



POLICIES AND PROCEDURES

Revised 01.2022

TABLE OF CONTENTS

POL-01	THE CLUB & LOGO	PAGE 3
POL-02	DISTRICT ASSOCIATION AFFILIATIONS	PAGE 4
POL-03	MEMBERSHIP	PAGE 5
POL-04	THE BOARD OF GOVERNORS	PAGE 7
POL-05	ANNUAL GENERAL MEETING	PAGE 13
POL-06	SPECIAL GENERAL MEETING	PAGE 18
POL-07	ASC COMMITTEES	PAGE 20
POL-08	HARRASSMENT OF GAME OFFICIAL	PAGE 23
POL-09	AJAX SC HARRASSMENT AND SCREENING POLICY	PAGE 25
POL-10	CONFLICT OF INTEREST	PAGE 33
POL-11	FINANCE POLICY	PAGE 34
POL-12	WEBSITE POLICY	PAGE 42
POL-13	PRIVACY POLICY	PAGE 43
POL-14	ACCESSIBILITY for ONTARIANS with DISABILITY POLICY(AODA)	PAGE 50
POL-15	SMOKE-FREE POLICY	PAGE 55
POL-16	HEALTHY SNACK POLICY	PAGE 57
POL-17	SOCIAL MEDIA POLICY	PAGE 60
POL-18	COMMUNICATION POLICY	PAGE 66
POL-19	ZERO TOLERANCE POLICY	PAGE 70
POL-20	WEATHER AND FIELD CLOSURE POLICY	PAGE 75
POL-21	COACH COURSE REIMBURSEMENT POLICY	PAGE 78
POL-22	ROWAN'S LAW & CONCUSSION POLICY	PAGE 83
POL-23	ANTI DOPING POLICY	PAGE 85
POL-24	EQUITY & INCLUSION POLICY	PAGE 87
POL-25	PROXY VOTING	PAGE 88
POL-26	WHISTLEBLOWER POLICY	PAGE 91
POL-27	WITNESS TO INAPPROPRIATE CONDUCT POLICY	PAGE 93
POL-28	RULE OF TWO POLICY	PAGE 95
POL-29	FIELD INSPECTION & SAFETY POLICY	PAGE 97
POL-30	COMPLAINTS & DISPUTE POLICY	PAGE 100
POL-31	PROCUREMENT	PAGE 104



Policy Number: POL-01	Revision Number: 2
Effective Date: 23-Jun-2002	Revision Date: 08-22-2021
Title: THE CLUB NAME AND LOGO	Page: 1 of 1

PURPOSE:

The use of the name of the Club shall be limited to the Corporation only, and the use of the logo shall be limited to the Corporation also.

SCOPE:

Supply items of any type bearing the name, or the official logo of the Corporation must be submitted to and approved by the Executive Director.



Policy Number: POL-02	Revision Number: 2
Effective Date: 23-Jun-2002	Revision Date: 22-August-2021
Title: DISTRICT ASSOCIATION AFFILIATIONS	Page: 1 of 1

PURPOSE:

The President or designate and accredited representatives shall be the chief delegate at all regional meetings. The President may also attend meetings outside the Durham Region Soccer Association should the need arise.

Ajax SC may propose candidates for regional office and may submit resolutions to the Durham Region Soccer Association.

SCOPE:

The Ajax SC votes shall be cast in accordance with the direction given by the Board of Governors of the Ajax SC.

Any member of the Ajax SC may propose candidates for regional office. The Ajax SC Board of Governors shall approve any nomination before it is submitted to the Durham Region Soccer Association.

Individual members of the Ajax SC wishing to seek an elected Regional Office must declare their intentions to do so at a meeting of the board prior to the Durham Region Soccer Association Annual Members Meeting at which the candidate wishes to stand for office.

The Board of Governors of the Ajax SC shall approve only candidates for Regional Office who meet the requirements for Regional Office as set out in the Durham Region Soccer Association Constitution.

The Board of Governors of the Ajax SC must give approval to the content of proposed Durham Region Soccer Association resolutions. All resolutions shall be forwarded to the Secretary of the Ajax SC.



Policy Number: POL-03	Revision Number: 2
Effective Date: 29-Apr-2004	Revision Date: 15-August-2021
Title: MEMBERSHIP	Page: 1 of 2

PURPOSE:

There is no membership fee for eligible members of ASC as described in Article III.

Ajax SC eligible members are parents/guardians of registered players under the age of 18, registered players 18 years of age or older, Governors, and volunteers.

Honorary Members are individuals who have been associated with ASC, and who have rendered special service to the game in Ajax, for at least fifteen (15) years, to an extent beyond normal participation.

Associate Members are members of the community that have given their time or financial support to ASC. Associate membership is for one year only and must be renewed annually. Sponsors can be classified as Associate Members.

All members and eligible members must honour and abide by the Constitution, policies and procedures, code of conduct and all registered members are encouraged to attend the AGM as scheduled in accordance with Constitution.

SCOPE:

Governors must complete the Governors application form and submit to a full screening process. Volunteers must complete the volunteer application form and submit to a full screening process.

Policy Number: POL-03	Revision Number: 2
Effective Date: 29-Apr-2004	Revision Date: 15-August-2021
Title: MEMBERSHIP	Page: 2 of 2

All nominations for Honorary Members must be submitted to the Board of Governors, accompanied by a resume of the individual describing their accomplishments and an

acceptance of the nomination by the individual.

The admission of an Honorary Member shall require the affirmative vote of at least two- thirds of the voting members present at a meeting of the Board of Governors.

No incumbent ASC Governor shall be eligible for nomination to Honorary Member.



Policy Number: POL-04	Revision Number: 4
Effective Date: 29-Apr-2004	Revision Date: 25-January-2022
Title: THE BOARD OF GOVERNORS	Page: 1 of 7

PURPOSE:

The law requires that independently incorporated not-for-profit organizations be governed by a Board with individual members. Ajax SC refers to its Board members as Governors. A Governor is one who accepts and holds a position of "public trust". Public trust is the obligation placed on Governors to maintain, preserve, further develop, and expend resources and to ensure that the organization's activities remain in the public domain to benefit this and future generations. It refers to the obligation placed on Governors to provide good governance for the benefit of the organization's members.

The Board of Governors shall be the governing body of the Corporation. Board members must be completely conversant with the Corporations administrative and program policies as well as with the Ajax SC Constitution and Code of Conduct, and shall undertake the duties for Governors outlined therein.

ASC Board and management, the Board (together with its standing committees) is responsible solely for the governing of the organization and management is responsible for administering programs, program structures, services, human resources, and day-to-day operations including finances.

Ajax Soccer Club Board of Governors is a 'policy board' that defines the relationships between the board of directors, the administrative lead, the judicial bodies, and the stakeholders by Governance Policies that are approved by the board (i.e., policies related to board and administrative lead roles and responsibilities, evaluation of the administrative lead's performance, risk mitigation, conflict of interest, board self-evaluation, and succession planning)

Legal Responsibilities

Fiduciary

A Governor holds a position of trust and must act honestly, in good faith and in the best interests of the Club. A Governor has an obligation of loyalty and duty to uphold the integrity of the Club

Policy Number: POL-04	Revision Number: 4
Effective Date: 29-Apr-2004	Revision Date: 25-January-2022
Title: THE BOARD OF GOVERNORS	Page: 2 of 7

Skill and Diligence

A Governor must exercise that degree of skill and diligence that can reasonably be expected from someone of his or her knowledge and expertise.

Duty of Care

A Governor has a duty to be informed about the state of the business & affairs of the Club. This responsibility includes ensuring that the Club is properly managed, and its property and assets suitably cared for.

Conflict of Interest

A Governor must not let personal interests or the interests of a third-party conflict with those of the Club. If a conflict arises, the Governor must declare their conflict and is forbidden from exploiting his or her position. A Governor who is in any way, directly or indirectly, interested in a contract or arrangement with the Club must declare his or her interest at a Board of Governors' meeting and subsequently refrain from any involvement in decisions around such contracts or arrangements. The duty of loyalty lies behind the practice where ASC prohibits its board from including among its members individuals who hold **any** position in another club/academy within the Province of Ontario, district, provincial, academy or private.

Conduct

A Governor must not allow his or her conduct as a Governor to serve personal ends.

Confidentiality

Governors are not permitted, either during or after their term of office, to use information inappropriately which is deemed confidential by the Club.

Moral Responsibilities

Each Governor has a responsibility to serve the Club and foster development and growth. Governors must understand and promote the role of the Club.

A Governor must be able to endorse the vision, values and mission without reservation. Governors must act as advocates and build strong relationships within the community. Governors must commit the time, energy and expertise needed to ensure a positive future for the Club.

Policy Number: POL-04	Revision Number: 4
Effective Date: 29-Apr-2004	Revision Date: 25-January-2022
Title: THE BOARD OF GOVERNORS	Page: 3 of 7

This policy applies when Governors positions become vacant during the term of office or are not filled at the Annual General Meeting.

The Board of Governors is required to attend board meetings.

Each board member will be a member of either the programs or admin committee and will be required to attend all meetings.

Diversity: It is the intent of the Ajax Soccer Club to have our Board of Governors reflect the membership base we service. It is of the utmost of importance to have Board Members of different ethnical backgrounds, colours and genders.

SCOPE:

The President and Vice-President will prepare an orientation package for the Board of Governors and will present it at the first meeting of the board following the Annual General Meeting. At a minimum, the package will include:

- current board list
- committees and their purpose
- staff and their responsibilities
- method and purpose of board meeting schedule
- constitution, policies/procedures
- most recent audited financial statements
- list of all funding sources
- copies of recent board meeting minutes
- an organizational evaluation (if available)
- procedures for board meetings
- club code of conduct

It is the responsibility of each Governor to be aware of his/her role and area of responsibility as well as how this connects with the roles and responsibilities of other Governors, staff and volunteers.

Policy Number: POL-04	Revision Number: 4
Effective Date: 29-Apr-2004	Revision Date: 25-January-2022
Title: THE BOARD OF GOVERNORS	Page: 4 of 7

Appointment to the Board of Governors

- Any or all of the following ways may be used to advertise the availability of a vacant position: word-of-mouth, television, community centres, newspaper, electronic mail, or other reasonable means.
- Individuals interested in appointments to ASC Board must complete a Governor Application Form and submit to the Ajax SC Secretary outlining the following:
 - o qualifications relevant to the position
 - o previous experience with a sports organization
 - o personal references
- Applicants should be committed to fulfilling the position until the next annual general meeting.
- Applicants must submit to a security check.
- The individual will attend the meeting at which the appointment is discussed in order to respond to questions. However, they will not be present while the decision is being made.
- The individual will be notified of the appointment decision as soon as possible and the appointment will be effective upon notification.
- The decision to appoint a new member will be passed by a simple majority (over 50%) of the Ajax SC Board members present at the meeting.

Policy Number: POL-04	Revision Number: 4
Effective Date: 29-Apr-2004	Revision Date: 25-January-2022
Title: THE BOARD OF GOVERNORS	Page: 5 of 7

Removal from the Board of Governors

- Governors who are absent without regrets for three (3) meetings will be deemed as uncommitted in fulfilling the requirements for the position, and subject to dismissal.
- Governors who do not fulfill the requirements of their position, and do not make alternate arrangements to fulfill the requirements of their position, will be deemed as uncommitted in fulfilling the requirements for the position, and subject to dismissal.
- Governors who participate in decision-making in the affairs of Ajax SC while in a conflict-of-interest will be subject to dismissal. Conflict of Interest is described in the Ajax SC Constitution.
- The procedure for dismissal of Governors will be as follows; the individual will be notified in writing, by registered mail or e-mail that the Board is deliberating as to whether they will be dismissed from their position.
- The decision to remove a Governor will be passed by a simple majority (over 50%) of the Ajax SC Governors present at the meeting. The Governor under review shall have a vote at this meeting. Should the Governor be removed, the position will become vacant immediately.
- Anyone removed from a Board position will not be allowed to stand for election for any position for a minimum of two (2) years.

Meetings

- The board will establish a schedule of at least six (6) meetings at the first board meeting following the Ajax SC annual general meeting.
- See Article IX of the constitution for further details.

Minutes

- The Secretary will be responsible for recording, or to have recorded, the minutes of all Board of Governor Meetings.

Policy Number: POL-04	Revision Number: 4
Effective Date: 29-Apr-2004	Revision Date: 25-January-2022
Title: THE BOARD OF GOVERNORS	Page: 6 of 7

The minutes will include:

- date, time, and place
 - start time of meeting
 - names and titles of members present Chair, recorder, observers, guests, and others
 - record of Board of Governors who were absent with prior regrets, or absent without prior regrets
 - existence or absence of a quorum
 - all rulings made by the Chair
 - all proper motions, including the name of the mover and seconder
 - results of all votes taken
 - when requested, record names of persons voting no or abstaining from any vote
 - honour requests to have issue statements included or not included in the minutes
 - in camera discussions will not be recorded in the minutes
 - a list of reports/documents/handouts introduced during the meeting (copies of these items to be attached to the final minutes)
 - a summary of significant points raised during discussion but not a verbatim account
 - any commitments made by participants
 - the time of adjournment
- draft minutes will be provided, by the Secretary, for the next Board meeting package
 - the Board of Governors will approve minutes
 - any changes agreed to by the Board will be made to the draft minutes

A copy of final approved and signed minutes shall be kept in a binder, at the clubhouse. The binder shall be made available for review at the clubhouse, to Ajax SC members, upon request, and may not be removed from the Clubhouse.

The decisions made by the Ajax SC Board of Governors are based solely on the approved Strategic Plan and must remain inside the approved annual operating plan and budget.

Policy Number: POL-04	Revision Number: 4
Effective Date: 29-Apr-2004	Revision Date: 25-January-2022
Title: THE BOARD OF GOVERNORS	Page: 7 of 7

Diversity of the Board of Governors

- It is the goal of Ajax SC to have a Board of Governors who not only possess the necessary competencies and knowledge to fulfill the roles, but to mirror the diversities within our membership base.
- Ajax SC will seek appointments of individuals who are of different ethnicities, genders, ages and different socioeconomical environments.

Ajax SC is committed to being a Club of total inclusiveness and a place where every player, parent and family feel safe and comfortable with no judgement, discrimination, bias, or bigotry.

Standing Committees

ASC Board of Governors lead and facilitate standing committees with include, but are not limited to the following:

- Team/Club Events
- Discipline
- Audits/Financials
- Uniforms
- Recreational Events
- Competitive Events

Professional Development

ASC Board of Governors will be included in Professional Development opportunities which could include Respect based courses, Coach.ca courses, Summits, Conventions etc.

Staffing

ASC Executive Staff, Executive Director and General Manager, are to hired by and report to the Board of Governors, specifically the Ajax SC President. Compensation and oversight of the Executive staffing roles are a responsibility of the Board of Governors.



Policy Number: POL-05	Revision Number: 1
Effective Date: 29-Apr-2004	Revision Date: 8-August-2021
Title: ANNUAL GENERAL MEETING	Page: 1 of 5

PURPOSE:

As per section 159, 1) of the Corporations Act of Ontario, an annual general meeting will be held. The annual general meeting for Ajax SC will be held no later than the second Sunday in January each year.

SCOPE:

Return of Club Records

Governors whose positions are up for election at the Annual General Meeting must return all records to the Club prior to the Annual General Meeting or as soon as conveniently possible following the AGM.

Advertising and Promotion

- Any or all of the following methods of advertising and promoting the AGM could be used:
- Club newsletters
- Cable channel
- News Advertiser
- Club website
- Poster on clubhouse door and on bulletin board
- E-Mail reminder
- Social Media
- Word-of-mouth
- Other methods

Policy Number: POL-05	Revision Number: 1
Effective Date: 29-Apr-2004	Revision Date: 8-August-2021
Title: ANNUAL GENERAL MEETING	Page: 2 of 5

Content of Annual General Meeting Information Packages as per Constitution

Annual General Meeting information packages will be made available to members seven (7) days prior to the meeting. Information packages, approved by the Board of Governors, will include:

- the order of business, as per Constitution
- previous annual general meeting minutes
- Governors’ reports
- the audited financial statements
- the constitution
- proposed amendments to the constitution
- proposed recommendations to the policy and procedures
- motion(s) defeated to remove Governors (if any)
- table showing Governor positions up for election and length of term
- motion by Treasurer to appoint auditor
- any new business items submitted

Chair of Annual General Meeting

The chair of the Annual General Meeting will be selected by the board at the last board meeting prior to the Annual General Meeting.

The Chair will advise the membership of the option for candidates to request the option to speak on their own behalf or have someone else address the membership on their behalf.

Members in Attendance

- Each voting member will be asked to show identification and sign in beside his/her name on the membership list. The registration volunteers will also initial the list beside the voting member’s signature.

Policy Number: POL-05	Revision Number: 1
Effective Date: 29-Apr-2004	Revision Date: 8-August-2021
Title: ANNUAL GENERAL MEETING	Page: 3 of 5

- No record will be kept of members leaving the room.
- The “members attending” is the maximum number of voters possible.
- The “members in attendance” is the voting members present at the start of the meeting.
- The roll call of delegates will occur by the Chair of the meeting asking if the voting members present have received their information packages. If not, they will be directed to check in with the meeting registration volunteers.
- The Secretary will advise the Annual General Meeting Chair of the number of members inattendance when the meeting is called to order.

