Event Name	NEW YEAR'S OPEN 2026
Event Dates	JANUARY 16-18, 2026
Event Website	https://www.ontariovolleyball.org/convention-centre-events
Venue	International Centre, 6900 Airport Road, Mississauga, ON, L4V 1E8 - Halls 2-5
EPP Version	1.0

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SECTION 1: INTRODUCTION

Ontario Volleyball is a provincial sport organization that strives for growth and development through innovation, collaboration, and education. The 2026 New Year's Open will have 192 Teams participating at the International Centre in Mississauga, Ontario in the 18U Boys and Girls Divisions.

1.1 Activation

Any member of the staff is authorized to request activation of any section of this Emergency Action Plan (EAP) and Safety Manual through the Event Director. The Event Director may activate any part of this plan before, during or after an emergency or major tournament interruption has occurred.

In addition, other venue or local Emergency Plans may be activated, resulting in this activation of this EAP and Safety Manual and the response structure outlined within.

1.2 Purpose

This EAP and Safety Manual is intended to facilitate coordination of emergency resources and personnel prior, during or after an incident has occurred.

The purpose of the Plan is to protect employees and participants from serious injury, property loss, or loss of life, in the event of an actual or potential major disaster. A major disaster may include any of the following: fire, tornado, earthquake, bomb threat, or hazardous chemical spill. In the event of a major disaster, this Event Safety Directive describes the initial responsibilities and actions to be taken to protect all employees and participants until the appropriate municipal responders take over.

1.3 Scope

This EAP and Safety Manual is designed to prepare staff for any type of incident or emergency that could interrupt event operations. It establishes an emergency management structure by assisting responsibilities to specific functions ensuring a coordinated, all-hazards approach.

1.4 Authority

This EAP and Safety Plan was developed within parameters set by standards and best practices in risk, emergency and continuity management. This plan is designed based on CSA Z1600 Emergency and Continuity Management, ISO 223 Societal Security and is approved by the Executive Director of Ontario Volleyball.

The safety, health and welfare of all the individuals involved with Ontario Volleyball is of vital importance. Safety is a condition of participation with Ontario Volleyball and shall not be sacrificed for expediency.

It is our belief that all incidents can be prevented, and every effort shall be made to:

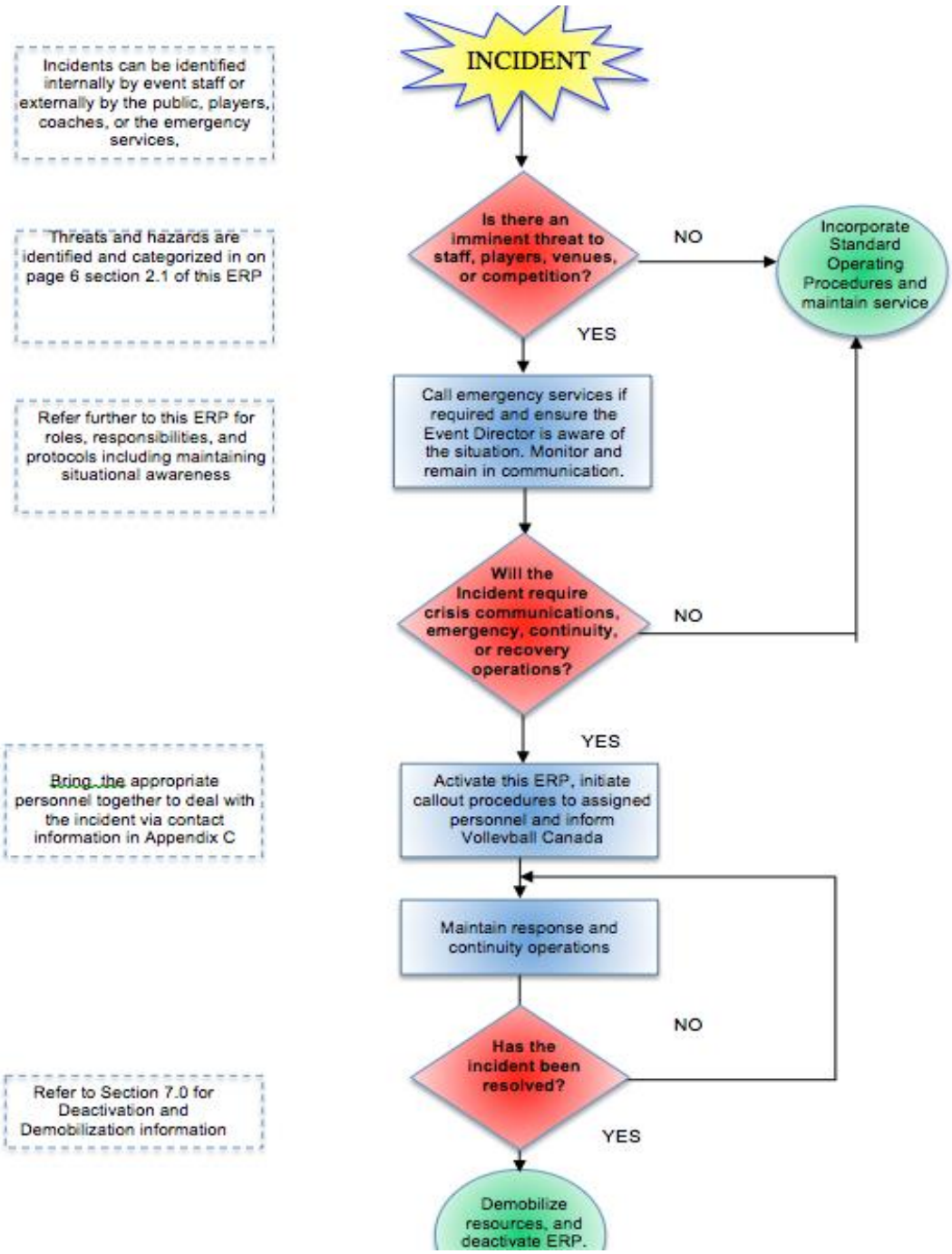
- Identify hazards;

- Communicate hazards to others;
- Control or reduce the risk of those hazards

As outlined in this EAP and Safety Manual, safety is a shared responsibility by all OVA Staff, EY Centre staff, Officials, Referee Development Team Members, Competitors, hired Event Staff, and spectators. Safety shall be an integral component of tournament activities – together we can create a positive safety culture and ensure a successful tournament.

All individuals involved have the right to know; participate or refuse in activities they feel are unsafe. Following the policies and procedures outlined in this EAP and Manual will greatly improve the safety of all in attendance. Additionally, all event participants, including spectators are bound to all OVA policies, procedures, and code of conduct. These can be found on the OVA website at https://www.ontariovolleyball.org/policies

1.5 Escalation & Notification Process



1.6 Distribution

This plan will be available electronically to OVA staff, International Centre staff, Security, and medical staff. Hard copies may be distributed at the discretion of the Event Director and stored in a secure place at the venue.

1.7 General Procedures

It is impossible to provide specific information for all situations. There is no guarantee implied by this plan that a perfect response to disaster emergency incidents will be practical or possible. Therefore, this plan is a guide for employees to familiarize themselves with basic emergency planning, response, and evaluation.

1.7.1 Communications

Two-way radios are being used by OVA staff, evet staff, referees, medical staff and security staff. The OVA staff and International Centre Event Coordinators will be in contact via direct line phone from the OVA's HQ to the International Centre Administration Office.

If a medical emergency is on the court side, first aid will be radioed to the court to assist the athlete in need. For working referring referees, they are to ask the Head Referee to call medical to their court if required. If the referee cannot see the head referee, they are asked to send a member of the team to the first aid desk to ask for assistance. There are two first aid stations; one in each of Hall 5 and Hall 4.

If a security guard is required for an emergency, the OVA will radio them to ask for assistance.

1.7.2 Radio Channels

1 – OVA Staff
2 - Medical Staff
3 – Referee Development Team Members
4 – Event Staff
5 – Security

1.7.3 International Centre Event Security & Parking Management

The OVA will always have 4 security staff roving inside the building as well as one Security Supervisor to aid International Centre and OVA staff with safely delivering the 2026 New Year's Open during event hours and one guard on site overnight.

There are parking guards hired for event days from Carraway Parking Management to aid with direction of traffic flow and to ensure lane ways are not blocked and patrons are not parking illegally in disabled parking spots or in fire zones, etc. Carraway will be providing wayfinding signage for parking management.

1.7.4 Medical Staff

The OVA will use the medical services from Carleton University certified Athletic Therapists. There will always be six athletic therapists onsite during competition hours. Their experienced team of Athletic Therapists are certified first responders, and have experience in dealing with emergency care, acute injury assessment & management, concussion management, as well as return to activity protocols.

The First Aid tents will be visible at Hall 4 and 5 of the building and have a roving team throughout the event. Please look out for the universal first aid on the tents to identify each first aid area. You can also view the facility map that clearly identifies the two first aid locations in Hall 4 and 5.

EQUIPMENT PROVIDED:

- Portable Treatment Tables x 2 per location
- Basic First Aid Supplies (gloves, gauze, bandages, triangular bandages, etc)
- Any major medical supplies (splints, ice bags, flexi-wraps, tensors, Oxygen use, tape supplies)

1.7.5 Medical Onsite Hours

- Day 1 of Competition – 8:00AM to 6:00pm*
- Day 2 of Competition – 6:30AM to 11:00PM
- Day 3 of Competition – 9:00AM to 6:00PM*

**Note*: *medical coverage will not be released from the event until all playing areas have been cleared for the night*.

1.7.6 Defibrillators

There are two defibrillators within the facility. The first is located on the second floor outside of the Headquarters office and the second is in the security office.

Wishbone Athletics will be bringing two portable defibrillators to have one each first aid tent in halls 4 and 5.

1.7.7 Ambulance Calls

The preference is for all 911 calls to be placed via medical staff to ensure they can direct the paramedics to the closest door of the accident or incident; however, this is not always the case. Medical team is to contact the client services manager on site at 416-891-2505 to make them aware an ambulance has been called. Tournament Director or Medical team to radio security to make them aware and assist in the situation to have them wait at the door for the ambulance to bring them inside.

If Client Services or Security is unreachable, please call Carraway Inc. (parking management) to assist in routing the emergency vehicles to the appropriate entrance. Carraway Inc. 416-723-0451

If you need to call 911 for an ambulance, the address of the International Centre is 6900 Airport Road, Mississauga, ON, L4V 1E8. Please tell the dispatcher which door to enter through that is closest to the emergency.

OVA will submit a copy of an accident report prepared by your Event's First Aid Provider or your Event's Security to the Centre's Client Services and/or Security department.

SECTION 2: EVENT SPECIFICS

2.1 Event Information

EVENT SECURITY OFFICE		EVENT MEDICAL OFFICE	
Supplier Name	Tone-Gar Security Services Inc	Supplier Name	Wishbone Athletics
On Site Location	Floating	On Site Location	Hall 4 and 5 First Aid Tents, Concussion Assessment Room 510
How To Contact?	Two-way radio communication. Channel 5.	How To Contact?	Two-way Radio communication. Channel 2.

2.2 Event Overview

Date(s)	Times (Start – Finish)	Event Status (eg; Move In, Event Day, Move Out, etc)
WEDNESDAY JANUARY 14, 2026	7:30am to 11:00pm	Move in and court set up day.
THURSSDAY, JANUARY 15, 2026	8:00am to 8:00pm	Branding of facility, final court checks, safety walk through, setting up Pixellot cameras.
FRIDAY, JANUARY 16, 2026	7:30AM to 9:00PM	Competitions day 1 Match times: 9:00AM to 7:00PM Vendors move into Hall 1.
SATURDAY, JANUARY 17, 2026	6:30AM TO 11:00PM	Competitions Day 2 (Playoffs)/Day 1 Match times AM Wave: 7:30AM to 2:30PM Match times: PM Wave: 3:00-10:30PM Vendor Hours 7:30AM to 9:00PM
SUNDAY, JANUARY 18, 2026	8:30am to 11:59pm	Competition Day 2 Match times : 10:00AM to 5 :00PM Vendors from 9:00AM to 5:00PM Teardown of complete facility but EOD – Crates packed with sportcourt

MONDAY, JANUARY 19, 2026	8:30PM to 12:30PM	Ship all 5 TransPro trucks of OVA equipment

2.3 Event Notes & Considerations (Security / Safety / Health / Vulnerable Participant Related

Participants – As this is a youth sporting event, athletes participating in the 18U category will be on-site playing in the tournament. Parents/guardians/team managers and coaches take responsibility of the minors on-site at the event. The OVA has an emergency contact phone number for every team that is collected via the MRS event registration process that we can call if there is a specific issue with a member of their team.

Medical Services – On court injuries will be athletic specific to ankle rolls, knee injuries, jammed fingers, sore shoulders, concussions from player collisions or balls to the head, etc. Wishbone Therapists will be on site for all days of competition. There are 2 Medical Services Tents (Hall 4 and Hall 5 and concussion assessment room 510). Six certified athletic therapists with first aid training will always be on site and are not released at the end of the day until they have all clear from the OVA Tournament Director.

Security – 4 guards will be roving inside the facility and are managed by an additional Security Supervisor who will have direct contact with OVA staff via two-way radio.

2.4 Emergency Preparedness Team

Event Organization – Leadership Contacts

ORDER	FULL NAME	TITLE / RESPONSIBILITY	PHONE NUMBER
Incident Commander			
1	ALISHIA LIDUMS	DIRECTOR OF OPERATIONS	647-309-7431
Leadership Team			
2	MARK WIERSMA	YOUTH COMPETITIONS MANAGER	226-627-0131
3	JACOB BARKER	YOUTH COMPETITIONS LEAD	416.426.7233
4	DYLAN BRENNAND	COMMUNICATION LEAD	
Media & Public Relations			
5	GEORGE HUFFMAN	COMMUNICATIONS COORDINATOR	416.426.7019

Operational / Departmental / Floor Team Leads			
1	ALISHIA LIDUMS	TOURNAMENT DIRECTOR	647-309-7431
2	MARK WIERSMA	LOGISTICS & EVENT STAFF LEAD	226-627-0131
3	JACOB BARKER	TOURNAMENT COORDINATOR, LOGISTICS SUPPORT	416.426.7233

4	GEORGE HUFFMAN	COMMUNICATIONS & VENDOR LEAD	416.426.7019
5	CLAIRE MELANSON	TOURNAMENT COORDINATOR	647.277.7964
6	KAREN LESLIE	EVENT STAFF LEAD	

SECTION 3: THREATS AND HAZARDS

The threat assessment and hazard identification are based on Public Safety Canada's All Hazards Risk Assessment Methodology Guidelines. General threats and hazards have been identified and the following risk assessment has been completed.

3.1 Risk Assessment

The threat assessment and hazard identification provides an opportunity for the prioritization of the development of contingency plans and exercises. The likely planning priorities for the OVA Championship events are:

1. Athletic Injuries – this includes concussions, sprains or broken bones.
2. Facility Loss – this includes a catastrophic failure of the facility or total restrictions to entry.
3. Facility Evacuation – a short- or long-term displacement away from the facility.
4. Power Failure – loss of power would likely suspend tournament play.
5. Telecommunications Failure – loss of cell towers would require contingency plans.
6. Severe Weather – the inability to access facilities would impact event continuity.
7. IT Failure – failure of Internet connection or software would require contingency plans.
8. Hazardous Materials Release – awareness of proximity to potential chemical hazards.
9. Shelter in Place – due to the direction of emergency services to remain indoors.
10. Infectious Disease – prevention measures would need to be taken.
11. Common Hazards – Spills, Unruly Behaviors,

SECTION 4: CONCEPT OF OPERATIONS

The OVA Staff will take a lead role in any incident related to an interruption of the OVA tournaments. Further, this EAP conceptualizes two phases during an emergency: the Response Phase, and the Recovery Phase. The Response Phase includes actions taken to reduce the impact, while the Recovery Phase suggests actions to restore the OVA tournaments back to normal or modified operations to provide event continuity.

4.1 Situational Awareness (SA)

Situational Awareness (SA) is the continual process of collecting, analyzing, and disseminating intelligence, information, and knowledge to allow organizations and individuals to prepare and respond appropriately. In short, SA provides the background to make decisions during an incident to resume normal event operations. Situational Awareness is most effective when all available information is consolidated and managed in one location.

