

# Policies

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## CENTRAL QUEENS CLIPPERS SOCCER POLICY MANUAL

### 1.Registration Policies

#### 1.1 Registration

All Club players must be registered on an annual basis. All registrations must be made on the Club's registration form or using the Club's on-line registration at [centralqueenssoccer.pe.ca](http://centralqueenssoccer.pe.ca). Registration fees and dates shall be set by the Executive on an annual basis. Late registrations shall be subject to an increased fee. Payment must be made in full before registration is considered complete. Players are not permitted on the field until registration is completed. Family rate is available for families of 3 or more players. For the third or more players, the registration fee is the PEISA fee only (Club fees are waived).

#### 1.2 Refunds

All refund requests must be made in writing, documenting the reasons for the request, to the CQCSC Registrar at [registrar@centralqueensclippersoccerclub.ca](mailto:registrar@centralqueensclippersoccerclub.ca)

**Full refund - Mini and Youth League:** If the Player has not participated in a practice, tryout, or game.

**Partial refund - Mini League:** If the Player has participated in a practice, tryout, or game. 75% of the Club's registration fee will be refunded if they indicate they are not wishing to continue before June 15; no portion of the PEISA fee will be refunded.

**Season Ending Injury:** Where a player receives a season-ending injury, certified by a physician, after June 15 and before July 15, 50% of the Club's registration fee will be refunded; no portion of the PEISA fee will be refunded. No refunds are given after July 15th. Refund cheques will be issued after July 1 for approved refund requests.

**Partial refund - Youth League:** If the Player has participated in a practice, tryout, or game. 75% of the Club's registration fee will be refunded; no portion of the PEISA fee will be refunded.

**Season Ending Injury:** Where a player receives a season-ending injury, certified by a physician, before June 15, 75% of the Club's registration fee will be refunded, between June 15 and June 30, a 50% refund of the Club's registration fee will be issued. Between July 1 and July 31, a

25% refund of the Club's registration fee is issued. No portion of the PEISA fee will be refunded. No refunds are given after July 31. Refund cheques will be issued after July 1 for approved refund requests. 5

### 1.3 NSF Cheques

NSF Cheques will be charged a \$20 administration fee. Players will not be permitted to play until registration is paid in full.

### 1.4 Late Registrations

Late Registration makes it more difficult for CQCSC volunteers to determine numbers of teams, coaches, jerseys and balls required for the season. Knowing player numbers early provides additional time to make decisions based on these numbers. Registration fees will include a regular fee and a late fee penalty. Registration forms will be listed (hard copies and on the website), with the regular fees and the late fee which will be \$30 higher than the regular fees. The dates applicable to the regular fees and late fees will be determined by the CQCSC executive at the start of the soccer year. Late Registrations will be subject to space availability within each division. Space availability is on a First come, First Serve Basis. There will be no pro-rated fees for players only playing part of a season, except when a player sustains a season-ending injury part-way through the season, as explained in section 1.2.

### 1.5 Registration Fee Receipts

For on-line registrations, retain a soft copy of your on-line registration as your receipt. Print a hard copy, if desired. Electronic duplicate receipts can be obtained from the CQCSC website free of charge. Provision of a hard copy duplicate receipt (upon request) shall be subject to a \$20 administration fee.

## **2.Player/Team Policies - Youth & Mini League**

### 2.1 Premier teams

1. Fair -Play: All Players on the roster should play for a minimum of 10 minutes per half. During playoff games, tournament cross-over games, or tournament championship games a player may not receive 10 minutes of playing time per the coaches discretion.
2. All Players are expected to notify the team coaches in advance of missing any practices or games. Players that fail to notify team coaches of absences may receive reduced playing time at the discretion of the coach.
3. All Players are expected to wear Club colours, black shorts and black socks, during games unless otherwise approved by the Executive.

## 2.2 First division teams

1. Fair-Play: All players on the roster should see relatively equal playing time at the discretion of the coach.
2. All Players are expected to notify the team coaches in advance of missing any practices or games. Players that fail to notify team coaches of absences may receive reduced playing time at the discretion of the coach.
3. All Players are expected to wear Club colours, black shorts and black socks, during games unless otherwise approved by the Executive..

## 2.3 Roster Numbers

1. The minimum and maximum number of players allowed on team rosters is governed by PEISA rules and regulations.
2. The determination of the final number of players on team rosters is under the authority of the Club Executive subject to the PEISA rules and regulations.

