – An individual or individuals appointed by the Board to be the first point-of-contact for all discipline and complaint matters reported to the Organization
 - d) “Individuals” – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, umpires, volunteers, managers, administrators, committee members, Directors and Officers of the Organization, spectators, and parents/guardians of athletes
 - e) “Respondent” – The alleged infracting Party

Purpose

2. Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Organization’s policies, Bylaws, rules and regulations, and *Code of Conduct and Ethics*. Non-compliance may result in sanctions pursuant to this Policy.

Discipline Chair

3. The Discipline Chair will be a Director of the Board, or an individual appointed by the Board to handle the duties of the Discipline Chair. The Board may choose to appoint three (3) individuals to serve as Discipline Chairs and, in this case, decisions of the Discipline Chairs will be by majority vote.
4. The Discipline Chair(s) appointed to handle a complaint or incident must be unbiased and not in a conflict of interest situation.

Application of this Policy

5. This Policy applies to all Individuals.
6. This Policy applies to matters that may arise during the course of the Organization’s business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with Organization activities, and any meetings.
7. This Policy 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), is detrimental to the image and reputation of the Organization, or upon the acceptance of the Organization. Applicability will be determined by the Organization at its sole discretion.
8. This Policy does not prevent immediate discipline or sanction from being applied as reasonably required. Further discipline may be applied according to this Policy. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only.
9. An employee of the Organization who is a Respondent will be subject to appropriate disciplinary action per the Organization’s policies for human resources as well as the employee’s Employment Agreement, if applicable. Violations may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including termination of employment.

Process

10. Any Individual may report an incident or complaint to the Discipline Chair in writing, within fourteen (14) days of the alleged incident, although this timeline can be waived or extended at the Discipline Chair’s discretion. At the Organization’s discretion, the Organization may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the Organization will identify an individual to represent the Organization.
11. Upon receipt of a complaint, the Discipline Chair has discretion to choose which process should be followed, and may use the following examples as a general guideline:
 - a) Process #1 - the Complaint alleges the following incidents:
 - i. Disrespectful, abusive, racist, or sexist comments or behaviour

- ii. Disrespectful conduct
 - iii. Minor incidents of violence (e.g., tripping, pushing, elbowing)
 - iv. Conduct contrary to the values of the Organization
 - v. Non-compliance with the Organization's policies, procedures, rules, or regulations
 - vi. Minor violations of the Organization's *Code of Conduct and Ethics*
- b) Process #2 - the Complaint alleges the following incidents:
- i. Repeated minor incidents
 - ii. Any incident of hazing
 - iii. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
 - iv. Major incidents of violence (e.g., fighting, attacking, sucker punching)
 - v. Pranks, jokes, or other activities that endanger the safety of others
 - vi. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
 - vii. Conduct that intentionally damages the Organization's image, credibility, or reputation
 - viii. Consistent disregard for the Organization's bylaws, policies, rules, and regulations
 - ix. Major or repeated violations of the Organization's *Code of Conduct and Ethics*
 - x. Intentionally damaging Organization property or improperly handling the Organization monies
 - xi. Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
 - xii. A conviction for any *Criminal Code* offense
 - xiii. Any possession or use of banned performance enhancing drugs or methods

Process #1: Handled by Discipline Chair

Sanctions

12. Following the determination that the complaint or incident should be handled under Process #1, the Discipline Chair will review the submissions related to the complaint or incident and determine one or more of the following sanctions:
- a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to the Organization
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all Organization activities for a designated period of time
 - g) Any other sanction considered appropriate for the offense
13. The Discipline Chair will inform the Respondent of the sanction, which will take effect immediately.
14. Records of all sanctions will be maintained by the Organization.

Request for Reconsideration

15. The sanction may not be appealed until the completion of a request for reconsideration. However, the Respondent may contest the sanction by submitting a Request for Reconsideration within two (2) days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
- a) Why the sanction is inappropriate;
 - b) All evidence to support the Respondent's position; and
 - c) What penalty or sanction (if any) would be appropriate
16. Upon receiving a Request for Reconsideration, the Discipline Chair may decide to accept or reject the Respondent's suggestion for an appropriate sanction.
17. Should the Discipline Chair accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.
18. Should the Discipline Chair not accept the Respondent's suggestion for an appropriate sanction, the initial complaint or incident will be handled under Process #2 of this Policy.

Process #2: Handled by Case Manager

Case Manager

19. Following the determination that the complaint or incident should be handled under Process #2, the Organization will appoint a Case Manager to oversee management and administration of the complaint or incident. Such appointment is not appealable.
20. The Case Manager has a responsibility to:

- a) Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
- b) Appoint the Discipline Panel, if necessary
- c) Coordinate all administrative aspects and set timelines
- d) Provide administrative assistance and logistical support to the Discipline Panel as required
- e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

Procedures

21. If the Case Manager determines the complaint is:
 - a) Frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately
 - b) Not frivolous and within the jurisdiction of this Policy, the Case Manager will notify the Parties that the complaint is accepted and of the applicable next steps
22. The Case Manager's decision to accept or dismiss the complaint may not be appealed.
23. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.
24. After notifying the Parties that the complaint has been accepted, the Case Manager will appoint a Discipline Panel, which shall consist of a single Adjudicator, to hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Discipline Panel of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Discipline Panel's members to serve as the Chair.
25. The Case Manager, in cooperation with the Discipline Panel, will then 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 submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Discipline 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 Discipline 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 Discipline Panel may request that any other individual participate and give evidence at the hearing
 - e) The Discipline 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 by a majority vote of the Discipline Panel
26. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Panel will determine the appropriate sanction. The Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.
27. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
28. If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the current complaint and will be bound by the decision.
29. In fulfilling its duties, the Discipline Panel may obtain independent advice.

Decision

30. After hearing and/or reviewing the matter, the Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the Organization. In extraordinary circumstances, the Discipline 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 fourteen (14) day period. The decision will be considered a matter of public record unless decided otherwise by the Discipline Panel.

Sanctions

31. The Discipline 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 to the Organization
- d) Removal of certain privileges
- e) Suspension from certain teams, events, and/or activities
- f) Suspension from all Organization activities for a designated period of time
- g) Payment of the cost of repairs for property damage
- h) Suspension of funding from the Organization or from other sources
- i) Expulsion from the Organization
- j) Any other sanction considered appropriate for the offense

32. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the Discipline Panel will result in an automatic suspension until such time as compliance occurs.

33. Records of all decisions will be maintained by the Organization.

Appeals

34. The decision of the Discipline Panel may be appealed in accordance with the Ontario Cycling Association's *Appeal Policy*.

Suspension Pending a Hearing

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

Criminal Convictions

36. An Individual's conviction for a *Criminal Code* offense, as determined by the Organization, will be deemed an infraction under this Policy and will result in expulsion from the Organization. *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

37. The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Discipline Panel, and any independent advisors to the Discipline Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Timelines

38. If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Discipline Panel may direct that these timelines be revised.

Records and Distribution of Decisions

39. 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 Policy.