4.1.1 Incident

An incident is an occurrence that requires a response to protect life, property, or the environment and/or ensure event continuity. An incident may be geographically confined (e.g., within a facility) or dispersed (e.g., a widespread power outage). They may be of noticeably short duration or continue for hours or days.

4.1.2 Emergency

An emergency is a situation or an impending situation that constitutes a danger of major proportions, which could result in serious harm to staff, players, or the public.

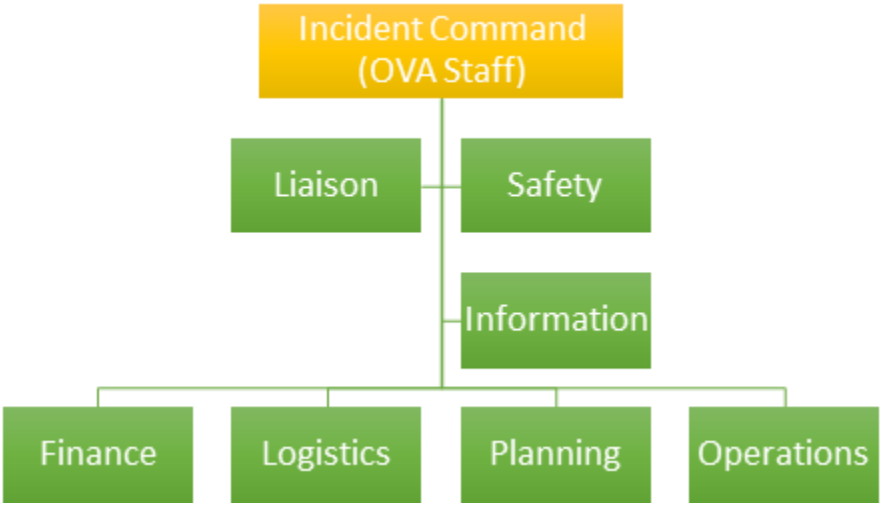
4.1.3 Recovery

Recovery identifies the activities and programs designed to return conditions to a level that is acceptable to the organization following an incident or emergency.

4.2 Incident Command System (ICS)

Emergency Service response principles and concepts are based upon the Incident Command System (ICS). The ICS is primarily a command-and-control system for managing standard, on-scene operations. Police, Fire, EMS, and other response entities incorporate the ICS, as it is scalable to any size of incident.

The standardized functions of the ICS ensure a common and effective approach to any incident or emergency. During a response, the following functions are always performed:



4.3 Incident command Post (ICP)

An Incident Command Post (ICP) is the location at the facility or site from which all incident planning and tactical operations are directed. It should be a designated room or space that the Event Director and incident response team gather to share information, prioritize objectives, and determine immediate actions to consider the incident and event continuity.

The Event Director may staff the ICP for any of the following reasons:

- Incident coordination required;
- Request from an emergency service;
- Emergency or crisis identified through stakeholders;
- Coordination of information or communications.

The Incident Command Post will be equipped with security and life safety related resources to effectively respond to an emergency during the tournament. The following resources will be available in the ICP:

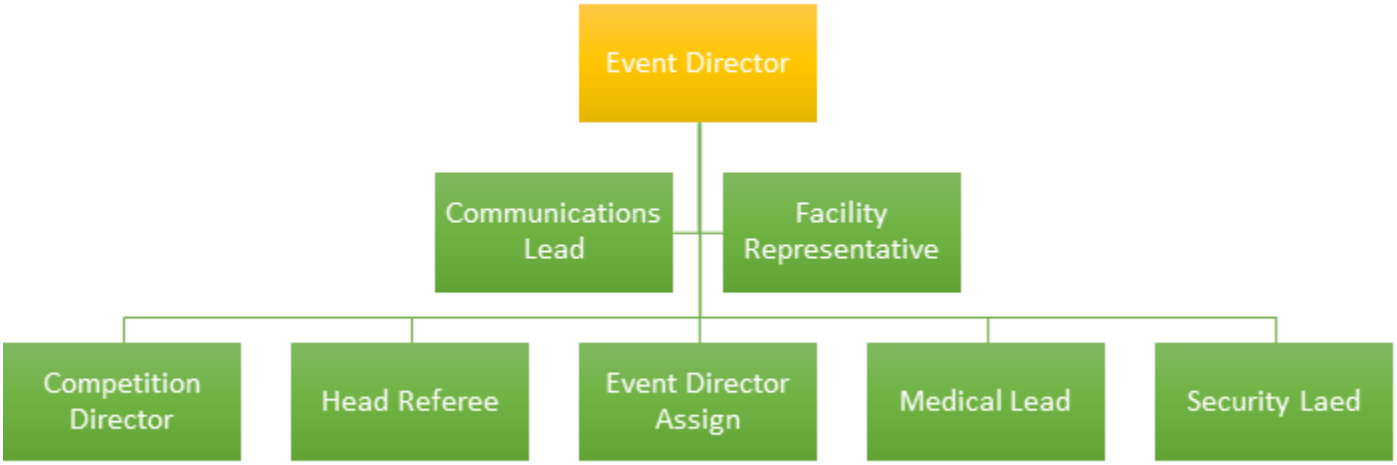
- Emergency Management Documentation
  - Copies of the Emergency Action Plan
  - Incident Response Team Contact List
  - Accident Report Forms
  - Incident Report Forms
  - Concussion Policy and event protocols
  - Concussion Assessment Letter
  - Concussion Clearance to Play Letter
- Floor Plans Approved by EY Centre
  - Large copies on the wall for planning needs.
  - Small copies available for distribution to key stakeholders.

- Communication Mechanisms
    - Walkie Talkies
    - Emergency Event hotline: 647-467-5514
    - Megaphones
    - Printed Contact list
- Fire and Safety Equipment
    - First aid kit
    - Safety vests
    - Flashlights
    - Wheelchairs
- Miscellaneous Equipment
    - Notebooks, pens and pencils
    - General stationery supplies (tape, staplers, hole punches, etc)

4.3.1 Incident Response Team (IRT)

The event IRT is created to provide support to a site-specific or facility incident. The Event Director is the Incident Commander (IC) of the event IRT that consists of the following staff or representatives:

- Event Director
- Competition Director
- Communications Lead
- Referee Director
- Head Referee
- Facility Representative
- Medical Personnel
- Security Personnel



4.4 Ontario Volleyball Emergency Operations Centre (OVEOC)

An Emergency Operations Centre (EOC) exists to support emergency operations at a site or Incident Command Post (ICP). Ontario Volleyball has been identified as having significant emergency and continuity responsibilities and must be prepared to act as either a lead or play a major supporting role. The OVEOC is the location away from the site where OVA staff and representatives gather to provide support to the Incident Commander (Event Director) by assisting with event continuity.

The OVEOC may open for any of the following reasons:

- Multiple event or facility coordination required;
- Request from an Event Director;
- Emergency or crisis identified through stakeholders;
- Coordination of information or communications.

4.4.1 Ontario Volleyball Response Team (OVRT)

The OVRT is created to provide support during one or more incidents or emergencies. The Director of Operations is the Manager of the OVRT. The OVRT consists of the following staff or their designates:

- Director of Operations
- Communications Lead
- Additional OVA staff as assigned.

4.5 Planning Process

Establishing a routine for decision-making is critical as individuals congregate and collaborate under difficult circumstances. The Incident Command System uses a "management by objectives" approach. Once the problems associated with the incident are identified, the next step is to establish incident objectives, choose appropriate strategies to meet the objectives, and task individuals to come up with a solution.

4.5.1 Planning Cycle

The Planning Cycle Meeting is an example of a model process for gathering and sharing information, making informed decisions, and implementing those decisions in a timely manner.

The five steps in the Planning Cycle are:

1. Assess the Situation;
2. Prioritize the Objectives and Strategies;
3. Develop a Plan and assign Tactics;
4. Implement the Plan;
5. Maintain Situational Awareness.

4.6 Emergency Response Notification

4.6.1 Roles and Responsibilities

Any leader in a supervisory position is responsible for ensuring the safety and security of all players, coaches, staff, referees and spectators.

ALL CONTRACTED EVENT STAFF (TOURNAMENT COORDINATORS, SCORESHEET RUNNERS, SET UP AND TEARDOWN CREW)

OVA Representatives have the responsibility to:

- Provide timely information to the Event Director.
- Provide guidance, assistance, and resources to any emergency response personnel.
- Prepare for Incident Response Team duties.
- Maintain situational awareness.
- Provide information for a post debrief as required.

Event Director

The Event Director has the responsibility to:

- Ensure activation and deactivation of this EAP.
- Provide support for emergency operations.
- Prepare staff for their roles and responsibilities.
- Maintains situational awareness.

The Event Director has the role of Incident Commander which;

- Accepts and maintains responsibility for overall support of the incident.
- Ensures safety and security of all staff.
- Manages all components of emergency response and recovery processes.
- Sets objectives, strategies, and tactics.
- Controls and accounts for all personnel and resources committed to the response.
- Sets staffing schedule and determines ongoing staffing requirements.
- Establishes and manages the appropriate command structure.
- Updates Ontario Volleyball as required.
- May function in the role of Competition Director if warranted by the event size.

Competition Director

- Provides direction for competition participants including spectators, teams, vendors, and VIP's in case of emergency;
- Pursues event continuity.
- Maintains situational awareness.

Communication Lead

- Advises Incident Command (Event Director) on issues related to media or emergency information dissemination.
- Ensure there is a primary contact and spokesperson for anyone who wants information about the incident.
- Establishes key messages for spokespersons.
- Coordinates information with emergency response organizations to ensure that clear and consistent messages are issued to all stakeholders.
- Provides emergency response information through various communication methods and tools (i.e. telephone recordings and social media);
- Monitors media to counteract rumors or misinformation.
- Maintains situational awareness.

Referee Representative

- Should be the Head Referee of the event.
- Liaises between the Event Director, the referee management team, and all referees.
- Supports incident operations through management of referees.
- Ensures that OVA rules and regulations are considered when determining event continuity and planning game postponements.
- Assist in filling out incident report, if required.
- Leads the penalty card tracking to aid OVA staff in applying sanctions to coaches or athletes.
- Maintains situations awareness.

Facility Representative

- Ensures venue specific emergency information is provided for this ERP.
- Manages facility staff during an incident.
- Maintains situational awareness.

Medical Personnel

- Ensure emergency first aid is available at the event.
- Manage emergency medical personnel at the site.
- Maintain autonomy as the medical authority on site.
- Lead the OVA Concussion Protocol and aid in tracking and return to play.
- Fill out accident report forms on behalf of the OVA.
- Maintain situational awareness.

Security Personnel

- Ensure all rented venue space is secure.
- Manage crowd control around feature matches, at awards ceremonies, and other highlight events.
- Aid in crowd control in lunchroom spaces and main concourse.
- Stop participants from ball handling anywhere off the playing court or running in hallways.
- Ensuring only ball free warmups are taking place in the designated ball free warm up space.
- Assist OVA with unruly participants, if necessary, removing unruly participants from the facility, calling police to aid in situations (if required)
- Maintain situational awareness.
- Assist in filling out incident reports, if required.

4.6.2 OVA Staff

OVA staff have the responsibility to:

- Provide timely information to the Director of Operations and Competition Director.
- Prepare for OVEOC Response Team duties.
- Maintain situational awareness.
- Provide information for a post debrief as required.

DIRECTOR OF OPERATIONS

The Director of Operations has the role of OVEOC Manager, which ensures safety and security of all staff by:

- Establishes an appropriate command structure.
- Accepts and maintains responsibility for overall support of the incident.
- Fulfills all response functions.
- Sets and prioritizes objectives and provides strategies for event continuity.
- Accounts for all personnel and resources committed to the response.
- Sets staffing schedule and determines ongoing staffing requirements.
- Updates the Executive Director of VC as required.
- Monitors sources of funding.
- Tracks timesheets for incident personnel and equipment.
- Identifies costs associated directly with the incident.

COMMUNICATIONS LEAD

- Advises Incident Command (Event Director) on issues related to media or emergency information dissemination.

- Ensures there is a primary contact and spokesperson for anyone who wants information about the incident.
- Establishes key messages for spokespersons.
- Coordinates information with emergency response organizations to ensure that clear and consistent messages are issued to all stakeholders.
- Provides emergency response information through various communication methods and tools (i.e. telephone recordings and social media);
- Monitors media to counteract rumours or misinformation.

4.6.3 DEACTIVATION

Upon satisfactory conclusion of the incident or emergency this EAP will be deactivated.

4.6.4 Debrief

A debrief provides a chance to review procedures and responses to an incident or emergency to gain a better understanding of what worked well. It involves an open discussion for all those involved to make recommendations to improve the response in the future. Areas to cover in the debrief can be found in Appendix A in the After-Action Report.

4.6.5 After Action Report

The OVA Staff should prepare and submit a final After-Action Report (Appendix a) that summarizes activities conducted and lessons learned. The report should include findings and financial information that identifies all emergency expenditures.

4.6.6 Plan Maintenance

This Plan will be reviewed and exercised by Ontario Volleyball and its partners annually to validate existing procedures and test operational components.

SECTION 5: PRE-EVENT PROTOCOLS

5.1 Communication and Information Sharing

These are the steps the OVA will take well in advance of the New Year's Open event to communicate to key stakeholders prior to their arrival on site. This will help the vendors, coaches, referees and event staff, facility staff, security, medical and participants to know exactly what to do and what to expect.

Prior to the event, the OVA will send out the Emergency Action Plan to the following groups:

1. Referee Management Team and working referees – will receive a link to the document on the OVA website by January 5th. A hard copy will be printed and kept in the Referee Lounge in Meeting Room A.
2. Vendors – all vendors will receive a copy via email prior to event load in, again highlighting key information and chains of command and protocols if there is an incident or emergency to be addressed.
3. Security –Security management will review the document prior to move in to ensure all pertinent information is included and they are aware of OVA on site protocols.
4. Hired Event Security –International Centre staff will be sent a copy of the EAP via email by December 22nd.
5. OVA Coaches and Club Personnel – A link to the EAP will be included online the tournament page, directing them to read and review the document prior to attending the event.
6. On site medical coverage – Wishbone Athletics Inc will receive a copy of the document via email prior to load in days. In addition, a hard copy will be placed in the 2 first aid locations in the venue for their reference.
7. Participants (athletes, coaches, referees, and spectators) – a copy of the Emergency Action Plan will be posted on the OVA website under the "Information for Teams" section.
8. Event staff – all event staff will be emailed a copy of the EAP prior to their first shift at International Centre Key areas will be highlighted for their information.

5.2.1 Policies

Ontario Volleyball has adopted several policies aimed at addressing the maltreatment of individuals in sport. These policies include:

- Person in Authority (PIA) Code of Conduct
- Discipline and Complaints Policy
- Code of Conduct
- Screening Policy
- Coach Eligibility Policy
- Referee Eligibility Policy
- Respect in Sport

A full list of Ontario Volleyball policies can be found here.

5.2.2 Person in Authority Code of Conduct

The OVA values the safety, rights and wellbeing of our athletes and their families. It is the responsibility of every OVA club, coach, volunteer and staff member to participate in the effort to create a safe environment for all OVA participants. Coaches play a vital role in shaping the youth of tomorrow through sport.

The OVA relies on them and other persons in authority to be role models and to put young athletes on a path to success. The dynamic between coach and athlete gives rise to a power imbalance and a culture of unquestioned trust that can result in abuse. As such, it is imperative that all persons in positions of authority (PIA) be held to a high standard of conduct. A PIA is any person who holds a position of authority over a Vulnerable individual pursuant to the role assigned to them. Persons in Authority include, but are not limited to, Club Directors and Club staff, Coaches, Managers, Trainers, Referees, Chaperones and persons who manage finances.

Abuse in sport, particularly sexual abuse and the grooming behaviour that precedes it, destroys the positive impact of sport and causes untold harm to victims and those around them. Consequently, the OVA has a strong obligation to establish and maintain systems that prevent abuse and respond to conduct that poses risk to OVA athletes.
maintain systems that prevent abuse and respond to conduct that poses risk to OVA athletes.