## 2.4 Equipment

1. Players will abide by the Canadian Soccer Association policies in regards to equipment.
2. No ~~jewelery~~jewelry is to be worn by any player. This includes bracelets of any description (except medical alert bracelets), earrings, necklaces, and any metal hair pins. Senior players are allowed to wear wedding rings only if they absolutely cannot be removed except by amputation, and these must be heavily taped. 7
3. Casts: players are not permitted to play if they have a hard cast, no matter how well wrapped it might be. Soft casts must be checked by the referee before the game to ensure they are safe and there are no hard edges. Metal and plastic knee-braces must be covered.
4. Team jerseys belong to the Club, but are the player's responsibility during the season. Jersey's are to be returned to the Club at the last game of the season.

## 2.5 Player Transfer Requests

1. Where a player or parent requests that a player moves up an age category, the Executive will appoint a suitable Player Assessment Committee or Individual to determine if the player is qualified to play at the higher level based on a "four corner" approach that includes assessment of the player's physical (size), technical (skill), mental (maturity), and social/emotional (could make friends) attributes . The committee or individual will present their recommendation to the Executive for a decision.
2. Players are not to participate in any further practices or games with the higher team until the request has been approved by the Executive.

## 2.6 Tryouts

1. Premier teams will have a minimum of 3 tryout session.
2. All Premier teams should play an exhibition game or inter-squad game prior to the initial round of cuts.

3. Tryout schedules are to be posted on the website ([centralqueensclippersoccerclub.ca](http://centralqueensclippersoccerclub.ca)) and e-mails indicating the tryout schedule are to be sent to each eligible player based on information in the Club's registration database.
4. Players must attend at least 2 of the 3 team tryouts to be eligible for selection to the Premier team. If a player cannot attend 2 of the 3 team tryouts, they are to notify the coach in advance with the reason for the absence. The reason must be acceptable, sickness, injury, or out of province, in order for the player to be considered for selection.
5. All players that tryout and are selected for a Premier team must play for the Premier team unless the coach was notified in advance by the player that he/she was not going to play Premier.
6. Where there is only sufficient numbers for only one team at a division and it is decided to be a Premier team, tryouts may be held.

## 2.7 Mini-League:

1. The U5 and U7 age groups, will be a co-ed program.
2. In mini-league, the coordinators will only entertain one special request from parents regarding team composition.
3. The U9 division will be divided into male and female teams. Teams will be divided equally by gender. If Central Queens participates in an inter-locking schedule with other clubs, teams will need to meet minimum standards to field a team.
1. Fair-Play(U9): All players on the roster should see relatively equal playing time at the discretion of the coach.
1. All Players are expected to notify the team coaches in advance of missing any practices or games. Players that fail to notify team coaches of absences may receive reduced playing time at the discretion of the coach.
1. All Players are expected to wear Club colours, black shorts and black socks, during games unless otherwise approved by the Executive..

### **3.Coach Selection Policies:**

3.0 Coaching applications are accepted on an annual basis by the Club. The coaching application form will be available online at [www.centralqueenssoccer.pe.ca](http://www.centralqueenssoccer.pe.ca) The Youth League Coordinator will be responsible for gathering the applications and reviewing the applications with the selection committee (composed of at least three individuals, approved by the Executive, none of whom should have conflicts of interest). These application forms shall be reviewed and the coaches, for acclaimed positions, shall be assigned to teams. However, prior to notification of the coaches the Executive must approve the selection. In the event of two or more individuals have applied for the head coaching position for one team, the Youth League Coordinator will first speak with each candidate. Following this initial contact, interviews before the selection committee may be required. Following the interviews the selection committee will then make a recommendation to the Executive. The Executive will then vote for the final selection. All applicants will be notified personally by a member of the selection committee as to the outcome of their Application. Selected coaches will determine who their assistants and managers will be, with recommendations from the youth league coordinator. Coaches are required to submit a Police Criminal Record Check prior to May 1. They are also required to take appropriate coaching clinics, which will be paid for by the Club.

### **4.Facility Policies:**

#### 4.1 Pets

Pets are permitted provided they are on a leash and owners clean up after their pet. We do not encourage pets to be on the fields and we ask owners respect visitors, personal boundaries regarding pets. This policy is designed for the safety of the players, spectators, and pets.

#### 4.2 Smoking

Please refrain from smoking at our fields and facilities. The Club wishes to create a healthy environment for all our participants and given that the vast majority of our 400 players are youth, setting an example is important. If you absolutely must smoke, do so in your vehicle.