Format for Governors Reports and Deadline for Submission

- Governor’s report for the Annual General Meeting package needs to be submitted to the Board for approval at the last meeting prior to the Annual General Meeting. It may be helpful for Governors to review their job descriptions prior to preparing their reports. The report format, as stated in each job description is as follows:
 - a) What goals were set?
 - b) Were these goals met?
 - c) What changes were made?
 - d) What lessons were learned?
 - e) Recommendations for next year?
- No reports will be accepted after the last board meeting as there will not be sufficient time to review them prior to the Annual General Meeting.
- Governor’s reports must be approved by the board in order to be included in the Annual General Meeting package.

Audited Statements

The audited financial statements are due no later than 7 days prior to the AGM or sooner

Amendments to the Constitution

As per the constitution, all proposed amendments shall be forwarded to the Secretary of the Ajax SC not less than thirty (30) days prior to the date of the Annual General Meeting.

Policy Number: POL-05	Revision Number: 1
Effective Date: 29-Apr-2004	Revision Date: 8-August-2021
Title: ANNUAL GENERAL MEETING	Page: 4 of 5

Recommendations for Amendments to the Policies and Procedures

As per the constitution, amendments to the Policies and Procedures may be recommended by the general membership at the AGM. All recommended amendments should be forwarded to the Secretary of ASC not less than forty-five (45) days prior to the date of the Annual General Meeting. These recommendations need not be approved by the membership, but only need to be accepted for consideration of the Board.

Elections

- Representatives from the Durham Region Soccer Association will be asked to act as scrutinizers for the elections. As per the constitution, any individual seeking election must be a registered member in good standing as indicated in the Ajax SC database.
- The elections will occur in the order in which these positions are listed in the constitution.

Ballot Format

- The Secretary will print ballots and provide to each member in the meeting package. Blank ballots will be provided to the scrutinizers should they be needed.
- Included on the ballot will be the title of the position up for election and a space for the voting member to state their preferred candidate.
- Candidates' names will be listed so that all voting members are aware of who was nominated and who accepted the nomination for a position.

Appointment of Auditor

- The auditor will be appointed based upon the recommendation of the past Financial Officer.
- Should the Financial Officer feel the need to change auditors, then they should provide at least three options in their Governor's report.

Policy Number: POL-05	Revision Number: 1
Effective Date: 29-Apr-2004	Revision Date: 8-August-2021
Title: ANNUAL GENERAL MEETING	Page: 5 of 5

New Business

Since there is no need to adopt the agenda at the beginning of the meeting, new business items could be agreed to at this point of the annual general meeting.

Code of Conduct for Annual General Meeting

All will adhere to the club code of conduct.

Refreshments

The Secretary will arrange for light snacks and beverages.



Policy Number: POL-06	Revision Number: 2
Effective Date: 29-Apr-2004	Revision Date: 3-August-2021
Title: SPECIAL GENERAL MEETING	Page: 1 of 2

PURPOSE:

Special General Meetings may be called by the President, by a majority vote of the Board of Governors, or at the request, in writing to the Secretary, of at least 50 of the members for items not satisfactorily addressed by the Discipline Committee, or the Board of Governors.

SCOPE:

Date of Meeting

The Special General Meeting will be held within fourteen (14) days of being called.

Advertising and Promotion

Any or all the following methods of advertising and promoting the general meeting could be used:

- Club newsletters
- Club web site
- Post on clubhouse door and on bulletin board
- E-Mail reminder
- Word-of-mouth
- Social Media
- Other methods

Policy Number: POL-06	Revision Number: 2
Effective Date: 29-Apr-2004	Revision Date: 3-August-2021
Title: SPECIAL GENERAL MEETING	Page: 2 of 2

Purpose of Special General Meeting

The purpose of a Special General Meeting is limited strictly to the business for which the meeting was called.

Chair of Special General Meeting

The chair of the Special General Meeting will be selected by the board at the board meeting in which the meeting was called (see Ajax SC constitution).

Members in Attendance

- Each voting member will be asked to show identification and sign in beside his or her name on the membership list. The registration volunteers will also initial the list beside the voting member's signature. Quorum is established at time of registration at the SGM.
- The "members attending" is the maximum number of voters possible.
- The "members in attendance" is the voting members present at the time of a vote.
- The roll call of delegates will occur by the Chair of the meeting asking if the voting members present have received their package. If not, they will be directed to check in with the meeting registration volunteers. This process will reduce the amount of time spent in calling out each voting member's name.
- The Secretary will advise the general meeting Chair of the number of members in attendance when the meeting is called to order.

Voting Rights at a Special General Meeting & Quorum

As per constitution



Policy Number: POL-07	Revision Number: 2
Effective Date: 29-Apr-2004	Revision Date: 3-August-2021
Title: ASC COMMITTEES	Page: 1 of 3

PURPOSE:

The Board of Governors will appoint committees for specific tasks, as the need arises.

The Board may constitute committees, as it deems necessary, to assist the Board in carrying out the affairs of the Corporation and shall prescribe the duties of any such committees. Any such committee may formulate its own rules of procedure, subject to such regulations or directions as the Board may make. The Board may, by a resolution passed by at least two-thirds (2/3) of the votes cast thereon, remove any member of any such committee. Without limiting the generality of the foregoing, the Board shall appoint, on an annual basis, an Executive Committee, which shall be comprised of the President, Vice President, Secretary, Treasurer and Immediate Past President of ASC. The Executive Committee shall meet between Board meetings as required, and shall be responsible for overseeing the primary activities of ASC, and shall render a report of its functions and operations at meetings of the Board whenever and to the extent required by any member of the Board.

The composition, purpose, and delegation of power of committees will be established by the Board of Governors and recorded in the minutes. Committees must consist of at least one (1) member of the Board of Governors and may consist of eligible members and Ajax community members at large who can offer skills and experience related to the purpose of the committee. Generally, a Governor should be the Chair of the Committee.

Committee meeting minutes shall be recorded by the Governor and distributed at the next regularly scheduled Board of Governor’s meeting.

The President shall be an ex-officio member of all Committees.

Executive Committee

- If a long-term decision, or a decision that would fundamentally alter the character of the Club, is required before the next scheduled Board Meeting, the President shall call an emergency meeting to discuss this business only. A quorum of the Governors must be present as per the Constitution.
- Executive Committee meeting minutes shall be recorded and distributed at the next regularly scheduled Board of Governor’s meeting.
- Executive Committee members will serve on this committee for the duration of their term of office.

Policy Number: POL-07	Revision Number: 2
Effective Date: 29-Apr-2004	Revision Date: 3-August-2021
Title: ASC COMMITTEES	Page: 2 of 3

Discipline Committee

- The Discipline Committee will include the Discipline Governor who will appoint at least two additional Governors to the Discipline Committee. This committee must be comprised of at least three (3) members, recommended to be made up of at least two (2) Board members and up to two eligible or honorary members as appointed by the Discipline Governor.
- The appropriate Governor must initially review written complaints from members or participants. If a mutually agreeable solution cannot be reached with the Governor, then the written complaint and a report from the Governor will be forwarded to the Discipline Committee.
- The purpose of this Committee is to make decisions pertaining to written complaints from eligible ASC members regarding constitution, policies and procedures (except removal of members), and code of conduct issues.
- This Committee will be responsible for making recommendations to the Board of Governors regarding the removal of members.
- The first line of appeal regarding decisions of this committee shall be the ASC Board of Governors.

Procedures for Discipline Committee

Level 1 – Complaints

- Written complaints from eligible members must be submitted to the appropriate Governor. The Governor will review the complaint and attempt to find a mutually agreeable solution with the complainant.
- If a mutually agreeable solution cannot be reached with the respective Governor, then the written complaint can be filed with the Discipline Chair who will take it, if necessary to the Discipline committee.

Policy Number: POL-07	Revision Number: 2
Effective Date: 29-Apr-2004	Revision Date: 3-August-2021
Title: ASC COMMITTEES	Page: 3 of 3

Level 2 - Discipline Committee Review

Written complaints from eligible ASC members must be submitted by the eligible member to the Discipline Committee.

- The Governor will be asked to submit a complaint report to the Discipline Committee and shall describe the initial attempt to find a mutually agreeable solution.
- The Discipline Committee will rule on issues regarding ASC constitution, policies and procedures (except removal of members), and code of conduct issues.

Level 3 - Appeals to ASC Board of Governors and DRSA

Appeals to the final decisions of the Discipline Committee may be made to ASC Board of Governors as follows:

- A \$300 fee must accompany the appeal decision to ASC Board of Governors.
- Appeals must be submitted, in writing, to the Board of Governors within fourteen (14) days of receipt of the Discipline Committee decision.
- Appeals will be considered at the next regularly scheduled Board of Governors meeting.
- Notification of the appeal decision will be provided within thirty (30) days of the decision.

Appeal fees from reasonable appeals may be returned, at the sole discretion of the Board. Final appeal decisions of ASC Board of Governors may be appealed to the DRSA as per their Constitution.



Policy Number: POL-08	Revision Number: 2
Effective Date: 23-Jun-2002	Revision Date: 3-August-2021
Title: HARRASSMENT OF GAME OFFICIAL	Page: 1 of 2

PURPOSE:

The Ajax SC will abide by the Harassment Policy of Ontario Soccer.

In the event someone in the Club wishing to lodge a harassment complaint it shall be submitted in writing to the Durham Region Soccer Association's Harassment Officer(s).

Any coach, parent, grandparent or guardian judged by the Discipline Governor in conjunction with the Discipline Committee to be guilty of abusive conduct toward a game official during an Ajax SC's House League game will be reprimanded in writing. A second conviction, during the same season will result in the member being restricted from all services rendered by the Ajax SC including attendance at all soccer activities within the Club.

In extreme cases, as determined by the Discipline Governor/Committee, a member may be reinstated subject to a review hearing.

SCOPE:

When a game official feels that they are being abused, as per the scope of this policy, by either a coach or fan, the official will be allowed to suspend the playing of the game. If the abuse is physical; the game official is advised to inform the coaches that the game has been abandoned and then proceed with step 4.1.

The official will then verbally advise both coaches that the game has been stopped due to the abuse and inform both coaches as to the source of the abuse. If the source is one of the coaches, the official will advise the coach that the next occurrence of a similar nature will result in an abandonment of the game and that a report to Ajax SC's Discipline Board will be submitted for review. If the source is a fan, the appropriate coach will provide the official with the name of the fan and the coach must advise the fan that the next occurrence of a similar nature will result in an abandonment of the game. Further, a report to the Club's Discipline Board will be sent in for review. If the fan is not associated

Policy Number: POL-08	Revision Number: 2
Effective Date: 23-Jun-2002	Revision Date: 3-August-2021
Title: HARRASSMENT OF GAME OFFICIAL	Page: 2 of 2

with either team, both coaches are asked to speak to the fan and as the individual to leave.

Once the prescribed action in step two has been completed, the game will restart with a dropped ball between the two teams at the location where the play was stopped.

If the abuse continues, the official will be allowed to stop any further playing of the game and advise the coaches that the game has been abandoned and that a special incidence report will be forwarded to the Ajax SC's Discipline Committee. The official must clearly indicate on the game sheet that the game was abandoned due to abuse.

4.1 The game official must contact either the appropriate House League Governor or a member of the Discipline Committee to verbally report the incident within 24 hours.

4.2 A Special Incident Report, prepared with the assistance of the Referee Coordinator or a member of the Discipline Committee, if required, must then be forwarded to the Ajax SC within 72 hours.

4.3 The Ajax SC's Discipline Committee will then review and deal with the report as per their guidelines.

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

If the game continues without any further incident, the game official is advised to inform their Referee-in-Chief that the game was temporarily suspended due to abuse toward a game official. Further, a note should be made on the game sheet.



Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: 28-August-2021
Title: AJAX SC HARRASSMENT, BULLYING AND SCREENING POLICY	Page: 1 of 8

PURPOSE:

The Club shall adhere to the Volunteer Screening Guidelines and Requirements of our governing bodies, The Durham Regional Soccer Association and Ontario Soccer. The Harassment and Screening Policy shall apply to all employees, Governors, officers, volunteers, coaches, game officials, administrators, players, members, and registrants of the Club.

Harassment is defined as any comment, conduct, or gesture directed toward an individual or group of individuals which is insulting, intimidating, humiliating, malicious, degrading, or offensive. It includes, but is not limited to, sexual harassment and bullying.

The Club shall make available to any Member the Harassment and Screening Policy when requested.

SCOPE:

Screening is required for all Governors, Coaches, Managers, Volunteers, and employees currently occupying positions and for any new Governors and Coaches and Managers that may join ASC.

NOTE: Screening is not required for Players, Referees/Game officials as per OS/DRSA.

The purpose of screening is to ensure the safety of children participating in its programs, and to ensure the security of its administration.

The Club shall annually appoint a Selection Committee consisting of at least one male screening officer and one female screening officer, for the purpose of screening and interviewing all new applicants. The committee will document its decisions to be kept on file with all screening records.

The level of scrutiny for screening is divided into two levels: High Risk and Low Risk positions

Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: n 28-August-2021
Title: AJAX SC HARRASSMENT AND SCREENING POLICY	Page: 2 of 8

1. High Risk Positions

Travelling Teams- Team Officials for:

- Competitive teams
- District teams – Fundamental Development Program (Boys & Girls)
- District and Regional teams with any youth players – Durham Soccer League

Minimum Screening Measures required

- Application Form
- Interview by Selection Committee – record of questions and answers kept
- Reference letters submitted and checked
- References reviewed by Selection Committee
- Police Records check (Criminal Information Request or CIR) reviewed by club screening officer with an Applicant declaration and review form signed by the applicant and screening officer
- Ajax SC Disclosure and Privacy Form on alternate years of CIR requirement

Those team officials who remain with a club after the initial screening must submit to the following:

- Police Records check (CIR) every two (2) years
- Ajax SC Disclosure and Privacy Form on alternate years of CIR requirement
- Evaluation by Club annually

2. Low Risk Position

Non-travelling teams- Team Officials

- All other recreational team officials
- All other club league officials

Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: 28-August-2021
Title: AJAX SC HARRASSMENT AND SCREENING POLICY	Page: 28 of 8

Minimum Screening Measures Required

- Registration / Waiver Form (reference checks are optional)
- Ajax SC Disclosure and Privacy Form
- Informal Interview

Those team officials who remain with a club after the initial screening must submit to the following:

- Registration / Waiver Form (reference checks are optional) every year
- Ajax SC Disclosure and Privacy Form every year
- Evaluation by Club annually

Criminal Information Requests (CIRs)

The CIR is a required part of background checks for applicants. Ajax SC offers no exemptions from the CIR process. Police Officers, Teachers and other professionals that require security screening must complete a valid CIR. Offence Declaration forms are not admissible.

Unacceptable results of a CIR may include, but are not necessarily limited to, the following:

- Sexual offences
- Violent or threatening behavior against children or adults
- Conduct against public morals (ex.Prostitution)
- Substance or chemical abuse
- Violation of a position of trust including theft or fraud
- Criminal driving offences

An applicant whose CIR reveals a criminal conviction outside of the unacceptable behaviors, will be given the opportunity to discuss the information with the Club's Selection Committee. Consideration will be given for the following:

- The nature of the offence for which the applicant was convicted (including the time frame)
- Relevance to the position applied for
- Efforts made at rehabilitation
- Achievement since the conviction

Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: 28-August-2021
Title: AJAX SC HARRASSMENT AND SCREENING POLICY	Page: 29 of 8

Harassment Policy

Ajax Soccer Club is committed to maintain and uphold the highest standard of commitment in terms of human rights, safety, and a harassment-free environment for its members. The policy shall apply to all Directors, staff, coaches, managers, convenors, referees, players, volunteers, parents, guardians, and spectators.

The club will follow the Ontario Soccer policy; a copy which you will find below.

The policy applies to harassment which may occur during all Club business, activities and events between individuals associated with the Club but outside business, activities and events when such harassment adversely affects relationships within the Club's work and sport environment.

Ajax Soccer Club will:

- Adhere to the Harassment Policy of Ontario Soccer
- Regularly review the Club policy to ensure that it meets human rights obligations and any changes that may occur are modified and adjusted in our policies.
- Identify a Club Harassment lead and a process of reporting.
- Communicate with its' members to show accessibility to the policy and standards of the Club.
- Maintain confidentiality of complaints and inquiries and ensure they are taken seriously and dealt with in a timely manner.
- Recognize the right of any person who experiences harassment to seek assistance from the Ontario Human Rights Commission.

