



LC Operations Manual Summary of Additions & Revisions as of May 2021

2021 LC SAM Additions & Revisions

Bylaw 44 – Notice of Board Meetings amended as follows: (Effective 2021)

Notice of meetings of the Board will be given to all Directors at least seven days prior to the scheduled meeting. No notice of a meeting of the Board is required if the majority of Directors waive notice.

Policy 3.3 – Official Languages amended as follows: (Effective 2021)

3.3 Official Languages

3.3.1 Definitions

The following terms have these meanings in this policy:

3.3.1.1 Events – refers to all events sanctioned and managed directly or indirectly by Lacrosse Canada.

3.3.1.2 Individuals - refers to all categories of members and/or registrants defined in the By-laws of Lacrosse Canada, as well as all people employed by, contracted by, or engaged in activities with or on behalf of, Lacrosse Canada including, but not limited to, employees, contractors, athletes, coaches, mission staff, referees, volunteers, managers, administrators, committee members, parents or guardians, spectators, and directors and officers

3.3.1.3 Official Languages - The Official Languages of Canada are English and French.

3.3.1.4 Programs – refers to all sanctioned or endorsed on-going activity run directly or indirectly by Lacrosse Canada

3.3.2 Policy Statement

Lacrosse Canada is committed to the promotion and use of Canada’s two Official Languages in the delivery of its services, Programs and Events.

3.3.3 Purpose

The purpose of this policy is to guide Lacrosse Canada in its use of both Official Languages in its activities and services.

3.3.4 Scope and Application

3.3.4.1 This policy applies to Lacrosse Canada and its activities, Programs and Events.



3.3.4.2 Each Lacrosse Canada Program and/or Event is responsible for coordinating translation services for Lacrosse Canada. It is their responsibility to ensure essential information regarding their Program or Event is available in both Official Languages. Each Program and Event will coordinate with Lacrosse Canada's Director of Communications as needed.

3.3.4.3 When applicable, Lacrosse Canada will have a language coordinator designated to oversee the implementation of this policy.

3.3.5 Provisions

3.3.5.1 Lacrosse Canada recognizes Canada's linguistic duality and recognizes that the English and French languages have equal status in Canada.

3.3.5.2 Lacrosse Canada will comply with the spirit of the *Official Languages Act* when both Official Language communities are being served. It will promote the use of English and French in its activities, Programs and Events.

3.3.5.3 Lacrosse Canada will work to engage with Canada's Official Language minority communities.

3.3.6 Communications

3.3.6.1 Lacrosse Canada shall maintain the capability to communicate in both Official Languages with its Active Members, Individuals and with the broader public.

3.3.6.2 Lacrosse Canada will work to ensure equivalent content and equal language quality in both Official Languages, including but not limited to its website, and social media channels.

3.3.6.3 Lacrosse Canada will take the necessary measures to ensure that written communication or correspondence is drafted in the Official Language of the recipient's choice (when known). Lacrosse Canada staff are expected to be practical when applying this provision to email correspondence.

3.3.6.4 Lacrosse Canada will take the necessary measures to ensure that verbal communication is conducted in the Official Language of the recipient's choice (when known). Individuals are expected to be practical when applying this provision to email correspondence.

3.3.6.5 All official documents relating to the governance of Lacrosse Canada, including, but not limited to, By-laws, Policies, Annual Reports, and Strategic Plans shall be provided in both Official Languages.

3.3.6.6 Lacrosse Canada will ensure forms created for the general public are made available in both Official Languages.



3.3.7 Programs and Services

3.3.7.1 Lacrosse Canada Programs and services are to be provided in both Official Languages.

3.3.7.2 All publications of a technical nature which are expected to be in circulation for a long period of time and which have broad applicability shall be provided in both Official Languages.

3.3.8 Events

3.3.8.1 Lacrosse Canada shall endeavour to provide all services and programs in both Official Languages or in the language of an Individual's choice.

3.3.8.2 Lacrosse Canada will work to expand the bilingual services available at its Events.

3.3.8.3 All information, including on the Event website; and promotional material (including, but not limited to public announcements, programs, posters, press releases, etc.) shall be made available in both Official Languages, and shall be updated simultaneously in both Official Languages.

3.3.9 Communications

3.3.9.1 This policy will be effectively communicated to those who will be responsible for its implementation.

3.3.9.2 This policy will be broadly communicated.

3.3.9.3 Lacrosse Canada will provide suitable education regarding the policy.

3.3.10 Review

3.3.10.1.1 This policy will be reviewed at least once every two years, or as decided by the Executive Director and/or the Lacrosse Canada Board of Directors.