#### 4.3 Parking

Parking is permitted only in designated parking areas. Parking in 'NO PARKING' areas may result in the vehicle being towed at the owner's expense.

#### 4.4 Nets/Equipment

Climbing on nets, equipment or any other potential dangerous behaviour is prohibited.

#### 4.5 Unauthorized Use

The fields and the complex are for the use and enjoyment of the Club's teams and the Club's members. Unauthorized use is not permitted. Non-club members must obtain authorization from the Club's executive prior to use.

### 5. **Privacy/Website Policies**

#### 5.1 Information Collection and Use

The Club collects personal information about its members during the registration process. It is always the member's choice whether or not to participate in the Club's soccer program, without this information the Club would not be able to provide services to its members. The Club collects this information because it is essential to the soccer activities provided and for the following purposes: Determining what level and group your son or daughter will play for, providing the Club with appropriate contact information, Meeting regulatory requirements for registration with the PEI Soccer Association.

#### 5.2 Website Player Identification

Player information posted on the Club's team web pages will be limited to player names and jersey numbers.

#### 5.3 Website Links

The Club's web site contains links to other sites. The Club does not screen these links, however, please be aware that the Club is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every web site that collects identifiable information

## **6. Fiscal Policies**

### 6.1 Budget

A budget for the following year shall be prepared by the Treasurer and presented for the approval of the Executive at the Club's annual general meeting.

### 6.2 Expenditures

The Executive shall have the authority to initiate and approve any expenditure of funds. Budgeted expenditures may be authorized by a simple majority of the Board.

### 6.3 Bank Accounts

Organizational funds shall be promptly deposited in the Club's checking account. Two signatures are required on any cheque written. Any two of the following four are acceptable, Treasurer, President, Vice President, and Secretary

## **7. Volunteer Policies:**

### 7.1 Volunteerism

The Club is a volunteer run organization and without your help would not exist. It collectively relies on volunteers to enable the Club to provide the program and facility to its members to enjoy the game of soccer.



## 7.2 Agreement to Volunteer

By registering and becoming a member of the Club, every parent agrees to be a volunteer. This will ensure that the Club can execute the programs to its best advantage if volunteers are not forthcoming.

## 7.3 Ways to Volunteer

There are many ways to volunteer including, but not limited to:

1. A position on the Executive
2. Represent the Club at higher Association boards
3. Assist the Club by organizing and conducting activities at tournaments, Club fundraising, cleanup days, and other functions as required
4. Become a head coach or an assistant coach
5. Fill a team staff position such as manager
6. Participate as a team volunteer

## 7.4 Criminal Records Check

All Executive members and team management (coaches, manager, trainer, are required to undergo a criminal records check and submit the appropriate documentation to the Club.

## 8. Social Media

8.0 As a member of the PEI Soccer Association, ~~tThe~~The Central Queens Clippers Soccer Association will abide by the policy adopted by the PEI Soccer Association.

## 9. Rule of Two Policy

9.0 According to [Canada Soccer Rule of Two Guidelines](#), the Rule of Two states that that there will always be two screened and National Coaching Certification Program (NCCP) trained or certified coaches with an athlete, especially a minor athlete, when in a potentially vulnerable situation. This means that any one-on-one interaction between a coach and an athlete must

take place within earshot and view of the second coach, with the exception of medical emergencies.

In the event where screened and NCCP trained or certified coaches are not available, a screened volunteer, parent, or adult can be recruited.

In all instances, one coach/volunteer must reflect the genders of the athletes participating or be of an appropriate identity in relation to the athlete(s).

The goal of this policy is to protect minor athletes in potentially vulnerable situations by ensuring that more than one adult is present.

## **10. Diversity, Equity and Inclusion Policy**

### 10.1 Introduction

The Central Queens Clippers Soccer Club (CQCSC) fully supports Canada Soccer's belief and advocacy that a quality soccer environment embraces diversity, supports accessibility, and demonstrates inclusion. CQCSC utilizes [Canada Soccer's Guide to Accessibility and Inclusion](#) as our key point of reference in continuing to adopt and implement the best practices and procedures in ensuring we are servicing all of our members, staff, volunteers, board of directors and general community with the most accessible, equitable and inclusive soccer environment possible and providing a positive experience for all.

### 10.2 Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and that the CQCSC is equally accessible and inclusive to all. The CQCSC is responsible for setting standards and values to apply throughout the Club at all levels of play. Our commitment as a community organization and soccer club 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.