Concussion Policy and Concussion Code of Conduct (Ontario)

Preamble

1. This Policy is based on the 5th Consensus Statement on Concussion in Sport that was released in April 2017. This Policy interprets the information contained in the report that was prepared by the 2017 Concussion in Sport Group (CISG), a group of sport concussion medical practitioners and experts, and adapts concussion assessment and management tools.
2. This Policy is intended to be compliant with Ontario's *Rowan's Law (Concussion Safety), 2018*. If any provision of the policy is in conflict with Rowan's Law, the legislation shall take precedence.
3. The CISG suggested 11 'R's of Sport-Related Concussion ("SRC") management to provide a logical flow of concussion management. This Policy is similarly arranged. The 11 R's in this Policy are: Recognize, Remove, Re-Evaluate, Rest, Rehabilitation, Refer, Recover, Return to Sport, Reconsider, Residual Effects, and Risk Reduction.
4. A concussion is a clinical diagnosis that can only be made by a physician.

Definitions

5. The following terms have these meanings in this Policy:
 - a) "*Organization*" – [[Cambridge Cycling Club / Crüe 2022](#)]
 - b) "*Participant*" – Coaches, athletes, volunteers, officials and other Registered Individuals
 - c) "*Registered Individuals*" – All individuals employed by, or engaged in activities with the Organization, including but not limited to, employees, volunteers, administrators, committee members and directors and officers.
 - d) "*Suspected Concussion*" – means the recognition that an individual appears to have either experienced an injury or impact that may result in a concussion or who is exhibiting unusual behaviour that may be the result of concussion.
 - e) "*Sport-Related Concussion ("SRC")*" – A sport-related concussion is a traumatic brain injury induced by biomechanical forces. Several common features that may be used to define the nature of a SRC may include:
 - i. Caused either by a direct blow to the head, face, neck or elsewhere on the body with an impulsive force transmitted to the head.
 - ii. Typically results in the rapid onset of short-lived impairment of neurological function that resolves spontaneously. However, in some cases, signs and symptoms evolve over a number of minutes to hours.
 - iii. May result in neuropathological changes, but the acute clinical signs and symptoms largely reflect a functional disturbance rather than a structural injury and, as such, no abnormality may be visibly apparent
 - iv. Results in a range of clinical signs and symptoms that may or may not involve loss of consciousness. Resolution of the clinical and cognitive features typically follows a sequential course. However, in some cases symptoms may be prolonged.

Purpose

6. The Organization is committed to ensuring the safety of Participants in its activities. The Organization recognizes the increased awareness of concussions and their long-term effects and believes that prevention of concussions is paramount to protecting the health and safety of Participants.

7. This Policy describes the common signs and symptoms of a concussion and how to identify them, the protocol to be followed in the event of a possible concussion, and a Return to Sport protocol should a concussion be diagnosed. Awareness of the signs and symptoms of concussion and knowledge of how to properly manage a concussion is critical to recovery and helping to ensure the individual is not returning to physical activities too soon, risking further complication.
8. This Policy applies to all activities and events for which the Organization is the governing or sanctioning body including, but not limited to, competitions, practices, and training sessions.

Registration

9. When an individual under the age of 26 years old registers with the Organization, the individual **must** provide written or electronic confirmation that they have reviewed concussion awareness resources within the past 12 months. The Ontario Government has produced age-appropriate concussion resources located here:
 - a) [Ages 10 and under](#)
 - b) [Ages 11-14](#)
 - c) [Ages 15+](#)
10. Individuals under the age of 26 years old must also sign the *Concussion Code of Conduct* (**Appendix A**).
11. For athletes younger than 18 years old, the athlete's parent or guardian **must** also provide confirmation that they have also reviewed the concussion resources as well and signed the *Concussion Code of Conduct*.
12. Coaches, officials and team trainers must provide confirmation that they have also reviewed the concussion resources and sign the *Concussion Code of Conduct*; but not if they will be interacting exclusively with athletes who are 26 years old or older.

Recognizing Concussions

13. If a Participant demonstrates or reports any of the following **red flags**, an on-site licensed healthcare professional shall be summoned and, if deemed necessary, an ambulance should be called¹:
 - a) Neck pain or tenderness
 - b) Double vision
 - c) Weakness or tingling / burning in arms or legs
 - d) Severe or increasing headache
 - e) Seizure or convulsion
 - f) Loss of consciousness
 - g) Deteriorating conscious state
 - h) Vomiting more than once
 - i) Increasingly restless, agitated, or combative
 - j) Increased confusion
14. The following **observable signs** may indicate a possible concussion:
 - a) Lying motionless on the playing surface
 - b) Slow to get up after a direct or indirect hit to the head
 - c) Disorientation or confusion / inability to respond appropriately to questions
 - d) Blank or vacant look
 - e) Balance or gait difficulties, absence of regular motor coordination, stumbling, slow laboured movements
 - f) Facial injury after head trauma

¹ If an onsite healthcare professional is not available, an ambulance should be called.

15. A concussion may result in the following **symptoms**:

- a) Headache or “pressure in head”
- b) Balance problems or dizziness
- c) Nausea or vomiting
- d) Drowsiness, fatigue, or low energy
- e) Blurred vision
- f) Sensitivity to light or noise
- g) More emotional or irritable
- h) “Don’t feel right”
- i) Sadness, nervousness, or anxiousness
- j) Neck pain
- k) Difficulty remembering or concentrating
- l) Feeling slowed down or “in a fog”

16. Failure to correctly answer any of these **memory questions** may suggest a concussion:

- a) What venue are we at today?
- b) Where was your last major competition?
- c) What day is it?
- d) What event are you participating in?

Removal from Sport Protocol

17. In the event of a Suspected Concussion where there are **observable signs** of a concussion, **symptoms** of a concussion, or a failure to correctly answer **memory questions**, the Participant should be immediately removed from participation by a designated person who is either an on-site Organization staff member and/or [Designated Ride Leader Cambridge Cycling Club / Crüe 2022] .

18. After removal from participation, the following actions should be taken:

- a) The designated person who removed the Participant should consider calling 9-1-1;
- b) The Organization must make and keep a record of the removal;
- c) The designated person must inform the Participant’s parent or guardian if the Participant is younger than 18 years old, and the designated person must inform the parent or guardian that the Participant is required to undergo a medical assessment by a physician or nurse practitioner before the Participant will be permitted to return to participation; and
- d) The designated person will remind the Participant, and the Participant’s parent or guardian as applicable, of the Organization’s Return-to-Sport protocol as described in this Policy.