Ontario Soccer 2020 Policy: Individual Responsibility and Harassment

Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: 28-August-2021
Title: AJAX SC HARRASSMENT AND SCREENING POLICY	Page: 30 of 8

Individuals have a responsibility to:

Maintain and enhance the dignity and self-esteem of Individuals and other persons by:

- Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, race or perceived race, nationality, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, class, marital status, family status, religion, political belief, physical or mental disability, economic status or source of income
- Focusing comments, criticism or disciplinary actions appropriately
- Demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct
- Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory\\
- Treating individuals fairly and reasonably
- Adhering to Ontario Soccer and Affiliate Organization rules and policies and the spirit of those rules and policies

Refrain from any behaviour that constitutes **harassment**, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading, or malicious. Types of behaviour that constitute harassment include, but are not limited to:

- Written or verbal abuse, threats, or outbursts
- The display of visual material which is offensive or which a reasonable person ought to know is offensive in the circumstances
- Racial harassment, which includes racial slurs, jokes, name calling, or insulting behaviour or terminology that reinforces stereotypes or discounts abilities because of racial or ethnic origin
- Unwelcome remarks, jokes, comments, innuendo, or taunts
- Leering or other suggestive or obscene gestures
- Condescending or patronizing behaviour, which is intended to undermine self-esteem, diminish performance or adversely affect working conditions

Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: 28-August-2021
Title: AJAX SC HARRASSMENT AND SCREENING POLICY	Page: 31 of 8

- Practical jokes which cause awkwardness or embarrassment, endanger a person’s safety, or negatively affect performance
- Hazing
- Retaliation or threats of retaliation against an individual who reports harassment to Ontario Soccer or an Affiliate Organization
- Bullying
- Offensive or intimidating communications, including social media
- Inappropriate use of social media
- Displaying or circulating offensive pictures, photographs or materials in printed or electronic form
- Psychological abuse
- Discrimination
- Words or actions which are known or should reasonably be known to be offensive, embarrassing, humiliating, demeaning, or intimidating
- Behaviours such as those described above that are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment
- Retaliation or threats of retaliation against a person who reports harassment

Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: 28-August-2021
Title: AJAX SC HARRASSMENT AND SCREENING POLICY	Page: 2 of 8

Refrain from any behaviour that constitutes **violence**, where violence is defined as the exercise of physical force, that causes or could cause physical injury; an attempt to exercise physical force that could cause physical injury; or a statement or behaviour that it is reasonable to interpret as a threat to exercise physical force. Types of behaviour that are applicable to this section include, but are not limited to:

- Verbal threats to attack
- Sending to or leaving threatening notes or emails
- Making threatening physical gestures
- Wielding a weapon
- Hitting, pinching or unwanted touching which is not accidental
- Throwing an object
- Blocking normal movement or physical interference, with or without the use of equipment
- Any attempt to engage in the type of conduct outlined above

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

- Sexist jokes
- Sexual violence
- Display of sexually offensive material
- Sexually degrading words used to describe a person

Policy Number: POL-09	Revision Number: 4
Effective Date: 29-Apr-2003	Revision Date: 28-August-2021
Title: AJAX SC HARRASSMENT AND SCREENING POLICY	Page: 2 of 8

- Inquiries or comments about a person’s sex life
- Unwelcome sexual flirtations, advances, requests, invitations, or propositions
- Inappropriate sexual touching, advances, suggestions, or requests
 - Persistent unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing
 - Physical or sexual assault

Abstain from the use of illegal drugs, or illegal or non-prescribed performance-enhancing drugs or methods.

Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate or unwanted activities

While acting in the capacity as either a coach or volunteer responsible for supervising activities and/or athletes, refrain from consuming recreational drugs, intoxicants or alcohol.

Respect the property of others and not willfully cause damage

Adhere to all federal, provincial, municipal and host country laws

Comply, at all times, with the Ontario Soccer and/or Affiliate Organization bylaws, policies, procedures, and rules and regulations, as adopted and amended from time to time

Treat all other Individuals with respect

Report to Ontario Soccer or an Affiliate Organization any ongoing criminal investigation, conviction, or existing bail conditions involving yourself, including, but not limited to, those for violence, child pornography, or possession, use, or sale of any illegal substance



Policy Number: POL-10	Revision Number: 1
Effective Date: 29-Apr-2003	Revision Date: 3-August-2021
Title: CONFLICT OF INTEREST	Page: 1 of 1

PURPOSE:

See ASC Constitution

SCOPE:

See ASC Constitution for details.

Note: The Chair or any Governor may make a declaration of a conflict of interest regarding another Governor or Club member.



Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 1 of 10

PURPOSE:

See ASC Constitution

SCOPE:

To comply with Auditors requests and to ensure that budget requirements are adhered to, in keeping with the Boards financial responsibility to its members, the Financial Officer will implement the following procedures:

Banking & Signing Authorities

All funds of the Corporation shall be deposited in a Chartered Bank or Trust Company in Canada. Cheque signing officers of the Ajax SC will consist of any two of the Executive Board members. All cheques must contain two signatures from the authorized signing authorities.

Registration Fees

The registration fees of the Corporation shall be established by the Board of Governors at the earliest possible time after their election and shall consist of the following:

- Registration fees shall be assessed to each player, in respective of the league He/She/They wishes to play in as a flat seasonal charge and shall be payable at the time of registration
- Special Assessments shall be due and payable at the time of registration
- Competitive Assessments shall be payable by a player when He/She/They is informed that He/She/They has been accepted to play at the competitive level

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 2 of 10

- Registration fees shall be intended to provide the Corporation with sufficient funds to operate
- All Non-Sufficient Funds (NSF) cheques are subject to a \$50.00 administration fee

Sponsorship

- Ajax SC shall actively seek club sponsorship from local businesses and large corporations to help supplement the membership/registration dues and shall be assessed a sponsorship fee to be determined at the start of each fiscal year by the Board of Governors.

Expenditures

Except for items of a capital nature and for matters of extreme emergency, expenditures in any year shall not exceed income for that year. Any exceptional matters or extraordinary expenses should be approved by the Board prior to purchase.

All Club expenditures exceeding \$3500 are required to be reviewed and approved by the Club Financial Officer. This is to ensure expenditures are consistent with Club priorities and support the ability of the Board management of the Club budget.

All significant expenditures including capital expenditures that are not identified in the annual budget must be reviewed by the Board and Financial Officer and supported by a business case prior to approval.

Inventories

All property of the Corporation shall be held in the name of the Ajax SC.

The Vice- President shall be accountable and shall be responsible for all property including furnishings, office equipment and gifts presented to the Club. Upon assuming office, a new Vice-President shall immediately become accountable for the property and shall sign a written inventory of properties received, a copy of which shall be furnished to the President and Financial Officer.

Supplies

The Board of Governors of the Ajax SC shall approve the sale or resale of any item of supply, which might bear the name of insignia of the Ajax SC.

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 3 of 10

Budgeting

- The Financial Officer and Financial Committee will be required to submit a proposed budget for the coming season, to the Board no later than September 1st for Indoor & December 1st for Outdoor each year.
- The budgets must, as accurately as possible, reflect the operating needs required to undertake the activities of the position.
- The Financial Officer will prepare an overall budget for the club; Governors, with the assistance of their club administrators, are responsible for preparing their programs, events and projects plans and identifying their budget requirements to the accounting team and Financial Officer. If a program, event, or project is not prepared, the Financial Officer may assign a reasonable budget.
- Special events will come under the President’s Budget. The President is responsible for developing the plan and budget requirements and submitting to the Financial Officer for review, feedback, recommendations, and approval.
- The Financial Officer should not knowingly support or approve budget expenditures that exceed the acceptable financial responsible threshold targets agreed to by the Board of Governors or embedded within the constitution.
- The Board of Governors must approve all budgets at the Annual Budget meeting, to be held no later than December 1st.
- The Board of Governors must approve requests for upward amendments to individual budgets prior to any costs being covered. The vote of Financial Officer must be included.

Reimbursement of Expenses

- No reimbursement for ASC expenses will be made without proper receipts in evidence.
- Travel allowances will be covered in accordance with rates as established by the Board of Governors.
- Travel authorization must be obtained in advance, and indications why/when the trip was necessary included on all requests for reimbursement.
- A list of Governors receiving travel allowances shall be made available to the Membership by request at the AGM.

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 4 of 10

Insurance

- Each year, liability insurance and a Sports Accident Package shall be purchased, likely from the Ontario Soccer Association for Officers and Employees of the Ajax SC. Optional insurance may be purchased to cover the assets of the Corporation.
- Board insurance will be purchased to support and protect the Ajax SC Governors and their liability.
- Insurance to protect club assets such as equipment, facilities i.e. the club house should be purchased and or renewed annually

Reports

- The General Manager will provide monthly and/or quarterly income and expense reports to the Financial Officer to present to the Board based on scheduled meetings

Petty Cash

- The petty cash box is kept by the Executive Director in a secured location
- Petty cash must not exceed \$100 at any given time
- Use of the petty cash should be avoided unless it is a small amount, and an urgent or immediate cash payment is required
- Supporting documents such as receipts, invoices, packing slips, etc. must be attached

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 5 of 10

Refunds

Ajax SC Registration Fees

The refund policy is required to allow a reasonable period following registration for parents to withdraw, while still safeguarding the long-term financial stability of the Club.

Registration fees are set by the ASC Board of Governors each season and make up a significant portion of the Club’s fixed income. Player’s fees are spent on fields and gyms rentals, soccer equipment such as uniforms, balls, kit bags, corner and assistant referee flags, cones, line paint, medical supplies, technical staff, club administration, web site and advertising, etc. Also, a small percentage of fees are set aside for operational funds, to allow the Club to remain solvent in the event of an extraordinary drop in registration or sudden, unexpected increases in equipment or other costs. Like any community organization, we must take steps to ensure we will be here to serve our families well into the future.

ASC league fees, as well as other costs, must be paid well in advance of the start of the season. For this reason, it is extremely difficult, and in some cases impossible, for us to issue refunds after these substantial bills have been paid.

In providing this explanation, we hope to avoid any misunderstandings about our refund policy. If you have any questions, please do not hesitate to contact the Financial Officer or our Executive Director, whose contact information is provided on our website.

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 6 of 10

Competitive and Recreational Programs

All Recreational Refunds are subject to a \$50 Administration Fee and no refund shall be granted as of TWO WEEKS prior to the season start date.

Competitive Refunds will only be issued after a meeting with the General Manager, Executive Director and Financial Office. Please note that ASC offers a year-round competitive program and budgeting is done upon acceptance of the roster spot.

- **No refunds will be issued for the following reasons:**
 - a. A player involuntarily withdrawn – with cause. If a player has violated any ASC, DRSA or OS policy and procedures or bylaws or where Ajax SC removed a player from a Team because of being a liability
 - b. A player or parent disagrees with the player’s team or Tier placement. All such decisions are Final
 - c. A player or parent disagrees with changes in team management and coaching staff

ASC Camps and Clinics

- **No refunds will be issued for requests received one week before start of camps or clinics**
- Full refund minus \$50.00 administration fee and cost of uniform for requests received up until 7 business days prior to start of camp or clinic.

ASC Hosted Festivals and Tournaments

- **No refunds will be issued for requests received after the 7th business days prior to the day of the event**
- Full refund minus \$50.00 administration fee and cost of uniform for requests received up until 7 business days prior to day of the event.

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 7 of 10

How to Submit a Refund Request

- All refund requests must be submitted online via JotForm. Links can be found on the Ajax Soccer Club website at www.ajaxsc.ca
- No requests received by phone, email or in person will be processed

When and How Will a Refund be Issued

- Approved refunds will be processed within 30 days from day of receipt of submission
- Best effort to refund via the same payment method will be made however some credit card refunds may be subject to funds being delivered via EFT using the email address on file
- No cash refunds will be issued

Competitive Team Fees and Other Income

- **Team fees:**
 - Team fees are all payments made by the parents to the team to cover all other team expenses. These fees are not payable to the Ajax SC; therefore, the club is not responsible for refunds.

However, the following guidelines are provided to the team:

- No refunds are applicable if guardians/players leave the team voluntarily after position has been accepted.
- In the event a player has been released by the Team or a medical issue occurred, the following should be deducted from fees paid:
 - a. Direct expenses that the player has already incurred
 - b. Prorated amount for months already completed

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 8 of 10

- All refund requests must be submitted in writing via email to info@ajaxsoccer.ca. No verbal or phone requests are accepted.
- Refunds will be processed within a maximum of 30 days from day of receipt of written request.
- No cash refunds will be issued

Team Sponsorships and Fundraising Funds

- All monies belong to the Club and are primarily used to cover player expenses for the season.
- The purpose/use of fundraising funds raised should be agreed upon and approved by parents prior to the fundraising event. No refunds will be issued.
- No refunds are applicable except for item below:

Where a sponsorship has been obtained by a player and a % has been allocated to a player, the unused portion of the sponsorship shall follow the player if they move to another ASC team otherwise, it will be used by the Team to cover team expenses.

Fundraising income will be applied to the players PlayMetrics account. Ajax SC will not be held responsible for any losses or liabilities sustained by any Team in their fundraising activities. ASC will be responsible to communicate any deviation from these guidelines to the parents.

Early Bird & Sibling Discounts

- Early Bird and Sibling Discounts are determined yearly when preparing annual budget

Collections/Overdue Accounts

- Player accounts that are 2 weeks past due on payment plans will be suspended from play
- Accounts with balances remaining at the end of seasonal play will be forwarded to a collection agency to collect funds on ASC's behalf

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 9 of 10

Procurement Policy and Procedure

Introduction

ASC believes an effective procurement policy is essential in order for our organization to deliver its day to day operations efficiently. Both ownership and staff involved in procurement have a responsibility to conduct the processes legally and ethically and to secure value for all financial impacts of the organization.

Responsibility for Procurement

Owners and designated staff are responsible for the procurement of items under their revenue budget control.

Owners are responsible for the procurement of operational budget items. Responsibility for the procurement of operational items is agreed upon during the budgeting process.

Policy

When judging value for financial transactions, Ajax Soccer Club will consider economy, effectiveness and efficiency. Achieving value for financial transactions does not always mean accepting the lowest price but is instead based upon the responsibilities above and using the detailed criteria below:

- Price
- Quality of product or service(s)
- Fit of product with organization need(s)
- Reputation and capacity of provider to fulfill need(s)
- Range of goods and services and the suppliers available
- Reliability of provider and product(s)
- Responsiveness of provider
- Delivery requirements

The person making the order should always ensure they have considered the above criteria before entering into a supply agreement with any external supplier. Individuals will be asked to evidence their decision for issuing purchase orders, and it is advised to note and file one's reasoning at the time the decision is made, particularly when orders are not the least expensive option.

Policy Number: POL-11	Revision Number: 9
Effective Date: 29-Apr-2004	Revision Date: 10-January-2022
Title: FINANCE POLICY	Page: 10 of 10

Formal Quotes and Requests for Proposal (RFP)

Generally, the following financial limits and procedures are to be followed. The thresholds apply to the total amount of the order and in the case of contracted services apply to the annual contract cost.

- For goods and services between the costs of \$0 – \$2,500, one (1) single written quote is required.
- For goods and services between the costs of \$2,501 - \$5,000, two (2) written quotes are required.
- For goods and services over the cost of \$5,001, three (3) written quotes are required.
- Where a creative solution is required to meet business requirements, Request for Proposals (RFP's) will be required in lieu of the aforementioned quotes.

Ethical Standards

- Procurement processes must be fair to suppliers
 - There should be no discrimination against suppliers without cause
 - Selection criteria should always remain equal
 - There should be no conflicts of interest (owners and staff must disclose of any conflicts or potential for conflicts of interest)
 - Suppliers are to be paid at dates agreed upon in quotes or RFP's
- Preference may be given to local suppliers when possible and responsible

Financial Management

Financial procedures are in place and must be followed for:

- Budgetary Controls
- Signing Authorities
- Payment Procedures (Collection, Registration and Refunds)
- Financial Reporting



Policy Number: POL-12	Revision Number: 2
Effective Date: 23-Apr-2002	Revision Date: 3-August-2021
Title: WEBSITE POLICY	Page: 1 of 1

PURPOSE:

Ajax SC's Executive Director and General Manager must authorize any item posted on the corporate web site.

The site should not contain any information that is detrimental to the image of ASC.

SCOPE:

Items can be posted either by the Executive Director or General Manager.



Policy Number: POL-13	Revision Number: 3
Effective Date: 22-Mar-2004	Revision Date: 11-August-2021
Title: PRIVACY POLICY	Page: 1 of 6

PURPOSE:

Protecting your privacy is important to Ajax SC. This Policy explains how Ajax SC collects, uses and discloses the personal and non-personal information you may provide to Ajax SC: (i) while using Ajax SC's website and the services provided through the website; (ii) while using Ajax SC's mobile applications and the services provided through the mobile applications (collectively, the "Mobile Apps", and together with the Website, the "Ajax SC Technology"); or (iii) while otherwise corresponding to or with Ajax SC (collectively, "Correspondence").

SCOPE:

Accountability

Personal information to Club affiliates is provided in accordance with our responsibilities to comply with their rules and regulations. A comparable level of protection exists within those organizations.

Your Consent

1. By using the Ajax SC Technology or by submitting information to Ajax SC through or in connection with the Ajax SC Technology or via Correspondence, you signify your consent to the collection, use and disclosure of your personal information in accordance with this Policy and Ajax SC's General Terms and Conditions. If you do not consent to the collection, use, and disclosure of your personal information in accordance with this Policy and the General Terms and Conditions, you may not use the Ajax SC Technology.

Policy Number: POL-13	Revision Number: 3
Effective Date: 22-Mar-2004	Revision Date: 11-August-2021
Title: PRIVACY POLICY	Page: 2 of 6

Information Automatically Collected Through the Website

2. Non-Personal Information – The Ajax SC Technology automatically collects certain non-personal information regarding users, such as the date and time you access the Ajax SC Technology, the Internet address of the website from which you linked directly to the Ajax SC Technology, the browser and operating system you are using, and the Ajax SC Technology pages read and content accessed or downloaded. This non-personal information is used for system administration purposes. Non-personal information may be disclosed to other persons and permanently retained for future use. If non-personal information is combined with personal information, then the non-personal information will be treated as personal information.