The CQCSC, its board members, staff, volunteers and members are not to 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. The CQCSC 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.

Any member, official or officer of the Club who believes they have experienced any form of discrimination are asked to report it to [president@centralqueensclippersoccerclub.ca](mailto:president@centralqueensclippersoccerclub.ca) as soon as possible.

This means that the CQCSC will ensure that it treats people fairly and with respect. The Club will provide access and opportunities for all members of the community to take part in and enjoy its activities.

### 10.3 Inclusion

CQCSC supports the recommendations outlined in [Creating Inclusive Environments for Trans Participants in Canadian Sport](#) – the guidance document developed by the Trans Inclusion in Sport Expert Working Group and published by the Canadian Centre for Ethics in Sport (CCES). CQCSC adopts the best practices outlined in the document and has used the four Policy Guidance statements in the development of this Inclusion Policy.

The Policy Guidance statements are:

- Individuals participating in development and recreational activities will be able to participate in the gender with which they identify and not be subject to requirements for disclosure of personal information beyond those required of cisgender athletes. Nor, should there be any requirement for hormonal therapy or surgery.
- Hormone therapy should not be required for an individual to participate in high-performance sport in the gender category that is consistent with their gender identity.
- Individuals should not be required to disclose their trans identity or history to the sport organization, unless there is a justified reason requiring them to do so.
- Surgical intervention should not be required for an individual to participate in high-performance sport in the gender category that is consistent with their gender identity.

### 10.4 Standards

- CQCSC is responsible for establishing the model of inclusivity by proactively taking the necessary steps to ensure a soccer environment free of discrimination and harassment.
- CQCSC will consider making accommodations for individuals where doing so would support diversity, equity and inclusion.
- CQCSC will actively seek viewpoints and experiences from the soccer community to foster a

more diverse, equitable and inclusive environment.

- CQCSC will support members in fostering diverse, equitable and inclusive environments through educational initiatives and by providing resources.
- CQCSC expects members to model their behaviour in accordance with the Club's player, coach and parent codes of conduct.

## 10.5 Disciplinary Action

Any breach of this code can be sent to [president@centralqueensclippersoccerclub.ca](mailto:president@centralqueensclippersoccerclub.ca) . Critical information such as the day, time, details of the occurrence and persons involved or who may have witnessed the situation should be included in the correspondence. Any type of harassment or bullying will be evaluated by the Board of Executives and will identify any necessary disciplinary action, which includes but is not limited to, warning and/or league suspension. Please refer to our Dispute Resolution and Appeals Policy for further details.

An alternative avenue that can be used to report any situation of harassment, abuse or discrimination either as a victim or witness is to contact the Canadian Sport Helpline at: [info@abuse-free-sport.ca](mailto:info@abuse-free-sport.ca)

Phone / text message: 1-888-83SPORT (1-888-837-7678)

## 11. Code of Conduct for Players and Coaches

### 11.1 Responsibilities

Comply, at all times, with the Central Queens Clippers Soccer Club (CQCSC) By-Laws, Rules and Regulations, policies, procedures, and directives including but not limited to the Anti-Bullying Policy, the Harassment Policy, and the Diversity, Inclusion and Equality policy. Resolve conflicts in a professional and civil manner on issues that may be in dispute. Players and coaches will maintain and enhance the dignity and self-esteem of CQCSC Members and other individuals by:

1. Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation;
2. Directing comments or criticism correctly and avoiding public criticism of Members;

3. Consistently demonstrating the spirit of fair play, sport leadership, and ethical conduct;
4. Consistently treating individuals fairly and reasonably;
5. Adhering to the Prince Edward Island Soccer Association (PEISA) Laws of the Game;
6. Demonstrating respect for the principle of fair play, which include:
  - I. Respect for the rules;
  - II. Respect for Referees and their decisions;
  - III. Respect for opponents, including modesty in victory and composure in defeat;
  - IV. Maintain self-control at all times
7. Refraining from the use of power or authority in an attempt to bully or pressure another person to engage in inappropriate activities;
8. Promoting the sport in the most constructive and positive manner possible;
9. Respecting the property of others and not have it in mind to cause damage; and
10. Adhering to all federal, provincial, municipal, and country laws.
11. To maintain all inclusions, all players will be included

## 11.2 Disciplinary Action

Any breach of this code can be sent to [president@centralqueensclippersoccerclub.ca](mailto:president@centralqueensclippersoccerclub.ca). Critical information such as the day, time, details of the occurrence and persons involved or who may have witnessed the situation should be included in the correspondence. Any type of harassment or bullying will be evaluated by the Board of Executives and will identify any necessary disciplinary action, which includes but is not limited to, warning and/or league suspension. Please refer to our Dispute Resolution and Appeals Policy for further details.

