



HEAVENS ELEVEN FOOTBALL CLUB (HEFC)

HEAVENS ELEVEN FC POLICIES

Where Faith meets Football and Dreams take Flight

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CODES OF CONDUCT

Heavens Eleven FC base all Code of Conduct policies
on the Ontario Soccer and Canadian Soccer Code of Ethics.
Please find Further resources here: [CANADA SOCCER GUIDE TO SAFETY](#)

HEAVENS ELEVEN FC CODE OF CONDUCT FOR PLAYERS

Obligations toward the game

A player should:

1. Make every effort to develop their own sporting ability, in terms of skill, technique, tactics and stamina.
2. Give maximum effort and strive for the best possible performance during a game, even if the team is in a position where the desired result has already been achieved.
3. Set a positive example for others, particularly young players and supporters.
4. Avoid all forms of gamesmanship and time-wasting.
5. Always have regard to the best interests of the game, including where publicly expressing an opinion on the game and any aspect of it, including others involved in the game.
6. Not using inappropriate language.

Obligations towards the Team

A player should:

1. Make every effort consistent with Fair Play and the Laws of the Game to help the team win.
2. Resist any influence that might, or might be seen to, bring into question commitment to the team winning.

Respect for the Laws of the Game and Competition Rules

A player should:

1. Know and abide by the Laws, rules and spirit of the game, and the competition rules.
2. Accept success and failure, victory, and defeat, equally.
3. Resist any temptation to take banned substances or use banned techniques.

NO HEAVENS ELEVEN FC player will be guest or train with any Club/Academy/Select Travel team etc. without prior approval from the Club Head Coach. Approval requests must be submitted in writing.

Once reached the Youth Academy stage of development Registered HEFC players
May not attend any tryouts or training opportunities outside of the club unless preapproved by the Club Head Coach (CHC) or Technical Director (TD). Any player breaking this agreement will face disciplinary action which could include release from BD.



Respect for Opponents

A player should:

1. Treat opponents with due respect always, irrespective of the result of the game.
2. Safeguard the physical fitness of opponents, avoid violence and rough play, and help injured opponents.

Respect for the Referees

A player should:

1. Accept the decision of the Referee without protest.
2. Avoid words or actions that may mislead a Referee.
3. Show due respect towards Referee.

Respect for Team Officials

A player should:

1. Abide by the instructions of their Coach and Team Officials, provided they do not contradict the spirit of this Code.
2. Show due respect towards the Team Officials of the opposition.

Obligations towards the Supporters

A player should:

1. Show due respect to the interests of supporters.

HEAVENS ELEVEN FC CODE OF CONDUCT FOR COACHES/MANAGER

A Coach/manager must:

1. Be committed to improving the performance of the players and the team physically and mentally.
2. Provide a high-quality soccer program for players with a positive environment/atmosphere.
3. Be thoroughly acquainted with FIFA Laws of the Game and they must keep attuned to the sound principles of coaching.



4. Respect all human beings i.e. players and referees. Opponents and referees must be treated with respect.
5. Encourage players to win within the laws of the game.
6. Be enthusiastic and positive. They must ensure that they are generous with praise when deserved.
7. Maintain the high standards of personal conduct and fair play.
8. Never be involved in any circumstances that are offensive or suggest sexual connotations.

The club will ensure that Coaches and Manager are made aware of and agree to adhere to the Code of Conduct for Coaches and Managers. All Coaches and Managers are required to sign **The Heavens Eleven FC Coaches/Managers Code of Conduct**

HEAVENS ELEVEN FC CODE OF CONDUCT FOR PARENTS / CAREGIVER/ GUARDIANS / SPECTATOR

Parents/caregivers/guardians/spectators expectations and attitudes have a significant bearing on a child's attitude towards:

- Other Players
- Referees
- Managers
- Spectators.

This club will ensure that parents/caregivers/guardians/spectators within the club are always positive and encouraging towards all of the players, not just their own—and will encourage parents/caregivers/guardians/spectators to:

- Applaud the opposition as well as their own team
- Avoid coaching the child during the game
- Not to shout and scream
- Respect the referee's decisions
- Give attention to each of the children involved in soccer not just the most talented
- Give encouragement to everyone to participate in soccer.

The academy will ensure that parents/caregivers/guardians/spectators agree and adhere to the **CANADA SOCCER GUIDE TO SAFETY**

DISCIPLINE POLICY



Heavens Eleven FC follows the Heavens Eleven Policies and Procedures Guide as well as the Ontario Soccer Discipline guidelines as found on the: [Ontario Soccer Discipline Policy.pdf](#)

Heavens Eleven FC has a Discipline Committee for any review of reports of misconduct. The committee consists of Volunteers and Staff, independent of the Executive Board.

LEAGUES:

Many of the various regional and provincial leagues have their own discipline procedures. Heavens Eleven FC will offer support to all Players or Coaches that have reached a hearing stage with the Discipline Committees of those leagues.

PARENTS:

Parents must adhere to the rules and regulations specified in the Heavens Eleven FC Policies and Procedures Guidelines. Any incident reported will require the Parent to attend a Discipline meeting.

COACHES:

Incident reports involving Coaches will be investigated and dealt with by the Discipline Committee. All submitted reports must be signed. Anonymous complaints will not be considered.

APPEALS AND OTHER ITEMS:

All matters not covered in the Heavens Eleven FC Policy Rules and Regulations will be referred to the Ontario Soccer Association/Canada Soccer rules and regulations.

