Richmond Hill Soccer Club

Policies and Procedures

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Revision Control Notice

This document is a controlled issue that supersedes all previous issues. Please discard any previous copy of this document dated prior to the revision and publication date noted on this page.

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1 Introduction

The purpose of this document is to provide all participants with an understanding of the policies and procedures of the Richmond Hill Soccer Club ("RHSC" or "the Club").

Particiapants can refer to the Club Library of documents for further information on Club operations:

1. RHSC By-Laws
2. RHSC Policies and Procedures
3. House League Rules and Regulations
4. Competitive Team Policies and Procedures

A definition of terms used in any of our documents can be found in the Club Definitions document.

Club Definitions

Any participant who has questions or concerns about the Club can submit an email to info@richmondhillsoccer.com.

2 Code of Conduct

It is the expectation of the Richmond Hill Soccer Club that everyone affiliated with the Club will conduct themselves in a manner which allows:

- all Players the opportunity to reach their full potential; and
- all Participants enjoy the game in a safe and healthy environment.

This Code of Conduct provides the principles by which everyone associated with the Club must comply. Failure to comply may result in disciplinary action that could result in the termination of participation. Parents and other Spectators who fail to comply with this Code of Conduct may also face disciplinary action.

Players, Team Staff and Parents on Competitive Teams must sign the Code of Conduct Acceptance Form as a part of the Outdoor Registration procedures.

Adobe Acrobat Document

2.1 General Guidelines

1. Abusive behaviour or communication is not acceptable.
2. The use of profanity is not acceptable.
3. Do not smoke near playing or Spectator areas.
4. Respect parks and playing areas by ensuring that they are left clean.
5. Respect parking and municipal by-laws.
6. The use of alcohol or other controlled substances in all parks and facilities is prohibited.

2.2 Players

1. Treat opponents, team mates, Team Officials, Game Officials and Spectators with respect.
2. Play by the rules and in the spirit of the game.
3. Abide by the rules of the Club, Leagues and related Associations.
4. Fighting or the use of foul or abusive language is not acceptable.
5. Play with team spirit – win or lose.

2.3 Team Officials

1. Set a good example of Fair Play and show appropriate character throughout the season.
2. Treat opponents, team members, other Team Officials, Game Officials and Spectators with respect.
3. Communicate with Players in a positive manner.
4. Abide by the rules of the Club, Leagues and related Associations.
5. Work with the Game Officials for the benefit of the game.
6. Teach players to play fairly and to respect the rules, Game Officials and opponents.

7. Communicate information to parents and Players so they are aware of schedules, practices and any changes that may arise through the season.
8. Ensure that all players of House League teams receive fair playing time.
9. All Team Officials shall conduct themselves responsibly while in the presence of youth players mindful of the positive example that they are expected to set. In particular, and without restricting the generality of the rule, no Team Official shall offer to or encourage the use of alcohol, non-prescription drugs or tobacco products to any youth player at any time.

2.4 Game Officials

1. Officiate in a fair, non-partisan and unbiased manner.
2. Abide by the rules of the Club, Leagues and related Associations.
3. Be respectful when addressing Players, Coaches and Spectators.
4. Make every reasonable effort to keep game commitments. If unable to keep a commitment, provide the referee assignor with reasonable notice so a replacement can be found.
5. Arrive with sufficient time prior to a game to check the playing area for safety issues.

2.5 Parents and Spectators

1. By registering your child with the Club, parents are also subject to the rules and regulations of the Club and its governing bodies.
2. Do not give instruction to the players on the field; that is the role of the Coach and Team Officials.
3. Never question the Game Official's judgement, integrity or honesty.
4. Support all efforts to eliminate verbal and physical abuse from the game of soccer.
5. Show respect for the Players, opponents, Coaches, Game Officials and other Spectators.
6. Realize that the team can be penalized for your behaviour. Obey the request by a Game Official or a Coach to leave the vicinity of a field.
7. Do not step onto the field during the game.
8. If any issue arises, Parents and Spectators should wait 24 hours before approaching Team Officials.

3 Registration

1. All Players and Team Officials must be registered both with RHSC and the Ontario Soccer registration system.
2. Players will be registered to their respective teams by Club Officials.
3. Age groupings shall be taken from the Ontario Soccer Governing Documents.
4. A Team found guilty of using an ineligible player will be subject to disciplinary action at the discretion of the Discipline Committee.
5. Players, Team Officials and Teams are subject to the registration rules of their League.

3.1 Withdrawal & Refunds

All requests to have a Player withdraw from a program must be made in writing clearly stating the Player's name, the age and Team currently registered with (if known) and the reason for the withdrawal. All requests must be emailed, mailed, or delivered to the Club. Withdrawal and refund requests will not be handled over the telephone.

Submission of a refund request does not guarantee a refund. Please allow four to six weeks for refund processing. Note that non-attendance does not constitute a notice of withdrawal.

Consideration for refund requests will be given according to the following guidelines:

CLUB-WIDE REFUND POLICIES		
Situation	**Description**	**Outcome**
'Act of God'	Program is unable to run for all or a portion due to events outside of the control of the Club.	The Club will assess the full program and financial impact prior to issuing response.
Participant cannot be Accommodated.	A participant cannot be accommodated due to divisions being full, insufficient enrolment in a program, or other reasons as determined by the Club.	A full refund will be made.
Participant is removed.	A participant is removed from the program by the Club due to discipline, breach of Club Policies or other issues.	No refund or credit will be issued.
Refund is requested due to medical reasons.	Participant can no longer attend due to medical reasons. Written notification is received. A doctor's note must accompany the request for withdrawal for a refund to be considered.	A pro-rated refund of the club registration fee for any sessions remaining as of the date the refund request is received, accompanied by a doctor's note.

RECREATIONAL PROGRAM SPECIFIC REFUND POLICY – HOUSE LEAGUE, SOCCER SCHOOL, KICKSTART, ETC.		
Situation	**Description**	**Outcome**
Refund is requested up to four weeks before the start of the program.	Written notification received up to four weeks before the start of the season or first program session. Season start for: Recreational Program: Start date as specified in program description.	Receive a refund less a 20% administration fee from the fee.
Refund is requested between four weeks prior to and the start date of the program.	Written notification received from four weeks before the start of the season or first program session.	Receive a refund, less a 35% administration fee from the fee.
Refund is requested within the first two weeks of the program.	Written notification is received up to two weeks after the start of the season or program session.	Receive a partial refund, less a 50% administration fee.
Refund is requested after the first two weeks of the program.	Written notification is received two weeks after the start of the season or program session.	No refund or credit will be issued.
COMPETITIVE AND ANNUAL PROGRAM SPECIFIC REFUND POLICY – GRASSROOTS, IMODEL, OPDL, OPL, OSL, YRSSL		
Situation	**Description**	**Outcome**
Refund is requested after registration commitment is made, up to the first two weeks of the program.	Written notification received from time of registration up until two weeks after the start of the season or program sessions.	First installment paid towards registration commitment is non-refundable.
Refund is requested after the first two weeks of the program.	Written notification is received two weeks after the start of the season or program session.	Full payment of the registration commitment is mandatory for a release to be considered.