An alternative avenue that can be used to report any situation of harassment, abuse or discrimination either as a victim or witness is to contact the Canadian Sport Helpline at:

[info@abuse-free-sport.ca](mailto:info@abuse-free-sport.ca)

Phone / text message: 1-888-83SPORT (1-888-837-7678)

## 12. Code of Conduct for Parents and Guardians

### 12.1 Responsibilities

Comply, at all times, with the Central Queens Clippers Soccer Club (CQCSC) By-Laws, Rules and Regulations, policies, procedures, and directives including but not limited to the Anti-Bullying Policy, the Harassment Policy, and the Diversity, Inclusion and Equality policy. Resolve conflicts in a professional and civil manner on issues that may be in dispute. Parents will:

- Encourage players to follow this code of conduct.
- Provide an encouraging and supportive environment for players.
- Convey respect towards coaches, other players, opponents, referees, other parents, and spectators.
- Recognize that harmful behaviours including, but not limited to, bullying, violence, promoting violence, disrespect toward others and foul language will not be tolerated. Such behaviours may result in disciplinary action which includes, but is not limited to, a warning(s), suspension(s) or ban - where a suspension or ban would involve exclusion from club fields for games or practices.

The intention of this Code of Conduct is to promote respect and fair play for all members of the soccer community.

## 12.2 Disciplinary Action

Any breach of this code can be sent to [president@centralqueensclippersoccerclub.ca](mailto:president@centralqueensclippersoccerclub.ca) Critical information such as the day, time, details of the occurrence and persons involved or who may have witnessed the situation should be included in the correspondence. Any type of behaviour as described above will be evaluated by the Board of Executives for consideration of any necessary disciplinary action, which includes but is not limited to, warning and/or ban from soccer premises. Please refer to our Dispute and Appeals Policy for further details.

An alternative avenue that can be used to report any situation of harassment, abuse or discrimination either as a victim or witness is to contact the Canadian Sport Helpline at:

[info@abuse-free-sport.ca](mailto:info@abuse-free-sport.ca)

Phone / text message: 1-888-83SPORT (1-888-837-7678)

## 13. Code of Conduct to Protect Children

### 13.1 Responsibilities

Central Queens Clippers Soccer Club (CQCSC) has developed the following Child Protection Code of Conduct to guide our members in their interactions with children. The safety, rights and well-being of children we serve are at the core of our daily programs. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries.

### 13.2 Why a Child Protection Code of Conduct is important?

CSCSC is committed to ensuring all children are protected and safe. A Code of Conduct is an important part of creating safe environments for children. The safety, rights and well-being of children participating in our programs is a priority in our daily operations. The intent of the Code of Conduct is to guide our members in developing healthy relationships with the children involved in sport programs delivered by our organization and to model appropriate boundaries for children.

### 13.3 Treating Children With Dignity and Maintaining Boundaries

All staff/volunteers must:

- Treat all children with respect and dignity
- Establish, respect, and maintain appropriate boundaries with all children and families involved in activities or programs delivered by the organization

It is important to monitor your own behaviour towards children, and pay close attention to the behaviour of your peers to ensure that behaviour is appropriate and respectful, and will be perceived as such by others.

All of your interactions and activities with children:

- should be known to, and approved by the board, where applicable, and the parents of the child
- tied to your duties, and
- designed to develop the child's skills in the sport program

Always consider the child's reaction to any activities, conversations, behaviour or other interactions. If at any time you are in doubt about the appropriateness of your own behaviour or the behaviour of others, you should discuss it with the designated person within your organization. Examples of unacceptable behaviour toward a child:

- embarrassing
- shaming
- blaming
- humiliating
- putting them down

### 13.4 General Rules of Behaviour

Members of the organization must not:

- Engage in any sort of physical contact with a child that may make the child or a reasonable observer feel uncomfortable, or that may be seen by a reasonable observer to be violating reasonable boundaries.
- Engage in any communication with a child within or outside of duties with the child, that may make the child uncomfortable or that may be seen by a reasonable observer to be violating reasonable boundaries.
- Engage in any behaviour that goes against (or appears to go against) the organization's mandate, policies, or Code of Conduct to Protect Children, regardless of whether or not they are serving the organization at that moment
- Conduct their own investigation into allegations or suspicions of potentially illegal or
- inappropriate behaviour – it is a staff/ volunteer's duty to report the matter to the designated person, Child Welfare Agency, or law enforcement, not to investigate.