Any Heavens Eleven FC Policy decisions to be appealed shall follow the Ontario Soccer Appeal Process [HERE](#)



INCIDENT REPORT

Heavens Eleven FC Incident Report form must be completed for all incidents involving members of the Academy where harassment, bullying or any other reportable incident has occurred. This Incident Report form must be submitted to Heavens Eleven FC within **48 hours** of the incident. Please send all report information to heavenselevenfc@gmail.com

NAME OF REPORTER:		EMAIL:	
CONTACT NUMBER:		PARENT:	
DATE OF INCIDENT:		COACH:	
TEAM:		PLAYER:	

LOCATION OF INCIDENT:		TIME:	
NAME OF WITNESS:		CONTACT:	
NAME OF WITNESS:		CONTACT:	
NAME OF WITNESS:		CONTACT:	

SUMMARY OF OCCURANCE:

REPORTER SIGNATURE:		DATE:
DATE RECEIVED BY ADMIN:		TIME:



HEAVENS ELEVEN FC CODE OF CONDUCT TO PROTECT CHILDREN

Code of Conduct to Protect Children

Introduction

Heavens Eleven FC has developed the following Child Protection Code of Conduct to guide our employees/volunteers in their interactions with children. The safety, rights and well-being of children we serve are at the core of our daily programs. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries.

Why a Child Protection Code of Conduct important?

Our organization is committed to ensuring all children are protected and safe. The Code of Conduct is an important part of creating safe environments for children. The safety, rights and well-being of children participating in our programs is a priority in our daily operations.

The intent of the Code of Conduct is to guide our staff/volunteers in developing healthy relationships with the children involved in sport programs delivered by our organization and to model appropriate boundaries for children.

Treating Children with Dignity and Maintaining Boundaries:

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

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

All your interactions and activities with children:

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

Always consider the child's reaction to any activities, conversations, behaviour or other interactions. **If at any time you are in doubt about the appropriateness of your own behavior or the behaviour of others, you should discuss it with the Child Protection Liason by contacting heavenselevenfc@gmail.com**

Examples of unacceptable behaviour toward a child:

- embarrassing
- shaming

- blaming
- humiliating
- putting them down

General rules of Behaviour

Staff/volunteers of the organization must not:

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

What Constitutes inappropriate Behaviour

Inappropriate behaviour includes:

1. **Inappropriate Communication.** Communication with a child or his/her family outside of the context of duties for the organization, regardless of who initiated the exchange. For example:
 - Personal phone calls not tied to duties with the child
 - Electronic communications (email, text message, instant message, online chats, social networking including friending, etc.) not tied to duties with the child
 - Personal letters not tied to duties with the child • Excessive communications (online or offline)
2. **Inappropriate Contact.** Spending unauthorized time with a child outside of designated duties with the organization.
3. **Favouritism.** Singling out a child or certain children and providing special privileges and attention. (For example, paying a lot of attention to, giving or sending personalized gifts, or allowing privileges that are excessive, unwarranted or inappropriate.)
4. **Taking Personal Photos/Videos.** Using a personal cell phone, camera or video to take pictures of a child, or allowing any other person to do so, as well as uploading or copying any pictures you may have taken of a child to the Internet or any personal storage device. Pictures taken as part of your job duties are acceptable, however, the pictures are to remain with the organization and not be used by you in a personal capacity.

Inappropriate behaviour also includes:

5. Telling sexual jokes to a child or making comments to a child that are or is in any way suggestive, explicit or personal.

6. Showing a child material that is sexual in nature, including signs, cartoons, graphic novels, calendars, literature, photographs, screen savers, or displaying such material in plain view of a child, or making such material available to a child
7. Intimidating or threatening a child
8. Making fun of a child

Inappropriate behaviour will not be tolerated, especially as it relates to the well-being of the children involved in activities or programs delivered by the sport organization.

Whether or not a particular behavior or action constitutes inappropriate behaviour will be a matter determined by the organization having regard to all the circumstances, including past behaviour, and allegations or suspicions related to such behaviour.

reporting requirements

All staff and volunteers must report suspected child sexual abuse, inappropriate behaviour or incidents that they become aware of, whether the behaviour or incidents were personally witnessed or not.

Where to report:

1. All allegations or suspicions of **potentially illegal behaviour** (for example, child sexual abuse) that a staff/volunteer witnesses first-hand, must be promptly reported to police and/or child welfare.
2. To ensure the protection of all children in our care, all allegations or suspicions of **potentially illegal behaviour** that a staff/volunteer learns of must also be promptly reported to police and/or child welfare. Police and/or child welfare will make the determination as to whether the allegation or suspicion requires further investigation.
3. All allegations or suspicions of **inappropriate behaviour** (see above examples), that a staff/volunteer learns of or witnesses first-hand, must be reported to the designate for the sport organization.

Keep in mind that you may learn of potentially illegal or inappropriate behaviour through the child or some other third party, or you may witness it first-hand. Examples of the type of behaviour you may learn of or witness and that you must report as set out above include:

- a. Potentially Illegal behavior by a Staff/Volunteer of the organization
- b. Potential Illegal behavior by a third party, such as a Parent, Teacher, Babysitter, Coach

If you are not sure whether the issue you have witnessed or heard about involves potentially illegal behavior or inappropriate behavior, discuss the issue with the designated person within your organization who will support you through the process. Remember: You have an independent duty to report all suspicions of potentially illegal behaviour directly to police and/or child welfare.

follow up on reporting

When an allegation or suspicion of potentially illegal behavior is reported, police and/or a child welfare agency will be notified. The sport organization will follow up internally as appropriate.

When an allegation or suspicion of inappropriate behaviour is made, the sport organization will follow up on the matter to gather information about what happened and determine what, if any, formal or other disciplinary action is required.

In the case of inappropriate behaviour, if:

- Multiple behaviours were reported
- Inappropriate behaviour is recurring, or

- the reported behaviour is of serious concern

the organization may refer the matter to a child welfare agency or police.

I agree to comply with the Code of Conduct to Protect Children for Future Girls Soccer

Staff/volunteer's signature

Date:



REFUND POLICY, UNPAID REGISTRATION POLICY, AND FEES IN ARREARS POLICY

GENERAL

1. For any refund request, a Refund Request Form must be completed and submitted in-person to the Heavens Eleven FC office by the individual person who paid the fees and is requesting a refund of same. Refund Request Forms are available by emailing heavenselevenfc@gmail.com
2. Approved refunds will be issued via the same method of payment used to the individual who paid the fees.