5.2.3 Person In Authority Code of Conduct – Purpose

This Person in Authority Code of Conduct is intended to protect OVA participants from abuse. It provides guidelines for conduct that are consistent with the development of healthy relationships between adult persons in authority and youth sport participants. The Code provides behaviour guideposts that identify inappropriate or concerning behaviour at an early stage to help better protect athletes and coaches.

OVA Safe Sport Person In Authority Code of Conduct & Rule of Two Clarification policies can be found HERE.

5.2.4 Member Eligibility Policies

Policies

Ontario Volleyball has adopted several policies aimed at addressing the maltreatment of individuals in sport. These policies include:

- Person in Authority (PIA) Code of Conduct
- Discipline and Complaints Policy
- Code of Conduct
- Screening Policy A full list of Ontario Volleyball policies can be found HERE
- Club Leader and Coach Eligibility Policies
- Referee Eligibility Policy

All policies can be found online at https://www.ontariovolleyball.org/policies

5.2.5 Respect in Sport Training

Respect in Sport is an accessible, online resource in the prevention of bullying, abuse, harassment, and discrimination (BAHD). The program's mission is to empower participants to recognize signs of BAHD and eliminate it from the game, through a global culture of respect.

One parent/guardian of every registered OVA athlete must have completed the Respect in Sport Court and have their certificate on file with the OVA.

SECTION 6: SAFETY WALK THROUGHS & VISUAL CHECKS

As part of delivering a safe tournament, OVA staff and facility staff conduct safety walkthroughs pre-event and nightly after each play day completes in preparation for day 2 and 3 of the event.

6.1 Pre—show Event Safety Walkthrough

After the completion of venue setup, the Director of Operations, Manager of Indoor Competitions or Youth Competitions Lead, along with an International Centre facility staff will complete the Safety Walk Through. This walk through will document any safety related issues found with OVA equipment or the facility itself. All concerns will be documented on the checklist when the initial walkthrough is performed the evening of Thursday, January 15, 2026.

Please see Appendix B for the OVA Pre-Show Safety Walkthrough Checklist.

6.2 Daily Show Safety Walk Throughs

At the end of each day, the Event Director will conduct a safety walkthrough of the playing areas and the vendor hall to ensure the venue and equipment is all in a safe working order.

Please see Appendix C for During Competition Safety Walkthrough Checklist.

6.3 Court Visual Safety Checks

The OVA has various levels of staff in place to complete visual safety checks throughout the competition day. These checks are done by court crew members, Head Referees, Area Supervisors and working referees. In addition, if any participant spots a safety concern, they are advised to report it to the working referee, court crew member or anyone working the event in an official capacity to be addressed.

Court Crew Members

The OVA has court crew members in place, that oversee the sport court systems and referee standards as well as net checks. Throughout the day, they will respond to radio calls to address any net height issues, sport court tile issues, etc. They will respond to calls by any OVA staff, facility staff, security, medical or participants. Additionally, these court crew members will deal with any light spills on court of water or sport drinks.

All court crew members have an official event walkie talkie and are to radio HQ for assistance with major spills, bodily fluid cleanup such as blood or vomit on the playing areas or aisles in the field of play or anywhere in the rented facility.

Head Referee

The OVA has two head referees per day to manage the 45+ working referees and Referee Development Team Members, including mentors and assignors.

Head Referees will be easily identifiable as they wear bright green shirts with "Referee Development Team" on the upper sleeve and black vests with "Referee Development Team" on the upper chest.

A Head Referee has a duty not only to manage the RDT, but they also play a critical role in assisting the Indoor Competition staff in delivering a safe competition.

The Head Referee's duties include, but are not limited to the following when pertaining to facility safety:

- Conduct a referees' meeting prior to the beginning of the event (for major tournaments) to clarify specific calls (e.g., facility notes, emergency action plan, interpretations, sport court rules, concussion protocols, caliber of play, etc.).
- The Head Referee should be prepared to deal with any referees working at the event who display inappropriate conduct (e.g., late arrival, improper uniform, etc.). The Head Referee should speak to the referee at fault and/or notify the assignor or the RRC and OVA office of any misconduct sanctions to be applied.
- The Head Referee for the event is to provide feedback on the performance of the referees working. This feedback is to be constructive in nature and designed to ensure quality and consistency of officiating throughout the province.
- The Head Referee will also act as a jury member should there be a protest during the event.
- Deliver a detailed report to the assignor of the tournament. Report should detail number and type of matches worked by each referee and any unusual event/protests that may have occurred. Report would also include any reports of conduct issues from referees, coaches, players, or spectators. This report must be presented to the assignor NO later than two days after the event.
- Liaise with OVA staff at events regarding referees' operations, assignments, etc, or any venue safety concerns they have while walking around the playing area.

Area Supervisors

The OVA has two Area Supervisors per day to manage 12 courts of the facility each day. Area supervisors will be easily identified as they wear bright green shirts with "Referee Development TEam" on the upper sleeve and black vests with "Referee Development Team" on the upper chest.

The Area Supervisors have a duty not only to manage the referees in their assigned areas, but they also play a critical role in assisting the Indoor Competition staff in delivering a safe competition.

Responsibilities include but are not limited to:

- Manage an area of 6 – 8 volleyball courts
- Approve/sign off on score sheets from each court, prior to being sent to the results room
- Mentor referees in their area by answering technical questions and providing feedback on referees on their performance
- Address any performance issues with referees in their areas, if required

- Rank referees daily in their area for the assignor
- Take part in the daily assigning meeting
- Serve as a member of the protest committee in their area
- Diffuse any on court situations or call OVA Staff if a breach in OVA Code of Conduct has taken place.
- Calling medical staff to their court areas, if required for athlete, referee or spectator injury

Working Referees

As per the Volleyball Canada rulebook and the OVA Referee Handbook, assigned referees to a match have the responsibility to ensure the safety of their assigned court.

As per Section IV Game Procedures in the Volleyball Canada rulebook, the referee is responsible for checking the net and the court. Before the start of a match or before resuming play, referees should check that the playing area is safe for all participants. This includes, but is not limited to, the following:

- Benches are far back enough away from the court.
- Players on the bench are away from the court.
- There is enough room for players to approach.
- Spectators are seated away from the sideline and behind the attack line.
- Padding is on the poles and the referee stand.
- Loose rope is tied around the net or pole or tucked into the pole padding.
- No wet spots or spills on the court.
- Put away from the court and playing area any loose items players can trip on or run into that can be moved (backpacks, ball carts, loose volleyballs, ball bags, shoes, water bottles, etc.).
- Check the floor/playing surface to ensure that it is flat and safe, no bumps or ridges, Sport Court is not sticking out, etc.
- Ensure that there are no sharp objects protruding from the posts or nets, taped down if necessary.

Finally, we can say that a good referee will use the rules to make the competition a fulfilling experience for all concerned.

Working referees are easily identifiable as they are wearing the navy-blue Volleyball Canada referee uniform and have the referee badge on their upper chest.

SECTION 7: EVACUATION PLAN

7.1 Assignments and Responsibilities

Crisis Management Team:

- OVA Staff (Director of Volleyball Operations, Indoor Program Manager & On Duty Competition Manager)
- International Centre Facility Manager

Crisis Management Team Responsibilities:

- Review plans, revise as necessary, and make copies available to all staff.
- Instruct personnel of their duties.
- Determine methods of monitoring emergency situations.
- Direct all initial emergency actions including the following:
    1. Assign tasks to personnel to carry out specific actions.
    2. Order evacuation, if deemed necessary.
    3. Take any other action necessary to protect life.
- Assess the nature and extent of all emergencies.
- Assume initial control of all emergency actions until local emergency personnel arrive.
- Obtain volunteers to carry out supporting actions.
- Develop a system to assist people who need assistance.
- When the alarm is activated, quickly check rooms on their floor as they exit the building and advise anyone, they see of the need to evacuate.
- Once out, advise Safety & Security personnel and/or emergency responders of anyone remaining in the building.
- Keep occupants from re-entering the building until advised by Safety & Security or emergency personnel that re-entry is allowed.
- Establish a procedure to account for employees.
- Establish a procedure for reporting to emergency personnel any missing, trapped, or injured occupants.

7.2 Evacuation Routes and Meeting Places

A map of evacuation routes will be displayed at the facility. Each map will show the way to an exit, depending on where people are in the building. The first-line supervisor will be responsible for informing patrons of these evacuation routes.

Meeting places will be established to account for individuals. There are four emergency mustering points in the case of a building evacuation are the furthest curb in any of the parking lots at International Centre.

7.3 Evacuation Persons with Physical Disabilities

Each person has different skills and abilities. This reality calls for specific provisions for individuals with disabilities in the event of an emergency. The employee with a disability is responsible for informing her/his immediate supervisor that she/he will require assistance during an evacuation. It is important not

to assume that persons with obvious disabilities need assistance, or to assume what type of assistance they may need.

A. Persons with disabilities must study and remain aware of the features of each building they are in, including stairways, exits, phone locations, and elevator procedures. At times, assistance from others may be needed. Individuals with disabilities may seek assistance (escorts) from others in their areas if emergency evacuation becomes necessary.

B. Evacuation of individuals with mobility limitations during an emergency is an area of concern. Most elevators will not operate (should not be used) during a fire alarm. Assign a designated area for persons who may need assistance in evacuation. The area for rescue assistance will have direct access to an exit, where those unable to use stairs or navigate the emergency route may remain. Examples are:

    1. One hour fire-resistive hallway adjacent to an exit.
    2. Vestibule located next to an exit enclosure.
    3. Stairway landing within a smoke-proof enclosure. Position the person so they do not obstruct the exit.

C. If a person remains in an area other than a designated area of rescue, then she/he must inform evacuating building occupants of their location.

D. OVA employees are not expected to endanger their own lives to help evacuate an employee, athlete or spectator. However, if an employee assists a person with mobility impairment to a designated area or is informed of a mobility impaired person remaining in a designated area, she/he must immediately inform responding emergency personnel or building representatives of the location of the person. Emergency personnel will evacuate the mobility impaired persons as necessary.

7.4 Building Evacuation Plan

At no time should staff or volunteers put themselves in danger. If they are not comfortable with the situation they are in, leave the building immediately and assist others once you are out of the building.

The following people will assist with evacuating participants quickly and safely:

The Competition Director will meet all Ontario Volleyball staff at the Ontario Volleyball headquarters and assign duties as needed for Ontario Volleyball staff.

Head Referees

- Ensure all Competitors, Officials and spectators from their Tournament site are accounted for and proceed to the nearest exit, as quickly and orderly as possible, without running.
- Confirm that all Tournament sites have been cleared.
- Once all Tournament sites are cleared in the Head Referees area, they are to notify the Ontario Volleyball Competition Manager by radio.
- Ontario Volleyball Competition Manager will inform the International Centre General Manager or designate once each area is clear.

- Head Referees have completed their official duties at that point. If they are comfortable doing so, they may choose to assist the International Centre staff in guiding the public out of the building.

The designated Ontario Volleyball Competitions Manager will report to the Customer Service desk and work with the International Centre Client Service Lead/Manager to ensure all areas of the facility have been cleared. The Ontario Volleyball Competition Manager will also work with Area Supervisors to ensure proper procedures are followed.

Ontario Volleyball Staff will, if safe to do so, make their way to the Ontario Volleyball office. Staff are to put on a safety vest. Each staff will be assigned duties by the Competition Director and duties may include but are not limited to:

- Directing pedestrian traffic as they leave the building.
- Ensuring Area Supervisors have the support and resources needed to fulfill their responsibilities.
- Providing instruction to volunteers to assist with the evacuation plan.

SECTION 8: SAFETY RULES

8.1 Safety Rules

The following safety rules have been developed to reduce the risk of an incident occurring. All persons engaged with a competition hosted by Ontario Volleyball will be expected to know and follow the safety rules:

1. There is no running or warming up (peppering) in the hallways.
    a. If a sprinkler head is hit, the sprinkler system will turn on in the entire building.
    b. If the sprinklers turn on, the fire alarm automatically turns on, which results in a full building evacuation.
    c. Teams must use the designated ball free warm up spaces for team warmups prior to their on-court warmups.
    d. No warming up is permitted on the floor outside of the court while Team A is warming up on court during an official match time. Team B must be in their bench area or can be shagging volleyballs for the opposing team and vice versa.
2. Jewelry such as rings, bracelets and necklaces or any items deemed unsafe by competition Officials shall be removed.
3. The OVA will have a minimum of four (4) medical staff on site to deal with injury. OVA accident reports will be filled out and kept on file with the OVA as well as International Centre staff for 7 years. See appendix D for a copy of the OVA accident report form.
4. Fighting; horseplay; practical jokes or interfering with others will not be tolerated.
5. Officials, athletes, spectators, staff and volunteers must not be under the influence of alcohol or illegal drugs.
6. All safety incidents will be reported to an Ontario Volleyball representative as soon as possible.
7. All equipment is to be used in the manner for which it is intended.
8. All competitors, coaches and spectators will keep their playing area clean and will pick up after themselves.
9. It is the responsibility of everyone at the tournament site to either identify and/or correct unsafe conditions immediately. All activities on the Tournament site shall be suspended until the situation has been rectified and approved by the OVA staff.

Ontario Volleyball reserves the right to exercise whatever discipline is necessary to ensure that safety rules are complied with – including removing an individual who is disobeying safety protocols.

TOURNAMENT INSPECTIONS

As part of our safety program, OVA Staff must complete an inspection of the Tournament playing area prior to the official Tournament start. Please see Appendix B of this manual for a copy of the checklist.

Although the checklist is to be completed prior to the Tournament, all those involved with the Tournament – but especially the Competition Managers and Officials, should be continuously monitoring their Tournament area for any unsafe practices or materials throughout the duration of the event.

The Tournament Director of each evening shift will conduct another walkthrough to prepare for the next day of competition.

All safety checklists and notes are to be placed in the Tournament Binder as well as scanned and uploaded into the OVA's Sharepoint online filing system to keep for future use.

SECTION 9: QUICK REFERENCE SAFETY INFORMATION

9.1 On Court First Aid Procedures

1. If an injury occurs on court and the person cannot make their way to the first aid tent, please proceed to a Head Referee and have them Radio OVA staff to call for medical assistance on court.
2. Tournament Staff will then contact the medical team on site and will direct them to the injury location.
3. For all other medical needs, please proceed to one of the two first aid tents (Hall 4 and 5) locations of the building. Please see Appendix E for the facility map).

The medical staff are available for first aid treatment and emergencies and will providing taping services to athletes if they bring their own athletic tape to the first aid rooms.

9.2 Minor Incident

Minor incidents include minor cuts, scrapes, bruises, and bumps (except on head).

When a Minor Injury occurs, and medical personnel are required, follow the appropriate steps for that individual.

1. Do not move from site of occurrence (unless further injury may result).
2. Official to inform Area Supervisor of injury on their court.
3. Area Supervisor radios OVA staff to call medical team to injury site.
4. Area Supervisor Informs Competition Manager via radio.
5. Competition Manager calls medical team personnel via radio to report injury and location.
6. If appropriate, parent and/or coaching staff escorts injured person to the first aid room.
7. Injury/Incident form to be completed by medical team staff.
8. Copy of all Injury/Incident forms to be given to the Competition Director at the end of the Tournament.
9. Competition Director to give a photocopy of all Injury/Incident forms to International Centre at the end of the Tournament.

9.3 Major Incident

Major disruptions include breach in OVA Code of Conduct, concerns with player safety through verbal, physical or sexual nature.

Where anyone on site believes an emergency exists, the following procedure may be used to remove the person from the event and to allow for a period of investigation:

Medical Emergencies (International Centre Protocol)

1. Call 911 and your Event's First Aid Service provider (if applicable)

2. Notify the Centre Client Services (416-891-2505)
3. Notify the Event's Security to assist in the situation. **List number here: Treena Didine (416-885-1946)**
4. Submit a copy of an incident report prepared by your Event's First Aid Provider or your Event's Security to the Centre's Client Services and/or Security department

Major Incident (Other than Medical Emergencies)

1. Contact Security and provide complete details of the situation;
2. Security will, where appropriate, either immediately attend and intervene or contact a member of the Incident Response Team for assistance.
3. Security to contact police if referral required.
4. Where warranted, Security and/or the member of the Incident Response Team shall remove the individual from the scene and take them to the International Centre Security office and shall call on the assistance of appropriate services as necessary;

Any head injury is major. Further examples of major incidents are neck/spinal injuries, severe bleeding, open fractures (bones protruding from open skin), choking, unconsciousness, asthmatic attack, concussions, or anaphylactic shock.