4 Rowan's Law Concussion Awareness Policy

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

1. Ensure that athletes under 26 years of age, parents of athletes under 18, coaches, team trainers and officials confirm every year that they have reviewed Ontario's Concussion Awareness Resources;
2. Establish a Concussion Code of Conduct that sets out rules of behaviour to support concussion prevention; and
3. Establish a Removal-from-Sport and Return-to-Sport protocol

4.1 Concussion Code of Conduct for Athletes and Parents/Guardians

(for athletes under 18 years of age)

I will help prevent concussions by:

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

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

- A concussion is a brain injury that can have both short- and long-term effects.
- A blow to my head, face or neck, or a blow to the body that causes the brain to move around inside the skull may cause a concussion.
- I don't need to lose consciousness to have had a concussion.
- I have a commitment to concussion recognition and reporting, including self-reporting of possible concussion and reporting to a designated person when and individual suspects that another individual may have sustained a concussion. (Meaning: If I think I might have a concussion I should stop participating in further training, practice or competition **immediately,** or tell an adult if I think another athlete has a concussion).
- Continuing to participate in further training, practice or competition with a possible concussion increases my risk of more severe, longer lasting symptoms, and increases my risk of other injuries.

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

- I will not hide my symptoms. I will tell a coach, official, team trainer, parent or another adult I trust if I experience **any** symptoms of concussion.
- If someone else tells me about concussion symptoms, or I see signs they might have a concussion, I will tell a coach, official, team trainer, parent or another adult I trust so they can help.
- I understand that if I have a suspected concussion, I will be removed from sport and that I will not be able to return to training, practice or competition until I undergo a medical assessment by a medical doctor or nurse practitioner and have been medically cleared to return to training, practice or competition.
- I have a commitment to sharing any pertinent information regarding incidents of removal from sport with the athlete's school and any other sport organization with which the athlete has

registered (Meaning: If I am diagnosed with a concussion, I understand that letting all of my other coaches and teachers know about my injury will help them support me while I recover.)

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

- I understand my commitment to supporting the return-to-sport process (I will have to follow my sport organization's Return-to-Sport Protocol).
- I understand I will have to be medically cleared by a medical doctor or nurse practitioner before returning to training, practice or competition.
- I will respect my coaches, team trainers, parents, health-care professionals, and medical doctors and nurse practitioners, regarding my health and safety

4.2 Concussion Code of Conduct for Coaches and Team Trainers

I can help prevent concussions through my:

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

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

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

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

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

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

- I understand my commitment to supporting the return-to-sport process.

- I understand the athletes will have to be cleared by a physician or nurse practitioner before returning to sport.
- I will respect my fellow coaches, team trainers, parents, physicians and nurse practitioners and any decisions made with regards to the health and safety of my athletes.

4.3 RHSC Concussion Protocol

A concussion is a type of traumatic brain injury that can have serious effects on a young, developing brain. While most children and teens with a concussion recover quickly and fully, some may have concussion symptoms that may last for days, weeks, months, or in the worst of cases, even years. It is important to remember that no two concussions are the same and all should be treated on a case by case basis.

Coaches and other team officials play an important role in protecting players through being knowledgeable in how to identify signs and symptoms of a concussion and knowing what to do if they suspect a player may have experienced one. A concussion may be caused by a bump, a blow, or a jolt to the head. If a player exhibits any of the symptoms listed below after an injury, collision, fall, or any other incident, the player should not be allowed to return to the field; the coach or someone on the coaching staff will give the player the Return to Soccer form:

- Nausea or vomiting
- Pupils that are enlarged or not equal in size
- Unusual or bizarre behavior
- Poor recollection of the incident which caused the trauma
- Inability to recognize people or places
- Seizures
- Severe dizziness
- Progressively worsening headache
- Double or blurry vision
- Numbness or weakness in arms or legs
- Excessive drowsiness or fainting
- Slurred speech

The health care professional should administer a FIFA SCAT (Sport Concussion Assessment Tool). Before returning to play, the athlete must provide written documentation from their health care provider that they have been cleared to play. The athlete will follow a Return to Play process, which will involve the following steps and Return to Soccer Form:

Step 1: No activity. **Begin filling out the Return to Soccer Form below**, each step must be accompanied by filling out the corresponding area of the form. Complete physical and cognitive rest. Once the athlete has had no symptoms for a minimum of 24 hours, then proceed to the next step.

Step 2: Light aerobic exercise, such as walking, light jogging, or riding a stationary bike. No resistance training, no jumping or hard running. The athlete should exercise for approximately 10 minutes at this stage. If the athlete experiences no return of symptoms over the next 24 hours, they proceed to step 3. If there is a return of symptoms, the athlete moves back to step 1.

Step 3: Moderate activity/sport specific activity, such as running in soccer, skating in hockey.

Progressive addition of resistance training at this step and the next. Performing step 3 without symptoms for 24 hours allows the athlete to proceed to the next step.

Step 4: Heavy, non-contact training drills. This step includes more intense activity, close to the athlete's typical routine, but without contact. This stage may also add some cognitive component to practice. Performing step 4 without symptoms and with approval of a medical practitioner as set out in the Return to Soccer form, allows the athlete to proceed to step 5.

Step 5: Regular, full contact training. Performing step 5 without symptoms allows the athlete to proceed to step 6.

Step 6: Return to competition.

Note that this process should be overseen by the athlete's health care provider and that any return of symptoms should be reported to that provider, who will direct how to proceed with the return to play process. Generally, if an athlete does experience a return of symptoms, they should stop the activities in which they have been participating, and start again at the previous step only after they have been asymptomatic again for 24 hours. Coaches need to understand that it is important that each athlete be treated in a manner appropriate for their particular case; it may take several days to work through the process or it may take weeks or months.

Concussion Protocol

5 Social Media Policy

This policy governs the publication of and commentary on social media by volunteers, employees and participants of RHSC ("Users"). For the purposes of this policy, social media means any facility for online publication and commentary, including but not limited to:

- Social Networking Sites (Facebook, Myspace, Foursquare, Linkedin, Instagram or other similar platforms)
- Micro-blogging sites (Twitter)
- Blogs (including corporate and personal blogs and comments)
- Video and Photo Sharing Websites (Flickr, YouTube)
- Forums and Discussion Boards (Google Groups, Yahoo! Groups)
- Online Encyclopedias (Wikipedia, Sidewiki)

This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

Club volunteers, employees and participants are free to publish or comment via social media in accordance with this policy. Club employees are subject to this policy to the extent they identify themselves as an employee of the Club (other than as an incidental mention of place of employment in a personal blog on topics unrelated to the Club. Appropriate and continued use of social media will allow users to find information and communicate with a variety of players, parents, educators, and participants within the RHSC.

Publication and commentary on social media carry similar obligations to any other kind of publication or commentary. All uses of social media must follow the same ethical standards that the Club must otherwise follow.

Violations of this policy may result in disciplinary action, including loss of social media networking privileges, suspension from the Club, and/or legal action. Any illegal activities must be reported to the appropriate police services. Violations of this policy should be immediately reported to RHSC staff.

5.1 Guiding Principles

1. Users agree to abide by generally accepted rules of etiquette and conduct themselves in a responsible, ethical, and polite manner while using any networking resource. The generally accepted rules of network etiquette include (but are not limited to) the following:
    a) Be courteous and respectful in your messages to others.
    b) Use appropriate language. Do not swear, use vulgarities or other inappropriate language.
    c) Illegal activities are strictly forbidden.
    d) Do not reveal your home address or phone numbers, or those of any other users.
    e) Do not post unrelated personal messages.
    f) Do not post messages that speak about the Richmond Hill Soccer Club, or its participants, in a negative manner.
2. The social media resources are not for commercial purposes or product advertising outside of Club initiatives.
3. Users agree not to transmit, receive, submit, or publish any defamatory, inaccurate, abusive, obscene, profane, sexually oriented, threatening, offensive, or illegal material.