REFUND POLICY

APPLICABLE TO ALL PROGRAMS

1. If a player withdraws from Heavens Eleven FC (hereinafter referred to as "HEFC") a refund will be issued for the remainder of the existing sessions.
2. Refunds will be processed less than the HEFC admin fee of \$25.00.
3. If any outstanding balance is owed to HEFC from a player who withdraws for any reason, in accordance with Ontario Soccer policies regarding 'members in good standing', the player will not be released from HEFC and will not be free to register with any other Club or Academy until that balance has been paid.

UNPAID REGISTRATION POLICY

Heavens Eleven FC issues registration invitations in advance of the commencement of the annual program start date, offering players/parents time to review their invitation. If registration has not been received 30 days prior to the club membership date, players are notified and subsequently removed from consideration for the program.

FEES IN ARREARS POLICY

If a player's fees are in arrears more than four (4) weeks Heavens Eleven FC will suspend training and game play until arrears are paid and the player account is in good standing.

CIRCUMSTANCES OF FORCE MAJEURE



If there is any cancellation, modification, suspension, postponement, delay or shortening of any Heavens Eleven FC programs, events or travel due to any causes beyond (HEFC) reasonable control, such as an event or circumstance of force majeure, (HEFC) is not liable or responsible to provide any refunds. A force majeure event or circumstance is beyond reasonable control and without the fault or negligence of (HEFC). A force majeure event or circumstance may include but is not limited to the following: acts of God, radiation or contamination, pressure waves, earthquakes, field closures, labour disputes, strikes, riot, war, COVID-19, diseases, pandemics, epidemics, plague, natural disasters, floods, fires, severe/adverse weather conditions, travel bans, governmental acts, interventions or regulations.

VOLUNTEER SCREENING POLICY

Heavens Eleven FC supports the initiative of the Ontario Soccer Association and adopts its policy and procedures for Volunteer Screening.

Educating participants, coaches, managers, leaders, and volunteers about abuse and harassment is very important. Heavens Eleven FC recognizes that the organization has a responsibility to appropriately screen any person who will have access to vulnerable people. This responsibility is both moral and legal; it is not only the right thing to do but it is legislated under the Duty of Care concept.

Duty of Care is a legal principle that identifies the obligations of individuals and organizations to take reasonable measures to care for and protect their clients. It is important to understand that Canadian courts will uphold organizations' responsibilities to screen carefully. This is part of their 'Duty to Care'.

Complete information on the Canada Soccer Guide and OSA Screening Policies

Adopted by Heavens Eleven FC can be found in the [CANADA SOCCER GUIDE TO SAFETY](#)

PRIVACY POLICY

Heavens Eleven FC is committed to controlling the collection, use and disclosure of the personal information provided by our members.

Personal information is personally identifiable information such as your name, residential address and e-mail address. Personal information is collected by our Club only when you specifically and knowingly choose to provide it, as when you register with our teams and leagues. Publicly available information, such as public directory listing of your name, address, telephone and electronic address is not considered personal information.

Personal information is used for registration purposes with the OSA, CSA and leagues in which you or your child participate or to communicate with you should the need arise. **No other sharing of this information is permitted.**

Unless you specifically authorize us to release your personal information, or release is required or permitted by law, Heavens Eleven FC will not sell, lease or trade your personal information to other third parties.



EQUALITY POLICY

The aim of this policy is to ensure that everyone is treated fairly and with respect and that Heavens Eleven FC is equally accessible to all.

Heavens Eleven FC is responsible for setting standards and values to apply throughout the organization 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 Board of Directors and coaches who are responsible for the implementation of this policy.

Heavens Eleven FC, in all its activities will not discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. It means that Heavens Eleven FC 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.

Heavens Eleven FC 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.

Heavens Eleven FC 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.

SHOW YOUR RESPECT POLICY

Heavens Eleven FC is committed to promoting positive behaviour on and off the soccer field through the support of Coaches, Parents, Players, Volunteers and Officials.

Respect is the responsibility of each participant in soccer. Heavens Eleven FC seeks to create an environment that is both safe and enjoyable for all who take part through the enforcement of the OSA's Show Your Respect initiative:

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



All members of Heavens Eleven FC are required to adhere to this policy of respect and will abide by the standards established in the Club's Codes of Conduct and discipline policies as per Respect Training in the [CANADA SOCCER GUIDE TO SAFETY](#)

ZERO TOLERANCE POLICY

Heavens Eleven FC is a strong supporter of making sport safe for our youth. Heavens Eleven FC supports the following program to help ensure the safety and enjoyment of soccer for all.

Policy

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

Policy Procedures

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

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

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



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

A Special Incident Report, with the assistance of the Referee Coordinator or a member of the Executive, if required, must then be forwarded to the Academy within 72 hours. The Club's Discipline Committee will then review and deal with the report as per their guidelines.

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

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



RESPONSIBLE COACHING MOVEMENT

Heavens Eleven FC has taken the pledge and is now a proud Champion of the Responsible Coaching Movement. By making this pledge, our sport organization is committing to implement supportive policies and processes that adhere to the Responsible Coaching Movement (RCM) to ensure the safety and protection of our athletes and coaches, and to provide our coaches with the tools and training necessary to model ethical behaviour.

The Responsible Coaching Movement (RCM) is a multi-phase system-wide movement, coordinated by the Coaching Association of Canada and the Canadian Centre for Ethics in Sport that has the potential to affect all sport organizations and coaches. The first Phase of the RCM focuses on three key areas:

- **Rule of Two**

The Rule of Two 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.

- **Background Screening**

Background screening involves using several different tools to ensure coaches meet the necessary security requirements for coaching athletes. These tools include comprehensive job postings, criminal record checks, interviews, and reference checks.