3. Cookies – The Ajax SC Technology uses “cookies”, a technology that installs a small amount of information on a user’s computer or smartphone to permit the Ajax SC Technology to recognize future visits using that computer or smartphone. Cookies enhance the convenience and use of the Ajax SC Technology. For example, the information provided through cookies is used to recognize you as a previous user of the Ajax SC Technology (i.e. so you do not have to enter information every time), offer personalized page content and information for your use, and otherwise facilitate your Ajax SC Technology experience. You may choose to decline cookies if your computer or smartphone permits but doing so may affect your ability to access or use certain features of the Ajax SC Technology.

Personal Information You Specifically Provide

4. Your Personal Information – During your use of the Ajax SC Technology, you may be asked to voluntarily provide personal information (such as your personal name, email address, postal address, telephone number, login and password information, birth date, occupation, present employer and other information). You can choose not to provide certain requested personal information, but then you may not be able to use certain services provided by Ajax SC or access or use certain features of the Ajax SC Technology.

Policy Number: POL-13	Revision Number: 3
Effective Date: 22-Mar-2004	Revision Date: 11-August-2021
Title: PRIVACY POLICY	Page: 3 of 6

5. Use of Your Personal Information – Ajax SC uses your personal information for the following purposes and as otherwise permitted by law: (a) to contact and correspond with you regarding the Ajax SC Technology, promotions offered by Ajax SC, and its suppliers; (b) to respond to specific requests from you, and to otherwise administer Ajax SC’s relationship with you; (c) to process orders for products or services through Ajax SC and to facilitate your transactions through the Ajax SC Technology; (d) to process suggestions and comments provided by you; (e) to help us better understand visitors’ use of the Ajax SC Technology; and (f) to administer the Ajax SC Technology and to protect the security of the Ajax SC Technology when necessary. Ajax SC may also develop a confidential profile for you, which will be used to provide services to you and facilitate your use of the Ajax SC Technology, and may keep a record of all communications with you.

6. Communications from Ajax SC – Subject to you providing your express or implied consent and applicable laws, from time to time, Ajax SC may send to you email, text messages or other communications containing information about Ajax SC, current promotions, the Ajax SC

Technology, programs offered or administered by Ajax SC, and other matters Ajax SC believes will interest you. At any time, you may ask Ajax SC to stop sending you such email, text messages or other communications by sending your request to Ajax SC’s Administration at the address noted below. Also, each email Ajax SC sends to you will tell you how to decline further communications.

7. Disclosure of Your Personal Information – Ajax SC may disclose your personal information in the following circumstances and as otherwise permitted by law:

(a) Authorized Disclosure: Ajax SC may disclose your personal information as permitted by Ajax SC’s General Terms and Conditions.

(b) Disclosure to Authorizing Persons – If you use the Ajax SC Technology on behalf of another person or organization (such as your employer), Ajax SC may provide your personal information to that authorizing person or organization. Ajax SC has no control over, and no responsibility or liability for, the use of your personal information by your authorizing person or organization, and that use is not subject to this Policy. If you do not wish your personal information to be disclosed to the person or organization on whose behalf you use the Ajax SC Technology, you may not use the Ajax SC Technology.

Policy Number: POL-13	Revision Number: 3
Effective Date: 22-Mar-2004	Revision Date: 11-August-2021
Title: PRIVACY POLICY	Page: 4 of 6

(c) Disclosure to Affiliates, Agents, Suppliers, and Service Providers – Ajax SC may provide your personal information to its affiliates, agents, suppliers and service providers for use in connection with matters relating to your use of the Ajax SC Technology, in order to provide products and services to you, to bill you and process payments for the products and services requested by you, and as otherwise permitted by law. Ajax SC requires its affiliates, agents, suppliers and service providers to agree to use your personal information only for the purposes for which it is provided to them, and to protect the privacy of your personal information in a manner that is consistent with this Policy. If at any time you do not wish your personal information to be disclosed to certain or any other persons, please send your request to Ajax SC’s Administration at the address noted below; however, this may affect your ability to use the Ajax SC Technology, participate in programs offered or administered by Ajax SC, or receive products or services from Ajax SC.

(d) Law Enforcement and Legal Disclosure – Ajax SC may disclose your personal information to a government institution that has asserted its lawful authority to obtain the information or where Ajax SC has reasonable grounds to believe the information could be useful in the investigation of unlawful activity, or to comply with a subpoena or warrant or an order made by a court, person or body with jurisdiction to compel the production of information, or to comply with court rules regarding the production of records and information, or to its legal counsel. Ajax SC has no control over, or liability for, those persons’ use and disclosure of your personal information, and that use and disclosure is not subject to this Policy.

8. Accessing Your Personal Information – You may request access to your personal information and information about Ajax SC’s collection, use and disclosure of that information by sending your request to Ajax SC’s Administration at the address noted below. Subject to certain exceptions and limitations prescribed by law, you will be given reasonable access to your personal information and will be entitled to challenge the accuracy and completeness of the information and to have it amended as appropriate. You can help Ajax SC maintain the accuracy of your information by maintaining it yourself online or by notifying Ajax SC of any changes to your personal information.

Policy Number: POL-13	Revision Number: 3
Effective Date: 22-Mar-2004	Revision Date: 11-August-2021
Title: PRIVACY POLICY	Page: 5 of 6

9. Depersonalized Information – Ajax SC may use personal information to create non-personal information regarding the use of the Ajax SC Technology and related services. Ajax SC may then disclose that non-personal information to other persons and permanently retain that non-personal information for future use.

10. Business Contact Information – To the extent permitted by law, the provisions of this Policy concerning “personal information” do not apply to information (such as your personal name, position or title, business address, business telephone number, business fax number and business email address) which enable you to be contacted at a place of business.

11. Location of Information – Ajax SC will store and process your personal information in Canada.

12. Securing Your Information – Ajax SC employs reasonable security safeguards appropriate to the sensitivity of the personal information in its possession or under its control in order to protect that information from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

13. Personal Information of Children – Ajax SC only collects personal information from or relating to persons who indicate that they are at guardians of or are of at least 13 years of age. If we learn that we have inadvertently collected personal information from or relating to a child under 13 years of age beyond guardian support status, we will delete that information from our systems.

14. Other Websites – The Ajax SC Technology may contain links to other websites or Internet resources. When you click on one of those links you are contacting another website. Ajax SC has no responsibility or liability for or control over those other websites or their collection, use and disclosure of your personal information.

Policy Number: POL-13	Revision Number: 3
Effective Date: 22-Mar-2004	Revision Date: 11-August-2021
Title: PRIVACY POLICY	Page: 6 of 6

15. Policy Changes – To accommodate changes in Ajax SC’s businesses, the Ajax SC Technology, changing technology, and legal developments, among other things, this Policy may be changed from time to time in Ajax SC’s discretion and without any prior notice or liability to you or any other person. Ajax SC’s collection, use and disclosure of your personal information will be governed by the version of this Policy in effect at that time. New versions of the Policy will be posted on the Websites. Your continued dealings with Ajax SC or your use of the Ajax SC Technology after any changes to this Policy will signify your consent to the collection, use and disclosure of your personal information in accordance with the changed Policy. Accordingly, when you use the Ajax SC Technology you should check the date of this Policy and review any changes since the last version. You should also bookmark this page and periodically review this Policy to ensure that you are familiar with the most current version.

16. Former Users – If you stop using the Ajax SC Technology or your permission to use the Ajax SC Technology is terminated, Ajax SC may continue to use and disclose your personal information in accordance with this Policy as amended from time to time.

17. Contacting Administration - Ajax SC’s Administration may be contacted by email to info@ajaxsoccer.ca

18. English Language – The parties have expressly requested and required that this Policy and all other related documents be drawn up in the English language.



Policy Number: POL-14	Revision Number: 1
Effective Date: 27-March-2012	Revision Date: 22-August-2021
Title: ACCESSIBILITY for ONTARIANS with DISABILITY POLICY (AODA)	Page: 1 of 5

PURPOSE:

Ajax SC always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Ajax SC is also committed to giving people with disabilities the same opportunity to access our goods and service by allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Ajax SC is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication: The establishment of policies, procedures and practices of goods and services from Ajax SC to persons with disabilities
- The use of Service Animals, Support Persons and Assistive Devices by Persons with Disabilities
- Notice of Temporary Disruptions in Services and Facilities
- Staff Training
- Customer Service Feedback
- Notice of Availability of Documents

It is the Policy of Ajax SC that its working environment, as well as its soccer facility environment, will operate free from discrimination against those with disabilities as prohibited by the Accessibility for Ontarians with Disabilities Act, 2005.

Policy Number: POL-14	Revision Number: 1
Effective Date: 27-March-2012	Revision Date: 22-August-2021
Title: ACCESSIBILITY for ONTARIANS with DISABILITY POLICY (AODA)	Page: 2 of 5

It is within this Accessibility Policy that Ajax SC will ensure every employee, member and customer of Ajax SC receives equitable services and accessibility with regards to employment, participation, and facilities. Ajax SC is committed to providing accessible services for its employees and customers.

Services of the organization will be provided based on independence and equal opportunity for all constituents, so that persons with disabilities will benefit from the same services, in the same facilities and in a comparable way as all other employees, members and customers.

SCOPE:

UNDERSTANDING DISABILITY AND THE AODA, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which applies to both the public and private sector is a Provincial Legislation with the purpose of developing, implementing, and enforcing mandatory accessibility standards in order to comply with such standards for accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by 2025.

Ontario Regulation 429/07 “Accessibility Standards for Customer Service” states that organizations in Ontario must comply with the standards and provide their goods and services in accessible ways to people with disabilities.

COMMUNICATION

Ajax SC will communicate with people with disabilities in ways that take into consideration their disabilities. Staff will be trained on how to interact and communicate with people with various types of disabilities.

Ajax SC is committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by another method, such as email, if telephone communication is not suitable to their communication needs or is not available.

Policy Number: POL-14	Revision Number: 1
Effective Date: 27-March-2012	Revision Date: 22-August-2021
Title: ACCESSIBILITY for ONTARIANS with DISABILITY POLICY (AODA)	Page: 3 of 5

Customers will be offered alternative communication formats that will meet their needs in a practical manner. They will be offered in ways that fully maintain independence, dignity and equality.

Information and documents will be available to customers in alternative formats to meet their needs.

ASSISTIVE DEVICES

Ajax SC is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the organization's goods and services. ASC will ensure that staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Assistive devices will be permitted and may be used by persons with disabilities when participating or benefitting from the goods and services provided by Ajax SC.

SERVICE ANIMALS AND SUPPORT PERSONS

Ajax SC is committed to welcoming people with disabilities who are accompanied by a service animal and/or a support person.

Service Animals will be permitted entry for use by persons with disabilities to Ajax SC in all areas except for those prohibited by law.

Ajax SC will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Support persons for people with disabilities are allowed to enter Ajax SC. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her/their support person while on our premises.

Policy Number: POL-14	Revision Number: 1
Effective Date: 27-March-2012	Revision Date: 22-August-2021
Title: ACCESSIBILITY for ONTARIANS with DISABILITY POLICY (AODA)	Page: 4 of 5

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption in the facilities and services of Ajax SC, notice will be delivered in mass forms of communication which will include all available information concerning the disruption: reason, duration, alternate services and facilities available, as well as any other appropriate measures needed to be delivered to those affected.

Notice of the disruption will also be placed at all public entrances and service counters on our premises, as well as on our website.

TRAINING FOR STAFF

Ajax SC will provide professional and appropriate training to all employees, volunteers and others who deal with the public or other third parties on their behalf, as well as those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will be provided in a group setting and will include:

- a. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards
- b. How to interact and communicate with people with various types of disabilities
- c. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- d. How to assist and/or use assistive devices in order to help with the provision of goods and services to people with disabilities
- e. What to do if a person with a disability is having difficulty in accessing the organization's goods and services
- f. Policies, Practices and Procedures relating to the customer service standards

Policy Number: POL-14	Revision Number: 1
Effective Date: 27-March-2012	Revision Date: 22-August-2021
Title: ACCESSIBILITY for ONTARIANS with DISABILITY POLICY (AODA)	Page: 5 of 5

FEEDBACK PROCESS

Ajax SC is committed to meeting and surpassing the unique needs and expectations of its customers while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and greatly appreciated.

Feedback regarding policies, practices and procedures concerning goods and services provided to persons with disabilities can be made by email, phone, in person or by mail. All feedback should be directed to the Ajax SC Development and Communication Officer.

NOTICE OF AVAILABILITY OF DOCUMENTS

Ajax SC is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

All documents including but not limited to billing invoices, manuals, policies, procedures and practices will be provided to customers of the organization in alternative formats that will adhere to the needs and requirements of person with disabilities.

Practices and procedures will be put in place to evaluate the necessary formats to provide documents, before execution of the formats. These formats will be communicated accordingly to the persons with disabilities by the organization and in ways that promote dignity and independence.

QUESTIONS AND CONCERNS ABOUT THIS POLICY

This Policy exists to achieve service excellence to customers with disabilities. If anyone has questions or concerns about this Policy, or if the purpose of the Policy is not understood, an explanation can be provided by ASC's Executive Director.

Other sources to consider:

Ontario Human Rights: <http://www.ohrc.on.ca/en/issues/disability>

Accessibility for Ontarians with Disability Act, 2005:

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/OntarioAccessibilityLaw/2005/index.aspx>



Policy Number: POL-15	Revision Number: 1
Effective Date: 27-Mar-2012	Revision Date: 22-August-2021
Title: SMOKE-FREE POLICY	Page: 1 of 2

PURPOSE:

Ajax SC recognizes that tobacco, marijuana and/or vaping industry products have no place in or alongside the healthy, safe activities that sports, and recreation programs provide. Smoke free sports and recreation programs create safe and healthy environments for our youth by:

- Discouraging youth from starting to use smoke industry products
- Giving everyone a chance to perform at their best
- Protecting people from second-hand smoke
- Helping people trying to quit

Smoke free sports and recreation means that everyone taking part in, or spectating, an organized sport or recreational activity refrains from using all forms of smoke industry products including cigarettes, chew, vaping and other smokeless tobacco and marijuana. It is a global movement endorsed by leading organizations including the International Football Association (FIFA).

SCOPE:

Ajax SC recognizes that we have a responsibility to members, their families, staff and all visitors to provide a safe and healthy environment. Exposure to second hand smoke is harmful.

This policy applies to every person entering Ajax SC venues and fields; including staff, officials, players, coaches,volunteers and all other visitors.

Policy Number: POL-15	Revision Number: 1
Effective Date: 27-Mar-2012	Revision Date: 22-August-2021
Title: SMOKE-FREE POLICY	Page: 2 of 2

Properties designated as smoke free include, but are not limited to, the following:

- Playing fields
- Toilets and changing rooms
- Club offices
- Social functions
- Outdoor walkways used by people to access and exit the venue properties

Coaching staff and volunteers are asked to lead this initiative by communicating politely that any person smoking is asked to stop and be reminded about the smoke free policy.

Ajax SC will not advertise, promote or allow the sale of smoke products in any form on its premises or at sporting events under its control.



Policy Number: POL-16	Revision Number: 1
Effective Date: 27-Mar-2012	Revision Date: 8-August-2021
Title: HEALTHY SNACK POLICY	Page: 1 of 2

PURPOSE:

Ajax SC is committed to taking all reasonable steps to promote and mentor healthy eating habits and balanced lifestyles to our members. We are committed to helping improve the well-being of our community. Children learn about healthy eating at school, but they need a supportive environment, both at home and in the community to help put those lessons into action. We can help make this happen. Community sports provide adults with the opportunity to role model healthy eating.

SCOPE:

We are encouraging our coaching staff and parents to pack healthy snacks for team practices, games, and tournaments. Please take the time to consider appropriate half-time snacks and pre and post game meals and treats. Whether the game is at home or away, at the competitive or recreational level, the policy will be in effect. This will allow our players to nourish their bodies appropriately and limit ingredients that will impede performance.

Obesity and nutrition-related diseases are on the rise in North America, even amongst athletes. Ajax Soccer Club feels that promotion and modelling of healthy eating habits and balanced lifestyles to members of our Club can play a crucial part in this issue. Whether as Players, Parents, Team Officials, Game Officials or as Supporters we all have a part to play. With the support of Ontario Soccer Club Excellence program, ASC is committed to helping improve the well-being of our community and in doing so have implemented a **Healthy Snack Policy** since 2012.

A Healthy Snack Policy empowers participants to nourish their bodies in appropriate quantities and at appropriate times, limiting ingredients that will impede performance or wellness. Children learn about healthy eating at school and need a supportive environment, both at home and in the community, to help put those lessons into action. Ajax Soccer Club will help make this happen.