4. Users agrees not to tamper with or attempt to illegally access or "hack" any RHSC network resources. Intentional damaging of our media network is unacceptable. The intentional creation or spreading of a computer virus is unacceptable.
5. Users agree to abide by all patent, trademark, trade name, and copyright laws. All sources in any form must be cited.
6. Users may not share information that is confidential and proprietary about the Club. This includes information about trademarks, finances, player information, Club strategy, internal documents, and any other information that has not been publicly released by the Club.
7. Security on any computer system is a high priority. If a User feels he/she can identify a security problem within our social networking, he/she agrees to notify a staff member immediately. Users agree not to demonstrate the problem to others. Users understand and agree that using someone else's password or trespassing in another's files without written permission is prohibited, and that attempts to logon to the network as anyone other than himself/herself is forbidden.
8. All communication and information accessible via the resources shall not be regarded as private. Everybody agrees and consents to allow the RHSC personnel to review any and all files, data and messages to ensure that everybody is using the system responsibly at all times with or without notice.

RHSC encourages the particpants and friends or family to share digital content, including photos, videos, and stories of their RHSC experiences and the RHSC expects that anyone sharing user-generated content has the right to do so and has permission of the photographed individuals. Users must not post photos they do not have permission to post, including those of children without the permission of a parent or guardian.

RHSC welcomes constructive feedback, but reserves the right to remove any comments that are inappropriate due to foul language, offensive to an individual or group, contain unsupported accusations, or spam that explicitly promotes a product or service. If contact information is available, the RHSC will notify comment authors personally to let them know their comments have been removed. Our team reserves the right to ban repeat offenders.

Teams may choose to create websites for many reasons such as providing a calendar, communicating important news, sharing pictures, etc. Each team is solely responsible for managing their content. The RHSC must be notified should a team create a website and since teams represent the Club and its participants, the Club reserves the right to monitor them.

Posts can and should contain information that is of interest to the participants including, but not limited to:

- Event and meeting announcement and reminders.
- Updates on issues such as ordinances or club council action.
- Updates on Park openings or availabilities as well as closings.
- Explanations on ordinances.
- Solicit specific input from participants by e-mail or polls.
- Pictures of amenities such as parks, scenery, neighborhoods, or community events related to the RHSC.
- Changes or updates to the official website such as the addition of agendas, blog posts, photos, and new You Tube videos.
- Program information and updates to programs
- Parent education initiatives
- Employment opportunities

In addition to the general guidelines discussed above, when creating or posting to a social media site on behalf of the RHSC, Users must:

Seek Approval

RHSC must approve any messages that might act as the "voice" or position of the Club. RHSC staff will review all internal postings by RHSC before allowing them to be made visible to the public online.

Be Accurate

Make sure that all the facts have been researched and considered before posting. It is better to verify information with a source first than to have to post a correction or retraction later.

Be Transparent

If participating in or maintaining a social media site on behalf of the RHSC, such persons must clearly state their role and goals to RHSC. Keep in mind that if you are posting with a Club username, other users do not know with or to whom they are speaking. They view what the individual posts as coming from RHSC. Be careful and be respectful. What one says directly reflects on the Club. Discuss with the volunteers the circumstances in which you as the individual are empowered to respond directly to users and when one may need to seek approval.

Be Responsible

What you write is ultimately your responsibility. Participation in social computing on behalf of the RHSC is not a right but an opportunity, and should be treated seriously and with respect. If individuals want to participate on behalf of the Club, they must abide by its standard practice guidelines.

Respect Others

Users are free to discuss topics and disagree with one another, but must be respectful of others' opinions.

Be a Valued Member

If joining a social network like a Facebook group or commenting on a related element of social media, ensure that the insights being contributed are relevant and valuable. Post information about topics like RHSC events or a multimedia message when it will be of interest to readers.

Be Thoughtful

If questions arise about whether it is appropriate to write about certain kinds of material in your, ask the appropriate delegates before posting.

Be Timely

Assign administrators who can regularly monitor postings and content. Aim for standard times for postings and updates. The recommended minimum frequency is once to twice a week. But be sure not to overload your updates. Followers will stop paying attention if you overload them with information.

Provide Context to Your Argument

Please be sure to provide enough support in your posting to help RHSC understand your reasoning, be it positive or negative. RHSC appreciates the value of multiple perspectives, so help us to understand yours by providing context to your opinion. Whether you are posting in praise or criticism of the Club, the individual is encouraged to develop a thoughtful argument that extends well beyond "(insert) is cool" or "(insert) sucks".

Engage in Private Feedback

Not everyone who is reading your social media will feel comfortable approaching RHSC if they are concerned their feedback will become public. In order to maintain an open dialogue that everyone can comfortably engage in, RHSC delegates are asked to welcome "off-blog" feedback from their community who would like to privately respond, make suggestions, or report errors without having their comments appear on your social media channels. We as a Club want to know what you think. If the individual has a posting, reach out for the delegates directly. Whether privately or on their social media, let the delegates know your thoughts.

Show Courtesy

If you are developing a site or writing a blog that will mention RHSC and / or our current and potential services, products, employees, partners, customers, and competitors, as a courtesy to RHSC, please let RHSC know that you are writing them. RHSC may choose to visit from time to time to understand your point of view.

6 Virtual Learning

This policy governs the participation in virtual learning by volunteers, employees and players of RHSC ("Users"). For the purposes of this policy, virtual learning means any facility for online learning, including but not limited to:

- Zoom or other video conferencing meetings;
- Google Classroom sessions;
- Social Media submissions; or
- Other similar technology platforms used to deliver programming to Users.

Users agree to abide by generally accepted rules of etiquette and conduct themselves in a responsible, ethical, and polite manner while using any networking resource. The generally accepted rules of network etiquette include (but are not limited to) the following:

a) All participants must be registered for an active season with RHSC.

b) Family members of participants may not participate.

c) All participants are all dressed appropriately, in Club attire when possible.

d) When participating in video conferencing sessions:

    a. Users will be held in a waiting room for approval by RHSC moderator.

    b. Users are to name themselves with their first name and last initial, age group and gender. Eg. John S. U11B

e) Training must be conducted in a safe area, and clear of any obstructions and/or dangerous objects.

f) Environment should be free of any offensive, inappropriate or distracting behaviour.

g) The Rule of Two must always be in effect for team and Club events.

h) Illegal activities are strictly forbidden.

i) Do not reveal your home address or phone numbers, or those of any other Users.

j) Do not post unrelated personal messages to any Users while participating in a virtual session.

k) Remember that anything that is on your screen is visible to others.

l) Participants other than the session host should have their microphones muted unless invited to speak.

m) Video should be disabled when appropriate.

7 Character Community

The Town of Richmond Hill and the Club are both members of A Character Community.

All participants are encouraged to promote the following character attributes at all times:

- Respect
- Courage
- Responsibility
- Inclusiveness
- Honesty
- Fairness
- Integrity
- Optimism
- Compassion
- Perseverance
- Initiative

Additional information on the Character Community initiative can be found at www.richmondhill.ca.

8 FIFA Fair Play Code

The Club conducts all its activities in accordance with the FIFA Fair Play code.

Details of the code may be found at:

http://www.fifa.com/aboutfifa/worldwideprograms/footballforhope/fairplay/code.html

The key principles behind the code are:

1. Play fair.
2. Play to win but accept defeat with dignity.
3. Observe the Laws of the Game.
4. Respect opponents, team-mates, referees, officials and spectators.
5. Promote the interests of football.
6. Honour those who defend football's good reputation.
7. Reject corruption, drugs, racism, violence, gambling and other dangers to our sport.
8. Help others to resist corrupting pressures.
9. Denounce those who attempt to discredit our sport.
10. Use football to make a better world.