- **Respect and Ethics Training**

Increasing coaches' ethical conduct and behaviour toward athletes requires that coaches be trained to understand what it means to act ethically. This training would include the NCCP Make Ethical Decisions module within the National Coaching Certification Program (NCCP), as well as training in abuse and harassment prevention, such as Respect in Sport, before and during their coaching career.

With the support of the Coaching Association of Canada, Heavens Eleven FC is committed to reassessing yearly, its current policies and procedures to ensure they align with the recommendations and guidelines of the RCM.

[LEARN MORE ABOUT OUR PLEDGE HERE](#)



AODA CUSTOMER SERVICE POLICY

PROVIDING GOODS & SERVICES TO PEOPLE

WITH DISABILITIES POLICY

1. General

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

Heavens Eleven FC 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 Future Girls Soccer to persons with disabilities

The use of Service Animals, Support Persons and Assistive Devices by people 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 Heavens Eleven FC 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. It is within this Accessibility Policy that Heavens Eleven FC will ensure every employee, member and customer of the Organization receives equitable services and accessibility with regards to employment, participation and facilities.

Heavens Eleven FC 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 its constituents, where people with disabilities will benefit from the same services, in the same facilities and in a comparable

way like all other employees, members and customers.

2. 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.

3. Communication

- Heavens Eleven FC will communicate with people with disabilities in ways that take into consideration their disabilities. Staff will be trained to communicate with customers on how to interact and communicate with people with various types of disabilities.

- We are 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 email if telephone communication is not suitable for their communication needs or is not available.

- Customers will be offered alternative communication formats that will meet their needs in a feasible 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.

4. Assistive Devices

- Heavens Eleven FC is committed to serving person with disabilities who use assistive devices to obtain, use or benefit from the organization's goods and services. Heavens Eleven FC will ensure that staff 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 person with disabilities when participating in or benefitting from the goods and services pertaining to Heavens Eleven FC.

- Assistive devices may not be permitted if it poses risk to the health and safety of the person using the device or to others using the goods and services of the Organization.

5.0 – Service Animals and Support Persons

- Heavens Eleven FC 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 to use by person with disabilities to Heavens Eleven FC in all areas except for those prohibited by law such as where food is being prepared, stored or sold.

- Heavens Eleven FC 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 animal service.

- Support persons for people with disabilities are allowed to enter Heavens Eleven premises. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or

her support person while on our premises. Fees will not be charged for support persons for admission to Heavens Eleven FC premises. Customers will be informed of this by a notice that will be posted in Heavens Eleven premises and on the organization's website.

6. Notice of temporary disruption

-In the event of a planned or unexpected disruption in the facilities and services of Heavens Eleven FC, notice will be delivered in mass forms of communication which will include all feasible 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 disruption will also be placed at all public entrances and service counters on our premises, as well as on Heavens Eleven FC website.

7. Training for Staff

- Heavens Eleven FC 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.

-AODA Customer Service training will be a requirement to employment with Heavens Eleven FC in order to uphold the quality of customer service of the organization.

-On-going training will be mandatory for all existing staff where applicable to stay abreast of all segments of the AODA as they change and/or develop.

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

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

8. Feedback Process

-Heavens Eleven FC 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 Heavens Eleven FC – Executive Director [647-966-4784](mailto:heavenselevenfc@gmail.com)(heavenselevenfc@gmail.com)

9. Notice of Availability of Documents

- Heavens Eleven FC 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.

10. 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 should be provided by, or referred to, the Executive Director of Heavens Eleven FC ([647-966 4784](tel:647-966-4784))(heavenselevenfc@gmail.com)

Other sources:

Ontario Human Rights

[http://www.ohrc.on.ca/en/issues/disability Accessibility for Ontarians with Disability Act, 2005](http://www.ohrc.on.ca/en/issues/disability/Accessibility%20for%20Ontarians%20with%20Disability%20Act,%202005)



SOCIAL MEDIA POLICY

Heavens Eleven FC has an established social media and e-mail policy that is aligned with the Club's personal information policy and which reflects the needs of all users.

Heavens Eleven FC recognizes the importance of social media as a tool for engaging its supporter base. This policy has been designed to protect both the interests and reputation of the Club in addition to that of its stakeholders.

Heavens Eleven FC Social Media Policy includes, but is not limited to, the use of Twitter, Facebook, YouTube, Instagram, Snapchat and Club websites. This policy applies to full-time staff, part-time staff, casual staff, directors, contractors and volunteers. The Academy is not seeking to restrict your use of social media but to create clear lines between private and academy material and to set guidelines where material relates to the Academy.

GENERAL GUIDELINES

1. Only authorized personnel may speak on behalf of Heavens Eleven FC. These persons include the President of the academy, Managing Directors and on occasion the coaches as approved.
2. The use of Heavens Eleven FC E-mail accounts should be used for the distribution of information between paid staff and others within the organization. There shall be no use of (HEFC) E-mail for personal use.
3. Organization information must be released through Heavens Eleven FC's official Club social media accounts before others can publish such information through their individual accounts.
4. Social Media should not be used for posting or exchanging information that has potential to embarrass or bring Heavens Eleven FC or related parties into disrepute.
5. Social Media should not be used for communicating confidential or competitively/commercially sensitive information without express permission from the academy.
6. Social Media should not be used for the posting of photos of (HEFC) events or individuals without the permission of Heavens Eleven FC.

GENERAL ADVICE

1. Use common sense and good judgment- the statements posted on social media will become public information. Any statement made could have an impact on you and the organization's reputation.
2. Do not publish anything on social media that you would not say to a member of the media.
3. You are accountable for your actions and what you communicate via social media.
4. Directors, administrators, technical department staff and coaches who are unsure whether they are authorized to publish opinions or view of Heavens Eleven FC should contact the Managing Directors.