3.3.10.1.2 This Policy will next be reviewed in 2023.

3.3.11 Approval

This policy was approved by the Lacrosse Canada Board of Directors on May 13, 2021.

Policy 3.5 – Privacy Policy amended as follows: (Effective 2021)

3.5 Privacy Policy

3.5.1 General



- 3.5.1.1** Background – Privacy of personal information is governed by the federal *Personal Information Protection and Electronics Documents Act* ("PIPEDA"). This policy describes the way that Lacrosse Canada collects, uses, safeguards, discloses and disposes of personal information, and states Lacrosse Canada's commitment to collecting, using and disclosing personal information responsibly. This policy is based on the standards required by PIPEDA and Lacrosse Canada's interpretation of these responsibilities.
- 3.5.1.2** Purpose – The purpose of this policy is to govern the collection, use and disclosure of personal information in the course of commercial activities in a manner that recognizes the right to privacy of individuals with respect to their personal information and the need of Lacrosse Canada to collect, use or disclose personal information.
- 3.5.1.3** Definitions – The following terms have these meanings in this Policy:
- 3.5.1.3.1** "Acts" – *Personal Information Protection and Electronics Documents Act* ("PIPEDA")
 - 3.5.1.3.2** "Commercial Activity" – Any particular transaction, act or conduct that is of a commercial character.
 - 3.5.1.3.3** "IP Address" – A numerical label that is assigned to electronic devices participating in a computer network that uses internet protocol for communication between devices.
 - 3.5.1.3.4** "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 or phone number, ethnic background, family status, health history, and health conditions
 - 3.5.1.3.5** "Representatives" – Members, registrants, directors, officers, committee members, employees, coaches, officials, referees, managers, trainers, volunteers, administrators, contractors and participants in Lacrosse Canada's events and activities

3.5.2 Application of this Policy

- 3.5.2.1** Application – This Policy applies to Representatives in connection with personal information that is collected, used or disclosed during any commercial activity related to Lacrosse Canada.
- 3.5.2.2** Ruling on Policy – Except as provided in the *Acts*, the Board of Directors of Lacrosse Canada will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

3.5.3 Obligations

- 3.5.3.1** Statutory Obligations – Lacrosse Canada is governed by the *Acts* in matters involving the collection, use and disclosure of personal information.
- 3.5.3.2** Additional Obligations – In addition to fulfilling all requirements of the *Acts*, Lacrosse Canada and its Representatives will also fulfill the additional requirements of this Policy. Representatives of Lacrosse Canada will not:
- 3.5.3.2.1** Disclose personal information to a third party during any business or transaction unless such business, transaction or other interest is properly consented to in accordance with this Policy;



- 3.5.3.2.2 Knowingly place themselves in a position where they are under obligation to any organization to disclose personal information;
- 3.5.3.2.3 In the performance of their official duties, disclose personal information to family members, friends or colleagues, or to organizations in which their family members, friends or colleagues have an interest;
- 3.5.3.2.4 Derive personal benefit from personal information that they have acquired during the course of fulfilling their duties with Lacrosse Canada; or
- 3.5.3.2.5 Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, the disclosure of Personal Information.

3.5.4 Accountability

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

3.5.4.1.1 Duties – The Privacy Officer will:

- 3.5.4.1.1.1 Implement procedures to protect personal information;
- 3.5.4.1.1.2 Establish procedures to receive and respond to complaints and inquiries;
- 3.5.4.1.1.3 Record all persons having access to personal information;
- 3.5.4.1.1.4 Ensure any third-party providers abide by this Policy; and
- 3.5.4.1.1.5 Train and communicate to staff information about Lacrosse Canada’s privacy policies and practices.

3.5.4.2 Employees – Lacrosse Canada shall be responsible to ensure that the employees, contractors, agents, or otherwise of Lacrosse Canada are compliant with the *Acts* and this Policy.