9 OS Zero Tolerance Policy

Richmond Hill Soccer Club is a strong supporter of making sport safe for our youth. To that end, the Club supports the following OS program to help ensure the safety and enjoyment of soccer for all.

Policy

Any coach, parent, grandparent or guardian judged by the Discipline Board to be guilty of abusive conduct toward a referee during a Club's House League game will be reprimanded in writing. A second conviction, during the same season will result in the participant being restricted from all services rendered by the Club including attendance at all soccer activities within the Club. In extreme cases, as determined by the Discipline Board, a participant may be reinstated subject to a review hearing.

Policy Procedures

When a referee feels that they are being abused, as per the scope of this policy, by either a coach or supporter, the referee is allowed to suspend the playing of the game. If the abuse is physical, the game official is advised to inform the coaches that the game has been abandoned and then proceed with step 6.1 below.

The Referee will then verbally advise both coaches that the game has been stopped due to the abuse and inform both coaches as to the source of the abuse. If the source is one of the coaches, the referee will advise the coach that the next occurrence of a similar nature will result in an abandonment of the game and that a report to the Club's Discipline Board will be sent in for review. If the source is a supporter, the appropriate coach will provide the referee with the name of the supporter and the coach must advise the fan that the next occurrence of a similar nature will result in abandonment of the game. A report to the Club's Discipline Board will be sent in for review. If the supporter is not associated with either team, both coaches are asked to speak to the supporter and ask the individual to leave.

Once the prescribed action has been completed, the game will restart with a dropped ball between the two teams at the location where the play was stopped. If the abuse continues, the referee will be allowed to stop any further playing of the game and advise the coaches that the game has been abandoned and that a Special Incident Report will be forwarded to the Club's Discipline Board. The official must clearly indicate on the game sheet that the game was abandoned due to abuse and if abandoned:

6.1 The game official must contact either their Referee Coordinator or a member of the Executive to verbally report the incident within 24 hours.

6.2 A Special Incident Report, with the assistance of the Referee Coordinator or a member of the Executive, if required, must then be forwarded to the Club within 72 hours.

6.3 The Club's Discipline Board will then review and deal with the report as per their guidelines.

6.4 If the game was abandoned due to the conduct of a fan not associated with either team, the Executive will determine the status of the game.

Note:

In the case where the alleged abuse is of a physical nature, the referee should contact the local police service and file a complaint.

10 Show Your Respect Policy

Richmond Hill Soccer Club is committed to promoting positive behaviour on and off the soccer field through the support of Coaches, Parents, Players, Volunteers and Officials.

Respect is the responsibility of each participant in soccer. Richmond Hill Soccer Club seeks to create an environment that is both safe and enjoyable for all who take part through the enforcement of the Ontario Soccer Show Your Respect initiatives:

- Code of Conducts for Players, Coaches, Parents/Spectators and Officials
- Respect in Soccer Certification Program (mandatory for all competitive coaches and parents of competitive players)
- Standard Discipline Procedures

All participants of the Richmond Hill Soccer Club are required to adhere to this policy of respect and will abide by the standards established in the Club's Code of Conducts and discipline policies.

11 Equality Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and that Richmond Hill Soccer Club is equally accessible to all.

Richmond Hill Soccer Club is responsible for setting standards and values to apply throughout the Club at every level. Soccer belongs to and should be enjoyed by, anyone who wants to participate in it. Our commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities. This policy is fully supported by the Club Officers who are responsible for the implementation of this policy.

Richmond Hill Soccer Club, in all its activities will not discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. This means that Richmond Hill Soccer Club will ensure that it treats people fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities.

Richmond Hill Soccer Club will not tolerate harassment, bullying, abuse or victimization of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination. This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal.

Richmond Hill Soccer Club is committed to a policy of equal treatment of all participants and requires all participants to abide and adhere to these policies and the requirements of the Declaration of Expectations for Fairness in Sport (the London Declaration) 2001, Canadian Human Rights Act 1985 and Employment Equity Act 1995 as well as any amendments to these acts and any new legislation.

12 Child Protection & Welfare Policy

The guidelines in this document are based on the best practices from:

- Canada Soccer Guide To Safety
- Canada Soccer Club Licensing Program – Information Manual
- Canada Soccer Club Licensing Program – Support Manual
- Respect in Soccer program
- Protecting Children & Youth in Sport

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If you have reasonable grounds to suspect that a child is or may be in need of protection, you must report it to a children's aid society (CAS).

12.1 Integrity in relationships

Adults interacting with young people in soccer should do so with integrity and respect for the child. All adult actions in soccer should be guided by what is best for the child and in the context of quality, open working relationships. Verbal, physical, emotional or sexual abuse of any kind is unacceptable within soccer.

12.2 Policy Details

The RHSC is committed to ensuring that all necessary steps will be taken to protect and safeguard the welfare of children and young people who participate in soccer. This Policy document clearly demonstrates the importance placed by RHSC on the protection and safety of children and young people who participate in soccer.

All children and young people who participate in soccer should be able to do so in a safe and enjoyable environment. While doing so they should be protected from any form of abuse be it physical, emotional, sexual, neglect or bullying. The responsibility for protecting children lies with all adults involved in this club and in soccer in general.

These clear policies, practices and procedures in addition to relevant training programs will ensure that everybody at RHSC knows exactly what is expected of them in relation to protecting children and young people within soccer.

It is vital that children and young people who participate in RHSC activities are able to do so in a safe, enjoyable and quality environment.

In pursuit of this goal RHSC will:

- Advise all customers and participants of RHSC (employees, coaches, players, parents and spectators) of their responsibilities in relation to the welfare and protection of children and young people who participate in soccer;
- Operate within the recommended Canada Soccer codes of conduct and best practice guidelines;
- Appoint a Club Children's Officer who has completed Commit to Kids training; and
- Provide a child protection and welfare module in staff induction and development programs.

The aims of RHSC Child Protection & Welfare Policy are:

- To develop a positive and pro-active position in order to best protect all children and young people who participate in soccer, in order for them to do so in a safe and enjoyable environment
- To provide appropriate guidance and advice to all club participants (players, coaches, volunteers, spectators and parents) in all matters concerning child welfare and protection
- To demonstrate best practice in the area of child welfare and protection.
- To promote ethics and best practice standards throughout soccer.

The key principles underpinning this Policy are that

- The welfare of the child is the first and paramount consideration.
- All children and young people have a right to be protected from abuse of any kind regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity.
- All suspicions and allegations of abuse/poor practice will be taken seriously and responded to swiftly and appropriately; it is essential that we work in partnership with children and young people and their parents/caregivers.
- RHSC will cooperate fully with Canada Soccer in any investigation of child abuse in soccer.

RHSC through confirming this policy document has demonstrated its commitment to ensuring that children and young people can participate in all soccer activities with their safety and welfare being of paramount importance.

It is essential that this document represents a process of continual improvement in the area of child protection and welfare in soccer.

It is the responsibility of all adults involved in soccer to actively promote safe and best practice standards whilst being ever vigilant and aware of their responsibilities to children and young people in their care.

12.3 Procedure for dealing with Child Abuse Concerns or Allegations

All allegations of child abuse must be referred to the Club Children's Officer ("CCO"). If the CCO has reasonable grounds to suspect that a child is in need of protection, the CCO shall immediately report the suspicion and the information on which it is based (including any subsequent incidents or information) to:

York Region Children's Aid Society (905-895-2318 / 800-718-3850)

The CCO will ensure full cooperation of the club in any legal / police investigation and process.