### 13.5 What Constitutes Inappropriate Behaviour

Inappropriate behaviour includes:

1. Inappropriate Communication. Communication with a child or their family outside of the context of duties for the organization, regardless of who initiated the exchange. For example:
  - Personal phone calls not tied to duties with the child
  - Electronic communications (email, text message, instant message, online chats, social networking including "friending", etc.) not tied to duties with the child
  - Personal letters not tied to duties with the child
  - Excessive communications (online or offline)
2. Inappropriate Contact. Spending unauthorized time with a child outside of designated duties with the organization.
3. Favouritism. Singling out a child or certain children and providing special privileges and attention. (for example, paying a lot of attention to, giving or sending personalized gifts, or allowing privileges that are excessive, unwarranted or inappropriate.)
4. Taking Personal Photos/Videos. Using a personal cell phone, camera or video to take pictures of a child, or allowing any other person to do so, as well as uploading or copying any pictures you may have taken of a child to the Internet or any personal storage device. Pictures taken as part of your job duties are acceptable, however, the pictures are to remain with the organization and not be used by you in a personal capacity.
5. Telling sexual jokes to a child, or making comments to a child that are or is in any way suggestive, explicit or personal.
6. Showing a child material that is sexual in nature, including, signs, cartoons, graphic novels, calendars, literature, photographs, screen savers, or displaying such material in plain view of a child, or making such material available to a child.
7. Intimidating or threatening a child.
8. Making fun of a child.



Inappropriate behaviour will not be tolerated, especially as it relates to the well-being of the children involved in activities or programs delivered by the sport organization. Whether or not a particular behavior or action constitutes inappropriate behaviour will be a matter determined by the organization having regard to all of the circumstances, including past behaviour, and allegations or suspicions related to such behaviour.

### 13.6 Reporting Requirements

All members must report suspected child sexual abuse, inappropriate behaviour or incidents that they become aware of, whether the behaviour or incidents were personally witnessed or not. See the Child Protection Policy for more information on where and how to report.

## **14. Child Protection Policy**

### 14.1 Responsibilities

As coaches, managers and staff leading a sport organization that deals primarily with children, it is our duty to ensure they are provided with a safe environment. Central Queens Clippers Soccer Club (CQCSC) considers a child to be anyone under eighteen.

### 14.2 What to do when you Witness Inappropriate Conduct

If a CQCSC coach, manager or staff member witnesses or becomes aware of any contravention of the above policy, it shall immediately be reported to the Executive Coordinator of the Club. If there is a conflict with that individual, a report can be made directly to the President.

### 14.3 What to do when you Suspect Child Abuse

If a CQCSC coach, manager or staff member were to witness or have a suspicion of child abuse, make sure the child involved is safe. Then the incident(s) shall be immediately reported to the (1) RCMP - Queens District, (2) PEI Child Protection Services and (3) the Executive Coordinator of the Club.

An alternative avenue that can be used to offer support to any victim or witness of a situation of harassment, abuse or discrimination is to contact the Canadian Sport Helpline at:

info@abuse-free-sport.ca

Phone / text message: 1-888-83SPORT (1-888-837-7678)

#### 14.4 Additional Information

For further information on coach certification pertaining to child protection: [Respect in Sport for Activity Leaders](#)

For further information on child protection: [Canadian Centre for Child Protection](#)

### 15. Anti-Bullying Policy

#### 15.1 Policy

According to Canada Soccer's Anti-Bullying Policy, outlined in [Canada Soccer Guide to Safety](#), bullying in any form is not tolerated.

Bullying is the severe or repeated use of oral, written, electronic or other technological expression, image, sound, data or intelligence of any nature (regardless of the method of transmission), or a physical act or gesture, or any combination thereof, directed at another individual that to a reasonably objective person has the effect of:

1. causing physical or emotional harm to the other person or damage to the other person's property;
2. placing the other person in reasonable fear of harm to himself/herself or of damage to his/her property;
3. creating a hostile environment for the other person at any soccer activity;
4. infringing on the rights of the other person at any soccer activity; or
5. materially and substantially disrupting the orderly operation of any soccer activity.

The goal of this policy is to ensure that all members of the soccer community have access to a safe environment to learn and grow.