1. Do not move injured person from site of occurrence.
2. Official to inform Head Referee, Head Referee to radio OVA Staff and OVA Staff radios medical team personnel with type of injury and location.
3. Medical team to provide first aid and make medical determination.
4. If the athlete, coach or spectator needs to go to the hospital, medical team personnel are to radio Competition Manager to ask for an Ambulance to be called if they require assistance. Otherwise, medical to call 911.
5. If medical team calls 911, medical team to notify Headquarters of where the paramedics are to come once inside. HQ to send out a staff member to flag the ambulance to bring them into the closest door to the injury area.
6. Injury/Incident Form to be completed by the medical team and given to OVA at the end of the Tournament.
7. Staff are to fill out their own injury report form when ambulance is called on site and are to provide the OVA with a copy of any report.

9.4 OVA Code of Conduct Breach

1. Contact Security and provide complete details of the situation. Security to call OVA IRT members for assistance, if required.
2. OVA IRT members to talk to coach, club contact or parent and athlete regarding the breach in Code of Conduct.
3. If there is a breach in the OVA code of conduct, the OVA sanction scale will be followed. Please see Appendix F for the OVA's Code of Conduct Sanction Scale.
4. Steps will be taken based on the sanction chart, such as suspension from play or coaching, or from watching matches.
5. If a participant is suspended or ejected, security is to escort them from the building.

6. If a suspension is confirmed, the Tournament Director will issue a suspension letter and email it to the participants, coach (if required) and Club Executive (if required).
7. Copies of the suspension letter shall be provided to the International Centre General manager and Security, if required.
8. The Tournament Director will provide information to the International Centre General Manager if the suspended person is not allowed in the building moving forward.
9. The Tournament Director will forward the suspension or sanction letter to the Director of Finance and Administration of the OVA to file and add to the Sanction tracking sheet.

9.5 Hostile Individuals

A hostile individual is being verbally abusive, is abnormally agitated or any behavior that has the possibility of escalating to become violent.

If Event Staff or Volunteer sees a non-violent hostile individual, they are to inform others to move away from the individual and notify the Area Supervisor or Ontario Volleyball staff who will inform the Competition Manager.

If the Event Staff or Volunteer is comfortable speaking with the non-violent hostile individual they may try to speak with the individual to prevent escalation of their hostility. DO NOT come in physical contact with any hostile individual.

IF THE HOSTILE INDIVIDUAL BECOMES VIOLENT - DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED.

1) Ensure yourself and others are clear of danger

2) Call 911 to notify police. Report as much information as possible including:
    a. Activity
    b. Person's description
        i. Height
        ii. Weight
        iii. Gender
        iv. Clothing
        v. Weapons
    c. Location
    d. Direction of travel
    e. Vehicle
        i. Color
        ii. Year
        iii. Make
        iv. Model
        v. License plate number

3) Stay on the phone with the police dispatcher and provide additional information as changes in the situation occur until the first police officer or security officer arrives at your location.

4) Notify Competition Manager and the International Centre General Manager.

5) OVA Staff to fill out incident report form.

At no time should staff or volunteers put themselves in danger. If they are not comfortable with the situation they are in, leave the area ensuring others are not in harm's way.

9.6 Concussion Protocols

See appendix G for the full OVA/VC Concussion policy, procedures, and assessment letter.

1. **Suspected Concussion**
   - Athlete presents themselves to an Athletic Therapist. They must be accompanied by an adult for the assessment.
   - AT radios the Competition Department to request a staff member to review the policy with the athlete and adult (This may be completed by the AT with prior approval from the Competition Director).
   - Competition Staff member presents the athlete with the Concussion Pathway Chart and explains the OVA/VC policy and confirms understanding, then departs.
   - AT completes SCAT6 assessment.

2. **Athlete passes the SCAT6 assessment.**
   - Athlete returns to team and continues to play.
   - AT completes the Return to Play form and gives it to Competition staff.

3. **Athlete fails the SCAT6 assessment.**
   - AT notifies the athlete of the result and informs them that they cannot play unless they successfully complete a full assessment by a medical professional. AT provides the Medical Assessment Letter.
     - The OVA does not have a medical professional on site; the athlete MUST be assessed by a doctor or nurse practitioner of their choice.
   - Medical doctor or nurse practitioner completes the Return to Play form. Athlete's parent/guardian must present it to the Competition staff to return to play.

4. **Competition Staff**
   - Upon receipt of the Return to Play form, the staff member must enter the information into the Concussion Tracking document.
     - If the athlete is permitted to play, no additional work must be done.
     - If the athlete is not permitted to play, the staff member must remove the player from the roster on each scoresheet (strikethrough with OVA initialled). No changes are to be made to AES.
   - If the athlete provides an Assessment Letter which clears them of a concussion, the Concussion Tracking document must be updated, and the Assessment Letter must be copied and stapled to

the original Return to Play form. The player must immediately be added to the roster on any scoresheets from where they have been removed (reprint name with OVA initials).

- If the athlete provides an Assessment Letter which does not clear them to play, no additional work must be done. A copy should be made and stapled to the Return to Play form.
- All Return to Play and Assessment Letters must be kept in a safe place and returned to the OVA upon completion of the event.

Upon Completion of the New Years Open tournament

The concussion tracking document must be emailed to info@ontariovolleyball.org. All return to play Assessment letters should be returned to OVA.

9.7 ELECTRICAL

Cables and Power Cords

If there are sparks or electrical short outs of cables or extension cords within the Tournament area, please follow the steps below:

1. Stop the Tournament and if it safe for you to do so, move everyone away from the source of electricity.
2. Head Referee to notify Competition Manager.
3. Ontario Volleyball Competition Manager to notify the International Centre staff.
4. International Centre facilities staff either restore power or contacts electrical contractor.
5. Electrical Contractor restores power – if required.
6. Competition Manager and the International Centre staff will discuss the best way to resume the Tournament based on the circumstances.
7. Incident Form prepared by OVA Competition Manager and the International Centre facilities coordinator.

9.8 In the case of a Power Failure, Flood, or Gaseous Odor

- Notify the Centre's Client Services immediately.
- Describe and identify the location of the problem.
- Assign one of your Event staff to attend the location of the problem if it is safe to do so.
- Event management will be kept informed of the situation by Client Services staff.
- In the event of a power failure emergency lights will activate automatically. These lights will provide minimal lighting to assist in leaving the affected area safely.
- Additionally, the Centre has back-up generators which will be activated automatically after the power failure.
- The main Hall lights will be back at full power within 10-15 minutes after a power failure. Power to individual booths and/or power supported to equipment on the exhibit floor will not be available until the main public utility power supply has been restored.
- The following announcement will be made in the case of a power failure Attention, Attention Please. We are experiencing a power failure. Emergency lights have been activated. Within 10-15 minutes the International Centre's emergency power back-up system will reactivate the main

Hall lights. Exhibitor power will not resume until full public utility power is restored. There is the possibility of power surges when full power is restored. Please switch off any electrical equipment now including computers and/or monitors to avoid damage to equipment.

- You will be advised when electrical equipment may be turned back on.

9.9 Minor Spill

Minor spills involve a minor amount of liquid (less than 1 litre) or nontoxic chemical.

1. Referee or Head Referee contains spill area and notifies Ontario Volleyball Competition Manager.
2. Competition Manager to notify the International Centre staff.
3. The International Centre staff will clean up area and dispose of clean-up material.

9.10 Theft

Theft of equipment/personal belongings

1. If an Area Supervisor, Official, Vendor or OVA Staff person suspects someone of stealing equipment, or material that belongs to the Ontario Volleyball, and exhibitor or a supplier; and if it is safe to do so, approach the suspect and question them.
2. If suspect is indeed suspicious, and OVA Staff does not feel safe to approach the individual, notify OVA Competition Manager.
3. The OVA Competition Manager will alert the International Centre staff, and the authorities will be contacted, and the Police will handle the suspect at this point.
4. If accused person is an athlete, the Ontario Volleyball staff will locate the coach.
5. Competition Manager will complete Incident Form.

Do not put yourself or others in danger by intervening. If you are at all hesitant, please contact the Competition Manager.

9.11 Vandalism or Any Illegal Activities

If a person is seen vandalizing property of the International Centre, a vendor booth, or Ontario Volleyball equipment or participating in any other illegal activity:

1. Contact the Competition Manager who will radio security and the International Centre Operations Manager to the scene.
2. Police Services will report to the scene and handle the accused.
3. If accused person is an athlete, Ontario Volleyball staff will locate the coach.
4. Competition Manager will complete incident form and provide a copy to the International Centre staff.

9.12 Harassment

If a person in attendance at the New Year's Open is a victim of harassment or if someone sees a person being harassed:

1. Contact Head Referee, who will radio Security and the OVA Competition Director to the scene. The International Centre staff will be notified. If Head Referee cannot be located, proceed to Head Quarters.
2. Security will report to the scene to meet with the victim.
3. The Executive Director and/or Tournament Director will attend to the victim and locate the coach/parent.
4. Police Services will work with victim to obtain a description of offender and attempt to locate and apprehend offender.
5. Competition Manager to complete incident form and provide a copy to the International Centre staff.

9.13 Fire Alarm

Emergency Alarm System: The International Centre has a two stage alarm system.

Stage One Alarm: Hall 1, 2, 3, 4, 5 & 5A: The lights/strobes will flash on and off and then the horns will blow intermittently throughout the affected halls.

Hall 6: Horns will blow intermittently throughout the affected halls. There are no lights/strobes.

Conference Centre: The lights and strobes will flash on and off. There are no horns.

Causes for a Stage One alarm are:
A. Smoke Detector has been activated.
B. Sprinkler System or fire hose has been activated
C.. Emergency Pull Station has been activated.
• The initial announcement made by the Centre's Security for all Stage One alarms: Attention, Attention Please. There is an alarm condition in (Specify Area). The alarm is being investigated. Please standby for further instructions.

Stage Two Alarm: 1 Hall 1, 2, 3, 4, 5, 5A & Conference Centre: Horns will sound a three pulse temporal (a faster intermittent alarm in three pulse clusters) throughout the affected halls and the lights/strobes will continue to flash. Hall 6: Horns will sound a three pulse temporal (a faster intermittent alarm in three pulse clusters) throughout the affected halls. There are no lights/strobes.

- The Stage Two alarm is only activated on the specific orders of the Centre's Client Services or Engineering personnel, the Fire Department, or it will engage automatically after the stage one alarm has been activated for 5 minutes.
- If a Stage Two alarm sounds, it will be verified by Building Services that the alarm is authentic.
- If the alarm is authentic, the following announcement will be made by the Security Officer: "Attention Please, Attention. Please stop what you are doing and leave (Specify Area or All

buildings) by the nearest exit in an orderly fashion. We request that you leave the building now as a precautionary measure. We will inform you when it is clear to return".

- **Immediate evacuation must take place at the commencement of Stage Two Alarms.**
- If an evacuation is necessary, please refer to the attached site plan to locate your **Designated Evacuation Area**. Primary/Secondary and Security contacts for the Event should go to the designated area and wait for a Centre representative to update on the situation.

In the case of a Fire Emergency in your Event Space

- If an unmanageable fire/explosion occurs or there is an imminent threat of personal injury, then the nearest Emergency Pull Station should be activated and 911 should be called immediately. Notify Client Services by using the contact information listed above and describe and identify the location of the problem.
- If a small fire is discovered or there is the presence of smoke, notify Client Services.
- If there is a fire and it intensifies before a representative from the International Centre arrives, please activate the nearest Emergency Pull Station.

9.14 Minor Fire

A minor fire is a small, localized fire in a Tournament site. If a small, contained fire is discovered:

1. Person to send someone to notify Area Supervisor or OVA staff person.
   A. If the Area Supervisor is notified, they are to radio the Competition Manager immediately.
   B. OVA Competition Manager will notify the International Centre staff via radio.

2. If the OVA Staff person or Head Referee is comfortable and will not put themselves or others in danger, use a fire extinguisher using the PASS procedure (outlined below).

   Pull the pin
   Aim at the base of the fire
   Squeeze the trigger - stand approximately 8 feet away from the fire. If you release the handle, the discharge will stop.
   Sweep the nozzle back and forth at the base of the fire. After the fire appears to be out, watch it carefully since it may re-ignite!

3. Competition Manager or Ontario Volleyball staff along with Executive Director and/or Director of Athlete Development will assess Tournament area and determine whether it is safe to continue the Tournament. If it is deemed safe to continue time adjustments may be made.

4. Competition Manager will complete Incident Form and provide a copy to the International Centre staff.

9.15 Major Fire

In the event of a fire, if you are in the fire area:

1. Leave the fire area immediately taking persons in the area with you.
2. Evacuate the building following the evacuation procedures.
3. Close all doors behind you.
4. Activate the Fire Alarm, use Pull Station.
5. Telephone the Ottawa Fire Department by dialing 911. Never assume that this has been done already.
6. Gather in the assigned emergency mustering points at the back of the parking lot in your playing area.
7. Do not re-enter the building once you have left it until it is declared safe to do so by a fire official.

Action Plan for Fire/Explosion Emergencies

- Client Services in conjunction with the Centre's Security will be the primary facilitators in the investigation of, and the response to, a fire and/or a fire alarm situation.
- Client Services will go directly to the affected area. All emergency announcements will be made by the Centre's Security, and the Event will no longer have access to the public announcement system.

Emergency Alarm System: The International Centre has a two stage alarm system.

Stage One Alarm:
Hall 1, 2, 3, 4, 5 & 5A: The lights/strobes will flash on and off and then the horns will blow intermittently throughout the affected halls.
Hall 6: Horns will blow intermittently throughout the affected halls. There are no lights/strobes.
Conference Centre: The lights and strobes will flash on and off. There are no horns.

Causes for a Stage One alarm are:

A. Smoke Detector has been activated.
B. Sprinkler System or fire hose has been activated.
C. Emergency Pull Station has been activated.

- The initial announcement made by the Centre's Security for all Stage One alarms:

Attention, Attention Please. There is an alarm condition in (Specify Area). The alarm is being investigated. Please standby for further instructions.

Stage Two Alarm:
1 Hall 1, 2, 3, 4, 5, 5A & Conference Centre: Horns will sound a three-pulse temporal (a faster intermittent alarm in three pulse clusters) throughout the affected halls and the lights/strobes will continue to flash.
Hall 6: Horns will sound a three-pulse temporal (a faster intermittent alarm in three pulse clusters) throughout the affected halls. There are no lights/strobes.

- The Stage Two alarm is only activated on the specific orders of the Centre's Client Services or Engineering personnel, the Fire Department, or it will engage automatically after the stage one alarm has been activated for 5 minutes.
- If a Stage Two alarm sounds, it will be verified by Building Services that the alarm is authentic.
- If the alarm is authentic, the following announcement will be made by the Security Officer: "Attention Please, Attention. Please stop what you are doing and leave (Specify Area or All buildings) by the nearest exit in an orderly fashion. We request that you leave the building now as a precautionary measure. We will inform you when it is clear to return".
- Immediate evacuation must take place at the commencement of Stage Two Alarms.

- If an evacuation is necessary, please refer to the attached site plan to locate your **Designated Evacuation Area**. Primary/Secondary and Security contacts for the Event should go to the designated area and wait for a Centre representative to update on the situation.

In the case of a Fire Emergency in your Event Space

- If an unmanageable fire/explosion occurs or there is an imminent threat of personal injury, then the nearest Emergency Pull Station should be activated and 911 should be called immediately. Notify Client Services by using the contact information listed above and describe and identify the location of the problem.
- If a small fire is discovered or there is the presence of smoke, notify Client Services.
- If there is a fire and it intensifies before a representative from the International Centre arrives, please activate the nearest Emergency Pull Station.