Policy Number: POL-16	Revision Number: 1
Effective Date: 27-Mar-2012	Revision Date: 8-August-2021
Title: HEALTHY SNACK POLICY	Page: 2 of 2

Community sports also provide adults with an opportunity to become role models for healthy eating. As such, the expectation is that snacks during or after games, pre-game meals and post-game meals are to be healthy. Healthy foods and beverages are those that fall within **Canada's Food Guide** and align with the information linked to below. ASC's Healthy Snack Policy is maintained regardless of:

Activity - Game, Practice, Training, Camp

Playing level (Competitive or Recreational)

Location (Home or Away)

For further information on providing proper nutrition and maintaining a balanced lifestyle, please visit <https://food-guide.canada.ca/en/>



Policy Number: POL-17	Revision Number: 3
Effective Date: 25-Mar-2011	Revision Date: 27-August-2021
Title: TRAVEL OUTSIDE OF ONTARIO POLICY	Page: 1 of 2

PURPOSE:

The following information has been prepared to help teams with travel outside of Ontario. This information should be used in conjunction with any specific tournament rules and procedures. It is also important to check with Ajax Soccer Club staff to ensure that the most current Ontario Soccer rules for team travel are followed.

SCOPE:

The following information has been prepared to help teams with travel outside of Ontario. This information should be used in conjunction with any specific tournament rules and procedures. It is also important to check with Ajax Soccer Club staff to ensure that the most current Ontario Soccer rules for team travel are followed.

Obtain a copy of the tournament sanction form. The tournament sanction form can usually be found on the tournament web site otherwise request a copy of the form from the tournament director.

- Secure player/coaching staff travel insurance (mandatory). Travel insurance should be purchased from our Ontario Soccer Insurance broker. Go to the Ontario Soccer web site to get the process and form. Remember the team MUST purchase insurance for every player and member of the coaching staff regardless of whether they have personal insurance. Remember to include the total number of traveling days and not just the days of the tournament.

Policy Number: POL-17	Revision Number: 3
Effective Date: 25-Mar-2011	Revision Date: 27-August-2021
Title: TRAVEL OUTSIDE OF ONTARIO POLICY	Page: 2 of 2

- Complete an Ontario Soccer travel permit well in advance of the travel date. Travel permits are available on the OS CTMS website and must be submitted as per the instructions provided, a minimum of 14 working days before the event.
- Attach the proof of insurance and the tournament sanction form to the CTMS Application to Travel. Once approved a copy of the travel permit will be available.
- For outside of Canada ensure that all players have passports. Check both the Canadian and destination country policies. Check that everything is in order well before the departure date, especially if players are not traveling with their parent(s).
- It is mandatory that parents obtain a notarized letter if a player is not traveling with BOTH parents. The notarized letter is still required even if a player is traveling with one parent. Ensure that the traveling parent or guardian has the letter well in advance of the travel date. The letter also ensures that the parents have secured a guardian for their child. The letter also provides assurance to the team that the player will not be held back at immigration.
- Some tournaments ask for a notarized medical release form for each player. Contact the tournament director and explain that Ontario players are insured as part of their Ontario Soccer registration and that the team also holds additional travel insurance for each player. If the tournament agrees that medical release forms are not required, get them to confirm via an email and bring the email with you.
- Ensure that ALL tournament paperwork is completed and packed, along with your player books, official OS roster and travel insurance.
- Ensure that the team has travel/ car pooling arranged while attending the tournament. ASC does not permit coaches, assistant coaches, trainers, or managers of the team to drive players, other than their own children.
- Arrange for hotel accommodations early. Check the tournament policy for hotel bookings. Some tournaments have a policy that insists that you book through the tournament travel agent.

Policy Number: POL-17	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 1-August-2021
Title: SOCIAL MEDIA POLICY	Page: 1 of 6

PURPOSE:

Because Ajax SC is a grass-roots soccer community club, it is extremely important to be sensitive on how we interact in the community with our youth members. There should be no Ajax SC staff member or volunteer engaging in any one-to-one or two-to-one conversation with players in which a parent is not included in the conversation. This would include any player/parent/coaches or any person with any affiliation to Ajax SC as it pertains to Ajax SC business on Facebook, Twitter, Instagram, SnapChat or any other social media outlet.

SCOPE

Players/parents/coaches or any person with any affiliation to Ajax SC will refrain from one-to-one or two-to-one forms of discussions while using social media during personal time. Although we realize that using social media is often the quickest and easiest way to convey information, it is also dangerous and unprotected.

Ajax SC wants to protect staff and members alike, while maintaining a professional reputation. For the most part, the realm of social media is casual, and therefore encourages unprofessional profiles. This lax atmosphere is not one that Ajax SC adopts in the corporation.

Policy Number: POL-17	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 1-August-2021
Title: SOCIAL MEDIA POLICY	Page: 2 of 6

This policy governs the publication of and commentary on social media by Ajax Soccer Club volunteers, employees, and members. For the purposes of this policy, social media means any facility for online publication and commentary, including but not limited to:

- Social networking sites such as Twitter, Instagram, Facebook, YouTube, SnapChat.
- Team communications sites such as WhatsApp.
- Blogs and wiki's

This policy pertains to any communication which references, directly or indirectly, Ajax Soccer Club, ASC or any club program. **Additionally**, this policy pertains to references to **associations** of which Ajax Soccer is a member – Durham Region Soccer Association, Ontario Soccer, Canada Soccer – and **all leagues and tournaments** in which Ajax SC teams compete.

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

Club volunteers, employees and members are free to publish or comment via social media in accordance with this policy. Club employees are subject to this policy to the extent they identify themselves as an employee of the club (other than as an incidental mention of place of employment in a personal blog on topics unrelated to the Club).

The distinction between the private and the professional has largely been obliterated and it must be assumed that one's private and professional social media activity will be treated as one no matter how much effort is spent attempting to keep them separate.

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

Social media is in real time. Postings are available to a wide audience in seconds and may be digitally captured for eternity.

Policy Number: POL-17	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 1-August-2021
Title: SOCIAL MEDIA POLICY	Page: 3 of 6

Maintaining Confidentiality

Ajax Soccer Club is a community club which publishes its policies and much additional information on the club website (www.ajaxsoccer.ca) and provides financial statements to its members at Annual General Meetings. However, some information is not always in the public domain, such as unpublished details about the Club’s financial position, upcoming projects, tentative roster selections, and contemplated coaching assignments. Personal information about members, especially children, can never be published. It is perfectly acceptable to talk about the club and to have a dialog with the soccer community and general community, but it is unacceptable to publish this confidential information.

Protecting Your Own Privacy

Privacy settings on social media platforms will be set to allow anyone to see profile information like what would be on the Club website. Other privacy settings that might allow others to post information or see information that is personal should be set to limited access. Be mindful of posting information that is not intended to be shared with the public. Remember that another party may be able, without your permission, to copy it, store it in a different location, or link to it.

Honesty and Forthrightness

It is unacceptable to blog or post comments anonymously, or to use pseudonyms or false screen names. Instead, it is always best to use your real name and clearly identify who you are. Anything less than complete honesty is damaging to the individual blogger and to organizations with which they are associated. Nothing gains notice in social media more than honesty and transparency on one hand, and dishonesty and misrepresentation on the other. Be careful to check all facts and pause a moment before posting new content to ensure that nothing published is dishonest, untrue, or misleading. If you have a vested interest in an issue, it is best to reveal it.

Policy Number: POL-17	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 1-August-2021
Title: SOCIAL MEDIA POLICY	Page: 4 of 6

Being honest in what you post does not mean that you need to reveal everything about yourself. Be smart about protecting yourself, your identity, and your privacy. What you publish will be available digitally for a long time and may be easily searchable and traced to you.

Respect your Audience, the Club, and your Colleagues

The public in general, and Club employees, volunteers, and members, reflect a diverse set of customs, values and points of view. Be careful not to say anything contradictory or in conflict with Club policies and material published on the website or elsewhere. Don't be afraid to be yourself but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of the Club.

Protect our Members, Sponsors, Facility Providers and Suppliers

Members and partners should not be cited or obviously referenced without their approval. Never identify a member or partner by name without permission and never discuss confidential details of a situation. It is acceptable to discuss general details about situations so long as the information provided does not violate any non-disclosure agreements that may be in place.

Dealing with Controversial Issues

If you see misrepresentations made about the Club in the media, you may point that out. Always do so with respect and with the facts. If you speak about others, make sure what you say is factual and that it does not disparage that party. Avoid arguments. Brawls may generate traffic, but nobody wins in the end. Don't try to settle scores or goad others into inflammatory debates. Make sure what you are saying is factually correct and can be supported.

Policy Number: POL-17	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 1-August-2021
Title: SOCIAL MEDIA POLICY	Page: 5 of 6

Correcting Mistakes

In the fast-moving world of social media, it is possible to inadvertently (or carelessly) make a mistake or to repeat someone else's mistake. If you make an error, be up front about the mistake and correct it quickly. If you are modifying an earlier post, make it clear that there is a modification. If someone accuses you of posting something, deal with it quickly - better to remove it immediately to lessen the possibility of a legal action.

Thinking about Consequences

Careless or inappropriate comments about a member, a sponsor, a partner, or the Club itself can result in, at a minimum, bad relations with the offended party, and in the worst case, legal action. Dealing with the fallout from offensive comments can consume an inordinate amount of time and energy.

Disclaimers

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble – it may not have much legal effect. Wherever practical, you must use a disclaimer that states while you work or volunteer for the Club, anything you publish is your opinion, and not necessarily the opinions of the Club.

Policy Number: POL-17	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 1-August-2021
Title: SOCIAL MEDIA POLICY	Page: 6 of 6

ASC - Specific Social Media

Twitter

Tweets of club soccer news, events, and program promotions will be tweeted only by person specifically authorized by the Club's Executive Director or General Manager.

Instagram & Facebook

Club-related photos of club soccer news, events, and program promotions will be posted only by a person specifically authorized by the Club's Executive Director or General Manager.

Enforcement

Policy violations will be subject to Ajax Soccer Club's disciplinary action, up to and including:

- Employees: termination for cause
- Volunteers: removal from the volunteer position and possible suspension from the club
- Members: suspension from the club



Policy Number: POL-18	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 15-August-2021
Title: COMMUNICATION POLICY	Page: 1 of 4

PURPOSE:

Ajax SC (ASC) is committed to open, honest communication with its Membership, its sponsors, its community stakeholders, and the leagues in which it has membership and its governing bodies (theDRSA, OS, and CS).

Communication includes but not limited to:

- Club website
- Mail
- Email
- Media (Radio, TV, Print)
- Town/Council meetings
- League meetings
- Durham Region Soccer Association (DRSA) meetings
- Ontario Soccer (OS) meetings
- Canadian Soccer (CS) meetings
- Marketing Material

All official publications of the Club, including manuals, brochures, social media posts and all other printed or mechanically reproduced materials shall be published only under the specific authorization of the Club.

All media contacts should report to the Communication and Development Officer.

Policy Number: POL-18	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 15-August-2021
Title: COMMUNICATION POLICY	Page: 2 of 4

SCOPE

Communication with Membership

ASC's registration system PlayMetrics and the Club's website www.ajaxsc.ca is the primary vehicle for communicating with our membership. All relevant communications and Club information is made available through our Club website.

Annual General Meeting and Special General Meeting minutes are available in hard copy at the Club office upon request.

Subcommittee Meeting minutes are available in hard copy at the Club office upon request.

The Club's Constitutions, By-Laws and Policy & Procedure manuals are posted on the Club website and placed in a hard copy binder at the Club office.

Throughout the year ASC communicates Club activities and events to our Membership using the Club website and/or email distribution list as well as using social media.

Executive, Board and Employee contact information is maintained on the Club website.

Communication with our Governing Organizations

All communication with the DRSA, OS or CS is made via the appropriate Board member or our Club Staff.

Our Membership is not to communicate with any of our governing bodies directly unless approval has been received in writing from the Board and/or Club Registrar.

All communication regarding the interpretation or clarification of OS, CS or FIFA policy must be requested in writing. Prior to communicating any interpretation of policy, the response from the governing organization must first be received in writing.

Policy Number: POL-18	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 15-August-2021
Title: COMMUNICATION POLICY	Page: 3 of 4

Communication with our Municipal and Regional Government

Because Ajax SC is actively involved in the community, we communicate with our Town, our Mayor, Municipal and Regional councillors, MPPs and MPs. ASC Board members and staff have developed relationships with local officials. Ongoing and regular contact keeps them up to date with the Club’s needs and successes. The stronger the relationship between ASC and local officials, the stronger advocates they will be.

The Board of Governors and/or Communication and Development Officer must approve all communication with local government officials.

Communication with Leagues

All communication with leagues is made via the appropriate Club staff. Our Membership is not to communicate with any league directly unless approval has been received in writing from the appropriate Club staff.

Communication with Media

The Board of Governors and or Communication Officer must approve all the following forms of communication with the Media.

Media Advisory

Media advisories are used to alert reporters to an upcoming event or announcement that will be taking place. The media advisory contains all of the logistical details of the event (date, time, location, etc.) and includes any applicable context – articulating why this event or announcement is important and relevant to their readers/audience.

Policy Number: POL-18	Revision Number: 1
Effective Date: 2-Apr-2012	Revision Date: 15-August-2021
Title: COMMUNICATION POLICY	Page: 4 of 4

News Release

News releases are used to make announcements, to convey new information or to provide comments or perspective on outside development. News releases are focused on the key information at hand; provide quotes from key Club officials or spokespeople and all relevant background information, facts and figures.

Teams/Individuals requesting to publish a News Release must do so by contacting ASC's Executive Director.

Letters to the Editor

These are best utilized to respond to issues at play in the media that directly affect our Club and especially in cases where there has been direct coverage of the Club.

Any coverage, which contains factual errors, inaccuracies or which gives a wrong impression, or which does not tell the whole story will be responded to immediately with a letter to the editor.

Newsletters/Posts

The Club's electronic communications or updates via PlayMetrics or social media are our communication tools for keeping our Membership, the community at large and key media contacts apprised of what is happening with our club. They generally focus on smaller or lighter announcements and developments that do not warrant a news release or other direct/urgent communication to the media and public.

Paid Advertising

Paid ads can be important tools to supplement earned media or other communication efforts, especially if an urgent issue should arise. Budgetary consideration is given to advertising contingencies as well as in conjunction with planned open houses or fundraising initiatives.

Website

The Club's website should be viewed as a primary communication portal for reaching all audiences.



Policy Number: POL-19	Revision Number: 1
Effective Date: 30-Mar-2012	Revision Date: 23-August-2021
Title: ZERO TOLERANCE POLICY	Page: 1 of 5

PURPOSE:

Ajax SC supports zero tolerance as it relates to all forms of abuse: verbal, physical, emotional, and sexual.

All relationships within the Club context – whether involving members of the Board of Governors, Club employees, coaches/managers, players, and parents, volunteers, outsid suppliers or referees – must be based on mutual trust and respect. Any act of abuse is a betrayal of that trust.

The Club will investigate and act upon all complaints or reports of inappropriate behaviour.

This Zero Tolerance Policy attempts to respect diverse individual and cultural viewpoints while protecting individuals from real or perceived abuse.

SCOPE

Definitions of Abuse:

Verbal Abuse – Verbal abuse includes remarks that are rude or threatening in nature and that tend to demoralize or demean another person. Words that degrade another person constitute a form of verbal abuse. Verbal abuse includes racial or ethnic insults. All complaints of verbal abuse will be investigated by the Club and may be reported to police with the consent of the victim or, in the case of a minor, a parent.

Policy Number: POL-19	Revision Number: 1
Effective Date: 30-Mar-2012	Revision Date: 23-August-2021
Title: ZERO TOLERANCE POLICY	Page: 2 of 5

Physical Abuse – Physical abuse refers to inappropriate behaviour such as punching, pushing, slapping, kicking, spitting, or pinching another individual. All complaints of physical abuse will be investigated by the Club and may be reported to police with the consent of the victim or, in the case of a minor, a parent.

Emotional Abuse – Emotional abuse signifies the lack of sensitivity on the part of anyone associated with the Club towards another individual. Club officials (Board members, coaches, and managers) should be aware of the power that is inherent in such positions and strive for sensitivity in dealing with individuals in positions of supervision (players, Club employees, volunteers) and with parents. Emotional abuse includes racial, physical, or ethnic insults. All complaints of emotional abuse will be investigated by the Club.

Sexual Abuse

Sexual shall be defined as:

- Sexual intercourse or other forms of physical sexual relations between at least one individual associated with the Club and another person where the activity is not consensual
- All sexual intercourse or other forms of sexual relations with a minor
- Touching of a sexual nature
- Behavior or remarks of a sexual nature

The Club will immediately report all complaints of sexual abuse to the police

REPORTING GUIDELINES AND PROCEDURES

Violations of the Zero Tolerance Policy should be reported immediately to the Club

Policy Number: POL-19	Revision Number: 1
Effective Date: 30-Mar-2012	Revision Date: 23-August-2021
Title: ZERO TOLERANCE POLICY	Page: 3 of 5

headquarters by the victim(s) and/or by those close to them (a parent, a teammate, a coach etc.)

A complaint can be communicated verbally, initially, to a Club official or employee but must be followed up in writing (letter and/or email). If the complaint involves physical or sexual abuse, the Club official or employee will contact the police if the individual alleging abuse has not already done so and with the individual's consent. All complaints of abuse will be immediately investigated by the Club.

All complaints to the Club must be in written form before a complaint is dealt with. However, the Club will immediately report criminal activities to the police (with the consent of the individual alleging abuse) without a written complaint.