19. Participants who have a Suspected Concussion and who are removed from participation should:

- a) Be isolated in a dark room or area and stimulus should be reduced
- b) Be monitored
- c) Have any cognitive, emotional, or physical changes documented
- d) Not be left alone (at least for the first 1-2 hours)
- e) Not drink alcohol
- f) Not use recreational/prescription drugs
- g) Not be sent home by themselves
- h) Not drive a motor vehicle until cleared to do so by a medical professional

20. A Participant who has been removed from participation due to a suspected concussion should not return to participation until the Participant has been assessed medically, preferably by a physician who is familiar with the [Sport Concussion Assessment Tool – 5th Edition \(SCAT5\)](#) (for Participants over the age of 12) or the [Child SCAT5](#) (for Participants between 5 and 12 years old), even if the symptoms of the concussion resolve.

Re-Evaluate

21. A Participant with a Suspected Concussion should be evaluated by a licensed physician who should conduct a comprehensive neurological assessment of the Participant and determine the Participant's clinical status and the potential need for neuroimaging scans.

Rest and Rehabilitation

22. Participants with a diagnosed SRC should rest during the acute phase (24-48 hours) but can gradually and progressively become more active so long as activity does not worsen the Participant's symptoms. Participants should avoid vigorous exertion.
23. Participants must consider the diverse symptoms and problems that are associated with SRCs. Rehabilitation programs that involve controlled parameters below the threshold of peak performance should be considered.

Refer

24. Participants who display persistent post-concussion symptoms (i.e., symptoms beyond the expected timeline for recovery – 10-14 days for adults and 4 weeks for children) should be referred to physicians with experience handling SRCs.

Recovery and Return to Sport

25. SRCs have large adverse effects on cognitive functioning and balance during the first 24-72 hours after injury. For *most* Participants, these cognitive defects, balance and symptoms improve rapidly during the first two weeks after injury. An important predictor of slower recovery from an SRC is the severity of the Participant's initial symptoms following the first few days after the injury.
26. The table below represents a graduated return to sport for most Participants, in particular those that did not experience high severity of initial symptoms after the following the first few days after the injury.

Stage	Aim	Activity	Stage Goal
1	Symptom-limited activity	Daily activities that do not provoke symptoms	Gradual reintroduction of work/school activities
2	Light aerobic exercise	Walking or stationary cycling at slow to medium pace. No resistance training	Increase heart rate
3	Sport-specific exercise	Light drills. No head impact activities	Add movement
4	Non-contact training drills	Harder training drills. May start progressive resistance training	Exercise, coordination and increased thinking
5	Full contact practice	Following medical clearance, participate in normal training activities	Restore confidence and assess functional skills by coaching staff
6	Return to sport	Normal participation	

Table 1 – Return to Sport Strategy

27. An initial period of 24-48 hours of both physical rest and cognitive rest is recommended before beginning the Return to Sport strategy.
28. There should be at least 24 hours (or longer) for each step. If symptoms reoccur or worsen, the Participant should go back to the previous step.
29. Resistance training should only be added in the later stages (Stage 3 or Stage 4).

30. If symptoms persist, the Participant should return to see a physician.
31. The Participant’s Return-to-Sport strategy should be guided and approved by a physician with regular consultations throughout the process.
32. The Participant must provide the Organization with a medical clearance form, signed by a physician, following Stage 5 and before proceeding to Stage 6.

Reconsider

33. The 2017 Concussion in Sport Group (CISG) considered whether certain populations (children, adolescents, and elite athletes) should have SRCs managed differently.
34. It was determined that all Participants, regardless of competition level, should be managed using the same SRC management principles.
35. Adolescents (13 to 18 years old) and children (5 to 12 years old) should be managed differently. SRC symptoms in children persist for up to four weeks. More research was recommended for how these groups should be managed differently, but the CISG recommended that children and adolescents should first follow a Return to School strategy before they take part in a Return to Sport strategy. A Return to School strategy is described below.

Stage	Aim	Activity	Stage Goal
1	Daily activities at home that do not give the child symptoms	Typical activities of the child during the day as long as they do not increase symptoms (e.g., reading, texting, screen time). Start with 5–15 min at a time and gradually build up	Gradual return to typical activities
2	School activities	Homework, reading or other cognitive activities outside of the classroom	Increase tolerance to cognitive work
3	Return to school part-time	Gradual introduction of schoolwork. May need to start with a partial school day or with increased breaks during the day	Increase academic activities
4	Return to school full time	Gradually progress school activities until a full day can be tolerated	Return to full academic activities and catch up on missed work

Table 2 – Return to School Strategy

Residual Effects

36. Participants should be alert for potential long-term problems such as cognitive impairment and depression. The potential for developing chronic traumatic encephalopathy (CTE) should also be a consideration, although the CISG stated that *“a cause-and-effect relationship has not yet been demonstrated between CTE and SRCs or exposure to contact sports. As such, the notion that repeated concussion or subconcussive impacts cause CTE remains unknown.”*

Risk Reduction and Prevention

37. The Organization recognizes that knowing a Participant’s SRC history can aid in the development of concussion management and the Return to Sport strategy. The clinical history should also include information about all previous head, face, or cervical spine injuries. The Organization encourages Participants to make coaches and other stakeholders aware of their individual histories.

Non-Compliance

38. Failure to abide by any of the guidelines and/or protocols contained within this policy may result in disciplinary action in accordance with the Organization's policies for discipline and complaints.

Liability

39. The Organization shall not be liable for any Participant or other individual's use or interpretation of this Policy. Further, none of the Organization's members, directors, officers, employees, agents, representatives and other individuals involved in any way in the administration of this Policy shall be liable to any other individual in any way, in relation to any lawful acts or omissions committed in the honest application, administration, and/or enforcement of this Policy.

Concussion Code of Conduct (Appendix A)

PART A

The following section of the *Concussion Code of Conduct* must be signed by **all Participants under the age of 26 years old**. For Participants who are younger than 18 years old, a parent/guardian must also sign this section.

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.
- Demonstrating 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-term 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 an 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**, and I will 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 my school and any other sport organization with which I have 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 and I will 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.

By signing here, I acknowledge that I have fully reviewed and commit to this *Concussion Code of Conduct*.

Name of Participant (print)

Signature of Participant

Date of Birth

Name of Parent or Guardian (print)

Signature of Parent or Guardian

Date

PART B

The following section of the *Concussion Code of Conduct* must be signed by **all coaches and team trainers who interact with Participants under the age of 26 years old.**

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 my 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-term 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.

By signing here, I acknowledge that I have fully reviewed and commit to this *Concussion Code of Conduct*.

Name and role (print)

Signature

Date

Privacy Policy

“Organization” refers to: _____

Background

1. Different privacy legislation applies to the public sector and to the private sector. Not-for-profit sport organizations in Canada are considered to be part of the private sector. The *Personal Information Protection and Electronic Documents Act* (PIPEDA) is the federal privacy legislation that applies to all not-for-profit sport organizations in Canada.
2. PIPEDA applies to the Organization’s use of Personal Information for Commercial Activity.
3. This Privacy Policy is based on the standards required by PIPEDA as interpreted by the Organization.