12.4 Other Types of Allegations

Anonymous Complaints

Anonymous complaints can be difficult to deal with, however they cannot be ignored. All complaints relating to inappropriate behavior/poor practice should be brought to the attention of the CCO. In all

cases the safety and welfare of the child/children is paramount. All complaints should be checked out and handled in a confidential manner. It is important to record all such complaints and actions taken.

Rumors

Rumors should not be allowed hang in the air. Any rumors relating to inappropriate behaviors circulating in the club should be brought to the attention to the CCO and checked out promptly. All ensuing information should be handled confidentially and with sensitivity.

12.5 Confidentiality

Confidentiality is about managing information in a respectful, professional and purposeful manner. It is important that the rights of both the child and the person about whom the complaint has been made are protected; therefore, appropriate confidentiality will be maintained in respect of all issues and people involved in concerns about the welfare of a child or bad practice within the club.

The following points will be kept in mind:

- A guarantee of confidentiality or undertakings regarding secrecy cannot be given, as the welfare of the child will supersede all other considerations;
- All information should be treated in a careful and sensitive manner and should only be discussed with those who need to know;
- Information will be conveyed to the parents/guardians of a child about whom there are concerns in a sensitive way.

Giving information to others on a "need to know" basis for the protection of a child is not a breach of confidentiality.

12.6 Safety Policy

All coaches/volunteers at RHSC have a responsibility to ensure the safety of the players with whom they work as far as possible within the limits of their control; therefore coaches should seek to create a safe and enjoyable environment in which to play and train. In this respect:

- Adequate supervision must be maintained at all times. There must be minimum of 2 adults when interacting with players; no coach, manager or volunteer works alone.
- Regular safety checks should be carried out in relation to premises, training facilities and equipment.
- RHSC safety rules should be adhered to at all times.
- Parents/guardians should be informed of the starting and finishing times of training sessions and games.
- Records of attendance should be maintained.
- Ensure the use of any recommended safety equipment.

12.7 RHSC Club Children's Officer

The appointment of CCO is an essential element in the creation of a quality atmosphere in any club. They act as a resource to participants with regard to children's issues and also ensure that children have a voice in the running of the club and can freely talk of their experiences.

The CCO should have the following functions:

- To promote the Code of Ethics & Good Practice;
- To influence policy and practice and to prioritize children's needs;
- To ensure that children know how and whom they can report their concerns to within the Club;
- To encourage the participation of parents/guardians in Club activities;
- To co-operate with parents to ensure that each child enjoys his/her participation in soccer;
- To act as a resource with regard to best practice in children's soccer;
- To report regularly to the Club Board of Directors; and
- To monitor changes in participation and follow up any unusual dropout, absenteeism or Club transfers by children or coach/volunteers.

The CCO does not have the responsibility of investigating or validating child protection concerns within the club and have no counselling or therapeutic role. This responsibility lies with Children's Aid Society.

RHSC has appointed Pradeepta Chakravarti as Club Children's Officer; he can be reached at: cco@richmondhillsoccer.com" cco@richmondhillsoccer.com or (416) 471-9687

12.8 Best Practices

In keeping children and young people at the forefront of planning and practice, our coaches can be confident that participants will enjoy their experiences and that their actions are regarded as safe and in keeping with the principle that the safety and welfare of children is of paramount consideration.

RHSC Coaches are given a position of trust by parents/guardians and players, and are expected to operate to the highest standards of behavior whilst in the company of under age players (under 18years). Our coaches are also expected not to engage in any activity that could reasonably be viewed as bringing the club or soccer in general into disrepute.

It is important to for our coaches to note that in adhering to these guidelines ensures not only a safe environment for children but also a safe environment in which coaches and volunteers can operate.

Most coaches work in an environment where it is recognized that, in a sporting context, certain types of coaching require a 'hands on approach', i.e., it may be necessary to support a participant in order to physically demonstrate a particular technique. This should only occur when necessary and in an open and appropriate way with the knowledge, permission and full understanding of the participant concerned and his/her parents/guardians.

Coaches must realize that certain situations or friendly actions could be misinterpreted, not only by the player, but by outsiders motivated by jealousy, dislike or mistrust and could lead to allegations of sexual misconduct or impropriety; therefore coaches should be aware of, and avoid all situations conducive to risk.

Where possible, RHSC coaches/volunteers should avoid:

- Spending excessive amounts of time with children away from others.
- Taking sessions alone (always employ "Two Deep" supervision).
- Taking children to their homes.
- Taking children on journeys alone in their care.

Our Coaches/volunteers should never:

- Exert undue influence over a participant in order to obtain personal benefit or reward.
- Share a room with a young person alone on away trips.
- Engage in rough physical games, sexually provocative games or allow or engage in inappropriate touching of any kind, and/or make sexually suggestive comments about or to a child.
- Use any form of corporal punishment or physical force on a young person.
- Take measurements or engage in certain types of fitness testing without the presence of another adult and permission from the Committee
- Undertake any form of therapy (hypnosis etc.) in the training of young people.

Let's all help make sport a positive and memorable experience!

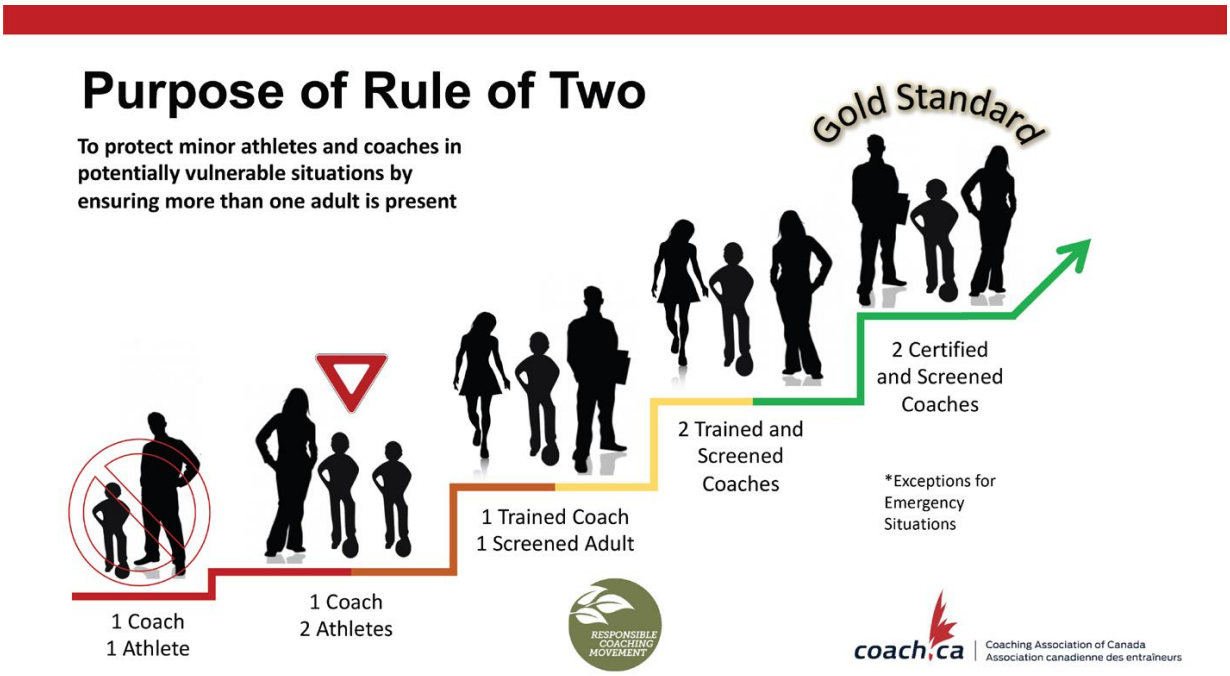
13 Coaching Association of Canada's Rule of Two

13.1 Purpose

The Coaching Association of Canada's Rule of Two states that there will always be two screened and NCCP-trained or certified coaches with an athlete in situations where the athlete is potentially vulnerable. One–on–one interactions between a coach and an athlete, without another individual present, must be avoided in all circumstances except medical emergencies.