3.5.5 Identifying Purposes

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

3.5.5.2 *Communications*

- 3.5.5.2.1 Receiving communications from Lacrosse Canada in regards to E-news, newsletters, programs, competitions, training, discipline, appeals, events, activities and other pertinent information.
- 3.5.5.2.2 Published articles, media relations and postings on the Lacrosse Canada website, displays or posters. In some cases, videos from an event will be available for purchase.
- 3.5.5.2.3 Award nominations, biographies, published articles and media relations.
- 3.5.5.2.4 Communication within and between committees, volunteers and board members.
- 3.5.5.2.5 Discipline results and long-term suspension list.
- 3.5.5.2.6 *Registration, Database Entry and Monitoring*



- 3.5.5.2.6.1 Registration and communication of programs, events and activities.
- 3.5.5.2.6.2 Database entry at Coaching Association of Canada and to determine level of coaching certification, coaching qualifications, and coach selection.
- 3.5.5.2.6.3 Database entry to determine level of officiating certification and qualifications.
- 3.5.5.2.6.4 Determination of eligibility, age group and appropriate level of play/competition.
- 3.5.5.2.6.5 Player Registration, outfitting uniforms, and various components of athlete and team selection.
- 3.5.5.2.6.6 Technical monitoring, officials training, educational purposes, sport promotion, media publications.
- 3.5.5.2.7 *Sales, Promotions and Merchandising*
 - 3.5.5.2.7.1 Purchasing equipment, coaching manuals, resources and other products.
 - 3.5.5.2.7.2 Promotion and sale of merchandise.
- 3.5.5.2.8 *General*
 - 3.5.5.2.8.1 Travel arrangement and administration.
 - 3.5.5.2.8.2 Implementation of Lacrosse Canada screening program.
 - 3.5.5.2.8.3 Medical emergency, emergency contacts or reports relating to medical or emergency issues.
 - 3.5.5.2.8.4 Determination of membership demographics and program wants and needs.
 - 3.5.5.2.8.5 Managing insurance claims and insurance investigations.
 - 3.5.5.2.8.6 Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends.
 - 3.5.5.2.8.7 Video recording and photography for promotional use, marketing and advertising by Lacrosse Canada.
 - 3.5.5.2.8.8 Payroll, honorariums, organization insurance and health plans.
- 3.5.5.3 Purposes not Identified – Lacrosse Canada shall seek consent from individuals when personal information is used for Commercial Activity not previously identified. This consent will be documented as to when and how it was received.

3.5.6 Consent

- 3.5.6.1 Consent – Lacrosse Canada shall obtain consent by lawful means from individuals at the time of collection and prior to the use or disclosure of this information. Lacrosse Canada may collect personal information without consent where reasonable to do so and where permitted by law.
- 3.5.6.2 Implied Consent – By providing personal information to Lacrosse Canada, individuals are consenting to the use of the information for the purposes identified in this policy.
- 3.5.6.3 Withdrawal – An individual may declare to the Privacy Officer in writing to withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions. Lacrosse Canada will inform the individual of the implications of such withdrawal.



- 3.5.6.4** Legal Guardians – Consent shall not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore shall be obtained from a parent, legal guardian or person having power of attorney of such an individual.
- 3.5.6.5** Exceptions for Collection – Lacrosse Canada is not required to obtain consent for the collection of personal information if:
- 3.5.6.5.1** It is clearly in the individual's interests and consent is not available in a timely way;
 - 3.5.6.5.2** Knowledge and consent would compromise the availability or accuracy of the information and collection is required to investigate a breach of an agreement or contravention of a federal or provincial/territorial law;
 - 3.5.6.5.3** The information is for journalistic, artistic or literary purposes; or
 - 3.5.6.5.4** The information is publicly available as specified in the *Acts*.
- 3.5.6.6** Exceptions for Use – Lacrosse Canada may use personal information without the individual's knowledge or consent only:
- 3.5.6.6.1** If Lacrosse Canada has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial/territorial or foreign law and the information is used for that investigation;
 - 3.5.6.6.2** For an emergency that threatens an individual's life, health or security;
 - 3.5.6.6.3** For statistical or scholarly study or research;
 - 3.5.6.6.4** If it is publicly available as specified in the *Acts*;
 - 3.5.6.6.5** If the use is clearly in the individual's interest and consent is not available in a timely way; or
 - 3.5.6.6.6** If knowledge and consent would compromise the availability or accuracy of the information and collection was required to investigate a breach of an agreement or contravention of a federal or provincial law.
- 3.5.6.7** Exceptions for Disclosure – Lacrosse Canada may disclose personal information without the individual's knowledge or consent only:
- 3.5.6.7.1** To a lawyer representing Lacrosse Canada;
 - 3.5.6.7.2** To collect a debt the individual owes to Lacrosse Canada;
 - 3.5.6.7.3** To comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
 - 3.5.6.7.4** To a government institution that has requested the information, identified its lawful authority, and indicated that disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, provincial or foreign law; or that suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or provincial law;
 - 3.5.6.7.5** To an investigative body named in the *Acts* or government institution on Lacrosse Canada's initiative when Lacrosse Canada believes the information concerns a breach of an agreement, or a contravention of a federal, provincial, or foreign law, or suspects the information relates to national security or the conduct of international affairs;