<u>If you cannot leave your area or have to return to it because of the fire or heavy smoke:</u>

1. Close the door. Unlock the door for possible entry of firefighters.
2. If you require emergency assistance, dial 911 and tell the Ottawa Fire Department where you are then signal to Firefighters by waving a coat or towel.
3. Crouch low to the floor if smoke enters the room.
4. Wait to be rescued. Remain calm. Do not panic or jump.
5. Listen for instructions or information from authorized personnel.

9.16 Elevator Entrapment

Occasionally, elevators will malfunction and stop which results in the entrapment of a person or persons. If you are advised of such a situation do the following:

Make verbal contact with the person or persons in the elevator and advise them that you are aware of their entrapment, and that facility staff and/or security has been or will be notified immediately.

Notify police at 911 if necessary and if medical distress is evident and report the location of the entrapment. Be sure to advise them of any other emergency information (such as whether a person in the elevator reports being injured or ill, hurt leg, trouble breathing, dizzy, smoke in or near the elevator, etc.). If possible, have someone remain with the people in the elevator until security or police personnel arrive on the scene. Security or police personnel will contact maintenance, the elevator company or the Fire Department to carry out extrication activities.

9.17 Missing Person

1. If a missing person is reported to OVA Staff or a Head Referee, notify Competition Manager.
2. Competition Manager to issue a radio alert to all Ontario Volleyball staff, Head Referee, Security, Medical Team and the International staff.
3. Staff to International Centre issue a radio alert to all other International Centre staff on their radios and follow Code Amber protocols as outlined below.

4. All available OVA Staff will assist International Centre operations staff with the search and closing of every exit until the missing child is found.
5. If the child is not found in a timely fashion, International Centre onsite Manager or Tournament Directors to all 911.
6. If no result from search, discuss with police next steps.
7. Competition Manager will complete Incident Form.

Missing/ Abducted Person(s)/Child (CODE AMBER)

The City of Mississauga and the International Centre has a responsibility for the safety of its citizens. At all times, appropriate *Sign in and Sign out Procedures* should be followed. A person/child must be identified as abducted or missing, at which time the procedures below should be followed. It is important to note that appropriate actions should be taken in a timely and effective manner.

Contacts during Normal Business Hours Monday to Friday Days	Contacts during Non-Business Hours Monday to Friday Evenings/ Weekends
◻ Police at 911 ◻ Supervisor/Manager or Lead hand	◻ Police at 911 ◻ Lead Operator/Security
Actions	
◻ Determine age and capability of missing person, if under the age of 18 or if person requires assistance: ◻ Activate Panic alarm if facility has one ◻ Contact the Police at 911 – follow 911 directions / police directions as soon as they are provided / arrive ◻ Contact Supervisor/Manager or Lead hand / Lead Operator/Security ◻ Request assistance from City of Mississauga Employees (i.e., to execute direction in guarding exits, locking down facility) ▪ Ensure no one leaves facility (if possible) ▪ Undertake an intensive search inside and out ◻ If missing person is under the care of another (not the parent or guardian) ensure that the caregiver notifies the parents / guardian right away ◻ Determine the missing persons name, age, full description (facial features, clothes), Mental Status (happy, angry, sad), Mobility and Capability (requires assistance), and any other pertinent information (i.e., prone to hiding, existing custody issues). ◻ Follow Police directions (i.e. for ongoing searching) ◻ Complete a Security Incident Report (SIR)	

FOUND CHILD
(Example: a child who has become separated from their parent/ guardian)

If a lost child is discovered by any staff member this must be reported immediately to HQ staff. This child will be taken to International Centre Customer Service office, which is the designated lost person point and two staff members will be called to look after the child. The child will be reassured, and the following questions will be asked to gather more information:

- Ask their parents/ guardians names.
- Ask if they know any contact numbers for the persons they were with or other family members/ friends that may help.
- Ask where and when they were last together.
- Ask what they were doing to help you identify where the parents might be.
- Ask what the parents are wearing.
- Ask if they know what the parent's plans were/ are
- If child is calm and it is appropriate to do so, further details may be obtained, such as address and other relatives' details.
- An announcement can be made from the PA asking their parents/ guardians to go to the designated meeting point. The name of the child must not be announced over the PA or radios. Example: 'Can Mrs. Brown attend the Customer Service Office
- A search system can be considered to look for the relatives of the found child if appropriate.

General Care Guidelines While at Customer Service

- Children should not be left in the sole care of one person.
- No food or drink, except plain water should be given to children/vulnerable adults in case of allergies.
- The person claiming a child should complete a form to include their name and address and relationship to the child and will show a form of identification, always bearing in mind that if the child is unsure or reluctant to be taken by the person collecting them, then further confirmation will be required of the relationship to the child/person before handing him or her over. The person should be a competent adult.

All Staff looking after children are expected to:

- Respect the wishes of a child as you would an adult, you must not impose yourself on them.
- Remember that children regard adults as role models and ensure your behaviour, language, gestures etc. are appropriate and above reproach.
- Prevent any other member of staff or member of public from putting any child in a situation in which there is a significant risk to their health and safety.
- Be prompt, calm, assured and professional.

9.18 Extreme Storm Warning

Thunderstorms, tornadoes, hail, blizzards, high winds, and heavy rains can develop quickly and hit hard, posing a threat to life and property. The purpose of this plan is to help you prepare for severe weather by listing a few steps which you can take to protect the public, yourself, and property when a severe storm hits.

Weather Watch: Conditions are favorable for a severe storm, although one has not developed. Conditions will be monitored until the watch is over.

Weather Warning: Severe weather is highly probable or currently happening.
In the event of a weather watch, the International Centre staff will notify the OVA staff who will in turn notify Area Supervisors (Officials) that we are under a weather watch. Please listen to radios for updates on weather conditions.

The International Centre Staff will continuously monitor Environment Canada reports for Storm Watches and Warnings. Once a Storm Watch and/or Warning has been issued for the Mississauga Region, four (4) International Centre Staff will visually monitor the area immediately surrounding International Centre. The Competition Manager will be notified by the General Manager of International Centre that Environment Canada has issued a Watch and/or Warning.

Competition Manager will inform OVA staff and Head Referees to be on alert and prepare for Emergency Storm Measures to be taken.

Head Referees are to inform all participants in their area, ensuring they are on alert and prepared for Emergency Storm Measures.

In the case of a **Weather Warning,** the following areas are listed as **safe areas** in the International Centre Emergency Action Plan:

- Any washroom.
- First aid rooms may also be used as a last resort
- Halls/Field of Play
- People are to avoid areas with glass and large open areas

Protocol for Weather Warnings issued:

- If the weather watch is upgraded to a **weather warning**, International Centre staff will notify the OVA Staff.
- OVA Staff will radio Head Referees to tell them that a weather warning has been issued and that play must cease, and athletes and spectators must find safe spots located throughout the building.
- Area supervisors signal the end of play with 3 large and long whistle blasts.
- This will signal all on duty officials to notify the coaches of the weather warning and begin ushering all athletes, coaches, and spectators to the closest safety areas.
- OVA staff will be working with International Centre staff to ensure that all areas are clear.
- Ontario Volleyball staff will inform the general public and Vendor Hall Exhibitors of the safest area to go to.

Only after the General Manger of International Centre as confirmed the warning has been lifted will people be allowed back to Tournament sites to resume play.

9.19 Bomb Threat

If anyone in the building receives a bomb threat, they are to inform the Competition Manager and International Centre General Manager immediately.

If anyone in the building receives a bomb threat, they are to inform the Tournament Director and International Centre Security and General Manager immediately.

If you receive a call stating that there has been a bomb planted in the building, or that there will be, TAKE THIS CALL SERIOUSLY. Obtain as much information as possible while trying to keep the caller on the line.

In the case of Bomb or other Telephone Threats

- Place the Bomb Threat form (attached) in a location that is easily accessible to your Show Office telephone, and advise your staff that this form should be used in the case of a threat.
- The person receiving the threatening call should remain calm and listen to the caller without interrupting.
- Obtain as much information as possible about the implied threat. Use the Bomb Threat form as a guideline. • Notify Client Services.
- Show Management, Events Management, International Centre Management and your Event Security will meet to discuss what action, if any, will be taken.
- Keep the information regarding the threat on a "need to know basis" to avoid unnecessary concern.

Ask the following questions:

ONTARIO Volleyball

TONE-GAR SECURITY SERVICES

Frontline Forensic Investigations
Delivering the Truth

FRONTLINE TRAUMA SERVICES

Bomb Threat Check List

Time: _____ Date: _____

1. When is the bomb going to explode? _____
2. Location of bomb: _____
3. Description of Bomb:_____
4. What type of Bomb / when will it explode? _____

_____

5. What will cause it to explode?
   _____
6. Did you place the bomb?
   _____
7. Who are you?
   _____
8. How can I reach you if we get disconnected? _____

_____

Notes/Comments:

_____

_____

Caller information:

Sex of Caller: Male / Female Approx. Age: _____

Phone number caller is calling from: _____

Exact wording of Threat: _____

_____

Phrases or Common words used:

_____

_____

Callers voice: (circle any / all that apply).

Calm	Clearing Throat	Stutter	Slurred	Nasal
Slow	Disguised	Deep	Lisp	Distinct
Loud	Deep Breathing	Angry	Ragged	Soft
Normal	Rapid	Accent	Crying	Familiar
Raspy	Laughter	Excited	Cracking	High Pitch
Well spoken	Foul (language)	Irrational	Incoherent	Scripted

Other: _____

Background Sounds:

Street Noise	Traffic	No Noise	persons	dogs	
PA system	Music	Aircraft	Machinery	static	
Long distance	Clear	Confined Space	Echo	Construction	
Train/station	Bus/station	Wind	Rain	Thunder	

Other:
_____

Report call Immediately to:

Name: _____ Time_____ Via: _____

Name: _____ Time_____ Via: _____

Name: _____ Time_____ Via: _____

Address (location of incident / City / street / Name)
_____

Location which you answered the call: _____
Other Comments:
_____

_____

Your Name (Print):
_____

Signature: _____

Supervisor Signature / Date: _____

Incident Report Number: _____

CALL TAKEN BY_____

WHEN THE CALLER HANGS UP, NOTIFY THE GENERAL MANAGER OF THE SITUATION. DO NOT PASS THIS INFORMATION ON TO ANYONE WHO DOES NOT HAVE A NEED TO KNOW.

The fire alarm will be pulled by the General Manager of International Centre and everyone is to follow the Evacuation Plan if deemed necessary.

SECTION 10 – PLAYING DELAYS

With events this large there are several logistics that must be in place for competition to continue and be successful. If during the proposed event there is a situation which has the potential to cause a disruption in the event delivery, it is necessary to ensure that play can continue. The following plan will outline potential issues that may arise and how to properly manage them.

10.1 Equipment Malfunctions

Any equipment which is used during the event such as standards, crank systems, nets and antennae can all be replaced with the spare kits. In addition, our relationships with the location Universities may gain us access to additional volleyball equipment.

There are trained staff on site during all hours of the event to trouble shoot any issues that may arise on court. Staff has expertise with Speith Anderson equipment, sport court installation and forklift operation.

<u>OVA Equipment</u>

- Standard systems: Speith Anderson 300EW & 300EH
- Net systems: Huck Net System 5088-06 (INTL Reg.)
- Referee stand: Folding Ref Stand 221F
- Standard padding: Speith Anderson 219
- Referee padding: Speith Anderson 207

10.2 Schedule Interruptions

There will be 24 courts in play at International Centre in Mississauga

- Warm up courts – allow officials to minimize the time dedicated to team warm up and can help keep schedules on time if needed.
- Match location shuffling – allows the Tournament Directors to move matches to free spaces if scheduling runs behind or there are issues with courts or equipment.
- Spectator overflow – allows Tournament Directors to move matches to a space where there is more room for large groups. Large spectator groups can often interfere with play. Additional courts an alleviate traffic slow and speed up match times.

10.3 Late Arriving Teams/Forfeit

From time to time, there are issues that hinder a team from arriving on time for the Event. The OVA will follow standard forfeit protocol, as per section IV of the VC rulebook.

SECTION 11: SAFE SPORT

The OVA is committed to practicing safe sport and ensuring our athletes are provided with a safe and healthy environment in which to learn and develop. Safe sport practices are the responsibility of all members, including coaches, parents/guardians, athletes, referees, club administrators and volunteers.

11.1 Person in Authority Code of Conduct

The OVA values the safety, rights and wellbeing of our athletes and their families. It is the responsibility of every OVA club, coach, volunteer and staff member to participate in the effort to create a safe environment for all OVA participants. Coaches play a vital role in shaping the youth of tomorrow through sport.

The OVA relies on them and other persons in authority to be role models and to put young athletes on a path to success. The dynamic between coach and athlete gives rise to a power imbalance and a culture of unquestioned trust that can result in abuse. As such, it is imperative that all persons in positions of authority (PIA) be held to a high standard of conduct. A PIA is any person who holds a position of authority over a Vulnerable individual pursuant to the role assigned to them. Persons in Authority include, but are not limited to, Club Directors and Club staff, Coaches, Managers, Trainers, Referees, Chaperones and persons who manage finances.

Abuse in sport, particularly sexual abuse and the grooming behaviour that precedes it, destroys the positive impact of sport and causes untold harm to victims and those around them. Consequently, the OVA has a strong obligation to establish and maintain systems that prevent abuse and respond to conduct that poses risk to OVA athletes

11.2 Person in Authority Code of Conduct – Purpose

This Person in Authority Code of Conduct is intended to protect OVA participants from abuse. It provides guidelines for conduct that are consistent with the development of healthy relationships between adult persons in authority and youth sport participants. The Code provides behaviour guideposts that identify inappropriate or concerning behaviour at an early stage to help better protect athletes and coaches.

OVA Safe Sport Person In Authority Code of Conduct & Rule of Two Clarification policies can be found HERE.

11.3 Policies

Ontario Volleyball has adopted several policies aimed at addressing the maltreatment of individuals in sport. These policies include:

- Person in Authority (PIA) Code of Conduct
- Discipline and Complaints Policy
- Code of Conduct
- Screening Policy A full list of Ontario Volleyball policies can be found HERE

11.4 Reporting a Complaint

Ontario Volleyball Association has zero tolerance for any type of abuse. Individuals are required to report abuse or suspected abuse. If you are the victim of abuse, harassment, or discrimination, please don't hesitate to report it.

Any Individual (as defined in the OVA Discipline & Complaints Policy) may report a Complaint to Ontario Volleyball Association (OVA) or the Discipline Chair. Sport Dispute Management Inc. (SDM) has been appointed by the OVA Ethics Committee as the independent third-party Discipline Chair to administer complaints. To file a complaint, please use the secure and confidential SDM Intake Form. If OVA receives a complaint directly it will be forwarded to Sport Dispute Management Inc, the appointed Discipline Chair. All complaints will be processed in accordance with the OVA Discipline & Complaints Policy.

11.5 Mental Health

Volleyball Canada believes the mental health and safety of athletes is vital to strong performances on the court. We are encouraging everyone to make mental health a priority by providing a mental health checklist, as well as sharing useful links. For you to perform your best on court you must take care of yourself off court. The Canadian Centre for Mental Health and Sport (CMHS) is a registered charity supporting the mental health and performance of competitive and high-performance athletes, coaches, and performing artists. The CCMHS is the first Centre in Canada to offer collaborative sport/performance-focused mental health care services designed to help athletes, coaches, and performing artists achieve their performance goals while preserving their mental health and well-being. The CCMHS provides mental health services to competitive and high-performance athletes and coaches, as well as competitive performing artists. Here are the eligibility criteria:

- Must be 16 years of age or older
- Must be a Canadian citizen or permanent resident
- Must participate in a sport or performance domain at a competitive or high performance level
- Must be experiencing mental health challenges

Disclaimer: The Canadian Centre for Mental Health is not a partner of Volleyball Canada, they are a resource for mental health, we do not control who is approved for treatment. Kids Help Line If you are feeling depressed or anxious, please tell someone you trust or contact the Kids Help Line 1-800-668-6868 or text 686868.

9.6 Concussion Policy and Safety Protocols

Concussions are very common in volleyball and should be taken seriously. Ontario Volleyball has developed the OVA's Concussion Policy and protocols to help guide the management of athletes who may have a suspected concussion as a result of participation in OVA. You can find the concussion policy here. Each year, all OVA members must review the OVA Concussion Code of Conduct related to their role. They must also review the applicable Concussion Awareness Resources at 43 Ontario.ca/concussions.