13.2 Standards

The Coaching Association of Canada has developed standards for the Rule of Two.



Canada Soccer expects that all organizations will work toward the Gold Standard – having two NCCP-trained or certified coaches always present with an athlete. If NCCP-trained or certified coaches are not available, screened volunteers (such as managers, support personnel, chaperones, and Directors of the club or organization) should be available instead. If screened volunteers are not available, parents of other athletes should be asked to temporarily substitute. If another adult is not available, there should always be more than one athlete with the coach (this is the lowest standard and is not recommended).

13.3 Guidelines

Canada Soccer strongly recommends the following guidelines for organizations to ensure they are following the Rule of Two. In the guidelines below, a 'Person in Authority' is defined as an NCCP-trained or certified coach, a screened volunteer, or other adult. The organization is meeting the Gold Standard for the Rule of Two if the Person in Authority is always an NCCP-trained or certified coach.

13.4 Travel

The following guidelines are strongly recommended during travel with athletes:

- A Person in Authority may not be alone in a car with an athlete unless the Person in Authority is the athlete's parent or guardian.
- A Person in Authority may not share a room or be alone in a hotel room with an athlete unless the Person in Authority is the athlete's parent or guardian.
- Room or bed checks during overnight stays must be done by two Persons in Authority.

13.5 Locker Room / Changing Area / Meeting Room

The following guidelines are strongly recommended for locker rooms, changing areas, and meeting rooms:

- Interactions between a Person in Authority and an individual athlete should not occur in any room where there is a reasonable expectation of privacy such as the locker room, meeting room, washroom, or changing area. A second Person in Authority should be present for all necessary interactions in any such room.
- If Persons in Authority are not present in the locker room or changing area, or if they are not permitted to be present, they should still be available outside the locker room or changing area and be able to enter the room or area if required.

13.6 Training / Competition Environment

The following guidelines are strongly recommended for the training and competition environment (including before, during, and after practices and games):

- A Person in Authority should never be alone with an athlete prior to or following a game or practice, unless the Person in Authority is the athlete's parent or guardian. If the athlete is the first athlete to arrive, the athlete's parent should remain until another athlete or Person in Authority arrives. Similarly, if an athlete would potentially be alone with a Person in Authority following a game or practice, the Person in Authority should ask another Person in Authority (or a parent or guardian of another athlete) to stay until all the athletes have been picked up. If an adult is not available then another athlete should be present in order to avoid the Person in Authority being alone with a single athlete.
- Persons in Authority giving instructions, demonstrating skills, or facilitating drills or lessons to an individual athlete should always be doing so within earshot and eyesight of another Person in Authority.

13.7 Gender Identity

A Person in Authority who is interacting with athletes should be of the same gender identity as the athletes. The following guidelines are strongly recommended:

- For teams consisting of athletes of just one gender identity, a Person in Authority of the same gender identity should be available to participate or attend every interaction.
- For teams consisting of athletes of more than one gender identity (e.g., co-ed teams), a Person in Authority of each gender identity should be available to participate or attend every

interaction.

13.8 Practical Tips

Clubs and teams can consider the following practical tips when working toward the Gold Standard for the Rule of Two:

- Take the Coaching Association of Canada's Responsible Coaching Movement Pledge.
- Inform parents and guardians that the club or team is aiming to achieve the Gold Standard for the Rule of Two; that is, that two NCCP-trained or certified coaches should always be present with an athlete.
- To hold the club or team accountable, share these guidelines with parents and guardians and ask them to help identify situations, and acknowledge instances, when the club or team was not following the Rule of Two.
- Provide parents with information about the NCCP so that parents can become NCCP-trained or certified coaches (even if they are not actively coaching the team).
- Recruit a Parent Liaison or other individual to help find parents and guardians to assist in situations where two NCCP-trained or certified coaches may potentially not be present.
- For teams that only have coaches who do not share the same gender identity of some or all the athletes (i.e., for female teams with male coaches), ask a parent or guardian of the gender identity of the athletes to serve as a regular volunteer or 'bench parent' with the team.
- Ask parents or other individuals who volunteer with the team to participate in the organization's screening process and obtain a criminal record check.
- Follow the requirements described in Canada Soccer's Club Licensing Program, which requires all clubs to have:
    - A Code of Conduct to Protect Children;
    - Guidelines for Appropriate/Inappropriate Conduct between Adults/Adolescents and Children; and
    - A policy and procedure, provided to parents and Persons in Authority, that outlines what to do if inappropriate conduct is witnessed.
- Adopt a Discipline Policy that includes the appropriate processes for addressing misconduct and failures to follow these Rule of Two Guidelines

14 Tobacco-Free Policy

14.1 Commitment

RHSC recognizes that there is ample research demonstrating the health hazards caused by the use of tobacco products, including smoking, smokeless tobacco and breathing second-hand smoke, and understand our responsibility to the participants of our program to model and promote tobacco-free lifestyles.

RHSC stresses to leaders, teachers, coaches, officials, parents, spectators and all others involved, the importance of maintaining a tobacco-free environment while working with young people.

14.2 Policy

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

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

- Having coaches/leaders explain the policy to participants and ask them to explain the policy to their parents and others who may come to their game/activity/performance.
- Including the policy in the first schedules/notices about the sport or recreation group so all new and returning participants, their parents/guardians, coaches/leaders and officials/managers know about the policy from the start.
- Making the policy visible through the year/season using various messages, including logos on uniforms, banners at events and encouraging coaches and older participants s to promote active, healthy, tobacco-free lifestyles.

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

- Encouraging all coaches/leaders, participants and parents to respectfully remind someone using tobacco about the tobacco-free policy.
- Consistently applying consequences with people who repeatedly break the policy – repeated violations by participants or their parent/guardian may result in a verbal and written warning from the coach/leader, or the association executive in the case of a repeat coach/leader violation. Following a written warning the individual violating the policy again may be asked to leave the activity or game.

15 Healthy Snacks Policy

In light of the fact that obesity and nutrition-related diseases are on the rise in North America, the Richmond Hill Soccer Club feel that promotion and modeling of healthy eating habits and balanced lifestyles to participants of our Club can play a crucial part in this issue. Whether as Players, Team Officials, Match Officials or as Supporters we all have a part to play. With the support of The OSA Club Excellence program, we are committed to helping improve the well-being of our community and in doing so have implemented a Healthy Snack Policy.

A Healthy Snack Policy empowers participants to nourish their bodies appropriately and limit ingredients that will impede performance or wellness. Children learn about healthy eating at school and need a supportive environment, both at home and in the community, to help put those lessons into action. Richmond Hill Soccer Club will help make this happen. Community sports also provide adults with an opportunity to become role models for healthy eating.

As such, the expectation is that if a team chooses to provide snacks to any participants, we encourage all food to be healthy. Healthy foods and beverages are those that fall within Canada's Food Guide and align with the web links below. Richmond Hill Soccer Club Healthy Snack Policy is maintained regardless of:

- Playing level (Competitive or Recreational)
- Location (Home or Away) or
- Purpose (Match, Training).

For further information on providing proper nutrition and maintain a balanced lifestyle, please read the Food Guide below.

Canada Food Guide

16 Severe Weather Policy

Thunder & Lightning Policy
In the event of thunderstorms, the following safety rule applies:

"If you can hear thunder, you can get hit by lightning."