Definitions

4. The following terms have these meanings in this Policy:
 - a) “*Commercial Activity*” – any particular transaction, act or conduct that is of a commercial character.
 - b) “*Personal Information*” – any information about an individual that relates to the person’s personal characteristics including, but not limited to: gender, age, income, home address, home phone number, ethnic background, family status, health history, and health conditions
 - c) “*Stakeholder*” – Individuals employed by, or engaged in activities on behalf of, the Organization including: coaches, staff members, contract personnel, volunteers, managers, administrators, committee members, and Directors and Officers of the Organization
 - d) “*Individual*” - All categories of membership defined in the Organization’s Bylaws as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, and Directors and Officers of the Organization

Purpose

5. The Organization recognizes Individuals’ right to privacy with respect to their Personal Information. This Policy describes the way that the Organization collects, uses, safeguards, discloses, and disposes of Personal Information.

Application of this Policy

6. This Policy applies to all Stakeholders and Individuals in connection with personal information that is collected, used or disclosed during the Organization’s Commercial Activity and Non-Commercial activity.
7. Except as provided in PIPEDA, the Organization’s Board will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

Obligations

8. The Organization is obligated to:
 - a) Follow and abide by PIPEDA in all matters involving the collection, use, and disclosure of Personal Information during the Organization’s Commercial Activity; and
 - b) Always disclose what Personal Information is being collected from Individuals and for what purpose the Personal Information is being collected. The Organization will not require the collection of any Personal Information if the purpose for its collection is not identified.
9. In addition to fulfilling the legal obligations required by PIPEDA, the Organization’s Stakeholders will not:
 - a) Publish, communicate, divulge, or disclose to any unauthorized person, firm, corporation, or third party any Personal Information without the express written consent of the Individual
 - 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, colleagues, or 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 the Organization
 - e) Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, the disclosure of Personal Information

Accountability

10. The Organization's 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 Organization's Privacy Officer also handles personal information access requests and complaints. The Organization's Privacy Officer may be contacted at the following address:

11. 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
- e) Train and communicate to staff information about the Organization's privacy policies and practices.

Information Collection Purposes

12. The Organization may collect Personal Information from Individuals and prospective Individuals for purposes that may include any of the following:

Non-Commercial Activity

Communications

- a) Sending communications in the form of e-news or a newsletter with content related to the Organization's programs, events, fundraising, activities, discipline, appeals, and other pertinent information
- b) Publishing articles, media relations and postings on the Organization's website, displays or posters
- c) Award nominations, biographies, and media relations
- d) Communication within and between Stakeholders and Individuals
- e) Discipline results and long term suspension list
- f) Checking residency status

Identification

- a) Informing governing bodies (e.g., Provincial Sport Organizations (PSOs), National Sport Organizations (NSOs)) of Individuals' registration and/or participation with the Organization
- b) Informing government funders the number and demographic profile of registered Individuals

Registration, Database Entry and Monitoring

- a) Registration of programs, events and activities
- b) Database entry at the Coaching Association of Canada and to determine level of coaching certification, coaching qualifications, and coach selection.
- c) Database entry to determine level of officiating certification and qualifications
- d) Determination of eligibility, age group and appropriate level of play/competition
- e) Athlete Registration, outfitting uniforms, and various components of athlete and team selection
- f) Technical monitoring, officials training, educational purposes, sport promotion, and media publications

General

- a) Travel arrangement and administration
- b) Implementation of the Organization's screening program
- c) Medical emergency, emergency contacts or reports relating to medical or emergency issues
- d) Determination of membership demographics and program wants and needs
- e) Managing insurance claims and insurance investigations
- f) Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends
- g) Payroll, honorariums, company insurance and health plans
- h) Any and all complaints and inquiries

Commercial Activity

Sales, Promotions and Merchandising

- a) Purchasing equipment, coaching manuals, resources and other products

b) Promotion and sale of merchandise

c) Video recording and photography for promotional use, marketing and advertising by the Organization

13. The Organization's Stakeholders may collect Personal Information from Individuals and prospective Individuals for other purposes, provided that documented consent specifying the use of the Personal Information is obtained from the Individuals or prospective Individuals.

Consent

14. By providing Personal Information to the Organization, Individuals are implying their consent to the use of that Personal Information for the purposes identified in the **Information Collection Purposes** section of this Policy.

15. At the time of the collection of Personal Information and prior to the use or disclosure of the Personal Information, the Organization will obtain consent from Individuals by lawful means, in a manner similar to the form in **Appendix A**. The Organization may collect Personal Information without consent when it is reasonable to do so and permitted by law.

16. In determining whether to obtain written or implied consent, the Organization will take into account the sensitivity of the Personal Information, as well the Individuals' reasonable expectations. Individuals may consent to the collection and specified use of Personal Information in the following ways:

- a) Completing and/or signing an application or registration form (see **Appendix A**)
- b) Checking a check box, or selecting an option (such as 'Yes' or 'I agree')
- c) Providing written consent either physically or electronically
- d) Consenting orally in person
- e) Consenting orally over the phone

17. The Organization will not, as a condition of providing a product or service, require Individuals to consent to the use, collection, or disclosure of Personal Information beyond what is required to fulfill the specified purpose of the product or service.

18. An Individual may withdraw consent orally or in writing, at any time, subject to legal or contractual restrictions. The Organization will inform the Individual of the implications of withdrawing consent.

19. The Organization will not obtain consent from Individuals who are minors, seriously ill, or mentally incapacitated. Consent from these individuals will be obtained from a parent, legal guardian, or a person having power of attorney.

20. The Organization is not required to obtain consent for the collection of Personal Information, and may use Personal Information without the Individual's knowledge or consent, only if:

- a) It is clearly in the Individual's interests and the opportunity for obtaining consent is not available in a timely way
- b) Knowledge and consent would compromise the availability or accuracy of the Personal Information and collection is required to investigate a breach of an agreement or a contravention of a federal or provincial law
- c) An emergency threatens a Individual's life, health, or security
- d) The information is publicly available as specified in PIPEDA

21. The Organization is also not required to obtain consent for the collection of Personal Information if the information is for journalistic, artistic, or literary purposes.

22. The Organization may disclose Personal Information without the Individual's knowledge or consent only:

- a) To a lawyer representing the Organization
- b) To collect a debt that the Individual owes to the Organization
- c) To comply legal proceedings of any sort
- d) To comply with government regulations
- e) To an investigative body for purposes related to the investigation of a breach of an agreement or a contravention of a federal or provincial law
- f) In an emergency threatening an Individual's life, health, or security (the Organization will inform the Individual of the disclosure)
- g) To an archival institution
- h) 20 years after the individual's death or 100 years after the record was created
- i) If it is publicly available as specified in PIPEDA

Accuracy, Retention, and Openness

23. To minimize the possibility that inappropriate Personal Information may be used to make a decision about a Member, Personal Information will be accurate, complete, and as up-to-date as is necessary for the purposes for which it will be used.