- 3.5.6.7.6 To an investigative body for the purposes related to the investigation of a breach of an agreement or a contravention of a federal or provincial law;
- 3.5.6.7.7 In an emergency threatening an individual's life, health, or security (Lacrosse Canada must inform the individual of the disclosure);
- 3.5.6.7.8 For statistical, scholarly study or research;
- 3.5.6.7.9 To an archival institution;
- 3.5.6.7.10 20 years after the individual's death or 100 years after the record was created;
- 3.5.6.7.11 If it is publicly available as specified in the regulations; or
- 3.5.6.7.12 If otherwise required by law.

3.5.7 Limiting Collection, Use, Disclosure and Retention

- 3.5.7.1 Limiting Collection, Use and Disclosure – Lacrosse Canada shall not collect, use or disclose personal information indiscriminately. Information collected will be for the purposes specified in this Policy, except with the consent of the individual or as required by law.
- 3.5.7.2 Retention Periods – Personal information shall be retained as long as reasonably necessary to enable participation in Lacrosse Canada, to maintain accurate historical records and or as may be required by law.
- 3.5.7.3 Destruction of Information – Documents shall be destroyed by way of shredding and electronic files will be deleted in their entirety.

3.5.8 Safeguards

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

3.5.9 Breaches

- 3.5.9.1 Breaches – Lacrosse Canada is required to report breaches of its security safeguards and any unauthorized disclosure of, or access to, personal information to the Office of the Privacy Commissioner if the breach, disclosure, or access may pose a “real risk of significant harm” to an individual. A “real risk of significant harm” is defined as: *“Bodily harm, humiliation, damage to reputation or relationships, loss of employment, business or professional opportunities, financial loss, identity theft, negative effects on the credit record and damage to or loss of property”*.
- 3.5.9.2 Reporting – Lacrosse Canada will report the breach or unauthorized access or disclosure to the Office of the Privacy Commissioner in the form and format specified by the Office of the Privacy Commissioner or will be subject to financial penalties.
- 3.5.9.3 Records and Notification – In addition to reporting the breach or unauthorized access or disclosure, Lacrosse Canada will keep records of the breach and inform affected individuals.

3.5.10 Individual Access



- 3.5.10.1** Access – Upon written request, and with assistance from Lacrosse Canada, an individual may be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. Further, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.
- 3.5.10.2** Response – Requested information shall be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal costs relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.
- 3.5.10.3** Denial – An individual may be denied access to his or her personal information if the information:
- 3.5.10.3.1** Is prohibitively costly to provide;
 - 3.5.10.3.2** Contains references to other individuals;
 - 3.5.10.3.3** Cannot be disclosed for legal, security, or commercial proprietary purposes; or
 - 3.5.10.3.4** Is subject to solicitor-client privilege or litigation privilege.
- 3.5.10.4** Reasons – Upon refusal, Lacrosse Canada shall inform the individual the reasons for the refusal and the associated provisions of the *Acts*.
- 3.5.10.5** Identity – Sufficient information shall be required to confirm an individual’s identity prior to providing that individual an account of the existence, use, and disclosure of personal information.

3.5.11 Challenging Compliance

- 3.5.11.1** Challenges – An individual shall be able to challenge compliance with this Policy and the *Acts* to the designated individual accountable for compliance.
- 3.5.11.2** Procedures – Upon receipt of a complaint Lacrosse Canada shall:
- 3.5.11.2.1** Record the date the complaint is received;
 - 3.5.11.2.2** Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
 - 3.5.11.2.3** Acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three (3) days of receipt of the complaint;
 - 3.5.11.2.4** Appoint an investigator using Lacrosse Canada’s personnel or an independent investigator, who shall have the skills necessary to conduct a fair and impartial investigation and shall have unfettered access to all relevant file and personnel, within ten (10) days of receipt of the complaint;
 - 3.5.11.2.5** Upon completion of the investigation and within twenty-five (25) days of receipt of the complaint, the investigator will submit a written report to Lacrosse Canada; and
 - 3.5.11.2.6** Notify the complainant to the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures within thirty (30) days of receipt of the complaint.