- Upon hearing thunder, all players, officials, and spectators must immediately vacate the field and seek shelter in a safe location.
- Programs are not to be restarted under any circumstances once suspended for thunder or lightning.
- This is in alignment with the Canada Soccer Severe Weather Policy.

Extreme Heat

- During games played when the humidex exceeds 30°C, referees must allow for ample water breaks and substitutions to ensure player safety.
- Programs will be rescheduled if the forecasted Humidex exceeds 40°C at the program's scheduled start time.

Air Quality
Air Quality will be assessed based on the Air Quality Health Index (AQHI) at 4:30 PM on weekdays.

Youth Programs (U3 to U18):

- Programs will be rescheduled if the AQHI is 7 or higher at 4:30 PM.
- On weekends, the decision to play will be made on-site by the Referee or Program Lead.

Adult Programs (U19+):

- Programs will be rescheduled if the AQHI is 8 or higher at 4:30 PM.
- On weekends, the decision to play will be made on-site by the Referee.

Final Notes
Participation in our programs is voluntary, and individuals are encouraged to use their own discretion in determining whether to take part. Each person is responsible for assessing their own health, comfort, and safety before participating.

The Club reserves the right to make final decisions regarding cancellations or rescheduling for any reason affecting safety or logistics. All participants are expected to respect and follow the instructions provided by Club officials and referees regarding weather-related decisions.

17 Discipline

Participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with RHSC's policies, bylaws, rules and regulations. Irresponsible behaviour by Registrants can result in severe damage to the reputation and integrity of RHSC, and its Teams. Conduct that violates these values may be subject to sanctions pursuant RHSC Policies and Procedures or the Code of Conduct and Ethics.

This Policy applies to all Registrants under the jurisdiction of RHSC. Any person acting as a Team Official, Administrator or Match Official shall also be considered to be a Registrant under this Policy.

RHSC complies with the Discipline policies and standards set by Ontario Soccer (OS).

17.1 In-House Discipline

1. A Discipline Committee shall be in place to adjudicate in-house league misconduct and infractions. The Committee shall consist of at least a chairperson and two more committee members. The chairperson cannot hold a position on the Board of Directors.
2. Discipline decisions will be made by review or hearing.
    a. In the case of a review, all relevant reports are reviewed and a decision is made.
    b. In the case of a hearing, relevant parties will be called in to meet with the Committee to review the misconduct or infraction. A decision is made following the hearing.
3. In all cases of alleged physical assault on a Game Official by a Player, Club or Team Official, the Player, Club or Team Official shall be suspended immediately until the case has been dealt with by the Discipline Committee.
4. A Player who receives a red card must leave the field immediately. All Players receiving a red card will automatically receive a one game suspension and may receive further disciplinary action in line with their offence. The player can appeal the red card within 48 hours of the game.
5. Any Coach, Manager, Team or Club Official ejected from a game must attend a hearing by the Discipline Committee. Notification of the hearing is made by email or telephone.
6. Any Player, Club or Team Official reported for violent conduct during a match who is found guilty of such conduct, may be suspended for the remainder of the season.
7. Failure to comply with the code of conduct or Club Policy in the current season may result in disciplinary action which could result in revocation of participation in Club programs. Registration applications to future seasons will be subject to review and potential rejection.
8. Every Team is responsible to the League for the actions of its Players, Team Officials and Spectators and is required to take all precautions necessary to prevent Spectators from abusing, threatening, or assaulting Game Officials, Club Officials, Players, and Facility Staff.
9. Anyone found guilty and subsequently penalized by the Discipline Committee, has the right to appeal the decision to the appropriate committee of the York Region Soccer Association in accordance with their Policies and Procedures on Appeals.
10. Any Player, Coach or individual under suspension as a result of disciplinary action, shall not be allowed to participate in any soccer games or practices until the suspension has been served.

17.2 Representative Program Discipline

1. Any Player or Team Official is subject to the rules, regulations and discipline proceedings of their League or other competition.
2. Every Team is responsible to the League for the actions of its Players, Team Officials and Spectators and is required to take all precautions necessary to prevent Spectators from abusing, threatening, or assaulting Game Officials, Club Officials, Players, and Facility Staff.
3. In exceptional circumstances, the Club may convene a Discipline Committee to deal with Team issues.
4. Anyone found guilty and subsequently penalized by the Discipline Committee, has the right to appeal the decision to the appropriate committee of the York Region Soccer Association or the League Discipline Committee in accordance with their Policies and Procedures on Appeals.
5. Any Player, Coach or individual under suspension as a result of disciplinary action, shall not be allowed to participate in any soccer games or practices until the suspension has been served.
6. Any fines levied as a result of disciplinary actions will be paid by the guilty party or the Team.

17.3 Challenge Cup Discipline

1. Any Player or Team Official ordered from the field by the Match Official for misconduct shall not participate further in the tournament until the Discipline Committee has dealt with his or her case.
2. Any Player who accumulates two yellow cards during the course of the tournament shall not commence a game subsequent to the one which the second yellow card was issued until the Discipline Committee has dealt with the case.
3. Any Player receiving a red card will automatically be suspended for the next game.
4. The Player, Coach or Team Official involved in any incident must appear in person before the Discipline Committee at the Tournament Headquarters.

18 Dispute Resolution

RHSC adheres to the Dispute Resolution process as published and approved by Ontario Soccer. Any participant may initiate the Dispute Resolution process by communicating with Ontario Soccer, with a copy to the RHSC, following the procedure outlined.

Any Customer of the Club that disagrees with any actions taken by, or decisions made by staff, volunteers or officials of the Club, is entitled to partake in a dispute resolution process with the Club.

The first step in the process is to discuss the specifics of the situation with an appropriate staff member of the Club, all of whom are listed on the Club website. Matters pertaining to technical soccer issues should be addressed to the Technical Director. Administrative matters or disciplinary matters should be directed to the Club Manager. If the participant is unsatisfied with the resolution after their discussion with the RHSC staff member, they may appeal to the Board for further consideration.

For corporate governance disputes, the RHSC adheres to the Dispute Resolution process as published and approved by OS. Any participant of the Club may initiate the Dispute Resolution process by communicating in writing to OS, with a copy to the Club and District Association, the nature and facts of the dispute. OS, at its discretion, may proceed with the Dispute Resolution process by assigning one or more neutral persons to the dispute.

The Dispute Resolution process shall not be used for game discipline which follows the normal discipline and appeals process.

The Club shall make available to any participant the Dispute Resolution process when requested.

19 Appeals

Decisions made by the RHSC may be appealed to OS under the terms of the OS's Policies and Procedures.

Decisions made by the Board regarding the appointment, non-appointment, re-appointment or revocation of an appointment of an individual to any Coach or administrator position within the RHSC operations, except when the process outlined in the RHSC's rules and regulations has not been followed, as well as any decision made by the RHSC regarding a Player's team assignment on any team, may not be appealed.

19.1 Appeals to In-House Discipline

1. In order to appeal a discipline decision, an RHSC Appeal Process Form must be filled out and submitted to the RHSC Administrative Offices.
2. Prior to the appeal being heard, the Appellant must pay a $75 fee to RHSC. If the appeal is granted, the fee will be returned to the Player/Team Official. If the appeal is not won, the $75 fee will not be returned.
3. The Appellant must ensure they provide clear and substantial evidence to prove one or more of the grounds for appeal. These grounds for appeal are outlined in the RHSC Appeal Process Form.
4. All appeal hearings with be held on a published timeline on the RHSC website. Special consideration will be taken for Players/Team Officials who are unavailable on the set dates.
5. A further appeal to the RHSC governing Association may be considered in accordance with the York Region Soccer Association Policy.