During member registration individuals must acknowledge that they have completed these reviews in order to complete the registration process. To further support a safe sporting environment, the OVA modified the warmup protocol (point 6.5) for 2022-23 and beyond. This new protocol will be mandatory at

all OVA events to help minimize the potential for concussions during warmups. All coaches are required to take the free E-learning module 'Making Head Way' from the CAC. The CAC has many other helpful concussion resources found here. Parachute is Canada's national charity dedicated to injury prevention, and they have a great concussion protocol resource located HERE.

Please see the OVA website for more information on concussion prevention, identification, management, and treatment.

SECTION 12: IMPORTANT NUMBERS

12.1 Contact List for Emergency Response Notification

OVA RESPONSE TEAM (OVRT) & INCIDENT RESPONSE TEAM (IRT)		
NAME	TITLE	CONTACT EMAIL AND PHONE #
Alishia Lidums	Director of Volleyball Operations & Tournament Director (OVRT)	alidums@ontariovolleyball.org 647-309-7431
George Huffman	Communications Lead (OVRT)	Ghuffman@ontariovolleyball.org 647-519-2856
Mark Wiersma	Tournament Director (IRT) Logistics and Court Lead	mwiersma@ontariovolleyball.org 226-627-0131
Jacob Barker	Tournament Coordinator (IRT)	jbarker@ontariovolleyball.org
Claire Melanson	Tournament Coordinator (IRT)	cmelanson@ontariovolleyball.org
Dylan Brennand	Communications Support (IRT)	dbrennand@ontariovolleyball.org
International Centre Security	Capital Security	Via Two Way Radio OR 416-676-6573
International Centre	International Centre Client Services	416-891-2505
International Centre -No answer from Client Services or Security	Carraway Inc. (Parking Management)	416-723-0451
Jennifer Adams	Head Referee (IRT)	region5rrc@ontariovolleyball.org

12.2 In Emergency Situations

1. Use a cell or pay phone to CALL 9-1-1 IMMEDIATELY
2. Stop the Tournament in your area
3. Inform Head Referees or Ontario Volleyball Staff
4. Ontario Volleyball will Notify International Centre Staff and security

9-1-1 will connect you to Ambulance, Fire and Police

Address:

INTERNATIONAL CENTRE
Specify your area (e.g. Hall 2-5,
6900 Airport Road, Mississauga, ON L4V 1E8

The following numbers are to be used in a non-emergency situation by the Ontario Volleyball – Ontario Staff when available.

Peel Regional Police (non-emergency)	905-453-3311
Mississauga Fire Department Station 33 (non-emergency)	311
Environmental Spill Reporting	1-800-268-6060
Poison Control	1-800-268-9017
Telehealth	1-866-797-0000

APPENDIX A: AFTER INCIDENT REPORT

Incident Background
- Explain what the incident was and when it started and finished.
- Give an overview of what happened and what sites or event areas were affected.

Incident Chronology
- Include a short sentence indicating the incident chronology.

Debriefing Process
- Detail when and where the debriefing was conducted.
- List the participants present for the debriefing.

What Worked Well
- Report on everything that worked well.

What Could Be Improved
- Report on everything that could be improved.

Other Incident Issues and Observations
- Report other issues that don't fit comfortably into either of the above sections i.e. that were not part of the incident but which were highlighted as a result of it.
- Report on what would be done differently next time.
- Report on finances and expenditures.
- Highlight which parts of the relevant incident response plan (e.g. Emergency Response Code Plan) were not implemented and why.
- Highlight any other general learnings or observations.

Recommendations
- List the recommendations

APPENDIX B: PRE-SHOW SAFETY WALK THROUGH CHECK LIST

Tournament Area Safety Checklist

Please perform this check when setup is complete and the night before Tournament begins. Additional tournament walkthroughs are to take place each evening after the conclusion of play. All printed safety checklists and notes are to be filed in the event binder.

Event: _____

Location: _____

Walkthrough Date: _____

Time: _____

Please indicate answer to items with a check in the appropriate column.

FIRES 1. Have all potential fire hazards been identified?	YES ☐	NO ☐
2. Are proper fire extinguishers located close to Tournament area?	☐	☐
3. Are all staff aware of the fire alarm pull stations in the facility?	☐	☐
4. Are all staff aware of the fire extinguisher locations in the facility?	☐	☐
5.Do ALL 10x10 tented areas have a fire extinguisher in their booth (if required)?	☐	☐
MEANS OF ESCAPE 1. Are all staff familiar with the evacuation plan (emergency exits and meeting points)?	☐	☐
2. Are all escape routes in Tournament area unobstructed?	☐	☐
3.Are all signs posted on emergency exits for teams to not sit or block exits?	☐	☐
TRIP HAZARDS 1. Have slip and trip hazards been controlled?	☐	☐
FIRST AID 1. Are adequate first aid arrangements in place?	☐	☐
2. Have all participants been made aware of injury protocol for on court, including calls for 911 services?	☐	☐
3. Has the concussion protocol been communicated to the First Aid staff and event participants?	☐	☐
4.Are First Aid Stations clearly labelled and easy to find?	☐	☐

5.Each first aid station has a printed copy of the Safety Manual, Accident Report Forms, Concussion Policy and Assessment forms and the and Emergency Action Plan.	☐	☐
6.Site maps printed out and available to all emergency service provider staff.	☐	☐
7.Large site maps are hung in HQ and Referee Lounge for use during emergency planning.	☐	☐
8.Walkie talkie(s) are provided for first aid staff and Referee Development Team members to ensure quick and easy communication.	☐	☐
SPORT COURT AND REFEREE STAND SYSTEMS 1. Are all sport court tiles laid down and connected properly?	☐	☐
2. Have all exposed tile teeth been removed?	☐	☐
3. Has underlay been placed under each court on cement, with no underlay sticking out from the courts?	☐	☐
4. Are all floor grates covered by sport court tiles taped down cardboard?	☐	☐
5. Has all padding been placed on all referee stands?	☐	☐
6. Have all loose wires and ropes been secured on each net?	☐	☐
7. Are all playing areas free of debris and safe to begin play?	☐	☐
8. Has all layout string been removed from the floors?	☐	☐
9.Thoroughfares between courts are well defined and clearly marked	☐	☐
10.Are recycling bins and garbage cans placed strategically at each bench to limit tripping hazards?	☐	☐
11.Are all OVA court signs firmly attached to the court so they will not fall off the net?	☐	☐
12.Are all OVA water barrel covers securely placed onto of the barrels to avoid tripping hazards on the floor?	☐	☐
13.Has the netting been hung to block volleyballs between the rows of court and is not dragging on the floor to create trip hazards?	☐	☐
14.Has the column padding been hung correctly between rows of courts and are securely fastened with velcro?	☐	☐
SIGNAGE 1. Are all enter at your own risks posted on entry doors to all playing surfaces?	☐	☐
2. Are all male and female change room signs posted for athletes and referees (if applicable)?	☐	☐
3. Are all “No Team Meeting Rooms/No Loitering” signs placed on all the changeroom doors? If no changerooms, write N/A.	☐	☐

4.Are the OVA code of conduct banners placed at the info booth and main entry?	☐	☐
5.Are the "No running or peppering in the hallways" signs posted around the facility?	☐	☐
6.Are the ball free warm up areas posted?	☐	☐
7.Are all "No climbing or sitting on crates" posted on the empty creates in the field of play areas? Write N/A if crates not in playing area.	☐	☐
8.Are the "Heads Up" info graphic posters hung around the facility?	☐	☐
9.Are all "Ministry Signs of a Concussion" posters hung around the facility?	☐	☐
10.Are the venue signs posted at the main entries that locate all courts and both first aid stations?	☐	☐
VENDOR HALL 1. Are all vendor booth electrical needs approved by venue (if applicable)?	☐	☐
2. Are all tables set up as approved by venue?	☐	☐
3. Are all loose materials and debris removed from the floor of the vendor hall?	☐	☐
EMERGENCY ACTION PLAN 1.Has the Emergency Action Plan been posted on the OVA website and shared with participants?	☐	☐
CONTRACTED SECURITY 1.Has the security room been equipped with copies of the floor plan and emergency action plan?	☐	☐
COMMUNICATION/OTHER 1. Have all other hazards to competitors been risk controlled? (i.e., electrical equipment, power supply, overhead hazards, dust, fumes, etc)	☐	☐
2. Has congestion in Tournament area been minimized?	☐	☐
3. Is Emergency Procedures Manual printed and posted in the OVA Control room, First Aid Rooms, Referee Lounge/ Event Staff Lounge?	☐	☐
4. Have appropriate precautions been taken to ensure safety of public?	☐	☐
5. Has the emergency action plan meeting taken place between OVA staff and facility staff and OVA staff and contracted security?	☐	☐
6.Has the first aid service provider been instructed on how to execute the OVA Concussion Policy and provided the safe return to sport assessment letter to hand out to concussed athletes?	☐	☐
7.Have the Referees been instructed on how to execute the OVA Concussion policy?	☐	☐

8.Have the Referee Development Team been provided a copy of the OC's Safety manual and reviewed protocols with the Tournament Director?	☐	☐

COMMENTS – Attach any notes to final walk through checklist each evening and file in the event binder.

Name of OVA Staff Member	Name of Facility Staff Member
Position of OVA Staff Member	Position of Facility Staff Member
Signature of OVA Staff Member	Signature of Facility Staff Member
Date	Date

APPENDIX C – SUBSEQUENT NIGHT SAFETY WALK THROUGH CHECK LIST

Tournament Area Safety Checklist

Please perform this check at the completion of each competition in preparation for the next day of play. Additional tournament walkthroughs are to take place each evening after the conclusion of play. All printed safety checklists and notes are to be filed in the event binder.

Event: _____

Location: _____

Walkthrough Date: _____

Time: _____

Please indicate answer to items with a check in the appropriate column.

FIRES 1. Have all potential fire hazards been identified?	YES ☐	NO ☐
2. Are proper fire extinguishers located close to Tournament area?	☐	☐
3. Are all staff aware of the fire alarm pull stations in the facility?	☐	☐
4. Are all staff aware of the fire extinguisher locations in the facility?	☐	☐
5.Do ALL 10x10 tented areas have a fire extinguisher in their booth (if required)?	☐	☐
MEANS OF ESCAPE 1 Are all escape routes in Tournament area unobstructed?	☐	☐
2. Are all signs posted on emergency exits for teams to not sit or block exits?	☐	☐
TRIP HAZARDS 1. Have slip and trip hazards been controlled?	☐	☐
FIRST AID 1. Are adequate first aid arrangements in place?	☐	☐
2.Each first aid station has a printed copy of the Safety Manual, Accident Report Forms, Concussion Policy and Assessment form and Emergency Action Plan.	☐	☐
3.Site maps printed out and available to all emergency service provider staff.	☐	☐
4.Large site maps are hung in HQ and Referee Lounge for use during emergency planning.	☐	☐
5.Walkie talkie(s) are provided for first aid staff to ensure quick and easy communication.	☐	☐

SPORT COURT AND REFEREE STAND SYSTEMS 1. Are all sport court tiles laid down and connected properly?	☐	☐
2. Have all exposed tile teeth been removed?	☐	☐
3. Has underlay been placed under each court on cement, with no underlay sticking out from the courts?	☐	☐
4. Are all floor grates covered by sport court tiles taped down cardboard? Please write N/A if not applicable.	☐	☐
5. Has all padding been placed on all referee stands?	☐	☐
6. Have all loose wires and ropes been secured on each net?	☐	☐
7. Are all playing areas free of debris and safe to begin play?	☐	☐
8. Has all layout string been removed from the floors?	☐	☐
9.Thoroughfares between courts are well defined and clearly marked	☐	☐
10.Are recycling bins and garbage cans placed strategically at each bench to limit tripping hazards?	☐	☐
11.Are all OVA court signs firmly attached to the court so they will not fall off the net?	☐	☐
12.Are all OVA water barrel covers securely placed onto of the barrels to avoid tripping hazards on the floor?	☐	☐
13.Has the netting been hung to block volleyballs between the rows of court and is not dragging on the floor to create trip hazards?	☐	☐
14.Has the column padding been hung correctly between rows of courts and are securely fastened with velcro?	☐	☐
SIGNAGE 1. Are all enter at your own risks posted on entry doors to all playing surfaces?	☐	☐
2. Are all male and female change room signs posted for athletes and referees?	☐	☐
3. Are all “No Team Meeting Rooms/No Loitering” signs placed on all the changeroom doors? If no changerooms, write N/A.	☐	☐
4.Are the OVA code of conduct banners placed at the info booth and main entry?	☐	☐
5.Are the “No running or peppering in the hallways” signs posted around the facility?	☐	☐
6.Are the ball free warm up areas posted?	☐	☐
7.Are all “No climbing or sitting on crates” posted on the empty creates in the field of play areas? Please write N/A if no crates in field of play.	☐	☐
8.Are the “Heads Up” info graphic posters hung around the facility?	☐	☐

9.Are all "Ministry Signs of a Concussion" posters hung around the facility?	☐	☐
10.Are the venue signs posted at the main entries that locate all courts and both first aid stations?	☐	☐
VENDOR HALL 1. Are all tables in food services and vendors tidied up and prepared for the next day of competition?	☐	☐
2. Are all loose materials and debris removed from the floor of the vendor hall?	☐	☐
CONTRACTED SECURITY 1.Has the security room been equipped with copies of the floor plan and emergency action plan?	☐	☐
COMMUNICATION/OTHER 1. Have all other hazards to competitors been risk controlled? (i.e., electrical equipment, power supply, overhead hazards, dust, fumes, etc)	☐	☐
2. Has congestion in Tournament area been minimized?	☐	☐
3. Is Emergency Procedures Manual printed and posted in the OVA Control room, First Aid Rooms, Referee Lounge, Event Staff Lounge and Information Booths?	☐	☐
4. Have appropriate precautions been taken to ensure safety of public?	☐	☐

COMMENTS – Attach any notes to final walk through checklist each evening and file in the event binder.

_____ _____

Name of OVA Staff Member Name of Facility Staff Member

_____ _____

Position of OVA Staff Member Position of Facility Staff Member

_____ _____

Signature of OVA Staff Member Signature of Facility Staff Member

_____ _____

Date Date

APPENDIX D: OVA ACCIDENT REPORT FORM & OVA INCIDENT REPORT FORM

Print Form

OVA Accident Report Form

Complete this form whenever a volleyball accident/incident occurs which requires medical attention for an athlete, coach, official, volunteer or spectator and forward to the office of the Ontario Volleyball Association. This is not a claim form, this form must be filed prior to a medical/dental claim form being issued.

Submission of this form will allow for the study of the causes of volleyball injuries and the improvement of preventative measures.

Injured Participant Information:

Full Name:

Address: Province: PC:

Date of Birth (M/D/Y) ☐ Male ☐ Female

Club Information:

Club Name:

Club Contact Name:

Club Contact Email Address:

Club Contact Phone Number:

Indicent Information (check all that apply):

Date and time of incident:

☐ Practice ☐ Game ☐ Practice ☐ Club Sanctioned Activity ☐ OVA Sanctioned Activity

☐ Indoor ☐ Outdoor

Describe Activity:

Name of Facility:

Address of Facility:

Playing surface: Weather Conditions:

Describe Incident:

Type of Injury (check all that apply):

☐ Dental ☐ Internal ☐ Skin Wound ☐ Fracture

☐ Ligament Injury ☐ Bruise ☐ Dislocation ☐ Muscle Injury

☐ Laceration ☐ Cartilage Injury ☐ Other

Collision Information (check all that apply):

☐ Another Player ☐ Ball ☐ Spectator ☐ Net System

☐ Jumping/Landing ☐ Score Table ☐ Bench ☐ Other

Submitted by:

Name:

Address:

City: Province: Postal Code:

Country:

REPORTING A COMPLAINT

Ontario Volleyball Association has zero tolerance for any type of abuse. Individuals are required to report abuse or suspected abuse. If you are the victim of abuse, harassment, or discrimination, please don't hesitate to report it.