24. Personal Information will be retained as long as reasonably necessary to enable participation in the Organization programs, events, and activities, and in order to maintain historical records as may be required by law or by governing organizations.
25. Personal Information will be protected against loss or theft, unauthorized access, disclosure, copying, use, or modification by security safeguards appropriate to the sensitivity of the Personal Information.
26. The Organization will make the following information available to Individuals:
 - a) This *Privacy Policy*
 - b) Any additional documentation that further explains the Organization's *Privacy Policy*
 - c) The name or title, and the address, of the person who is accountable for the Organization's *Privacy Policy*
 - d) The means of gaining access to Personal Information held by the Organization
 - e) A description of the type of Personal Information held by the Organization, including a general account of its use
 - f) Identification of any third parties to which Personal Information is made available

Access

27. Upon written request, and with assistance from the Organization after confirming the Individual's identity, Individuals may be informed of the existence, use, and disclosure of their Personal Information and will be given access to that Personal Information. Individuals are also entitled to be informed of the source of the Personal Information, and provided with an account of third parties to which the Personal Information has been disclosed.
28. Unless there are reasonable grounds to extend the time limit, requested Personal Information will be disclosed to the Individual, at no cost to the Individual, within thirty (30) days of receipt of the written request.
29. Individuals may be denied access to their Personal Information if the information:
 - a) Is prohibitively costly to provide
 - b) Contains references to other individuals
 - c) Cannot be disclosed for legal, security, or commercial proprietary purposes
 - d) Is subject to solicitor-client privilege or litigation privilege
30. If the Organization refuses a request for Personal Information, it shall inform the Individual the reasons for the refusal.

Compliance Challenges

31. Individuals are able to challenge the Organization for its compliance with this Policy.
32. Upon receipt of a complaint, the Organization 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 telephone conversation and clarify the nature of the complaint within seven (7) days of receipt of the complaint
 - d) Appoint an investigator using the Organization's personnel or an independent investigator, who will have the skills necessary to conduct a fair and impartial investigation and will have unfettered access to all file and personnel
 - e) Upon completion of the investigation and within thirty (30) days of receipt of the complaint, the investigator will submit a written report to the Organization
 - f) Notify the complainant the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures
33. The Organization will not dismiss, suspend, demote, discipline, harass, or otherwise disadvantage any Organization Individual or Stakeholder who:
 - a) Challenges the Organization for its compliance with this Policy
 - b) Refuses to contravene this Policy or PIPEDA
 - c) Takes precautions not to contravene this Policy or PIPEDA; even though said precautions may be in opposition to the regular duties performed by the Individual

Appendix A – Consent

The Organization will include the following paragraph (or a variation) whenever Personal Information is being collected from Individuals:

1. I authorize the Organization to collect and use personal information about me for the purposes described in the Organization's *Privacy Policy*.
2. In addition to the purposes described in the Organization's *Privacy Policy*, I authorize the Organization to:
 - a) Distribute my information to the Ontario Cycling Association
 - b) Photograph and/or record my image and/or voice on still or motion picture film and/or audio tape, and to use this material to promote the sport through the media of newsletters, websites, television, film, radio, print and/or display form. I understand that I waive any claim to remuneration for use of audio/visual materials used for these purposes
 - c) *(the Organization may add other specific purposes)*
3. I understand that I may withdraw such consent at any time by contacting the Organization's Privacy Officer. The Privacy Officer will advise the implications of such withdrawal.

MEMBERSHIP POLICY

“Organization” refers to: _____

Purpose

1. The purpose of this Policy is to describe the application, rights, conditions and obligations for membership within the Organization.

Scope and Application

2. This policy applies to all Members as defined in the Organization's Bylaws.

Membership Year and Dues

3. Membership within the Organization is granted upon an annual basis and will terminate on _____(DATE) of each year, subject to re-registration in accordance with this Policy and the Organization's Bylaws. Membership dues are established annually at the discretion of the Organization's Board of Directors.

Renewal of Membership

4. No Member will be accepted or renewed as a Member, unless:
 - a) The potential Member has made an application for membership in a manner prescribed by the Organization
 - b) The potential Member has agreed to comply with, and meets the requirements of, the Organization's Bylaws, policies, procedures, rules and regulations
 - c) The potential Member has paid membership dues owing from any previous membership period
 - d) If, at the time of applying for membership the potential Member is a Member in Good Standing as defined in this Policy, unless approved otherwise by the Board.
 - e) The potential Member meets the requirements listed in the Organization's Bylaws and in this Policy.

Minimum Requirements for Renewal

5. Potential Members must comply with the following minimum requirements to maintain and renew membership with the Organization:
 - a) Submit the following applicable information:
 - i. Designation (player, coach, official, or other designation)
 - ii. Name
 - iii. Address
 - iv. Telephone number
 - v. Email address
 - vi. Date of Birth
 - vii. Gender identity

Good Standing

6. A Member of the Organization will be in good standing provided that the Member:
 - a) Has not ceased to be a Member;
 - b) Has not been suspended or expelled, or had other restrictions or sanctions imposed;
 - c) Has completed and remitted all documents, fees and payments as required by the Organization;
 - d) Has complied with the Bylaws, policies, procedures, rules and regulations of the Organization;
 - e) Is not subject to a disciplinary investigation or action by the Organization, or if subject to disciplinary action previously, has fulfilled all terms and conditions of such disciplinary action to the satisfaction of the Board; and
 - f) Has paid all required membership dues or debts to the Organization, if any.
7. Members who cease to be in good standing may have privileges suspended and will not be entitled to vote at meetings of Members or be entitled to the benefits and privileges of membership until such time as the Board is satisfied that the Member has met the definition of good standing as set out above.

Membership Rights and Privileges

8. Members in good standing are entitled to:
 - a) Receive communications and up to date financial reports from the Organization
 - b) Attend the Organization's Annual and Special Meetings
 - c) Nominate and vote for the Organization's Directors in accordance with the Organization's Bylaws
 - d) Call a Special Meeting at any time, upon the written requisition of Members holding not less than ten percent of the total Members' votes

- e) Remove a Director by ordinary resolution, provided that the Director has been given proper notice and the opportunity to respond at a meeting duly called for that purpose
- f) Amend the Bylaws in accordance with applicable legislation
- g) Submit a proposal for consideration at a meeting of the Members in accordance with applicable legislation
- h) Examination of the following documents during the Organization's usual business hours and make copies free of charge:
 - i. The report of the public accountant, if any
 - ii. Prescribed comparative financial statements that conform to the requirements of applicable legislation
 - iii. Any further information respecting the financial position of the Organization
- i) A copy or summary of the documents described in subsection (h) twenty-one (21) days prior to the Annual Meeting
- j) Examination, on payment of any reasonable fee, the following Organization documents:
 - i. The Articles and Bylaws
 - ii. Minutes of Meetings of Members and any committee of Members
 - iii. The Resolutions of Members and any committee of Members
 - iv. Any debt obligation issued by the Organization
 - v. A register of Directors
 - vi. A register of Officers
 - vii. A register of Members, requested in accordance with applicable legislation