PLAYERS, COACHES & MANAGERS WITHIN FUTURE GIRLS SOCCER



The use of social media to engage in improper conduct is expressly prohibited by Heavens Eleven FC. Any language deemed to be inappropriate which may include but is not limited to harassment, explicit or threatening language, sexual, racial or ethnic slurs or any type of cyber bullying directed at another player, coach, manager or parent is expressly prohibited by HEFC. Heavens Eleven FC has zero tolerance for any infractions of this policy and actions seen to violate this policy shall be enforced. Should a specific incident occur, Heavens Eleven FC will take specific corrective action which may include a: verbal/written warning, suspension or expulsion from Heavens Eleven FC.

PERSONAL COMMUNICATION DEVICES

Heavens Eleven FC asks that players, coaches and managers refrain from utilizing personal communication devices within dressing rooms located in any location in which (HEFC) members are competing. The Organization also asks that players, coaches and managers refrain from the use of personal communication devices while driving and ask that hands free devices be utilized while in your car or simply pull over to complete any calls which may be required.

NON COMPLIANCE

Heavens Eleven FC will continuously monitor the use of its information technology system to ensure compliance with this policy. Employees who fail to comply with this policy may be the subject of disciplinary action including termination of employment.

It is the expectation of Heavens Eleven FC that employees, contractors and volunteers will promptly advise the management of any facts or circumstances which may suggest a breach of the policy. This may include taking prompt action to remove the offending material if possible.

Volunteers should also be aware that the inappropriate or unlawful use of social media may expose the volunteer to personal legal liability. Heavens Eleven FC will not be held liable for the acts and omissions of volunteers in breach of policy. In circumstances where a volunteer fails to comply with this policy, they may be asked to discontinue their association with Heavens Eleven FC.

HEAVENS ELEVEN FC ANTI BULLYING POLICY

Heavens Eleven FC is committed to providing a positive fun and secure environment in which to learn and enjoy the game of soccer. Bullying of any kind is unacceptable at our Club at any practice, game, or sanctioned event. Anyone who knows that bullying is taking place is expected to report the incident. Players and parents should be assured that they will be supported when bullying is reported.



What is bullying?

Bullying is conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to a player/group of players and/or teammates. They create a hostile or intimidating environment and negatively affect a player's physical and or emotional well-being.

Bullying is any written, verbal, or physical act or any electronic communication.

It can be a single incident or a series of incidents that result in international pain and distress to the victim. Bullying happens when there is an imbalance of power: where someone purposely and repeatedly says or does hurtful things to somebody else. Bullying can occur one-on-one or in groups of people. There are many different forms of bullying.

Physical bullying- using your body or objects to cause harm- includes hitting punching kicking spitting or breaking someone else's belongings.

Verbal bullying- using words to hurt someone- (includes name calling, put downs, threats and teasing.)

Social bullying- using your friends and relationships to hurt someone includes spreading rumors gossiping excluding others from a group or making others look foolish or unintelligent.

Cyber bullying- the above actions performed online.

Heavens Eleven FC Reporting Procedures

Everyone should report bullying incidents to the team coach or manager first.

In all cases of reported bullying parents of the player affected shall be informed immediately. The bullying behavior or threats of bullying must be investigated immediately with priority to gather accurate facts. The parents of any player who is reported to be engaging in bullying will be contacted to be advised of the situation and advised of next steps. The player may or may not be able to train while facts are being gathered depending on the severity of the incident. Parents and players will be asked to meet once all facts are gathered to help the bully/bullies adjust their behavior. If mediation fails and the bullying is seen to continue, the academy will initiate disciplinary action which may include removal from the program.

After any incident has been investigated and addressed the situation shall continue to be monitored by the coaches to ensure that repeated bullying conduct does not recur.

THE RULE OF TWO POLICY

Heavens Eleven FC bases criteria for the Rule of Two policies in the **CANADA**
SOCCER GUIDE TO RULE OF TWO

The Rule of Two policy is designed to protect both the child in the situation in question as well as the coach or any other staff member with responsibilities relating to the child. It 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 rule serves to protect minor athletes in potentially vulnerable situations by ensuring that more than one adult is present and protect the adults in the situation to prevent misunderstandings or unverifiable accusations made in regard to the adult.



Vulnerable situations can include interactions between a Person in Authority and an individual athlete in any room where there is a reasonable expectation of privacy.

These include places such as the locker room, meeting room, washroom, or changing area. A second Person in Authority should be present for all necessary interactions in any such room

One-on-one interaction between a coach and an athlete, without another individual present, must be avoided in all circumstances except in medical emergencies.

One of the coaches is also required to be of the same gender as the athlete.

If NCCP-trained or certified coaches are not available, screened volunteers (such as managers, support personnel, chaperons, and Directors of the club or organization) should be available instead. If screened volunteers are not available, parents of other athletes should be asked to temporarily substitute. If another adult is not available, there should always be more than one athlete with the coach (this is the lowest standard and is not recommended).

All allegations or suspicions of inappropriate bullying behaviour that a player, staff member, parent or volunteer learns of or witnesses first-hand must be reported to the Coach of the Team in question, or in the absence of the coach, the Club Administrator.

DISPUTE RESOLUTION POLICY/REPORTING INCIDENTS

Heavens Eleven FC believes in an open and equitable environment for all members. If any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken they should follow the procedures as outlined below and in the applicable sections of Ontario Soccer Policies and Operational Procedures.

All staff, volunteers, parents and coaches must report suspected abuse of a child, inappropriate behaviour or incidents that they become aware of, whether the behaviour or incidents were personally witnessed or not.

All allegations or suspicions of potentially illegal behaviour that a staff member, coach or volunteer witnesses first-hand must be promptly reported to police and/or child welfare.

To ensure the protection of all children, all allegations or suspicions of potentially illegal behaviour that a staff member, parent or volunteer learn of must also be promptly reported to police and child welfare. Police and child welfare services will make the determination as to whether the allegation or suspicion requires further investigation.