3.5.11.3 Whistleblowing – Lacrosse Canada shall not dismiss, suspend, demote, discipline, harass or otherwise disadvantage any director, officer, employee, trainer, contractor, and other decision-maker within Lacrosse Canada or deny that person a benefit because the individual, acting in good faith and on the basis of reasonable belief:

3.5.11.3.1 Disclosed to the commissioner that Lacrosse Canada has contravened or is about to contravene the *Acts*;

3.5.11.3.2 Has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene the *Acts*; or

3.5.11.3.3 Has refused to do or stated an intention of refusing to do anything that is in contravention of the *Acts*.

3.5.12 IP Address

IP Address – Lacrosse Canada does not collect, use or disclose personal information such as an IP Addresses.

Eliminate Policy 3.9.4.1 & 3.9.4.3 (Effective 2021)

Policy 12.9.1.2 – Men’s Field Equipment added as follows: (Effective 2021)

12.9.1.2 – In Men’s Field Lacrosse all players are required to wear Shoulder Pads and a protective Cup.

Policy 22.1.10 – Minimum Coaching standards amended as follows: (Effective 2021)

22.1.10 Minimum coaching accreditation standards are set for the Box Minor, Box Senior, Men's Field, and Women's Field Sectors.

Policy 23.2.4.1 – Box Referee in Chief amended as follows: (Effective 2021)

23.2.4.1 This person shall be recommended by the Box Lacrosse Sector in consultation with the Officiating Committee Chairperson for a two (2)year term each ODD numbered year and be ratified by the Board of Directors.

Policy 23.2.4.1.1 & 23.2.4.1.2 – Box Referee in Chief deleted: (Effective 2021)

Policy 24.5.3 & 24.5.4 – WF Competitions amended as follows: (Effective 2021)



Delete Policy 24.5.3

24.5.4 The National Championship Medallions (gold, silver and bronze) are awarded to the first, second and third place teams. The host is responsible for ordering and purchasing a maximum of twenty five (25) of each medallion from the CLA. Requests for medals in excess of this amount are at the cost of the requesting team.

Policy 24.5.6 – Awarding of WF Championships added as follows: (Effective 2021)

24.5.6 Awarding of Women’s Field Championships.

24.5.6.1 The selection of host for Women’s Field National championship will follow even years (adjusted as per when a decision is made on the odd or even year Alberta then Nova Scotia host Nationals) and in the West (AB, SK, MB, BC) and odd years for the East (FNLA, QC, NB, NS, OLA PEI). The inability to host would not relegate the MA to the bottom of the rotation if they wish to trade spots with another MA in their East/West group. The MA must participate in the previous year Championship in order to be eligible to host.

24.5.6.2 In the event that there is more than one MA in the East or West, a bid shall be tendered which satisfies the minimum criteria. Only eligible MA’s may tender a bid to host the Championship.

24.5.6.3 Unless otherwise directed at the Women’s Field Sector Meeting the selection of the host for the following year, will be made at the SAGM. All bids must be submitted in writing by March 30th in the year preceding the championship and comply with CLA hosting criteria.

24.5.6.4 The Upcoming Host MA, in the East/West Rotation, must provide notice to the Sector as to their intent to host their respective championship for the year identified on the rotation. Notice must be given to the CLA Office and Sector Chair, no later than March 30th in the year preceding the championship.

Eliminate Policy 24.9.2.2: (Effective 2021)

Policy 24.11.1.1 – Coaching Certification amended as follows: (Effective 2021)

24.11.1.1 All coaches must have the appropriate certification (as listed in the minimum certification standards) at least two (2) weeks prior to their attendance at a National Championships Competition.

Policy 24.3.2.9.1 Awarding of Junior B Championships amended as follows: (Effective 2021)

24.3.2.9.1 The selection of host for the Founders Cup tournament will follow **odd** years in the West (AB, SK, MB, BC) and **even** years for the East (FNLA, QC, NB, NS, OLA) The inability to host would not relegate the MA to the bottom of the rotation if they wish to trade spots with another



LACROSSE CANADA
CROSSE CANADA

INFO@LACROSSE.CA
LACROSSE.CA
18 RUE LOUISA STREET, SUITE 310
OTTAWA, ON K1R 0Y8

MA in their East/West group. MA must participate in the previous year in order to be eligible to host.

Policy 24.3.2.9.2 Awarding of Senior B Championships amended as follows: (Effective 2021)

24.3.2.9.2 The selection of host for the Presidents Cup will follow **even** years in the West (AB, SK, MB, BC) and **odd** years for the East (CANAM, TNSLL, QC, NB, NS, OLA). The inability to host would not relegate the MA to the bottom of the rotation if they wish to trade spots with another MA in their East/West group. MA must participate in the previous year in order to be eligible to host.