Once a written complaint has been filed with the Club, a Discipline Committee consisting of at least three Board members will discuss the complaint with the individual alleging abuse (note: in the case of sexual abuse, the Club may designate a Club official of the same gender as the individual alleging abuse to contact the victim).

A Board member assigned to lead the investigation into the complaint will schedule a Discipline Hearing within ten (10) business days of notice to the individual(s) whom the complaints has been filed against. The individual(s) who are named on the complaint shall be contacted by email and requested to appear at the Discipline Hearing.

In the case of Physical Abuse such as fighting, kicking, etc. the Discipline Committee will decide between a Discipline by Review or Discipline by Hearing process to determine appropriate penalties and/or suspensions.

Discipline shall be heard by the Discipline Committee, one of whom is to be a certified Discipline Chair. If a certified Chair is not available within the Club the Durham Region Soccer Association will be asked to provide a certified Chair for these purposes.

The committee shall hold a hearing and invite the individual(s) named on the complaint to be present at the hearing. Only individuals called by the committee shall be allowed to participate in a hearing. The committee shall then deliberate in-camera following the meeting with the individual(s) who are named on the complaint.

The decision shall be communicated to the individual alleging abuse and the individual named in the complaint within ten (10) working day of the Hearing.

Policy Number: POL-19	Revision Number: 1
Effective Date: 30-Mar-2012	Revision Date: 23-August-2021
Title: ZERO TOLERANCE POLICY	Page: 4 of 5

Penalties for contravening the Zero Tolerance Policy can range from a permanent suspension from the Club, suspension for a specified period of time, and a probationary period where the individual is allowed to continue with the Club. All committee decisions are final.

OS guidelines for suspensions and penalties may be used as guidance in rendering suspensions for physical abuse issues such as Violent Conduct (fighting, kicking, etc.).

Individual(s) who are charged with a criminal offense involving Club related incidents shall be immediately suspended from the Club pending resolving of the charges. No Discipline Hearing shall take place when an individual is facing criminal charges for Club related incidents. Club members who are

convicted of a Criminal Code of Canada offense are subject to suspension or removal.

Any individual who is convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the Club.

Individual(s) who violate the Zero Tolerance Policy for non-criminal activities may apply for reinstatement to the Club in writing one month prior to the end of a time specified penalty.

Handling Incidents of Abuse during a Recreational League Game (physical, verbal, or emotional abuse)

The referee must stop a game if an abuse incident involving a coach, player or parent/spectator occurs during a game.

If a coach is the source of the abuse, the referee will advise the coach that the game will be abandoned if the abuse continues.

If a parent/spectator is the source, the appropriate coach will be informed that the game will be abandoned unless the abuse ceases. If the spectator is not associated with either team, both coaches will ask the spectator to leave.

The game will be restarted by the referee only if the abuse ceases.

The incident shall be reported to the Club Head Referee by the referee in charge immediately following the game completion or abandonment.

If the abuse continues, the referee will abandon the game.

Policy Number: POL-19	Revision Number: 1
Effective Date: 30-Mar-2012	Revision Date: 23-August-2021
Title: ZERO TOLERANCE POLICY	Page: 5 of 5

He/She/They must immediately report the incident to the Club Head Referee and fill out a Special Incident Form.

In cases of physical abuse on a referee, a “Referee Assault Form” must be completed by the referee. The Club will report all incidents of a criminal nature immediately to police.

This Policy applies to:

- All Club Employees
- All coaches
- All elected Club officials
- All Managers
- All Parents
- All Players
- All referees
- All service providers having contact with anyone associated with the Club
- All volunteers

All elected Club officials, volunteers, Club employees, coaches, managers, and referees must sign a form acknowledging their understanding and acceptance of the Zero Tolerance Policy. This Policy shall be always posted on the Club’s website and communicated to parents and players at the beginning of every program cycle. Ignorance of the Zero Tolerance Policy shall not be considered a valid defense against a complaint.



Policy Number: POL-20	Revision Number: 2
Effective Date: 3-Aug-2011	Revision Date: 2-August-2021
Title: WEATHER AND FIELD CLOSURE POLICY	Pag : 1 of 3

PURPOSE:

Ajax SC recognizes and supports a safe environment for youth to play within and as such have the alignment with the Town of Ajax for field closures affecting the House League and Competitive Home Games.

Please note that this policy does not affect AWAY Competitive teams as they are governed under their respective city/town and league rules. Please ensure you are aligned with your league rules of play.

SCOPE

All fields are subject to closure by the Town of Ajax. The Town of Ajax Field Hotline number is: 905-619-2529, ext. 4124, or can be viewed online via the enclosed link: <http://www.ajax.ca/en/exploreoutdoors/sportsfields.asp>

Please, contact the hotline for updated information on open/closed fields in the Town of Ajax. The hotline is updated daily at 4 pm by the Town, unless otherwise stated.

Please direct soccer related questions and calls to ASC at 905-683-0740.

For emergencies, remember to call '911'.

Policy Number: POL-20	Revision Number: 2
Effective Date: 3-Aug-2011	Revision Date: 2-August-2021
Title: WEATHER AND FIELD CLOSURE POLICY	Pag : 2 of 3

Inclement Weather | Rainout Policy

Given the crowded nature of our program schedules and the limited availability of fields, ASC is unable to reschedule or replay any house league games which are cancelled or suspended due to weather or field conditions. Therefore, every effort will be made to proceed with scheduled games as long as it is safe to do so.

When weather or field conditions are an issue, games will sometimes be cancelled ahead of time at some or all fields. Such announcements will be posted on our home page, no later than 90 minutes ahead of the scheduled kickoff time. This is at the discretion of the Town of Ajax as outdoor fields are owned and operated by them.

In most cases, however, the decision to start (or not start) and continue (or not continue) a game will be made at the field. These decisions are the responsibility of the most senior referee present at the field, and such decisions are final.

In the event of thunder and/or lightning, ASC adheres to Canada Soccer's Lightning Safety/Severe Weather Policy. In the event of thunder *or* lightning, games will be immediately halted. All parties are to quickly leave the field and seek shelter in a safe location. Players are not to return to the field - and the game will not be resumed - until 30 minutes after the last thunder or lightning. Referees have been advised to take a "better safe than sorry" approach concerning electrical storms and to always act with player safety in mind.

Games may also be cancelled in the event of unsuitable field conditions. ASC maintains its programs by obtaining permits for a variety of fields. The owners of these fields have differing policies on when fields may not be used, but generally, if there has been significant rainfall that leaves standing water on the field, creates unsafe conditions for players or increases the likelihood of significant damage to the field, games will not be played. This is more often than not the decision of the Town of Ajax.

Such decisions, as with rainouts, will be made by the program supervisor or the most senior referee at the field or in some cases Town officials who attend the fields to inspect them due to issues or severe weather.

As far as results and standings are concerned, any game that is cancelled before reaching half-time (or the halfway mark) will not be rescheduled (due to limited field availability), no result will be recorded and the game will be excluded from the standings. Any game that has reached or passed half-time (or the halfway mark) and is subsequently abandoned due to weather or field conditions, the official score shall be recorded as the score at the time the game was abandoned.

In the case of inclement weather or unsuitable field conditions during a playoff tournament,

Policy Number: POL-20	Revision Number: 2
Effective Date: 3-Aug-2011	Revision Date: 2-August-2021
Title: WEATHER AND FIELD CLOSURE POLICY	Pag : 3 of 3

games may be delayed or rescheduled for later in the tournament. However, if this is not possible due to tight scheduling and limited field availability, any game that is suspended or abandoned without reaching half-time (or the halfway mark) will be recorded as a 1-0 win for the team with the higher ranking during the regular season. If a game that has reached half-time or the halfway mark has a tied score at the time the match is suspended, and rescheduling is not possible, the teams may proceed directly to a penalty shootout to determine the winner, at the discretion of the Club. If the shootout cannot be conducted, the team with the higher regular season ranking will be considered the winner.

Competitive Training/Games | Rain Out Policy

In the event of inclement weather for training due to field availability training will not be able to be rescheduled or “made up” due to cancellations because of weather. If the fields have been closed Club Staff will notify Parents and Players as soon as possible.

In game situations ASC will follow the Rules and Regulations published by the Leagues we are participating in. Once again, most inclement weather decisions are made at the field as opposed to in advance unless fields are closed and unable to be used. Attempts to complete games that were not deemed to have been completed will be made by the League (DRSA, CSL) and will be communicated with Staff.

DRSA & ASC follows the Canada Soccer’s Lighting Safety/Severe Weather Policy which can be found with the link provided.



Policy Number: POL-21	Revision Number: 1
Effective Date: 30-Apr-2015	Revision Date: 1-August-2021
Title: Coaching Course Reimbursement Policy	Page : 1 of 5

PURPOSE:

Ajax SC believes in the importance of having properly trained coaches to effectively teach the game of soccer to the players in the organization. To that end, Ajax SC will provide reimbursement to coaches who attend approved coach education courses.

SCOPE

Community Soccer Courses

Coaches seeking to obtain a community coaching level will be reimbursed in full by Ajax SC upon successful completion for required coaching education courses. A pre-approval form has been signed by ASC's General Manager. The pre-approval form needs to be forwarded to our GM for approval against the budget and forecast. The maximum amount of courses is 1 per year. The required courses for Community coaching are Soccer for Life, Learn to Train or FUNdamentals and Making Ethical Decisions.

Policy Number: POL-21	Revision Number: 0
Effective Date: 30-Apr-2015	Revision Date: 1-August-2021
Title: Coaching Course Reimbursement Policy	Page : 2 of 5

Procedure – The individual coach must:

- Notify the General Manager of intent to attend the course and fill out a Coaches pre-approval and course reimbursement form.
- Submit a photocopy of their certificate of satisfactory completion from the program to AjaxSC’s GM. Only the course fee is reimbursed, not out of pocket expenses (i.e., travel, meals, lodging).

Soccer Licensing Stream

‘C’ License; Provincial, ‘B’ License Courses, National ‘B’ License Course

Coaches with less than 3 completed summer seasons coaching with Ajax SC

If an existing Coach with less than 3 years coaching at ASC is requesting an upgrade to take one of the above courses the participant pays for the course themselves. Upon successful completion of the course, Ajax SC will reimburse 50% of the course fees to the participant. Upon successful completion of coaching the following year season with Ajax Soccer Club ASC will reimburse the 50% balance of course fees remaining.

Note: To apply to any of these courses Ajax SC’s Division Director must provide a letter of recommendation to approve enrollment within any course and it must be approved by ASC’s GM against budget and forecast before proceeding.

Coaches with 3+ completed summer seasons coaching for Ajax SC

If an existing Coach with 3 + summer seasons coaching with Ajax SC is requesting to upgrade from Community Coach to take one of the above courses Ajax SC will pay 80% of the course fee up front and the remaining 20% the next year as long as the course has been successfully completed.

Note: To apply to any of these courses Ajax SC’s Division Director must provide a letter of recommendation to approve enrollment within any course.

Policy Number: POL-21	Revision Number: 0
Effective Date: 30-Apr-2015	Revision Date: 1-August-2021
Title: Coaching Course Reimbursement Policy	Page : 3 of 5

'A' License Courses

Any Coach wanting to take their 'A' license must refer to the Ajax SC's General Manager for direction and the Ajax SC Board will make the decision for these individuals on a case by case basis.

Procedure – The individual coach must:

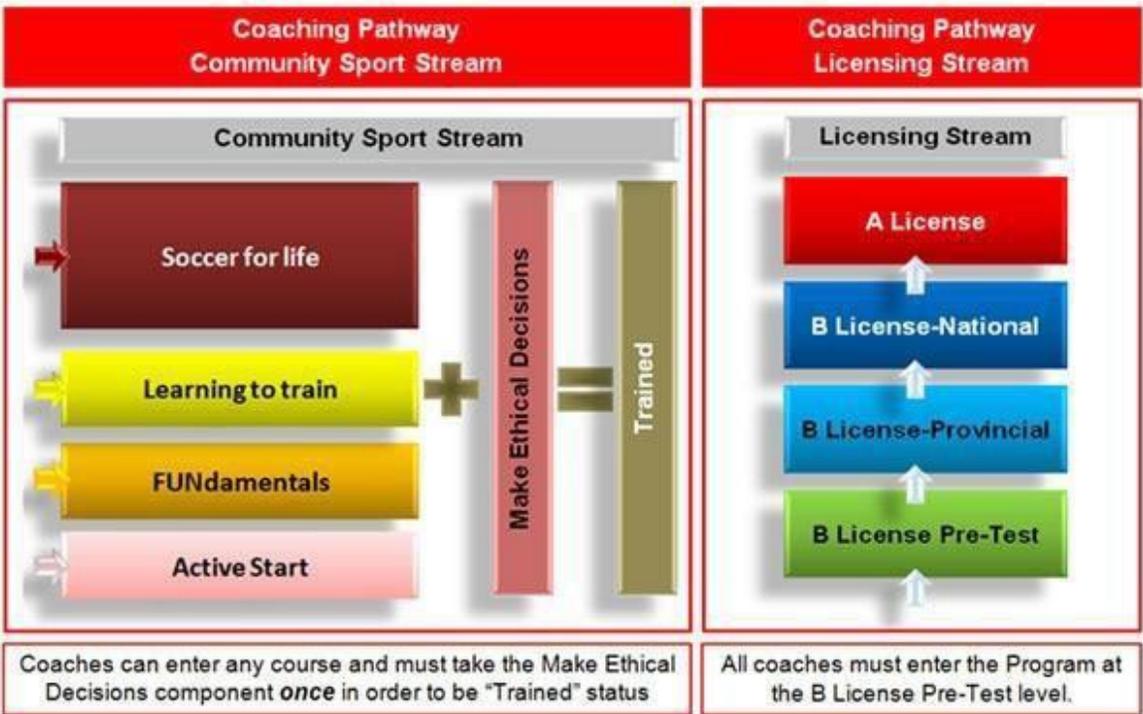
- Ensure completion of pre-requisite courses as defined by Canada Soccer.
- Notify the General Manager of intent to attend licensing course and complete the prerequisite coach's form. Have that form signed off by the Division Director that assessment was completed. (Assessment for coaches under 3-year experience)
- the General Manager will provide the attendee with a written letter for OS as part of acceptance.
- submit a photocopy of their certificate of satisfactory completion from the program to Ajax SC General Manager who will forward request for payment to Ajax SC's Executive Director. Only tuition is reimbursed, not out of pocket expenses (i.e., travel, meals, lodging)
- complete coaching obligation to Ajax SC as defined below
- If a coach fails to fulfill their commitment (see below) to Ajax SC, they will be responsible for returning 50% of the reimbursed amount to Ajax SC. If the coach leaves Ajax SC before 2nd payment is made the Coach forfeits the remaining amount.

Exception Any coach who has been coaching with Ajax SC for a minimum of 3 years or more Ajax SC will pay 80% up front and the remaining 20% the following year upon successful completion. The maximum number of courses is 1 per year.

Policy Number: POL-21	Revision Number: 0
Effective Date: 30-Apr-2015	Revision Date: 1-August-2021
Title: Coaching Course Reimbursement Policy	Page : 4 of 5

Community Soccer course	Pre-Requisite /Age	Reimbursement	Commitment
Active Start	No pre-requisite	100%	1 Season
FUNdamentals	No pre-requisite	100%	1 Season
Learn to train	No pre-requisite	100%	1 Season
Soccer for Life	No pre-requisite	100%	1 Season
Licensing Stream	Pre-Requisite /Age	Reimbursement	Commitment
C License course	Community Coach or Soccer for Life Trained Status, or ex Professional /National Player (Minimum 3 years' experience)	3 years or less 50% - 50%	Following next season
C License course	Community Coach or Soccer for Life Trained Status, or ex Professional /National Player (Minimum 3 years' experience)	3 years or more 80% - 20%	80% up front 20% on completion in the following season
B License - Provincial	Successful completion of Pre-B Test Course	3 years or more 80% - 20%	80% up front 20% on completion in the following season
B License - National	Successful completion of Provincial Course	3 years or more 80% - 20%	80% up front 20% on completion in the following season
A License	Successful completion of the B National course	3 years or more 80% - 20%	80% up front 20% on completion in the following season
OSA Goalkeeper Diploma Course	No pre-requisite required		

Policy Number: POL-21	Revision Number: 0
Effective Date: 30-Apr-2015	Revision Date: 1-August-2021
Title: Coaching Course Reimbursement Policy	Page : 5 of 5





Policy Number: POL-22	Revision Number: 2
Effective Date: 28-Sep-16	Revision Date: 18-August-2021
Title: Rowan's Law and the Concussion Policy	Page: 1 of 2

Ontario Soccer Policy: [Concussion Code of Conduct for Players and Parents/Guardians](#)

The Province of Ontario, at the present time, is the only Province in Canada to enact Concussion Safety legislation throughout its sport system.

“Rowan’s Law” (Concussion Safety) received Royal Assent on March 7, 2018, and Section 5 of the Act, proclaiming a “Rowan’s Law Day” was the only section that came into effect at that time.