All allegations or suspicions of inappropriate behaviour as listed in the above examples, that a staff member, parent, or volunteer learns of or witnesses first-hand must be reported to the Club Administrator, or in the absence of a Club Administrator then the Organization's President.

- 1) Provincial Harassment Officers
- 2) District Harassment Officers
- 3) Case Review Panels
- 4) Child Social Services

The reporter is then required to put their complaint in writing using the Incident Report Form that will be provided by The Academy.

Finally, The Club's Management Committee will sit for any hearings that are requested.

1. The Club Management Committee will have the power to:

- a) Warning as to future conduct
- b) Suspended from membership
- c) Remove from membership any person found to have broken the Academy's Policies or Codes of Conduct.

If this is not practical, then any complainant is directed at:
Ontario Soccer Section 15- Dispute Resolution found [HERE](#)

PROCEDURES FOR INJURED/SICK PLAYERS

If you as a coach/manager have found that a player has been injured on field or away from the field and will be missing games and training due to an injury that will need doctor's care, a doctor's note must be presented to allow the player back on field.

If you as a coach/manager direct a player to seek medical attention for an injury or sickness, a doctor's note must be presented to allow the player back on field.

A doctor's note can be from a physician or registered physiotherapist and be on a doctor's letterhead/prescription and be signed. This must be kept in your files.

1. A Doctors clearance note is required for all players that have been injured during Heavens Eleven FC games, training sessions and fitness sessions that require a physician's attention.
2. A Doctor clearance note is required for all players that have been injured away from Heavens Eleven FC games, training sessions and fitness sessions. require a physician's attention.
3. A Doctor clearance note is required for any sickness such as Mono, any operations, any dental work (tooth removal) or any other physician involved absence.



CONCUSSION POLICY

All active members of Heavens Eleven FC shall have a Concussion Management Plan

for registered players and their families. The plan shall include, but is not limited to, the following:

1. Annually ensure players, with their parent(s)/ guardian(s) if the player is under the age of 18, are educated about the signs and symptoms of concussions. Players, with their parent(s)/ guardian(s) if under the age of 18, must acknowledge that they have received information about the signs and symptoms of concussions and that they have a responsibility to report concussion-related injuries and illnesses to an independent medical professional.
2. Ensure players, with their parent(s)/ guardian(s) if the player is under the age of 18, who exhibits signs, symptoms, or behaviours consistent with a concussion shall be removed from athletic activities (e.g., competition, practice, or physical conditioning sessions) and assessed by an independent medical professional with experience in the evaluation and management of concussions.
3. Requires medical clearance for a player, with their parent(s)/ guardian(s) if the player is under the age of 18, diagnosed with a concussion to return to athletic activity (e.g., competition, practice, or physical conditioning sessions) as determined by the independent medical professional
4. Requires players, with their parent(s)/ guardian(s) if the player is under the age of 18, diagnosed with a concussion to provide written evidence of medical clearance to the team's coach and also the local club, youth district, or adult league before returning to athletic activity (e.g., competition, practice, or physical conditioning sessions)

INJURY PROTOCOLS, PREVENTION, ASSESSMENT, TREATMENT AND RETURN TO PLAY

FIFA 11+

Heavens Eleven FC routinely incorporates the FIFA 11+ warm up guide into team warmups to reduce on and off field injuries. Please see the description and link to the guide below. This year we will be including this guide in the Coaches Booklet for distribution.

11+ is a complete warm-up program to reduce injuries among male and female football players aged 14 years and older. Teams that performed 11+ at least twice a week had 30 - 50% less injured players. The program should be performed, as a standard warm-up, at the start of each training session at least twice a week and takes around 20 minutes to complete. Prior to matches only the running exercises (parts 1 and 3) should or may be performed. Please see the Fifa 11+ Guidelines.

HEAD INJURY PROTOCOL:

All Player and Parents when registering for each season must read and sign that they understand the Concussion Protocol Guide in the Heavens Eleven FC Sportsengin registration system. This is a



comprehensive guide to understanding head injuries based on the links below. **This guide is based on the Concussion Protocols of Soccer Canada and Ontario Soccer guidelines.**

- **Soccer Canada** has produced a Concussion Policy - https://www.canadasoccer.com/files/2018_Concussion_Policy_Digital_2.pdf
- Ontario Soccer has adopted the Concussion Policy from Soccer Canada - <https://www.ontariosoccer.net/concussion-resources>
-

INJURY ASSESSMENT AND RETURN TO PLAY POLICY:

All injuries requiring an athlete to be removed from the game or training session shall be assessed by the Athletic Therapist on-site and the necessary treatment provided. If the Athletic Therapist is not present at the game or training session, team personnel certified in First Aid with CPR/AED will secure the athlete, provide any possible first aid, communicate with the parent (if required)

RETURN TO PLAY

If you as a coach/manager have found that a player has been injured on field or away from the field and will be missing games and training due to an injury that will need doctor's care, a doctor's note must be presented to allow the player back on field.

If you as a coach/manager direct a player to seek medical attention for an injury or sickness, a doctor's note must be presented to allow the player back on field along with a Return to Play form.

1. A Doctor clearance note OR the Canadian Soccer Association Return to play form is required for all players that have been injured away from BDFC/OBD games, training sessions and fitness sessions. require a physician's attention.
2. A Doctor clearance note is required for any sickness such as Mono, any operations, any dental work (Tooth removal) or any other physician involved absence
3. A return to play form must be filled out and submitted to the coach who will submit this to Admin.



CLUB FACILITY AND EQUIPMENT SAFETY POLICY

Heavens Eleven FC (HEFC) is committed to providing a safe environment for all participants, and this includes ensuring that facilities and equipment are well maintained and meet the needs of all age groups. By following the Ontario Soccer Grassroots Standards, (HEFC) will accommodate field, goal and ball sizes for all match formats.