#### 15.2 Disciplinary Action

Any breach of this code can be sent to [president@centralqueensclippersoccerclub.ca](mailto:president@centralqueensclippersoccerclub.ca) Critical information such as the day, time, details of the occurrence and persons involved or who may have witnessed the situation should be included in the correspondence. Any type of behaviour as described above will be evaluated by the Board of Executives for consideration of any necessary disciplinary action, which includes but is not limited to, warning and/or ban from soccer premises. Please refer to our Dispute and Appeals Policy for further details.

An alternative avenue that can be used to report any situation of harassment, abuse or discrimination either as a victim or witness is to contact the Canadian Sport Helpline at:

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Phone / text message: 1-888-83SPORT (1-888-837-7678)

## **16. Appeal and Dispute Resolution Policy**

### 16.1 Discipline

*Discipline Director* - The Board will appoint a Discipline Director or other committee to whom all complaints by Members, parents of Members (if the Member is younger than 18 years old), or by Directors, about Members, parents of Members (if the Member is younger than 18 years old), or Directors, may be directed. If this individual or committee is in a conflict of interest for a particular complaint, another individual or committee will be appointed to handle that particular complaint.

*Complaint Format* - Complaints must be submitted in writing and within thirty (30) days of the alleged incident occurring. Complaints submitted outside of the timeline may be permitted at the Discipline Director's discretion.

*Complaint Nature* - Complaints may be submitted about the violation of any of the Club's rules, regulations, standards of conduct, or of the By-laws. Complaints are to be submitted to [president@centralqueensclippersoccerclub.ca](mailto:president@centralqueensclippersoccerclub.ca) and must include as much detail as possible such as who was involved, what was said or done, what witnesses were present, date and time of occurrence and any other detail that may be deemed relevant.

*Complaint Management* - Provided that the Discipline Director follows the rules of natural justice and procedural fairness, and acts in an unbiased and non-conflicted manner, the

Discipline Director may decide the format for hearing the complaint, collect evidence (if applicable), accept submissions from interested and affected parties, and render a decision. The Discipline Director must follow up within five business days of the lodging of the complaint to confirm that the complaint has been received and timeline of the process.

*Complaint Decision* - Provided the individual or group against whom the complaint has been filed has been made aware of the nature of the complaint and identity of the complainant and has been given the opportunity to be heard and respond to the complaint, the Discipline Director may render a decision. A member may be fined, placed on probation or performance bond, censured, suspended or expelled from membership for cause after lodging a formal complaint that is substantiated at a hearing held in accordance with the Respective Governing Body.

*Appeal* - Decisions by the Discipline Director may be appealed.

*Alternate Process* - At the discretion of the Discipline Director and with approval from the Board, the complaint process outlined in these By-laws may be substituted by an alternate process approved by the parties to the complaint. The Board may suspend a member without a formal complaint and hearing in extraordinary circumstances, as determined by the Board. The Board shall provide reasons for the proposed suspension and request submissions be provided by the member at issue in writing or verbally within seven days from the date of the notice. Such submissions, if any, shall be considered and a final decision made by the Board.

*Rights* - A member that is suspended loses all rights of membership until the suspension has been completed.

## 16.2 Appeal

*Appeal Panel* - The Board will appoint a three-person Appeal Panel to whom all appeals by Members or by Directors, about the decisions of Directors or the Club, may be directed. If an individual on this Panel has a conflict of interest for a particular appeal, or was involved in the original decision, another individual will be appointed to be a part of the Appeal Panel for that particular appeal.

*Appeal Format* - Appeals must be submitted in writing and within seven (7) days of the decision. Appeals submitted outside of the timeline may be permitted at the Appeal Panel's discretion.

*Appeal Nature* - Not all decisions by the Directors or by the Club may be appealed. Some decisions that may not be appealed include but are not limited to: employment, the rules of the sport, volunteer/coach appointments, budgeting and budget implementation, the Club's structure and committee appointments, and decisions made by the Appeal Panel.

*Appeal Management* - Provided that the Appeal Panel follows the rules of natural justice and procedural fairness, and acts in an unbiased and non-conflicted manner, the Appeal Panel may decide the format for hearing the complaint, collect evidence (if applicable), accept submissions from interested and affected parties, and render a decision.