However, in 2019, the remaining parts of the Act and the regulation have now come into effect in the following phases;

Requirements for Sport Organizations

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

1. Effective July 1, 2019, ensure that athletes under 26 years of age, parents of athletes under 18, Coaches, Team Trainers and Team Officials confirm every year that they have reviewed Ontario’s Concussion Awareness Resources. The Concussion Awareness Resources can be accessed free of charge at the following **web location**. A Confirmation Receipt for review of

Policy Number: POL-22	Revision Number: 2
Effective Date: 28-Sep-16	Revision Date: 18-August-2021
Title: Rowan's Law and the Concussion Policy	Page: 1 of 2

Concussion Awareness Resources must be completed by each registered participant and managed by the community sport organization for athletes under 26 years of age, parents of athletes under 18, Coaches, Team Trainers and Team Officials before participating in their sport.

2. Effective July 1, 2019, establish a **Concussion Code of Conduct** that sets out rules of behaviour to support concussion prevention. Each year, Athletes, Coaches and Team Trainers must review and sign off on their applicable Codes of Conduct.

3. Effective July 1, 2020, establish a **Removal-from-Sport and Return-to-Sport** protocol.

Further information and sample templates will be made available [online here](#) when finalized by the Province of Ontario.

The purpose of Rowan’s Law legislation is to promote culture change and make participation in amateur competitive sport safer. There are no enforcement or monitoring provisions in Rowan’s Law.

It is up to entities and individuals to ensure that they comply with the laws of Ontario.



Policy Number: POL-23	Revision Number: 2
Effective Date: 28-Sep-16	Revision Date: 22-August-2021
Title: Anti – Doping Policy	Page: 1 of 1

Ajax Soccer Club supports in alignment with Ontario Soccer’s support of Canada Soccer’s Integrity in Sport Anti-doping policy and specific to soccer in Ontario:

1. All athletes abstain from the non-medical use of drugs or the use of performance enhancing drugs/supplements or methods and adhere to the requirements of the Canadian Anti-Doping Program;
2. Respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by Canada Soccer or any other sport organization;
3. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has violated an anti-doping rule and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code
4. Refrain from consuming alcohol in excess and/or the use of drugs that can impair performance or judgement while participating in Ontario Soccer and/or Canada Soccer programs, activities, competitions, or events;

Policy Number: POL-23	Revision Number: 2
Effective Date: 28-Sep-16	Revision Date: 22-August-2021
Title: Anti – Doping Policy	Page: 1 of 1

This policy can be found in alignment with Canada Soccer’s Guide to Safe Sport and in the resources provided below:

Canadian Centre for Ethics in Sport (CCES) Educational Resources Anti-Doping and Values-Based Sport Information:

- CCES website: www.cces.ca
- True Sport website: www.truesport.ca
- CCES E-Learning: contact the CCES for additional information
- CCES Advisory Notes and Media Releases: www.cces.ca/subscribe

Substance Information:

- Global DRO: www.globaldro.com
- Contacting the CCES: 1-800-672-7775 or substances@cces.ca

Therapeutic Use Exemptions (TUEs):

- CCES Medical Exemption Wizard: www.cces.ca/mewizard
- Contacting the CCES: 1-800-672-7775 or tue-aut@cces.ca

Report Doping:

- Report Doping Hotline: 1-800-710-CCES or www.cces.ca/reportdoping

Note: Various printed resources are available. Contact the CCES for more information



Policy Number: POL-24	Revision Number: 2
Effective Date: 28-Sep-16	Revision Date: 28-August-2021
Title: Equity and Inclusion Policy	Page: 1 of 1

PURPOSE:

The purpose of this policy is to ensure that everyone is treated fairly and with respect and that Ajax Soccer Club is equitably accessible to all.

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

SCOPE

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

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

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



Policy Number: POL-25	Revision Number: 1
Effective Date: 14- Dec-15	Revision Date: 12-August-2021
Title: Proxy Voting - Instructions	Page: 1 of 3

Instructions:

1. A REGULAR MEMBER HAS THE RIGHT TO APPOINT AS HIS/HER/THEIR PROXYHOLDER A PERSON OVER THE AGE OF 18 (WHO NEED NOT BE A MEMBER), BY INSERTING THE NAME OF SUCH OTHER PERSON IN THE BLANK SPACE PROVIDED.
2. If you wish to appoint a person or company other than the persons whose names are printed herein, please insert the name of your chosen proxy holder in the space provided.
3. UNDER THE *Ajax SC* BY-LAWS, REGISTERED VOTING MEMBERS IN GOOD STANDING ARE DEFINED AS:
 - I. A player that participated in the given year's Outdoor and / or Indoor Season, (if the player has not attained his or her 18th birthday, then the parent/guardian of the player).
 - II. The player must have been actively registered with Ajax SC by August 1st of the current year ending.
 - III. The member must be in good standing with the Club. To be in good standing, an individual will not have any outstanding payments owed to the club, nor any disciplinary measures resulting in the revocation of membership.
 - IV. Must have met the volunteer requirement by August 31st.
4. This form of proxy must be executed by the member in writing. If this form is not dated in the blank space provided, it is deemed to bear the date on which it was emailed to the member.
5. The proxy must be signed in the exact manner the name of the member appears in the Ontario Soccer registration system.
6. The vote(s) represented by this proxy will be voted or withheld from voting in accordance with the instructions of the member on any ballot that may be called for. If a choice is not specified by the member in regard to the appointment of auditors or the election of the Governors, the votes represented by this proxy will be voted for the appointment of auditors and the election of

Policy Number: POL-25	Revision Number: 1
Effective Date: 14- Dec-15	Revision Date: 12-August-2021
Title: Proxy Voting - Instructions	Page: 2 of 3

Governors.

7. If a choice is not specified by the member in regard to voting for or against such matters noted herein, this proxy will be voted as if the holder had voted FOR the matter(s).

8. This proxy confers discretionary authority in respect to matters identified in the Notice of Meeting or other matters that may properly come before the meeting. As at **{FULL DAY, MONTH YEAR HERE}** the Board of Governors is not aware of any such amendment or other matter to come before the Meeting. However, if any amendments to matters identified in the accompanying Notice of Meeting or any other matters which are not now known to the Board should properly come before the Meeting or any adjournment, the vote(s) represented by properly executed proxies given in favor of the person(s) in the enclosed form of proxy will be voted on such matters pursuant to such discretionary authority.

9. This proxy should be read in conjunction with the accompanying Information Circular.

10. To be effective this form of proxy or another form of proxy must be properly executed and returned to the office of Ajax SC, 77 Centennial Road, Ajax, ON L1S 4S4. Proxies will be accepted by mail, by email (scanned copy) to secretary@ajaxsoccer.ca, or in person, no later than 5pm local time **15 days prior to the meeting date**, or in the case of any adjournment or postponement of the meeting, no later than 48 hours before the time of such reconvened meeting.

11. The undersigned hereby **revokes any proxy previously given**.



The undersigned Member of Ajax Soccer Club hereby nominates, constitutes and appoints _____ as my proxy holder with full power of substitution to attend, vote and other wise act for and on behalf of the undersigned in respect of all matters that respect of all matters that may properly come before the above dated Annual General Meeting of members and at any adjournments or thereof, to the same extent and with the same power as if the undersigned was personally present at the said Meeting or such adjournments or postponements.

Positions:

- 1) President _____
- 2) Vice President _____
- 3) Financial Officer _____
- 4) Secretary _____
- 5) Competitive Governor _____
- 6) Recreational Governor _____
- 7) Auditor _____

Each person named in this form of proxy is a Governor of the Corporation. A member may appoint some other person as proxy holder (who need not be a member) to attend and act on their behalf at the Meeting by inserting the person's name in the blank space above. Proxies must still be received, confirmed, and verified by office staff no later 15 days prior to the meeting.

WITHOUT LIMITING THE GENERAL AUTHORIZATION AND POWER HEREBY GIVEN, THE NOMINEES NAMED ABOVE ARE SPECIFICALLY DIRECTED TO VOTE OR WITHOLD FROM VOTING THE ENTIRE VOTE(S) IN THE NAME OF THE UNDERSIGNED AS INDICATED BELOW.

Name of Member: _____ Year of Birth: _____

Signature: _____



Policy Number: POL-26	Revision Number: 1
Effective Date: 12-Dec-16	Revision Date: 14-August-2021
Title: Whistleblower Policy	Page: 1 of 2

Ajax SC supports and allows individuals and organizations the ability to disclose wrong doing without the fear of unfair treatment or reprisal.

The Policy and applicable procedures apply to individuals and organizations that observe or experience incidents of wrongdoing and report such incidents or observations under the expectation of privacy.

The purpose of this Policy is to allow individuals and organizations to have a discrete and safe procedure by which they can disclose incidents of wrongdoing without fear of unfair treatment or reprisal. Application of this Policy applies to individuals and organizations that observe or experience incidents of wrong doing and report such incident or observations under the expectation of privacy.

Wrongdoing may include but is not limited to:

- a) Violating the law.
- b) Intentionally or breaching of The Ajax SC's Code of Conduct and Ethics.
- c) Intentionally or breaching of The Ajax SC's Policies and Procedures.
- d) Intentionally or breaching The Ajax SC's policies relating to workplace violence and harassment.
- e) Committing or ignoring risks to the life, health, or safety of a participant, volunteer, Worker, or other individual.
- f) Directing an individual or organization to commit a crime, a breach of an Ajax SC policy, or other wrongful act
- g) Fraud.

Ajax SC pledges not to dismiss, penalize, discipline, or retaliate or discriminate against any individual who discloses information or submits, in good faith, information under the terms of this Policy. Any individual or organization affiliated with Ajax SC who breaks this Pledge will be subject to disciplinary action.

Policy Number: POL-26	Revision Number: 1
Effective Date: 12-Dec-16	Revision Date: 14-August-2021
Title: Whistleblower Policy	Page: 1 of 2

Reporting Wrong doing:

An individual or organization which believes an incident of wrongdoing has occurred should prepare a report that includes the following:

- a) Written description of the act or actions that comprise the alleged wrongdoing, including the date and time of the action(s);
- b) Identities and roles of other individuals or organizations who may be aware of, affected by, or complicit in, the wrongdoing; and
- c) Why the act or action should be considered to be wrong doing

Ajax SC appoints the Executive Director to receive reports made under this Policy:

After receiving the report, the Executive Director has the responsibility to:

- a) Assure the individual or organization of Ajax SC's Pledge
- b) Connect the individual or organization to an alternate liaison if the individual feels that he or she cannot contact in an unbiased or discrete manner due to the individual's role with Ajax SC and/or the content of the report;
- c) Determine if the report is frivolous, vexatious, or not submitted in good faith (e.g., the submission of the report is motivated by personal interests and/or the content of the report is obviously false or malicious);
- d) Determine if Ajax SC's Whistleblower Policy applies or if the matter should be handled under Ajax SC's Discipline and Complaints Policy or other applicable policy;
- e) Describe the implications and requirements of the use of other Ajax SC policies (Discipline and Complaints, Dispute Resolution, etc.);
- f) Determine if the local police service be contacted;
- g) Determine if mediation or alternate dispute resolution can be used to resolve the issue;
- h) Determine if Ajax SC's Board of Directors, should or can be notified of the report;
- i) Begin an investigation.

Confidentiality at all stages of the procedures outlined in this Policy is required. An individual who intentionally breaches the confidentiality clause of this Policy will be subject to disciplinary action.



Policy Number: POL-27	Revision Number: 1
Effective Date: 12-August- 2019	Revision Date: -
Title: Witness to Inappropriate Conduct Policy	Page: 1 of 2

WHAT TO DO IF YOU WITNESS INAPPROPRIATE CONDUCT

Ajax Soccer Club's Executive Director, who is certified via Commit to Kids, is to be notified immediately if any parent, staff, coach, or volunteer is witness to any suspicion of inappropriate conduct.

The Commit to Kids program addresses the importance of understanding boundaries, sexual misconduct, and reporting of inappropriate behaviour. Specifically:

- Child sexual abuse
- The grooming processes
- How to handle disclosures of child sexual abuse
- The impact of child sexual abuse
- How to create a Child Protection Code of Conduct to Protect Children for your organization
- Policies and procedures to use to protect children in your organization
- The Canadian Centre for Child Protection's Commit to Kids child sexual abuse prevention program for child-serving organizations

External Reporting:

If a child is believed to have been sexually abused, the obligation is to report the incident to the child's parent, a child welfare agency and/or a law enforcement agency. Failure to report may constitute an offence under a provincial/territorial child welfare act. Additionally, it may constitute professional misconduct for an individual in a position of trust or an ethical violation for individuals who are registered with professional associations. This duty to report applies even if the

Policy Number: POL-27	Revision Number: 1
Effective Date: 12-August- 2019	Revision Date: -
Title: Witness to Inappropriate Conduct Policy	Page: 1 of 2

information is told in confidence. As it involves individuals and organizations outside of the organization, this process is known as external reporting. In instances that require external reporting, the individual reporting the incident should also follow the internal reporting procedures.

Internal Reporting:

Any employee/volunteer who suspects or becomes aware of another employee/volunteer’s inappropriate behaviour should follow internal reporting procedures. Misconduct and inappropriate behaviour should be clearly outlined in the Code of Conduct to Protect Children and Guidelines for Appropriate/Inappropriate Conduct between adults/adolescents and children. Although procedures may vary among organizations, at minimum, the individual’s supervisor/manager and/or the head of the organization must be notified. It is just as important to document situations involving potential misconduct leading to internal reporting as it is in situations that require external reporting.

Reporting:

The above reporting procedures are mandated for the following types of incidents:

- **Child Maltreatment:**
As outlined above, Canadian child welfare laws set out the duty to report and require all people to report suspicions based on reasonable grounds that a child is/or has been sexually abused; and/or disclosure of child sexual abuse.
- **Misconduct:**
An employee/volunteer’s inappropriate behaviour towards a child or children.

The action taken by Ajax Soccer Club will depend upon the nature of the incident; however, it is important to distinguish between illegal behaviour and inappropriate behaviour and ASC has established appropriate reporting procedures for each as outlined by Commit to Kids.

If an employee/volunteer’s misconduct is serious enough to lead to dismissal, it will be reported to ASC’s governing authority (District/Region and Ontario Soccer).



Policy Number: POL-28	Revision Number: 1
Effective Date: 12-August- 2019	Revision Date: -
Title: Rule of Two Policy	Page: 1 of 2

PURPOSE

This rule serves to protect minor athletes in potentially vulnerable situations by ensuring that more than one adult is present. Vulnerable situations can include closed doors meetings, travel, and training environments amongst others. Ajax SC implemented this policy, in a sustainable, phased and measurable process, that limit the instances where these situations are possible.

SCOPE

Ajax SC adheres to the Rule of Two Policy as recommended by the Coaching Association of Canada. The Rule of Two states that there will always be two screened and NCCP trained or certified coaches with an athlete, especially a minor athlete, when in a potentially vulnerable situation. This means that any one-on-one interaction between a coach and an athlete must take place within earshot and view of the second coach, except for medical emergencies. One of the coaches must also be of the same gender as the athlete. Should there be a circumstance where a second screened and NCCP trained or certified coach is not available, a screened volunteer, parent, or adult can be recruited.

Policy Number: POL-28	Revision Number: 1
Effective Date: 12-August- 2019	Revision Date: -
Title: Rule of Two Policy	Page: 2 of 2

RULE OF TWO

The goal of the **Rule of Two** is to ensure all interactions and communications are open, observable and justifiable. Its purpose is to protect participants (especially minors) and coaches in potentially vulnerable situations by ensuring more than one adult is present. There may be exceptions for emergency situations.



GOOD RULE OF TWO IMPLEMENTATION PRACTICES

- The coach is never alone and out of sight with a participant without another screened coach or screened adult (parent or volunteer) present.
- Allow training environment to be open to observation.
- Ensure a participant rides in a coach's vehicle with another adult present.
- Consider the gender of the participant(s) when selecting the screened coaches and volunteers who are present.
- Eliminate one-to-one electronic messaging. Ensure that all communications are sent to the group and/or include parents.

Learn more: coach.ca/responsiblecoaching





Policy Number: POL-29	Revision Number: 1
Effective Date: 12-August- 2021	Revision Date: -
Title: FIELD & INSPECTION SAFETY POLICY	Page: 1 of 3

1.0 PURPOSE

Ajax SC believes that we all have a responsibility in ensuring the safety of our players and our members in the soccer activities they engage in. This policy provides for steps to ensure a game within the safety standards set-up in our province for the soccer sport are met or exceeded.

2.0 APPROACH

In support of the referees and the game officials who have the ultimate responsibility for the players' safety during a game, and in deciding whether a given facility is safe for the game, we are providing the following guidelines for the team official to verify the facilities are game ready, and to report any anomaly to the Ajax SC for action with the facility owners or the city of Markham facility management as applicable.

3.0 POLICY

3.1 Prior to each practice or game, coaches, officials and/or designated volunteers should develop the habit of a field and area safety check. This checklist is designed to be a general guide for all fields. Certain fields will have other specific areas of concern that should be inspected.

3.2 Goal Post Safety

- 3.2.1 Permanent goals properly secured and anchored. Confirm anchoring system is not a hazard to participants.
- 3.2.2 Portable goal properly secured and anchored. Confirm anchoring system is not a hazard to participants.
- 3.2.3 Inspect goal net and goal post for sharp corners, loose bolts and general integrity.