Guidelines regarding club fields and nets are as follows:

- Turf Fields will be inspected before each session to ensure lack of litter, sharp objects, etc.
- Grass fields will be inspected to ensure lack of litter, sharp objects and proper length of grass. If length of grass is incorrect, we will follow up with the Town of Oakville to correct immediately.
- Any portable goals that are purchased and used by (HEFC) will adhere to the goal size standards for each match format.
- Goals must be anchored properly when in use. Pug Nets on turf must be secured by weighted sandbags. All other nets must be secured to the fence with metal wiring that is locked.
- Under no circumstances will children or adults be allowed to climb on the goal structures.

Guidelines regarding soccer balls are as follows:

- Coaches will ensure balls used for each session adhere to the ball size standards for the age playing.
- A ball pump will always be on hand to ensure that all balls are kept in working order
- Soccer balls will be replaced if they are damaged or have lost their air retention abilities

Guidelines regarding field organization are as follows:

- A bench will be present at every game field to ensure substitutes have a safe place to sit/stay.
- Water bottle holder trays will be present at every game field to ensure no trips/falls over water bottles just strewn alongside the field.



The Canadian Soccer Association
l'Association canadienne de soccer

rue 237 Metcalfe Street, Ottawa
Ontario, Canada, K2P 1R2
T 613-237-7678 F 613-237-1516

canadasoccer.com

Date:

RETURN TO PLAY

This release is to certify
that(players name) has
been _examined and:

_____is unable to return to play until further notice.

_____is able to return to full play.

Name of Doctor: _____

Signature: _____

Date: _____



ACCIDENT/ INJURY REPORT FORM

Note: Use this form to report any accident, injury or property damage

Location (Be specific, location, field number)	
Date of incident:	Time of incident:
PERSONAL INJURY (check as appropriate) player ☐ coach ☐ other ☐	
Last Name:	First Name:
Street Address:	
City:	
Phone Number:	Birthdate: Male ☐ Female ☐
Name of Parent contacted (if under 18)	
Nature of injury:	
INCIDENT (check as appropriate) property damage ☐ other ☐	
Nature of incident:	

Describe in detail how the injury/incident occurred: _____

Medical Assistance provided (indicate if refused): _____

Witnesses		
Name	Address	Phone Number

Report Completed by: _____

Coaches Signature: _____

Note: Report must be completed and submitted to the Heavens Eleven FC within 30 days of the injury/incident. heavenelevenfc@gmail.com



HEAVENS ELEVEN FC SOCCER INSURANCE

HKMB HUB is the insurance broker responsible for arranging the insurance program for Ontario Soccer and its members.

All Heavens Eleven FC members (players, coaches, and managers) are covered through the Ontario Soccer Insurance Program if they suffer a covered injury while participating in an Ontario Soccer sanctioned activity.

This Ontario Soccer accident insurance is meant for members who do not have access to another health insurance plan or to supplement existing health insurances. Note: it is considered secondary insurance.

If you are injured, you should complete an Accident Claim form. The claim form also must be signed by the attending physician as well as a signing officer of Heavens Eleven FC and should then be forwarded to Chubb Life Insurance Company of Canada, as per instructions on the claim form.

Information on HUB can be found at the following link: [HKMB HUB LINK](#)

[Accident Claim Form: CLICK HERE](#)

ANTI DOPING POLICIES

Heavens Eleven FC fully supports the anti-doping initiatives of the Canadian Centre

For Ethical Sport (CCES) the Canadian Anti-Doping Program (CADP), the CSA, the OSA and FIFA. Club coaches and administrators are encouraged to bring the topic of doping and ethical sport into their team conversations and monitor overall behaviour. The following links that offer valuable resources that are to be shared are discussed among coaches, players and parents.

THE CANADIAN CENTRE FOR ETHICAL SPORT

Canadians want sport to be ethical and fair for all athletes. The CCES is the custodian of Canada's anti-doping initiative - working to create an environment that matches the expectations of Canadians.



To contribute to values-based sport for Canadians, and to help level the global playing field, the CCES manages the Canadian Anti-Doping Program (CADP), which is the set of rules that govern doping control in Canada. Compliant with the World Anti-Doping Code and all international standards, the CADP describes how the program is carried out and details the process of results management. It also sets the education standard for values-based sport in Canada. <http://cces.ca/>
THE CANADIAN ANTI-DOPING PROGRAM

The Canadian Centre for Ethics in Sport (CCES) is the custodian of the Canadian Anti-Doping Program (CADP); the set of rules that govern anti-doping in Canada. The CADP consists of several components such as in- and out-of-competition testing, education, medical exemptions, and the consequences of doping violations. The CADP is compliant with the World Anti-Doping Code and all international standards. <http://cces.ca/canadian-anti-doping-program>

THE CANADIAN SOCCER ASSOCIATION

The CSA has adopted the CADP which means that you can be confident that you are part of a world-class anti-doping program that is designed to protect athletes' rights and ensure a level playing field. The Canadian Soccer Association's anti-doping policy reflects and supports the CADP. <http://www.canadasoccer.com/the-canadian-anti-doping-program-p151943>

FIFA

FIFA has a clear vision: to keep football free of doping. It is FIFA's duty to protect players from harm and ensure that footballers can compete on an even playing field. Since FIFA is dealing with ambitious and independent individuals, its anti-doping strategy relies on education and prevention. FIFA respects the dignity and private life of each player who is subject to testing. <http://www.fifa.com/development/medical/anti-doping/index.html>

TOBACCO POLICY

Background and Rationale

Heavens Eleven FC is committed to providing a healthy environment for participants, volunteers and spectators involved with our organization. We recognize that there is significant evidence demonstrating the negative health impacts of tobacco industry products use and exposure (including second-hand smoke from the use of tobacco indoors and exposure to drifting smoke outdoors) and that no level of tobacco exposure is safe. We also recognize that children and youth gain positive images of being tobacco free when they see role models, leaders and individuals modeling and respecting tobacco-free living. A tobacco-free environment is important to keep youth from trying, and using, tobacco industry products.