Withdrawal and Termination of Membership

9. Membership in the Organization will terminate immediately upon:
- a) The expiration of the Member's membership, unless renewed in accordance with this Policy
 - b) Resignation by giving written notice to the Organization in which case the resignation becomes effective on the date specified in the notice. Resignation as a Member does not relieve the Member of its obligation to pay any outstanding dues or fees
 - c) Liquidation or Dissolution of the Organization
 - d) The Member no longer meets the definition of Member as defined in the Organization's Bylaws
 - e) The Member ceases to be in good standing by virtue of
 - i) Failing to pay membership dues, fees or other monies owing to the Organization by the prescribed deadline dates, or
 - ii) Having had disciplinary sanctions imposed in accordance with the Organization's Bylaws and/or policies relating to the discipline of Members
 - f) By Ordinary Resolution of the Board or of the Members at a duly called meeting, provided fifteen (15) days' notice is given and the Member is provided with reasons and the opportunity to be heard. Notice will set out the reasons for termination of membership and the member receiving the notice will be entitled to submit a written submission opposing the termination
 - g) The Member's death

Interpretation

10. In the event that this Policy conflicts or contradicts the Organization's Bylaws, the Bylaws shall take precedence.

Screening Policy

“Organization” refers to: _____

Definitions

1. The following terms have these meanings in this Policy:
 - a) “*Criminal Record Check (CRC)*” – A search of the RCMP National Repository of Criminal Records to determine whether the individual has a criminal record
 - b) “*Vulnerable Sector Verification (VSV)*” – a detailed check that includes a search of the RCMP National Repository of Criminal Records, local police information, and the Pardoned Sex Offender database

Preamble

2. The Organization understands that screening personnel and volunteers is a vital part of providing a safe sporting environment and has become a common practice among sport organizations that provide programs and services to the community.

Application of this Policy

3. This Policy applies to all individuals whose position with the Organization is one of trust or authority which may relate to, at a minimum, finances, supervision, young people, or people with a disability.
4. Not all individuals associated with the Organization will be required to obtain a CRC or submit a Screening Disclosure Form because not all positions pose a risk of harm to the Organization or to its participants. The Organization will determine which individuals will be subject to screening using the following guidelines (variations from the guidelines are at the sole discretion of the Organization):

Level 1 – Low Risk - Individuals involved in low risk assignments who are not in a supervisory role, not directing others, not involved with financial/cash management, and/or do not have access to minors or people with a disability. Examples:

- a) Parents, youth, or volunteers who are helping out on a non-regular informal basis

Level 2 – Medium Risk – Individuals involved in medium risk assignments who may be in a supervisory role, may direct others, may be involved with financial/cash management, and/or who may have limited access to minors or people with a disability. Examples:

- a) Assistant coaches or volunteer head coaches of a club
- b) Athlete support personnel
- c) Coaches who are typically under the supervision of another coach

Level 3 – High Risk – Individuals involved in high risk assignments who occupy positions of trust and/or authority, have a supervisory role, direct others, are involved with financial/cash management, and who have access to minors or people with a disability. Examples:

- a) Full time coaches
- b) Coaches who travel with athletes
- c) Coaches who could be alone with athletes

Policy

5. It is the Organization’s policy that:
 - a) Level 1 individuals will:
 - i. Complete a Screening Disclosure Form
 - ii. Complete an Application Form indicating that the individual has read and understands the Organization’s policies and procedures
 - iii. Participate in orientation as determined by the Organization
 - b) Level 2 individuals will:
 - i. Complete and provide a CRC
 - ii. Complete a Screening Disclosure Form
 - iii. Complete an Application Form indicating that the individual has read and understands the Organization’s policies and procedures
 - iv. Provide one letter of reference related to the position sought
 - v. Participate in orientation as determined by the Organization
 - vi. Provide a driver’s abstract, if requested
 - c) Level 3 individuals will:
 - i. Complete and provide a CRC and VSV

- ii. Complete a Screening Disclosure Form
 - iii. Complete an Application Form indicating that the individual has read and understands the Organization's policies and procedures
 - iv. Provide one letter of reference related to the position sought
 - v. Participate in orientation as determined by the Organization
 - vi. Provide a driver's abstract, if requested
- d) Failure to participate in the screening process as outlined in this policy will result in the individual's ineligibility for the position sought.
 - e) If an individual subsequently receives a conviction for, or is found guilty of, an offense they will report this circumstance immediately to the Organization.
 - f) If an individual provides falsified or misleading information, the individual will immediately be removed from their position and may be subject to further discipline in accordance with the Organization's *Discipline and Complaints Policy*.

Screening Committee

- 6. The implementation of this policy is the responsibility of the Organization's Screening Committee which is a committee of three (3) members appointed by the Organization. The Organization will ensure that the members appointed to the Screening Committee possess the requisite skills, knowledge and abilities to accurately assess CRCs, VSVs, and Screening Disclosure Forms, and render decisions under this Policy. Quorum for the Screening Committee will be three members.
- 7. The Screening Committee will carry out its duties, in accordance with the terms of this policy, independent of the Board.
- 8. The Screening Committee is responsible for reviewing all CRCs, VSVs, and Screening Disclosure Forms and, based on such reviews, making decisions regarding the appropriateness of individuals filling positions within the Organization. In carrying out its duties, the Screening Committee may consult with independent experts including lawyers, police, risk management consultants, volunteer screening specialists, or any other person.

How to Obtain a Criminal Record Check or Vulnerable Sector Verification

- 9. Although a CRC may be obtained online from a third-party provider, individuals may only obtain a VSV by visiting an RCMP office or police station, submitting two pieces of government-issued identification (one of which must have a photo), and completing any required paperwork. Fees may also be required and may be reimbursed by the Organization upon the submission of a legitimate receipt and volunteer expense form.
- 10. Fingerprinting may be required if there is a positive match with the individual's gender and birth date.

Procedure

- 11. Unless the Screening Committee determines, on a case-by-case basis, to modify the submission requirements, individuals are required to submit:
 - a) A Criminal Record Check every three years
 - b) A Screening Disclosure Form every three years
 - c) A Vulnerable Sector Verification once
- 12. The Screening Committee may request that an individual provide a CRC or a Screening Disclosure Form for review and consideration at any time. Such request will be in writing and reasons will be provided for such a request.
- 13. The Screening requirements defined in this policy will be submitted to the Organization in an envelope marked "Confidential":

- 14. Individuals who do not undertake the screening requirements required by this policy will receive a notice to that effect and will be informed that their application and/or position will not proceed until such time as the screening requirements are followed.
- 15. Following the review of documents for offenses, the Screening Committee will decide:
 - a) The individual has passed screening and may participate in the desired position;
 - b) The individual has passed screening and may participate in the desired position with conditions;

- c) The individual has not passed screening and may not participate in the desired position; or
- d) More information is required from the individual.