Policy Number: POL-29	Revision Number: 1
Effective Date: 12-August- 2021	Revision Date: -
Title: FIELD & INSPECTION SAFETY POLICY	Page: 1 of 3

- 3.2.4 Instruct all players and parents of the potential dangers associated with movable soccer goals
- 3.2.5 Forbid any horseplay by players or members of the general public on or around any goal post
- 3.2.6 As applicable, remove nets when goals are not in use
- 3.2.7 Portable goal posts should only be moved by authorized personnel
- 3.2.8 Field and Area Safety
- 3.2.9 Inspect for foreign objects such as stones, glass, etc.
- 3.2.10 Check field for holes, depressions, torn sections (if artificial turf), etc. Notify your field owners and your club of unsafe field conditions in writing. Keep a copy for your records.
- 3.2.11 Make sure sprinkler heads are seated
- 3.2.12 Make sure water drains beyond the touch line are marked for player awareness
- 3.2.13 Observe 3' restraining line from the touch line. Area must be obstruction free, except for coaches.
- 3.2.14 Review fencing. Make players and spectators aware of unsafe fencing. No climbing to retrieve balls.
- 3.2.15 Check bleachers for safety. Make spectators aware of bleachers that may not be safe.
- 3.2.16 If the field is used for other sports, inspect for fixtures or equipment that may have been left by the previous user. Any equipment for other sports should be secured and not accessible by players or spectators.
- 3.2.17 Inspect the condition of and access to locker rooms, restrooms and portable toilets.
- 3.2.18 Survey parking lots, concessions and vendors areas for any obvious hazards. Make spectators and players aware of any hazardous conditions; and notify your field owners and your club of unsafe conditions in writing as soon as practical.

4.0 ADDITIONAL INFORMATION AND RESOURCES

For reporting the condition of the field to the Town of Ajax or and the staff at Ajax SC, use the form provided attached.



FIELD INSPECTION SHEET



Facility:

Date:

Inspected by:

Item	Adequate	Inadequate	Corrective Measures*	Observations
Playing Surface:				
<i>Length of Grass?</i>				
<i>Field Markings?</i>				
<i>Glass, rocks, sprinklers, etc?</i>				
Goal Posts:				
<i>Anchored?</i>				
<i>Broken Hooks?</i>				
<i>Nets?</i>				
Corner Flags:				
Team Benches:				
Others:				
*Corrections: 1) add 2) replace 3) modify 4) discard 5) clean 6) repair 7) check				

Note: This document, once completed, should be given to the Facilities Manager, and the coach should keep a copy for his/her/their files.



Policy Number: POL-30	Revision Number: -
Effective Date: 08-22-2021	Revision Date: -
Title: Complaints and Dispute Resolution Policy	Page: 1 of 4

The Ajax Soccer Club (ASC) encourages all members (players, parents, and coaches) to attempt to resolve issues in good faith prior to club intervention keeping in mind the criteria provided in our published Club Codes of Conduct, Policies and Procedures, but understands that this is not always possible.

General

Members who have a serious issue are encouraged to discuss it first with club coaching, refereeing and/or management staff, whose names and email addresses are listed on the club website:

<https://www.ajaxsc.ca/page/show/5724236-our-team>

The following matters are excluded from this policy:

- a) The Complaints and Dispute Resolution processes shall not be used for soccer game-related discipline. The normal discipline and appeals processes shall be followed.
- b) Complaints regarding breaches of the Privacy Policy are to be directed to the club's Executive Director, who shall act as the Club's Privacy Officer.
- c) Complaints regarding the normal administration of the Club, such as: fee refunds; teaming requests; placement of players on teams; etc. will be addressed and finally decided by Club staff, with the General Manager and Executive Director as the final decision maker.

Policy Number: POL-30	Revision Number: -
Effective Date: 08-22-2021	Revision Date: -
Title: Complaints and Dispute Resolution Policy	Page: 2 of 4

Dispute Resolution

Dispute resolution is defined as “the process of resolving disputes between parties”. In the case of the Ajax Soccer Club, disputes are typically brought to the attention of the club first by way of informal discussions. Only if good faith informal discussions are not successful can a formal complaint be lodged with the Club. Resolution is most often achieved following informal discussion. Only if that fails will further steps, such as investigation by club officials; follow-up discussions; provision of education/training be considered.

Formal dispute resolution for matters of “a corporate nature” (as shown below), may be addressed through the OSA Dispute Resolution Policy, if the steps indicated above are not successful:

- a) The calling and holding of general meetings
- b) The presentation and approval of financial statements
- c) The nomination and election of Directors and Officers
- d) The removal of Directors and Officers
- e) The acceptance, rejection and removal of members
- f) The calling and holding of Board meetings
- g) Breaches of parliamentary procedure
- h) Other matters of a similar corporate or governance nature

For complaints or reports of inappropriate behavior pertaining to ASC soccer related activities that are not excluded from this policy and which cannot be resolved by staff, or members believe that staff is not following club policy or applicable laws (a “Complaint”), the following process applies:

Policy Number: POL-30	Revision Number: -
Effective Date: 08-22-2021	Revision Date: -
Title: Complaints and Dispute Resolution Policy	Page: 3 of 4

Complaints

Encouraging open communication, ASC is committed to address fairly, and without bias, all Complaints

- If the Club deems it appropriate, an independent review of a Complaint may be sought.
- If a member of the Ajax Soccer Club wishes to make a Complaint about a Director, they may do so, in writing. Any such complaint is to be directed to the Secretary at secretary@ajaxsoccer.ca
- If the subject of the Complaint is the President of the Board, the complaint may be submitted to the Vice President of the Board at vp@ajaxsoccer.ca
- The Club will immediately report all complaints of sexual abuse to the police (with the consent of an individual alleging abuse). The club will immediately report criminal activities to the police without a written complaint.
- Complaints regarding club members, staff, volunteers, coaches, players, referees, etc. also fall within the scope of this policy

Formalizing Complaints

a) Any Complaint can be communicated verbally, initially, to a club official or employee but must be followed up in writing (letter and/or email) to be acted upon.

b) All Complaints to the club must be in written form before a Complaint is dealt with. A confirmation from ASC that the Complaint has been received will be provided via email if possible; other confirmation forms may include telephone or letter.

c) Once a written Complaint has been filed with the club, a Review Committee consisting of one Board member will review the Complaint and determine a course of action. This review will be conducted within ten (10) business days of receipt/filing of the Complaint.

d) If necessary, the Board member reviewing the Complaint will schedule a Complaint Hearing within ten (10) business days of finalizing the review of the Complaint. Notice will be provided to the individual(s) who are the subject of the Complaint and requested to appear at the Complaint Hearing.

e) Hearings shall be conducted by three (3) persons, at least one of whom shall be a Board member (members who were NOT part of the initial Review wherever possible), at least one of whom is to be a

Policy Number: POL-30	Revision Number: -
Effective Date: 08-22-2021	Revision Date: -
Title: Complaints and Dispute Resolution Policy	Page: 4 of 4

certified Discipline Chair, if possible. If a certified Chair is not available, the hearing will proceed without a certified Chair.

f) The individual(s) named on the complaint is/are entitled to be present at the hearing. Only individuals called by the committee shall be allowed to attend and participate in a hearing.

g) Hearings can take place by way of written submissions or oral submissions and with differing degrees of formality and complexity. The main consideration will be to arrive at a decision which, among other considerations, allows the affected individual(s) to adequately answer the case against them given the circumstances of the complaint and the nature of the matter being considered.

h) The hearing committee shall then deliberate *in camera* following the Hearing.

i) The goal of the committee is to communicate its decision within ten (10) business days of the Complaint Hearing.

j) Penalties can range through a permanent suspension from the club, suspension for a specified period, a probationary period where the individual is allowed to continue with the club, a reprimand to a requirement that a person undertake training.

k) All committee decisions are final, and the issuing of "Reasons for Decision", along with the decision is not mandatory.

l) Individual(s) who are charged with a criminal offense involving club related incidents may be immediately suspended from the club pending resolution of the charges, depending on the nature of the charges. No Complaint or Discipline Hearing shall take place when an individual is facing criminal charges for club related incidents. Club members who are convicted of a Criminal Code of Canada offense are subject to suspension or removal.

m) Any individual who is convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the club.

n) Subjects to the letter and the spirit of the constraints discussed in this policy, individual(s) who violate the Zero Tolerance Policy for non-criminal activities may apply for reinstatement to the club in writing one month prior to the end of a time specified penalty.



Policy Number: POL-30	Revision Number: -
Effective Date: 08-22-2021	Revision Date: -
Title: Complaints and Dispute Resolution Policy	Page: 1 of 4

The Ajax Soccer Club (ASC) encourages all members (players, parents, and coaches) to attempt to resolve issues in good faith prior to club intervention keeping in mind the criteria provided in our published Club Codes of Conduct, Policies and Procedures, but understands that this is not always possible.

General

Members who have a serious issue are encouraged to discuss it first with club coaching, refereeing and/or management staff, whose names and email addresses are listed on the club website: <https://www.ajaxsc.ca/page/show/5724236-our-team>

The following matters are excluded from this policy:

- a) The Complaints and Dispute Resolution processes shall not be used for soccer game-related discipline. The normal discipline and appeals processes shall be followed.
- b) Complaints regarding breaches of the Privacy Policy are to be directed to the club's Executive Director, who shall act as the Club's Privacy Officer or directly to the DRSA or OS.
- c) Complaints regarding the normal administration of the Club, such as: fee refunds; teaming requests; placement of players on teams; etc. will be addressed and finally decided by Club staff, with the General Manager and Executive Director as the final decision maker.

Dispute Resolution

Dispute resolution is defined as “the process of resolving disputes between parties”. In the case of the Ajax Soccer Club, disputes are typically brought to the attention of the club first by way of informal discussions. Only if good faith informal discussions are not successful can a formal complaint be lodged with the Club. Resolution is most often achieved following informal discussion. Only if that fails will further steps, such as investigation by club officials and/or selected committee members; follow-up discussions; provision of education/training be considered.

Formal dispute resolution for matters of “a corporate nature” (as shown below), may be addressed through the OSA Dispute Resolution Policy, if the steps indicated above are not successful:

- a) The calling and holding of general meetings
- b) The presentation and approval of financial statements
- c) The nomination and election of Directors and Officers
- d) The removal of Directors and Officers
- e) The acceptance, rejection and removal of members
- f) The calling and holding of Board meetings
- g) Breaches of parliamentary procedure
- h) Other matters of a similar corporate or governance nature

For complaints or reports of inappropriate behavior pertaining to ASC soccer related activities that are not excluded from this policy and which cannot be resolved by staff, or members believe that staff is not following club policy or applicable laws (a “Complaint”), the following process applie

Complaints

Encouraging open communication, ASC is committed to address fairly, and without bias, all Complaints

- If the Club deems it appropriate, an independent review of a Complaint may be sought.
- If a member of the Ajax Soccer Club wishes to make a Complaint about a Director, they may do so, in writing. Any such complaint is to be directed to the Secretary at secretary@ajaxsoccer.ca
- If the subject of the Complaint is the President of the Board, the complaint may be submitted to the Vice President of the Board at vp@ajaxsoccer.ca
- The Club will immediately report all complaints of sexual abuse to the police (with the consent of an individual alleging abuse). The club will immediately report criminal activities to the police without a written complaint.
- Complaints regarding club members, staff, volunteers, coaches, players, referees, etc. also fall within the scope of this policy

Any complaint in regard to the ASC Board can be sent directly to the Durham Region Soccer Association or Ontario Soccer.

Formalizing Complaints

a) Any Complaint can be communicated verbally, initially, to a club official or employee but must be followed up in writing (letter and/or email) to be acted upon.

b) All Complaints to the club must be in written form before a Complaint is dealt with. A confirmation from ASC that the Complaint has been received will be provided via email if possible; other confirmation forms may include telephone or letter.

c) Once a written Complaint has been filed with the club, a Review Committee consisting of one Board member will review the Complaint and determine a course of action. This review will be conducted within ten (10) business days of receipt/filing of the Complaint.

d) If necessary, the Board member reviewing the Complaint will schedule a Complaint Hearing within ten (10) business days of finalizing the review of the Complaint. Notice will be provided to the individual(s) who are the subject of the Complaint and requested to appear at the Complaint Hearing.

e) Hearings shall be conducted by three (3) persons, at least one of whom shall be a Board member (members who were NOT part of the initial Review wherever possible), at least one of whom is to be a

certified Discipline Chair, if possible. If a certified Chair is not available, the hearing will proceed without a certified Chair.

f) The individual(s) named on the complaint is/are entitled to be present at the hearing. Only individuals called by the committee shall be allowed to attend and participate in a hearing.

g) Hearings can take place by way of written submissions or oral submissions and with differing degrees of formality and complexity. The main consideration will be to arrive at a decision which, among other considerations, allows the affected individual(s) to adequately answer the case against them given the circumstances of the complaint and the nature of the matter being considered.

h) The hearing committee shall then deliberate *in camera* following the Hearing.

i) The goal of the committee is to communicate its decision within ten (10) business days of the Complaint Hearing.

j) Penalties can range through a permanent suspension from the club, suspension for a specified period, a probationary period where the individual is allowed to continue with the club, a reprimand to a requirement that a person undertake training.

k) All committee decisions are final, and the issuing of "Reasons for Decision", along with the decision is not mandatory.

l) Individual(s) who are charged with a criminal offense involving club related incidents may be immediately suspended from the club pending resolution of the charges, depending on the nature of the charges. No Complaint or Discipline Hearing shall take place when an individual is facing criminal charges for club related incidents. Club members who are convicted of a Criminal Code of Canada offense are subject to suspension or removal.

m) Any individual who is convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the club.

n) Subject to the letter and the spirit of the constraints discussed in this policy, individual(s) who violate the Zero Tolerance Policy for non-criminal activities may apply for reinstatement to the club in writing one month prior to the end of a time specified penalty.



Policy Number: POL-31	Revision Number: 1
Effective Date: 1-January- 2022	Revision Date: -
Title: Anti Discrimination	Page: 1 of 1

The aim of this policy is to ensure that all players, family members, volunteers and staff are treated fairly and with respect and that Ajax Soccer Club is equally accessible to all.

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

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

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

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



Policy Number: POL-32	Revision Number: 1
Effective Date: 1-January- 2022	Revision Date: -
Title: Anti Bullying	Page: 1 of 1

PURPOSE

This rule serves to protect minor athletes being subjected to a major issue in today's society, BULLYING. Ajax SC recognizes the seriousness of bullying and wants to bring this issue to the forefront of the Club's policy on and off the field.

Bullying is defined as unwanted, aggressive behavior among children and youth that involves a real or perceived power imbalance. The behaviour is repeated, or has the potential to be repeated, over time. Both those who are bullied and those who bully others may have serious, lasting problems. A safe and inclusive learning environment in our Club is critical for our players to achieve success. Parents and players must be confident in knowing that our Club environment is free from harassment, violence, intolerance, and intimidation, all of which are forms of bullying. ASC would like to make bullying aware to all our players and coaches. The aim is to properly educate our coaches about bullying so that they are aware of our stance and can reiterate it to the players.

ASC Code of Conduct

Ajax SC's code of conduct describes the positive behaviors expected of the Club's player's, coaches, and parents. The code of conduct applies to all, sets standards for behavior, and covers a focused set of expected positive behaviors. Along with our Code of Conduct we expect all our players to adhere to this Anti-Bully Policy.

Coach Education

Ajax SC will advise our coaches aware of this Anti-Bullying policy. Our coaches will be trained on how to be more aware about bullying and so they can reiterate that awareness to their players. We will expect our coaches to employ preventative measures so that bullying is not an issue for any of our players. If cases of bullying do arise, we have a conflicts and resolution protocol (see below).

Conflict and Resolution

Protocol Conflict Procedure

1. Report bullying incidents to the coach, manager, coordinator, Executive Director or a member of the Board.
2. Coach/adult needs to contact the Executive Director immediately.
3. Parents should be informed and will be asked to attend a meeting to discuss the problem.
4. If necessary and appropriate, police will be consulted.
5. The bullying behaviour or threats of bullying must be investigated, and the bullying stopped quickly.
6. An attempt will be made to help the bully (bullies) change their behaviour.
7. If mediation fails and the bullying is seen to continue the Club will initiate disciplinary action.

Recommended Actions for Resolution

If ASC coaches decide it is appropriate for the parties involved to deal with the situation, they should follow the procedure outlined below.

1. Reconciliation by getting the parties together. It may be that a genuine apology solves the problem.
2. If this fails/not appropriate coach(es) of the team should meet with the parent and child alleging bullying to get details of the allegation. Minutes are to be taken for clarity.
3. The coach(es) should meet with the alleged bully and parent/s and put the incident raised to them to answer and give their view of the allegation. Minutes are to again be taken.
4. The coach(es) should talk to anyone else that may have been involved to gather additional information; again, minutes will be taken.
5. If bullying has, in their view, taken place the athletes should be warned and put on notice of further action. Consideration should be given as to whether a reconciliation meeting between parties is appropriate at this time.
6. All other coaches involved with both athletes should be made aware of the concerns and outcome of the process i.e., the warning.

Ajax SC's Anti-Bullying Policy is in line with Bill 14 of the Anti-Bullying Act, 2012 from the Legislative Assembly of Ontario.

http://www.ontla.on.ca/web/bills/bills_detail.do?locale=en&Intranet=&BillID=2550