*Appeal Decision* - Provided the individual or group against whose decision the appeal has been filed has been made aware of the nature of the appeal and the identity of the appellant, and has been given the opportunity to be heard and respond to the appeal, the Appeal Panel may decide to accept the appeal and issue a new decision, accept the appeal and refer the decision back to the original decision-maker with new instructions or information to consider while making a new decision, or deny the appeal.

*Alternate Process* - At the discretion of the Appeal Panel, and with approval from the Board, the appeal process outlined in this policy may be substituted by an alternate process approved by the parties to the appeal.

Note: The definition and concept of natural justice can be found here:

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/canadian-citizenship/admininistration/decisions/natural-justice-procedural-fairness.html>

## **17. Harassment Policy**

### 17.1 Policy

Refrain from any behaviour that is harassment, where harassment is defined according to the Canadian Human Rights Commission as a form of discrimination that involves any unwanted physical or verbal behaviour that offends or humiliates. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment. Types of behaviour that constitute harassment include, but are not limited to:

1. Written or verbal abuse, threats, or outburst;
2. Unwelcome remarks, jokes, comments, innuendo, or taunts;
3. Leering or other suggestive or obscene gestures;
4. Condescending or patronizing behaviour which is intended to undermine self-esteem, weaken performance or negatively affect conditions or participation;
5. Practical jokes which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance;
6. Any form of hazing;
7. Retaliation or threats of retaliation against an individual who reports harassment;

8. Bullying, including but not limited to, verbal, social, physical and cyber bullying;
9. Offensive or intimidating phone calls, text, voice mail or emails;
10. Displaying or circulating offensive pictures, photographs, or materials in printed or electronic form;
11. Psychological abuse;
12. Discrimination;
13. Words, actions, or an environment which is known or should reasonably be known to be offensive, embarrassing, humiliating, demeaning, or intimidating; and
14. Behaviours such as described above that are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment.
15. Refrain from any behaviour that constitutes violence, where violence is defined as the exercise of physical force, that causes or could cause physical injury; an attempt to exercise physical force that could cause physical injury; or a statement or behaviour that it is reasonable to interpret as a threat to exercise physical force. Types of behaviour that are applicable to this section include, but are not limited to:
  - Verbal threats to attack;
  - Sending or leaving threatening notes, text, voice mail, social media, or emails;
  - Making threatening physical gestures;
  - Wielding a weapon;
  - Hitting, pinching, or unwanted touching which is not accidental or deemed to be generally accepted as a part of sport participation;
  - Throwing an object in the direction of someone;
  - Blocking normal movement or physical interference, with or without the use of equipment; and
  - Any attempt to engage in the type of conduct outlined above.

Refrain from any behaviour that constitutes sexual harassment, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favours, or conduct of sexual nature. Types of behaviour that constitute sexual harassment include, but are not limited to:

- Sexist jokes;
- Sexual violence;
- Displaying of sexually offensive material;
- Sexually degrading words used to describe a person;
- Inquiries or comments about a person's sex life;
- Unwelcome sexual flirtations, advances, requests, invitations, or propositions;
- Inappropriate sexual touching, advance, suggestions, or requests;
- Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing; and
- Physical or sexual assault.

## 17.2 Disciplinary Action

Any breach of this code can be sent to [president@centralqueensclippersoccerclub.ca](mailto:president@centralqueensclippersoccerclub.ca) Critical information such as the day, time, details of the occurrence and persons involved or who may have witnessed the situation should be included in the correspondence. Any type of behaviour as described above will be evaluated by the Board of Executives for consideration of any necessary disciplinary action, which includes but is not limited to, warning and/or ban from soccer premises. Please refer to our Dispute and Appeals Policy for further details.

An alternative avenue that can be used to report any situation of harassment, abuse or discrimination either as a victim or witness is to contact the Canadian Sport Helpline at:

[info@abuse-free-sport.ca](mailto:info@abuse-free-sport.ca)

Phone / text message: 1-888-83SPORT (1-888-837-7678)

## 18. Discipline Policy

18.0 As a member of the PEI Soccer Association, ~~The~~The Central Queens Clippers Soccer Association will abide by the policy adopted by the PEI Soccer Association, unless otherwise indicated in this policy manual.

## 19. Complaints Policy

19.0 As a member of the PEI Soccer Association, ~~The~~The Central Queens Clippers Soccer Association will abide by the policy adopted by the PEI Soccer Association, unless otherwise indicated in this policy manual.-

## 20. Policy Review:

### 20.1 Scheduled Review

This policy manual will be reviewed at least once every 3 years. Revisions may be made more often, on an as-needed basis.