Conditions and Monitoring

16. The Screening Committee may determine that incidents revealed on an individual's screening documents (not including incidents defined as 'Criminal Convictions' or 'Offenses', below) may allow the individual to pass the screening process and participate in a desired position with conditions imposed. The Screening Committee may apply and remove conditions at its discretion, and will determine the means by which adherence to conditions may be monitored.

Offenses

17. Provided a pardon has not been granted, the following examples are considered to be offenses:

- a) If imposed in the last five years:
 - i. Any offense involving the use of a motor vehicle, including but not limited to impaired driving
 - ii. Any offense for trafficking and/or possession of drugs and/or narcotics
 - iii. Any offense involving conduct against public morals
- b) If imposed in the last ten years:
 - i. Any crime of violence including but not limited to, all forms of assault
 - ii. Any offense involving a minor or minors
- c) If imposed at any time:
 - i. Any offense described in the 'Criminal Convictions' section of this Policy

Records

18. All records will be maintained in a confidential manner and will not be disclosed to others except as required by law, or for use in legal, quasi-legal, or disciplinary proceedings.

19. The records kept by the Organization as part of the screening process include but are not limited to:

- a) An individual's Vulnerable Sector Verification
- b) An individual's Criminal Record Check (for a period of three years)
- c) An individual's Screening Disclosure Form (for a period of three years)
- d) Records of any conditions attached to an individual's registration by the Screening Committee
- e) Records of any discipline applied to any individual by the Organization or by the Ontario Cycling Association

Criminal Convictions

20. An individual's conviction for any of the following *Criminal Code* offenses may result in expulsion from the Organization and/or removal from designated positions, competitions, programs, activities and events upon the sole discretion of the Organization:

- a) Any offense of physical or psychological violence
- b) Any crime of violence including but not limited to, all forms of assault
- c) Any offense involving trafficking of illegal drugs
- d) Any offense involving the possession, distribution, or sale of any child-related pornography
- e) Any sexual offense
- f) Any offense involving theft or fraud

Screening Disclosure Form

NAME: _____
First Middle Last

OTHER NAMES YOU HAVE USED: _____

CURRENT PERMANENT ADDRESS:

Street City Province Postal

DATE OF BIRTH: _____
Month/Day/Year

GENDER IDENTITY: _____

CLUB: _____

EMAIL: _____

Note: Failure to disclose a conviction/sanction may be considered an intentional omission and subject to failure of screening requirements as required by the Organization's *Screening Policy*.

1. **Have you ever been convicted of a crime?**

Yes _____

No _____ If yes, please describe below for each conviction:

Name or Type of Offense: _____

Name and Jurisdiction of Court/Tribunal: _____

Year Convicted: _____

Penalty or Punishment Imposed: _____

Further Explanation: _____

2. **Are criminal charges or any other sanctions, including those from a sport body, private tribunal or government agency, currently pending or threatened against you?** Yes _____ No _____ If yes, please explain for each pending charge:

Name or Type of Offense: _____

Name and Jurisdiction of Court/Tribunal: _____

Further Explanation: _____

3. **Have you ever been subject to a lawsuit relevant to coaching or to sports in general?** Yes _____
please describe each finding, judgment or ruling below:

No _____ If yes,

Court Finding: _____ Out of Court

Settlement: _____

Type of Offense or Finding: _____

Year of Offense or Settlement: _____

Further Explanation: _____

4. **Have you ever been subject to a settlement agreement, plea bargain, charges stayed, etc relevant to coaching or to sports in general?** Yes _____

No _____ If yes, please describe below:

Court Finding: _____ Out of Court Settlement: _____

Type of Offense or Finding: _____

Year of Offense or Settlement: _____

Further Explanation: _____

5. **Have you ever been dismissed from a coaching position?**

Yes _____

No _____ If yes, please describe below:

Name of applicable Organization: _____

Date of Dismissal: _____

Reason for Dismissal: _____

6. **Have you ever been disciplined or sanctioned by an international sport body, by a National sport governing body outside Canada, or by any other body within Canada that governs any sport?**

Yes _____

No _____ If yes, please describe below and provide a copy of the decision:

Name of applicable Organization: _____

Date of Discipline or Sanction: _____

Reason for Discipline or Sanction: _____

7. **Have you ever been disciplined or sanctioned by an independent body (sport body, private tribunal, government agency, etc.)?**

Yes _____

No _____ If yes, please describe below:

Name or Type of Offense: _____

Name and Independent Body: _____

Year Convicted: _____

Penalty or Punishment Imposed: _____

Further Explanation: _____

For more than one conviction please attach additional page(s) as necessary.

Certification

I hereby certify that the information contained in this application is accurate, correct, truthful and complete.

I further certify that I will immediately inform the Organization of any changes in circumstances that would alter my original responses to this Screening Disclosure Form. Failure to do so may result in termination of membership and/or further discipline.

Signature: _____

Date: _____

PRIVACY STATEMENT

By completing and submitting this Screening Disclosure Form, you consent and authorize the Organization to collect, use and disclose your personal information, including all information provided on the Screening Disclosure Form, Criminal Record Check and/or Vulnerable Sector Verification for the purposes of screening, implementation of the Organization's Screening Policy, administering membership services and communicating with National Sport Organizations, Provincial Sport Organizations, Sport Clubs, and other organizations involved in the governance of the sport. The Organization does not distribute personal information for commercial purposes.

Organization: _____

**ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT (AODA)**

COMPLIANCE MANUAL

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Accessibility Standards for Customer Service Policy

Providing Goods and Services to People with Disabilities

Purpose

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*, to establish a policy for the Organization for governing the provision of its goods and services to persons with disabilities.

Scope and Application

2. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Organization whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy may result in disciplinary action up to and including termination.

Commitment

3. The Organization is committed to excellence in serving all customers/members including people with disabilities. As such, our organization shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - a) The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities.
 - b) The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - c) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
 - d) Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
 - e) When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

Definitions

4. The following terms have these meanings in this policy:
 - a) “**Assistive Devices**” – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e.: canes, crutches, wheelchairs, or hearing aids).
 - b) “**Disabilities**” – As per the *Ontario Human Rights Code*, disability means:
 - i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - ii) A condition of mental impairment or a developmental disability;
 - iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv) A mental disorder; or
 - v) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safe and Insurance Act, 1997; (“handicap”)
 - c) “**Employees**” – Every person who deals with members of the public or other third parties on behalf of the Organization, whether the person does so as an employee, agent, volunteer or otherwise.