Any Individual (as defined in the OVA **Discipline & Complaints Policy**) may report a Complaint to Ontario Volleyball Association (OVA) or the Discipline Chair. Sport Dispute Management Inc. (SDM) has been appointed by the OVA Ethics Committee as the independent third-party Discipline Chair to administer complaints. To file a complaint, please use the secure and confidential SDM Intake Form through the link provided below.

If OVA receives a complaint directly it will be forwarded to Sport Dispute Management Inc, the appointed Discipline Chair.

All complaints will be processed in accordance with the **OVA Discipline & Complaints Policy**.

If you have any questions or concerns please feel free to contact **safesport@ontariovolleyball.org**.

cILCK HERE TO FILL OUT AN ONLINE COMPLAINT FORM: https://forms.monday.com/forms/46594217d2845208787424dafea387ed?r=use1

APPENDIX E: EY CENTRE FACILITY MAPS

APPENDIX F: OVA CODE OF CONDUCT SCALE

Volleyball, because of its regulations and its traditions, offers a philosophy of competition guided by the highest standards of good sportsmanship. For that reason, all participants (teams, players, coaches, officials, managers, administrators, and spectators) in tournaments and meetings under the authority of the OVA, have a duty to conduct themselves in a reasonable and acceptable manner. They must avoid all unsportsmanlike conduct, acts or practices which are, in the opinion of the OVA, detrimental to the sport. Whenever a penalty occurs, a fine or sanction may be given which may lead to additional action through the Discipline and Complaints Policy. Such acts include but are not limited to:

Violation	Fine	Sanctions
Teams with unregistered/ineligible coaches listed on team rosters and/or sitting on the bench in any tournaments.	$150 per match/occurrence	Results may be forfeited. OVA review, possible suspension and further fines.
Having unregistered/ineligible players competing and/or on the bench.	$150 per match/occurrence	Results may be forfeited. OVA review, possible suspension and further fines.
Club coaches who participate in club activities who are not approved registered members in MRS (i.e. must meet the Coach Eligibility Policy)	Up to $500	OVA review, possible suspension and further fines.
Club executives, administrators, managers, contacts who are not approved registered members (i.e. must meet the Club Leader Eligibility Policy) and have performed club duties.	Up to $500	OVA review, possible suspension and further fines.
Any person in authority who has participated in club activities but who is not an approved registered member in MRS with the appropriate role.	Up to $500	OVA review, possible suspension and further fines.
Club Leaders allowing ineligible participants and/or person in authority individuals to participate in Club/OVA activities.	Up to $500	OVA review, possible suspension and further fines.
Failure to submit Club Information Form and MOU to OVA Office, prior to competing in OVA sanctioned event.	As determined by the OVA, a minimum $500	Clubs that do not return the Club Information Form and MOU prior to competing in an OVA event will be placed in bad standing and will be subject to a fine and/or forfeit.
Failure to meet the Uniform Policy.	$25 per player, to a maximum of $100 per tournament	The official in charge of the match is to note the violation on the score sheet and inform the Tournament Director after the match.
Coaches who do not roster athletes on the scoresheet or misrepresent an athlete's playing status to avoid compliance with the Fair Play or Developmental Substitution rules.	$150 per occurrence	Results may be forfeited for any events which misrepresented a team's roster that a coach has listed on the scoresheet. Additional sanctions may also be issued

		depending on the number of occurrences and/or history of previous violations.
Teams not fulfilling their scorekeeping and lining duties.	$75 per occurrence	Team cannot play in any OVA event until fine is paid in full.
Club/Team misconduct at tournaments (damage, misbehaving, failure to abide by facility rules, OVA Code of Conduct).	Minimum fine of $500 and cost of damage to facility	Fine may vary based on the severity of the violation and cost of damage and suspension from one month up to one year may be applied. Further penalties may be determined through the execution of the OVA Discipline & Complaints Policy.
Team not showing up at a tournament without notification in writing to the OVA.	Loss of entry fee + $350	Entry fee will not be refunded, and the club will be fined $350 to be paid within 5 business days.
Individuals committing an act which is considered an offence under any duly promulgated law.	Fines may be levied	Suspension for one year or more. Further penalties may be determined through the execution of the OVA Discipline & Complaints Policy.
Betting or action as a "bookmaker" on matches or tournaments.	Fines may be levied	Suspension from one month to one year. Further penalties may be determined through the execution of the OVA Discipline & Complaints Policy.
Defaulting a game or match in a competition except because of injuries or other valid reasons.	Fine equal to the registration fee	Forfeit from the tournament, plus fine equal to the registration fee and suspension from two weeks to one year for team or individual.
Playing in a competition under an assumed name, or age, falsifying a team entry form, or giving false information to a tournament official of the OVA	Fine equal to the registration fee	Forfeit from the tournament, plus a fine equal to the registration fee and suspension from two weeks to one year for team or individual. Further penalties may be determined through the execution of the OVA Discipline & Complaints Policy.
Withdrawing a team from a match except because of injuries or other valid reason.	Fine equal to the registration fee	Forfeit for the tournament, plus fine equal to registration fee and suspension from two weeks to one year for team or individual.
Any event participant showing outward displays or temper, aggressive conduct, physical contact, rude or offensive behavior	Fines may be levied	Immediate removal from current event. Possible suspension from all and future OVA events in addition to further penalties determined through the execution of the OVA Discipline & Complaints Policy.
Offensive Conduct/Using profanity or obscene language or gestures.	Fines may be levied	Suspension from the current event/future events up to one year

		and/or fine. Further penalties may be determined through the execution of the OVA Discipline & Complaints Policy.
Deliberately throwing or hitting a ball in the direction of an official, spectator or opponent.	Fines may be levied	Verbal warning and/or suspension from the current event/future events up to one year and/or fine. Further penalties may be determined through the execution of the OVA Discipline & Complaints Policy.
PENALTY CARDS Violations		
Yellow Card – 1st offence issued during the season		Warning letter issued
Yellow Card – 2nd offence issued during the season		Warning letter issued
Yellow Card – 3rd offence issued during the season	$50	Suspension from the remainder of the current tournament and/or next tournament. OVA review & possible further suspension
Red Card – 1st offence issued during the season		Warning letting issued
Red Card – 2nd offence issued during the season	$200	Suspension from the remainder of the current tournament and next tournament OVA review & possible further suspension.
Three or more red cards issued during the season	$250	Suspension from the remainder of the current tournament and next tournament Possible further suspension.
Two yellow cards and one red card issued during the season	$200	Suspension from the remainder of the current tournament and next tournament OVA review & possible further suspension.
Any combination of four or more cards (yellow/red) issued during the season	$250	Suspension from the remainder of the current tournament and next tournament OVA review & possible further suspension.
Expulsion from match: Yellow & Red card together – 1st offense	$200	Suspension from the remainder of the current tournament and next tournament. OVA review & possible further suspension.
Expulsion from match: Yellow & Red card together – 2nd offence	$400	Suspension from the remainder of the season OVA Review with Discipline and Complaints committee

Disqualification for unsportsmanlike conduct from match: Yellow & Red card separate – 1st offence	$300	Suspension for the remainder of current tournament and from the next tournament OVA review & possible further suspension
Disqualification for unsportsmanlike conduct from match: Yellow & Red card separate – 2nd offence	$500	Suspension from the remainder of the season OVA Review with Discipline and Complaints committee
A combination of two or more expulsions/disqualifications in the same season.	Fines may be levied.	Suspension for the remainder of the season OVA Review with Discipline and Complaints committee
Purple Card – 2nd offence issued to a team during the season		Warning Letter to the Club and Team
Purple Card – 3rd offence issued to a team during the season	$250	OVA review & possible team sanctions
Purple Card Expulsion	$500	OVA Review with Discipline and Complaints committee
Purple Card Disqualification	$500	OVA Review with Discipline and Complaints committee

- Further penalties may be determined through the execution of the OVA Discipline & Complaints Policy.
- The OVA reserves the right to sanction and fine event participants, teams and Clubs for items above and beyond the infractions listed above.
- Any cards, yellow or red, issued for a delay of game will not be included in the sanctions listed above. Participants who receive multiple misconduct sanctions during one event, may be subject to additional penalties, up to and including removal from that event, or further discipline post-event.
- All Suspensions and sanctions will include Volleyball Canada's National Championships.

APPENDIX G: OVA CONCUSSION POLICY

CONCUSSION POLICY AND PROTOCOL*

ONTARIO VOLLEYBALL ASSOCIATION ("OVA")

*** This Policy does not constitute any medical advice and does not contain any medical diagnoses, symptom assessments or medical opinions.**

Preamble

1. Whereas the education and awareness of concussions is an important part of providing a safe sporting environment; and whereas the OVA is committed to taking all reasonable steps to provide a safe and secure sporting environment for participants in its programs, activities and events; and

2. Whereas this Policy is one of several tools that OVA will use to fulfill its commitment to provide a safe sporting environment and to protect its members from harm; and

3. Whereas nothing in this Policy shall be construed as abrogating the OVA's right, responsibility, power and discretion to take any and all necessary steps to ensure a safe sporting environment for its members.

Purpose

4. The purpose of this Policy is to contribute to a safe sporting environment through education and by promoting awareness of concussion diagnosis and graduated return to play of players who have suffered a concussion.

Definition

5. Individual – All categories of membership as defined in Section 2.1 of the Ontario Volleyball Association constitution and by-laws including but not limited to, clubs, athletes, coaches, officials, volunteers, managers, administrators, directors and officers of the OVA, and parent/guardians of the athletes.

6. Concussion Awareness Resource – a concussion awareness resource prepared and reviewed annually by the Ministry or a Ministry recognized organization providing guidelines on concussion in sport. This resource provides information about concussions and the OVA will require signed acknowledgment by all Individuals the information has been reviewed.

7. Designated Person – an Individual that has completed the Concussion Awareness Resources within the last twelve months and is required to remove athletes from field of play when a concussion is suspected. Also required to receive confirmation from the parent/guardian of medical clearance from a physician or nurse practitioner before the athlete is permitted to return to unrestricted training, practice or competition.

8. A concussion:

   a. Is a brain injury that causes changes in how the brain functions, leading to symptoms that can be physical (e.g., headache, dizziness), cognitive (e.g., difficulty concentrating or remembering), emotional/behavioural (e.g., depression, irritability) and/or related sleep (e.g., drowsiness, difficulty falling asleep);

b. May be caused either by a direct blow to the head, face or neck, or a blow to the body that transmits a force to the head that causes the brain to move rapidly within the skull;

c. Can occur even if there has been no loss of consciousness (In fact most concussions occur without a loss of consciousness); and,

d. Cannot normally be seen on X-rays, standard CT scans or MRIs.

9. Suspected Concussion – the recognition that an individual appears to have either experienced an injury or impact that may result in a concussion, or is exhibiting unusual behaviour that may be the result of a concussion.

Definitions cited from, Ministry of Tourism, Culture and Sport Concussion Guideline.

Concussion Awareness and Education

10. The OVA is committed to the long term health of our athletes. Current and credible concussion resources will be accessible to all athletes, coaches, parents and stakeholders. The resources will include information on concussion prevention, identification, management and treatment. A link to the Ministry's Concussion Program webpage, is available on the OVA website.

11. Volleyball Canada added the Coaches Association of Canada's 90 minute free online module "Making Head Way" to its coach certification pathway. For any volleyball coach to receive "Certified" status at any National Coach Certification Program (NCCP) level "Making Head Way" is mandatory. The online module can be found here: http://www.coach.ca/-p153487.

12. The OVA requires all coaches and club technical directors to meet the OVA Coach Eligibility Policy, prior to their registration as an OVA member, which mandates the Coaches Association of Canada 90 minute free online module "Making Head Way".

13. All Learning Facilitators that deliver the Grassroots Programming will have completed Coaches Association of Canada's 90 minute free online module "Making Head Way".

14. As required by Rowan's Law, to complete OVA registration, all Individuals must sign Concussion Code of Conduct and Review of Concussion Awareness Acknowledgement Form, (See Appendix A for forms), acknowledging they have reviewed the Ministry approved concussion awareness resources and agree to follow the code of conduct for concussions.

Club Requirements

15. Each club must have an administrator responsible for recording all concussion-related incidences. Each club team must have a Designated Person onsite for all events, competitions, practices.

16. If a concussion is suspected, the Designated Person is required to:
    a. Remove the athlete - Immediately remove the athlete from further training, practice or competition.
    b. Call 911 if Emergency - Call 9-1-1, if in their opinion, doing so is necessary.

c. Inform - If the athlete is under 18, inform the parent/guardian about the removal. Advise the athlete or parent/guardian that the athlete is required to undergo a medical assessment by a physician or nurse practitioner before returning.
d. Provide Protocols – Provide the athlete or if the athlete is under 18, the athlete's parent/guardian with Removal-from and Return-to-Sport protocols. See Volleyball Canada Concussion Protocol.
e. Record the Incident – Provide appropriate details to club administrator responsible for the record of any incidences of an athlete's removal, related to concussions.
f. Confirm Return – Confirm the athlete suspected of a concussion has undergone a medical assessment and has not been diagnosed as having a concussion. Ensure the athlete only returns to training, practice or competition once medically cleared to do so.

17. If a concussion is confirmed, the Designated Person is required to:
a. Receive Medical Advice – Receive from the athlete or parent/guardian the medical advice or recommendations provided to them by the physician or nurse practitioner.
b. Disclosing Diagnosis – Inform the athlete or parent/guardian of the importance of disclosing the diagnosis to any other sport organization with which the athlete is registered or school that the athlete attends.
c. Record Progression – Provide to club administrator record of the athlete's progression through the graduated return-to-sports steps until the athlete or parent/guardian confirm medical clearance.
d. Medical Clearance – Receive confirmation from athlete or parent/guardian of medical clearance by physician or nurse practitioner before the athlete is permitted to move on to unrestricted training, practice or competition.

Event and Program Protocol

18. For the safety of the competitors and spectators at OVA events, warnings for all to be aware of their surroundings and to keep their heads up will be posted. See sample poster (Appendix B), "Heads Up" posters, along with recommended warm-up protocols at venues.

19. The OVA follows the Volleyball Canada Concussion Policy and Protocol, see Appendix C, for the following events:

a. Indoor Ontario Championships
b. Indoor Grand Prix events
c. Beach Ontario Championships
d. OVA Beach Tour Grand Slam events
e. OVA hosted National Championships
f. Team Ontario Programs, including Athlete Development Camps
g. Regional Team Programming.

Medical Assessment

20. The OVA asserts it is critical that any athlete, coach, official, parent, and stakeholder that has concussion signs and symptoms stop all activity immediately and be assessed by a medical doctor or nurse practitioner.

Graduated Return to Play

21. The OVA recommends that a graduated return to learn and play protocol is followed for athletes diagnosed with a concussion. There should be no return to play until the athlete has been medically cleared and has successfully returned to school / learning, if applicable, without worsening of symptoms.

22. When returning to play once medically cleared, a stepwise supervised program should be followed with stages of progression. An example of return to play stages can be found in the Ministry of Tourism, Culture and Sport Concussion Guidelines Ministry's Concussion Program webpage. See progression for return to play Appendix D.

23. The OVA will provide current and credible return to learn and return to play resources on its website.

Review and Approval

24. This policy was approved by the Board of Directors of OVA, January 2022.

25. This policy is effective as at January 2022.

Appendix A

Ontario Volleyball Association

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

I will help prevent concussions by:

- Wearing the proper equipment for my sport and wearing it correctly.
- Developing my skills and strength so that I can participate to the best of my ability.
- Respecting the rules of my sport or activity.
- Respecting the warm-up hitting protocol during all competition and training sessions.
- Committing 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 and I will follow Ontario Volleyball Association'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.

In addition to the commitment to the OVA Concussion Code of Conduct, Rowan's Law (Concussion Safety), 2018 states that prior to registration with any sport organization all individuals must review the applicable concussion awareness resources found at Ontario.ca/concussions.

The below links can also be used to access these materials:
Ages 10 and Under
Ages 11-14
Ages 15 and Up
You must review one of the resources once a year, and then confirm that you have completed the review every time you register with a sport organization.