RHSC Request to Appeal Form.pdf

YRSA Appeals Procedure.pdf

20 Ethics Code of Conduct

The purpose of the Ethics Code of Conduct is to ensure a safe and positive environment within the Richmond Hill Soccer Club by making individuals aware that there is an expectation, at all times, of appropriate behavior.

Principle	Standards of Behavior Expected of RHSC Participants
Physical Safety and Health of Athletes	Ensure that training or competition site is safe at all times
	Be prepared to act quickly and appropriately in case of emergency
	Avoid placing athletes in situations presenting unnecessary risk or that are beyond their level
	Strive to preserve the present and future health and well-being of athletes
Leading responsibly	Make wise use of the authority of the position and always make decisions in the best interest of athletes
	Foster self-esteem among athletes
	Avoid deriving personal advantage for a situation or decision
	Know one's limitations in terms of knowledge and skills when making decisions, giving instructions or taking action
	Honour commitments, word given and agreed objectives
	Maintain confidentiality and privacy of personal information and use it appropriately
Integrity in relations with others	Avoid situations that may affect objectivity or impartiality of duties
	Abstain from all behaviors considered to be harassment or inappropriate relations with an athlete or any RHSC participant
	Always ensure decisions are taken equitably
Respect	Ensure that everyone is treated equally, regardless of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, language, creed, religion, athletic potential, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation
	Preserve the dignity of each person in interacting with others
	Respect the principles, rules and policies in force

Principle	Standards of Behavior Expected of RHSC Participants
Honouring sport	Strictly observe and ensure observance of all regulations
	Aim to compete fairly
	Maintain dignity in all circumstances and exercise self-control
	Respect officials and accept their decisions without questioning their integrity

20.1 Ethics Committee

An Ethics Committee shall be in place to review reported ethics violations. The Ethics Committee is responsible for investigating the conduct of all persons involved with the Richmond Hill Soccer Club. RHSC supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect and fairness.

The Ethics Committee consists of three (3) members, one of which shall serve as Chair of the Committee. The committee also appoints a staff member to serve as the Ethics Committee Secretary to manage claims submitted to the Committee.

The Ethics Committee reserves the right to investigate the conduct of any individual if their conduct is likely to seriously damage the integrity, image or reputation of the Richmond Hill Soccer Club.

20.2 Ethics Committee Procedures

1. Investigate all complaints received. Only information submitted in writing about the complaint shall be accepted.
2. If the Committee decides there is no merit to the complaint, the case will be closed and there will be no appeals process.
3. If the complaint is upheld, the committee will inform the complainant and respondent of the Committee's decision.
4. All documentation about the case shall be kept at the RHSC clubhouse.

21 Accessibility for Ontarians with Disabilities Act

More than 15% of Ontarians have a disability – that's more than 1 in every 7 people living in Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) seeks to remove barriers and achieve accessibility for persons with disabilities in a number of key areas

Under the AODA, the Province of Ontario will implement five accessibility standards:

1. Customer Service
2. Transportation
3. Information and Communication
4. Employment
5. Built Environment

The Accessibility Standards for Customer Service, requires organizations in Ontario to meet certain requirements by January 1, 2012. *(The other standards: Transportation, Information and Communication, Employment and Built Environment are in various stages of development and will be enacted into law with a phase-in approach)*

21.1 The Ontario Soccer Association's Commitment To Accessibility

The Ontario Soccer Association (OSA) encourages the inclusion of all participants in soccer as players, coaches, referees and administrators. The growth at the grassroots is exciting and we continue to collaborate on an ongoing basis with Clubs, District Associations and the National Association. The OSA is committed to achieving barrier free accessibility for all persons with disabilities that seek services or products of soccer in Ontario. The expectations of the Customer Service standard are consistent with providing the best soccer experience and the best experience for all who seek services within soccer organizations.

21.2 Multi-year Accessibility Plan

Richmond Hill Soccer Club strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Richmond Hill Soccer Club is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

21.2.1 Past Achievements to Remove and Prevent Barriers

- Customer Service: Communications are sent electronically. When sessions are cancelled notices are sent electronically and posted to social media channels.
- Information and Communications: Communications are sent via email so information can be converted to speech.
- Employment: we have accommodated any requests for accessible support that came from staff.
- Training: Staff and volunteers take AODA customer service training and Ontario Human Rights Code (as it applies to people with disabilities) training.

21.2.2 Strategies and Actions

- Customer Service: RHSC is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. We will continue to work on training staff and volunteers in customer service standards. We will collect any feedback received and act on that feedback to ensure our service standards are inclusive.
- Information and Communications: RHSC is committed to making our information and communications accessible to people with disabilities. We are ensuring our feedback mechanisms are published and easy to find and use. This will be in place for fall 2023.
- Employment: RHSC is committed to fair and accessible employment practices. We are updating our employee handbook to include information on the accommodation of accessible practices. This will be in place for fall 2023.
- Training: RHSC is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. It is a part of our coach and staff onboarding process to complete training in these areas.

21.3 Accessible Feedback

RHSC welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following accessible formats. Communication support will be provided if needed.

- Email to our administrative offices at info@richmondhillsoccer.com
- Phone call to our administrative office at 904-883-4990

Feedback will be directed to our Operations Manager. Customers can expect to hear back within 5 business days.

21.4 Club Accessibility Standards for Customer Service

RHSC aims to provide all participants with information about accessibility related resources as well as inform all customers of the OSA's policies and procedures. By law, all organizations with at least one staff, contractors, and volunteers are required to complete accessibility training.

21.5 Definitions

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 (ie: 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 [insert name of organization], whether the person does so as an employee, agent, volunteer or otherwise.

d) "***Organization***" – **The Richmond Hill Soccer Club (RHSC)**

e) "***Persons with Disabilities***" – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above).

f) "***Service Animals***" – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

g) "***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.

21.6 Purpose

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

21.7 Scope and Application

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.

21.8 Commitment

The Organization is committed to excellence in serving all customers/ participants including people with disabilities. As such, the Organization will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities.
- 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.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- 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.

21.9 Practices and Procedures

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:

- Dignity
- Independence
- Integration
- Equal Opportunity

21.10 Assistive Devices

The Organization will ensure that staff is trained and familiar with various assistive devices that may be used by customers/ participants 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.

The Organization currently provides the following types of assistive devices at most indoor and some outdoor facilities:

- Wheelchair ramps;
- Wheelchair accessible public washrooms and change rooms, including showers, at recreation facilities; and
- Written documents/policies.

21.11 Communication

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

21.12 Service Animals

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.

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; and
- Animals trained to alert an individual to an oncoming seizure and lead them to safety.

Every employee will 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 person with a disability. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

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.

21.13 Support Persons

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/ participants.

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.

21.14 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers 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 Club will notify customers 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.

The notice will be placed at the RHSC office and on the RHSC Website.

21.15 Training for Staff

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:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- The Organization's Accessibility Standards for Customer Service Policy;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to gain access to assistive devices at facilities; and
- What to do if a person with a disability is having difficulty in accessing the Organization's goods and services.

Current employees, agents, volunteers, management, etc. shall receive training by February 28, 2013. 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.

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.

21.16 Feedback Process

Anyone who wishes to provide feedback on the way the Organization provides goods and services to people with disabilities can call or email the RHSC office, come in person to the RHSC office or Mail the RHSC. All feedback will be directed to the Club Manager. Customers can expect to hear back in 7 days. Complaints will be addressed according to the Organization's regular complaint management procedures.

21.17 Provision of Documentation

The Club will 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.