- d) “**Persons with Disabilities**” – Individuals who are afflicted with a disability as defined under the *Ontario Human Rights Code* (noted above).
- e) “**Service Animals**” – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- f) “**Support Persons**” – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

Practices and Procedures

5. To implement this Policy, the Organization shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:
 - a) Dignity
 - b) Independence
 - c) Integration
 - d) Equal Opportunity

Assistive Devices

6. The Organization will ensure that staff is trained and familiar with various assistive devices that may be used by customers/members with disabilities while accessing our goods or services. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
7. The Organization currently provides the following types of assistive devices at its facilities:
 - a) (Here are some samples of what should/could be provided)
 - b) Wheelchair ramps
 - c) Wheelchair accessible public washrooms and change rooms, including showers, at recreation facilities
 - d) TTY
 - e) Written documents/policies
 - f) Enlarged font on website
 - g) Audio component of website content

Communication

8. The Organization will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

Service Animals

9. Service animals offer independence and security to many people with various disabilities. the Organization welcomes people with disabilities and their service animals on the parts of our premises that are open to the public.
10. Examples of service animals include:
 - Dogs used by people who are blind
 - Hearing alert animals for people who are deaf, deafened or hard of hearing
 - Animals trained to alert an individual to an oncoming seizure and lead them to safety.
11. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other

reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

12. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behavior) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.

Support Persons

13. Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the customer/member.
14. Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are **non-participants allowed free admission** to the good and/or services being accessed by the person with a disability they are accompanying. **[OR] [insert amount] [will be charged to the support person]** for admission to the Organization' premises. We will notify customers/members of this through a notice posted on our premises and **[include any other means by which your organization will notify customers/members of fee]**.

Notice of Temporary Disruption

15. In the event of a planned or unexpected disruption to services or facilities for customers/members with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, the Organization will notify customers/members promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
16. The notice will be placed at **[list all locations where this notice will be made available]**.

Training for Staff

17. The Organization will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of goods and services shall receive training on the following:
 - a) An overview of the *Accessibility for Ontarians with Disabilities Act*, 2005 and the requirements of the customer service standard
 - b) the Organization' Accessibility Standards for Customer Service Policy
 - c) How to interact and communicate with people with various types of disabilities
 - d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - e) How to use the **[name equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities]**
 - f) What to do if a person with a disability is having difficulty in accessing the Organization' goods and services
18. Current employees, agents, volunteers, management, etc. shall receive training by **[insert date]**. New employees, agents, volunteers, management, etc. shall receive training as soon as "practicable" after been assigned their role. Ongoing training to changes of policies, procedures and new equipment shall be provided.

19. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

Feedback Process

20. Anyone who wishes to provide feedback on the way the Organization provides goods and services to people with disabilities can [insert the ways feedback can be provided, for example, e-mail, verbally, suggestion box, feedback form, etc.]. All feedback will be directed to [insert title of person responsible for receiving feedback]. Customers/members can expect to hear back in [indicate number of days]. Complaints will be addressed according to our organization's regular complaint management procedures.

Provision of Documentation

21. The Organization shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person, in a format agreed upon by the parties.

Review and Amendments

22. Review and amendments shall take place annually at the Annual General Meeting. Any Organization policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

NOTICE – ADMISSION FEES FOR SUPPORT PERSONS

In accordance with the Organization's Accessibility Standards for Customer Service Policy, support persons accompanying persons with disabilities are allowed access to our facilities, however an admission fee shall be charged to that support person (if applicable). The cost will be [insert dollar amount here].

- “**Support Person**” shall mean any person whether a paid professional, volunteer, family member, friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.
- “**Persons with Disabilities**” – shall mean those individuals that have a disability defined under the *Ontario Human Rights Code*, as follows:
 - i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - ii) A condition of mental impairment or a developmental disability;
 - iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv) A mental disorder; or
 - v) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safe and Insurance Act, 1997*; (“handicap”).

CUSTOMER FEEDBACK FORM

The Organization is working hard to ensure that our facilities and services meet your needs and expectations. Your feedback is important to us - by answering the questions below, you will help us to better assist you by identifying opportunities for improvement.

1. Date and Time of your Visit:

2. Did we respond to your customer service needs today?
 - Δ Yes
 - Δ No

3. Was our customer service provided to you in an accessible manner?
 - Δ Yes
 - Δ No (please explain below)
 - Δ Somewhat (please explain below)

4. Did you encounter any problems in accessing our facilities or services?
 - Δ Yes (please explain below)
 - Δ No
 - Δ Somewhat (please explain below)

5. Please add any other comments you may have:

6. Contact Information (optional):

Thank You for Input! Your comments will be reviewed and carefully considered. If any changes are made to the way we provide customer service, notice will be posted at **[insert location here – i.e., website, head office, etc.]**

NOTICE OF SERVICE DISRUPTION

Please Note:

- Δ There will be a scheduled service disruption at the **[insert location]**.
- Δ There is currently an unexpected service disruption at the **[insert location]**.

The estimated time of the service disruption will be from **[insert time]** to **[insert time]**.

These disruptions include:

- Δ **[list items here]**
- Δ

Alternate services have been made available as follows:

- Δ **[list options here]**
- Δ

On behalf of the Organization, we would like to thank you for your patience in this matter.

For questions or additional information please contact:

[Insert name, phone, email and fax]

Workplace Emergency Plan for Mobility-Impaired Persons

1. For fire and/or emergency safety planning purposes, mobility-impairment is a physical or medical disability which would prevent that person from descending the stairs in an evacuation situation at a rate of speed consistent with the normal flow of other building occupants, or which would cause such person physical harm if they attempted to descend the stairs.
2. In order to prevent further harm or injury, occupants who require assistance in evacuating during an alarm are responsible for:
 - Advising [name of assigned emergency contact person] so that a pre-plan can be established;
 - Assisting [name of assigned emergency contact person] in appointing two monitors who will be responsible for the occupant during the evacuation plan;
 - Telling their monitors how much help they may need; and
 - Practicing the evacuation procedures.

MONITORS FOR MOBILITY-IMPAIRED PERSONS

3. the Organization, in consultation with the mobility-impaired person, provides these monitors. Monitors should meet the following criteria:
 - They should be physically capable of performing the task as assigned;
 - They should have no mobility-impairment of their own (e.g., a heart condition, epilepsy, asthma);
 - They should work the same hours as the mobility-impaired person to which they are assigned; and
 - They should work either in the same area or close enough so that they can respond quickly.

EVACUATION – DUTIES IN CASE OF ALARM

4. Monitors should:
 - Attend immediately to the mobility-impaired person(s); and
 - Follow the procedures noted below.
5. **When the alarm sounds:**
 - Mobility-impaired persons go with their monitors directly to the predetermined stairwell on their floor, which is located (*specify location*). In the event that this location is inaccessible, another location is (*specify location*);
 - Contact the central control facility at (*specify number*) or the local fire department at (*specify number*) to specify the location and the number of mobility-impaired persons;
 - Once the main flow of evacuees has passed, the mobility-impaired should leave the building with their monitors, in short stages if necessary;
 - Return to the building only when authorized by the Municipal Fire Chief or by [*insert name of assigned emergency contact person*].

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE TRAINING RECORD

DATE:

LOCATION:

TRAINING CONTENT:

TRAINERS:

NAME	SIGNATURE