Once you have reviewed these materials please provide a signed copy of the below *Concussion Code of Conduct and Review of Concussion Awareness Resource Acknowledgement Form* to your Club.
Note: this form must be completed prior to your/your child's registration with the OVA.

Concussion Code of Conduct and Review of Concussion Awareness Resource Acknowledgement Form

Under Rowan's Law (Concussion Safety), 2018, every sport organization will ask you to confirm that you reviewed one of the Concussion Awareness Resources in this website (Ontario.ca/concussions) before you can register/participate in a sport.

You must review one of the resources once a year, and then confirm that you have completed the review every time you register with a sport organization.

Sport organizations must also establish a Concussion Code of Conduct and individuals must confirm that they have reviewed the sport organization's applicable Concussion Code of Conduct prior to registration/participation in a sport.

By signing here, I confirm that I have reviewed the applicable Concussion Awareness Resource at Ontario.ca/concussions and that I have fully reviewed and commit to the Ontario Volleyball Association's applicable Concussion Code of Conduct.

Name: _____

Signature: _____

Parent/Guardian Signature (for individuals under 18 yrs of age) _____

Date: _____

Ontario Volleyball Association

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.
- Respect for adhering to the warm-up hitting protocol during all competition and training sessions.
- 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 must 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.

In addition to the commitment to the OVA Concussion Code of Conduct, Rowan's Law (Concussion Safety), 2018 states that prior to registration with any sport organization all individuals must review the applicable concussion awareness resources found at Ontario.ca/concussions.

The below links can also be used to access these materials:
Ages 10 and Under
Ages 11-14
Ages 15 and Up
Once you have reviewed these materials please provide a signed copy of the below *Concussion Code of Conduct and Review of Concussion Awareness Resource Acknowledgement Form* to your Club.
Note: this form must be completed prior to your registration with the OVA

Concussion Code of Conduct and Review of Concussion Awareness Resource Acknowledgement Form

Under Rowan's Law (Concussion Safety), 2018, every sport organization will ask you to confirm that you reviewed one of the Concussion Awareness Resources in this website (Ontario.ca/concussions) before you can register/participate in a sport.

You must review one of the resources once a year, and then confirm that you have completed the review every time you register with a sport organization.

Sport organizations must also establish a Concussion Code of Conduct and individuals must confirm that they have reviewed the sport organization's applicable Concussion Code of Conduct prior to registration/participation in a sport.

By signing here, I confirm that I have reviewed the applicable Concussion Awareness Resource at Ontario.ca/concussions and that I have fully reviewed and commit to the Ontario Volleyball Association's applicable Concussion Code of Conduct.

Name: _____

Signature: _____

Parent/Guardian Signature (for individuals under 18 yrs of age) _____

Date: _____

Ontario Volleyball Association

Concussion Code of Conduct for Referees

I can help prevent concussions through my:

- Efforts to ensure that athletes wear the proper equipment and wear it correctly.
- Respect for the rules of the sport or activity and efforts to ensure that all coaches and athletes adhere to those rules.
- Enforcement of the warm-up hitting protocol during all competition and training sessions.
- Commitment to fair play and respect for all (respecting athletes, coaches, team trainers, other referees and any other participants).

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.
- Any participant 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 any competition or sporting activity 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 participants not to hide their symptoms, but to tell me, a coach, parent or another adult they trust if they experience **any** symptoms of concussion after an impact.
- Lead by example. I will tell a fellow referee, coach, 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.

  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 that participants will have to be cleared by a physician or nurse practitioner before returning to sport.

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

In addition to the commitment to the OVA Concussion Code of Conduct, Rowan's Law (Concussion Safety), 2018 states that prior to registration with any sport organization all individuals must review the applicable concussion awareness resources found at Ontario.ca/concussions.

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You must review one of the resources once a year, and then confirm that you have completed the review every time you register with a sport organization.

Sport organizations must also establish a Concussion Code of Conduct and individuals must confirm that they have reviewed the sport organization's applicable Concussion Code of Conduct prior to registration/participation in a sport.

By signing here, I confirm that I have reviewed the applicable Concussion Awareness Resource at Ontario.ca/concussions and that I have fully reviewed and commit to the Ontario Volleyball Association's applicable Concussion Code of Conduct.

Name: _____

Signature: _____

Parent/Guardian Signature (for individuals under 18 yrs of age) _____

Date: _____

Appendix B

Sample "HEADS UP!" Poster

HEADS UP!

ENTER AT YOUR OWN RISK

During warmups and game play, volleyballs are moving at high velocity from multiple directions. Balls will leave the playing surface and can cause significant injury.

If you choose to enter the gymnasium, please be aware of your surroundings at all times.

The OVA, venue and event host are not responsible for any damages incurred.

ONTARIO Volleyball

HEADS UP!

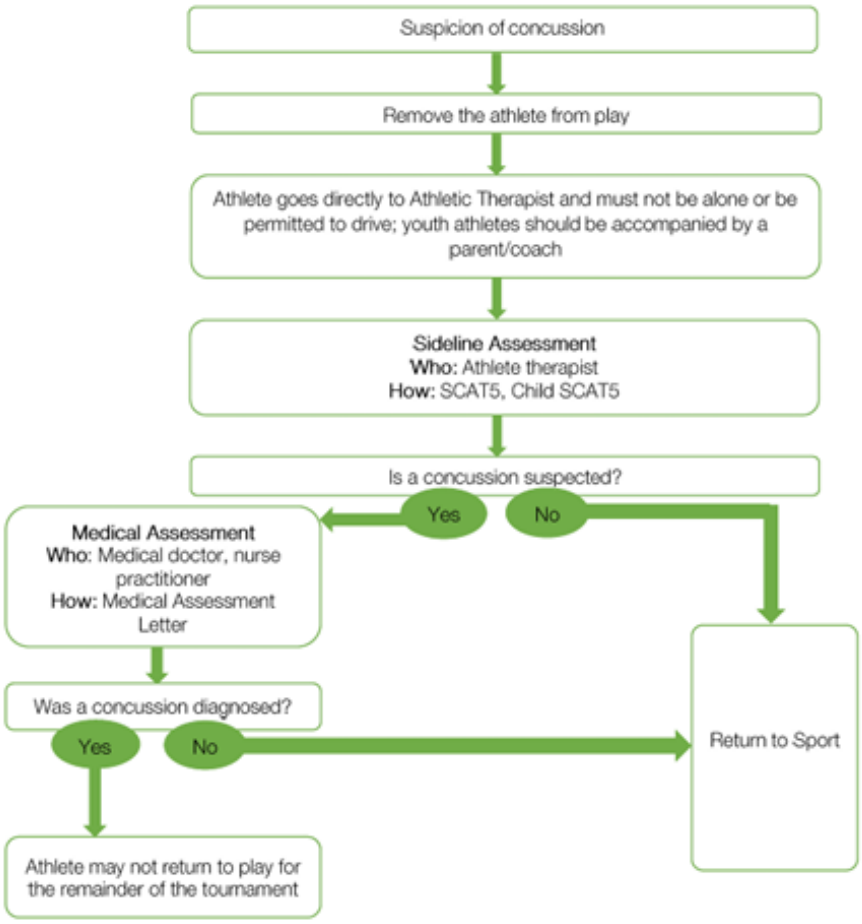
RECOMMENDED WARM UP

The hitting warm up is an important part of game preparation, however, it does come with some inherent risks for both athletes and spectators. To reduce these risks, the OVA strongly recommends that teams follow these warm up guidelines:

1. Athletes remain on one side of the net during a hitting warm-up and those not hitting retrieve the balls on the opposite side
2. Athletes should not be crossing under the net during hitting warm-ups into the direct path of the balls
3. Athletes should run around the outside of the court to retrieve balls
4. Designate one side of the court as the attacking side and ask spectators to avoid sitting in this area
5. Hitting should be directed away from courts with active games and from spectator seating if possible
6. Warming up with balls at the team bench, behind the court or in the spectator walkways is not permitted.

ONTARIO Volleyball

Volleyball Canada Concussion Management Pathway



1. Suspected Concussion

- Athlete presents themselves to an Athletic Therapist, they must be accompanied by an adult for the assessment.
- AT radios the Competition Department to request a staff member to review the policy with the athlete and adult (This may be completed by the AT with prior approval from the Competition Director).
- Competition Staff member presents the athlete with the Concussion Pathway Chart and explains the VC policy and confirms understanding, then departs.
- AT completes SCAT 5 assessment.

2. Athlete passes the assessment

- ☐ Athlete returns to team and continues to play
- ☐ AT completes the Return to Play form and gives it to Competition staff.

3. Athlete fails the assessment

- ☐ AT notifies the athlete of the result and informs them that they cannot play unless they successfully complete a full assessment by a medical professional; AT provides the Medical Assessment Letter.
  - If VC has a medical professional on site, the athlete must be assessed by this doctor.
  - If VC does not have a medical professional on site, the athlete may be assessed by a doctor of their choice.
- ☐ AT completes the Return to Play form and gives it to the Competition staff; this must be done immediately upon completion of the assessment.

4. Competition Staff

- ☐ Upon receipt of the Return to Play form, the staff member must enter the information into the Concussion Tracking document.
  - If the athlete is permitted to play, no additional work must be done.
  - If the athlete is not permitted to play, the staff member must remove the player from the roster on each printed scoresheet (strikethrough with VC initialled). No changes are to be made to ISET.
    - **Athletes who are removed from play must be removed from the printed scoresheet (as indicated above) for all subsequent competition days where new scoresheets are printed. **
- ☐ If the athlete provides an Assessment Letter which clears them of a concussion, the Concussion Tracking document must be updated and the Assessment Letter must be copied and stapled to the original Return to Play form. The player must immediately be added to the roster on any printed scoresheets from where they have been removed (reprint name with VC initials) or a reprint of the score sheet may be required.
    - If the athlete provides an Assessment Letter which does not clear them to play, no additional work must be done. A copy should be made and stapled to the Return to Play form.
- ☐ All Return to Play and Assessment Letters must be kept in a safe place and returned to VC upon completion of the event.

Upon Completion of Nationals

The concussion tracking document must be emailed to Nationals@volleyball.ca. All return to play Assessment letters should be returned to VC

Return-to-School Strategy[1]

The following is an outline of the *Return-to-School Strategy* that should be used to help student-athletes, parents, and teachers to partner in allowing the athlete to make a gradual return to school activities.

Depending on the severity and type of the symptoms present, student-athletes will progress through the following stages at different rates. If the student-athlete experiences new symptoms or worsening symptoms at any stage, they should go back to the previous stage.

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

4. Sport-Specific Return-to-Sport Strategy[1]

Stage	Aim	Activity	Goal of each step
1	Symptom-limiting activity	Daily activities that do not provoke symptoms.	Gradual re-introduction of work/school activities.
2	Light aerobic activity	Walking or stationary cycling at slow to medium pace. No resistance training.	Increase heart rate.
3	Sport-specific Exercise	Running or skating drills. No head impact activities.	Add movement.
4	Non-contact training drills	Harder training drills, e.g. passing drills. May start progressive resistance training.	Exercise, coordination and increased thinking.
5	Full contact Practice	Following medical clearance and complete return to school.	Restore confidence and assess functional skills by coaching staff.
6	Return to sport	Normal game play.	

The following is an outline of the *Return-to-Sport Strategy* that should be used to help athletes, coaches, trainers, and medical professionals to partner in allowing the athlete to make a gradual return to sport activities. Activities should be tailored to create a sport-specific strategy that helps the athlete return to their respective sport.

An initial period of 24-48 hours of rest is recommended before starting their *Sport-Specific Return-to-Sport Strategy*. If the athlete experiences new symptoms or worsening symptoms at any stage, they should go back to the previous stage. It is important that youth and adult student-athletes return to full-time school activities before progressing to stage 5 and 6 of the *Sport-Specific Return-to-Sport Strategy*. It is also important that all athletes provide their coach with a *Medical Clearance Letter* prior to returning to full contact sport activities.

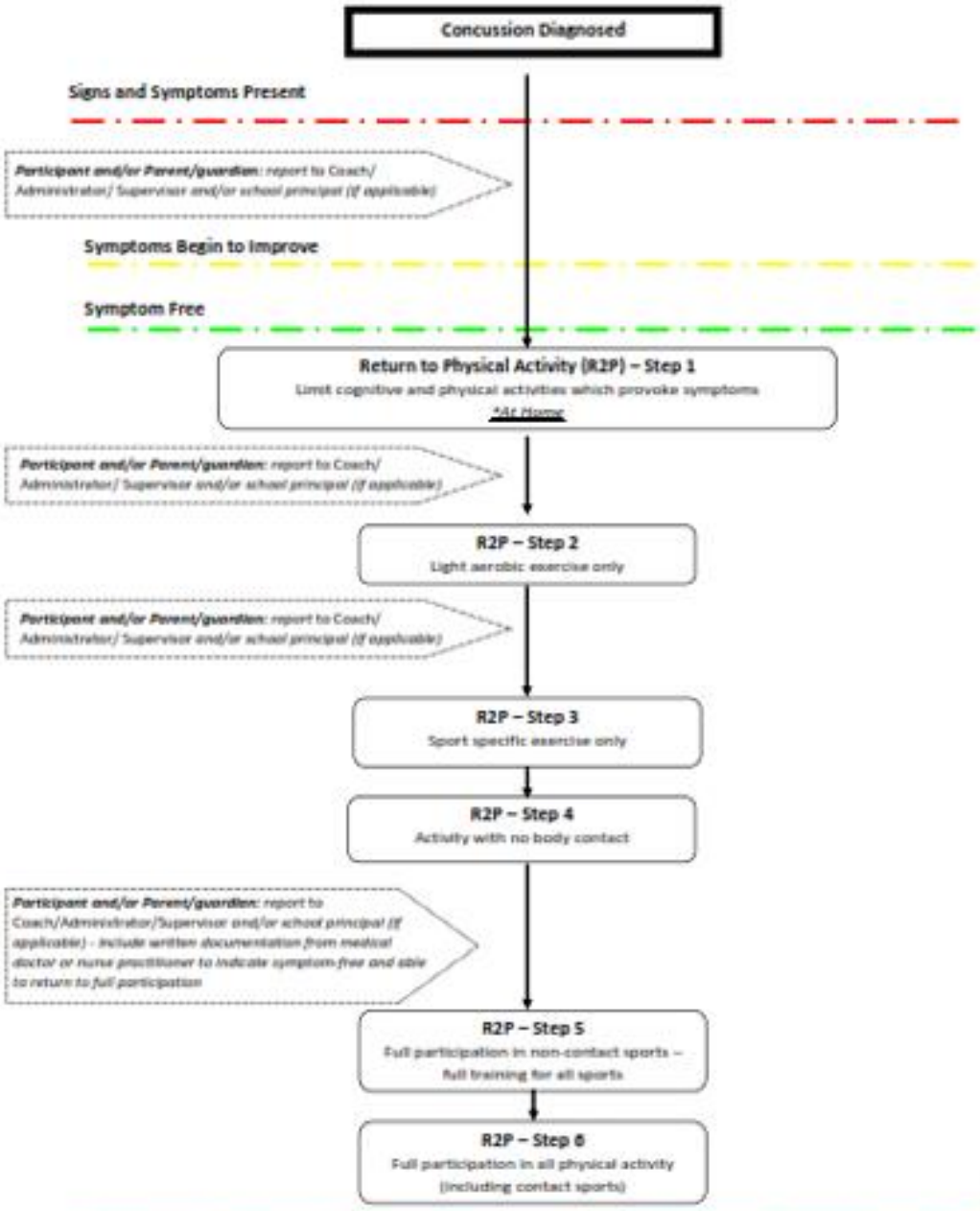
[1]Source: McCrory et al. (2017). Consensus statement on concussion in sport – the 5th international conference on concussion in sport held in Berlin, October 2016. *British Journal of Sports Medicine, 51*(11), 838-847. http://dx.doi.org/10.1136/bjsports-2017-

ONTARIO Volleyball

Appendix D

Ministry of Tourism, Culture and Sport – Concussion Guidelines*

Appendix B: RETURN TO PHYSICAL ACTIVITY (R2P)



*These Informational Guidelines have been prepared for general informational purposes only. They are not intended to and do not constitute any medical advice and do not contain any medical diagnoses, symptom assessments or medical opinions.