Commitment

We believe that soccer is a sport that promotes physical activity and healthy living and is not compatible with tobacco product use. Tobacco industry products use in all its forms is considered the single most preventable cause of premature death and disease in Canada. Our organization has a responsibility to provide a healthy environment for all those involved in our sport, and to model positive health behaviour regarding tobacco use.

Policy

Activities including but not limited to games, tournaments, competitions, practices, training sessions, events and other performances sanctioned by our organization will be tobacco-free. The use of all tobacco industry products by players, volunteers, officials, coaches, leaders and spectators is prohibited during any organization-sanctioned event. Our organization will not accept funding from the tobacco industry.

Definitions

Tobacco-free means no smoking, snuffing, dipping or chewing tobacco industry products by players/participants, coaches/leaders, parents, spectators and officials within 9 metres (30 ft.) radius of any Heavens Eleven FC activity.

Tobacco industry products include any form of lit or unlit cigarettes, cigarillos, cigar, pipe, bidi, hookah, clove cigarette or spit (smokeless) tobacco.

Scope and Location

Heavens Eleven FC tobacco-free policy will apply to all activities including but not limited to games, tournaments, competitions, practices, training sessions, events (e.g., fundraising, meetings, press conferences, etc.) and other performances sanctioned by our organization. Locations for each of the activities may vary, however our policy will apply to all locations while Heavens Eleven FC sanctioned event is ongoing.

Policy Implementation

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

- Providing a copy of the policy in all orientation and information packages for coaches, players/members, officials and volunteers. Coaching staff will explain the policy to parents/caregivers.
- Reviewing and sharing the policy with other organizations/groups who may attend or participate in our events/facilities.
- Announce our tobacco-free policy before, during and after all games, practices, competitions, events and activities sanctioned by our organization.
- Making the policy visible throughout the year using various channels/opportunities including information on our website, banners/signage at events and encouraging



coaches and all players to promote an active, healthy lifestyle free for the use of tobacco industry products.

Policy Enforcement

We will enforce the tobacco-free policy to ensure that all those attending and participating in Heavens Eleven FC activities have access to a tobacco-free environment.

We will use the following steps to enforce our policy:

1. Post signs about our policy regarding where our activities take place, using signs, banners and include in information materials available at the activity.
2. Train our coaches, players/members, officials and volunteers on how to inform individuals who may be using tobacco about Heavens Eleven FC's tobacco free policy.
3. Encourage our coaches, players/members, officials and volunteers to respectfully remind individuals using tobacco at Heavens Eleven FC activities about the tobacco- free policy.
4. Provide one verbal warning to individuals who repeatedly do not follow the policy. Verbal warning will be delivered by an official representation of Heavens Eleven FC such as members of the executive, official (referee), team coach or manager. Heavens Eleven FC representative will inform Heavens Eleven FC executive about the verbal warning including the date, location and name of the individual who was warned.

For individuals who are not heeding a verbal warning, the executive will provide a formal written warning. Following a written warning, further violation may result in disciplinary actions, which could include being banned from all Heavens Eleven FC events.

Acknowledgements

This policy was adopted from the OSA Template Booklet and has been adapted from policies and materials from the Play, Live, Be...Tobacco-Free Guide, Elements of Tobacco-Free Policy, the Blenheim Community Soccer League, Guelph Soccer and the Central East Tobacco Coordinating Area Network.

HEALTHY SNACKS POLICY

Because obesity and nutrition-related diseases are on the rise in North America, Heavens Eleven FC feels that promotion and modeling of healthy eating habits and balanced lifestyles to members of our Academy can play a crucial part in this issue.

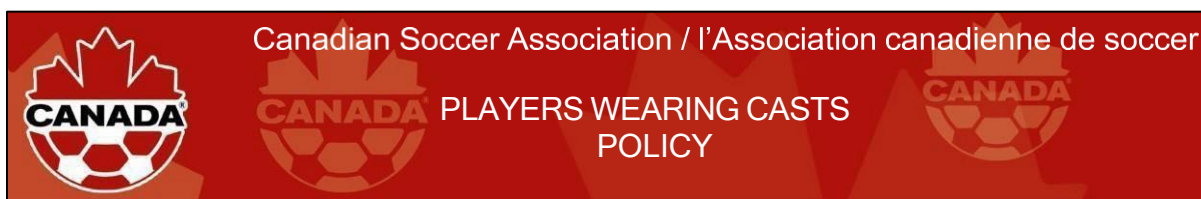
Whether as players, team officials, match officials or as supporters we all have a part to play. We are committed to helping improve the well-being of our community and in doing so have implemented a Healthy Snack Policy.



A Healthy Snack Policy empowers participants to nourish their bodies appropriately and limit ingredients that will impede performance or wellness. Children learn about healthy eating at school and need a supportive environment, both at home and in the community, to help put those lessons into action. Heavens Eleven FC will help make this happen. Sports also provide adults with an opportunity to become role models for healthy eating. As such, the expectation is that half-time snacks, pre-game meals and post- game meals are to be healthy. Healthy foods and beverages are those that fall within Canada's Food Guide.

Heavens Eleven FC Healthy Snack Policy is maintained regardless of:

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



This CSA policy document is designed to reduce inconsistencies in rulings over players wearing casts. All referees are expected to follow these policies in all matches sanctioned by the CSA.

Law 4 states that a player may not use equipment that is dangerous to himself or another player. This is further expanded upon in the Interpretations of the Laws of the Game whereby it is advised that players may use equipment that has the sole purpose of protecting the individual physically providing that it poses no danger to the individual or any other player.

Modern protective equipment made of soft, lightweight, padded materials are not considered dangerous and is therefore permitted.

Hard plaster casts are considered to pose a danger to both the wearer and other players and are not permitted to be worn. The practice of padding a hard plaster cast does not reduce the element of danger.

Players wearing a soft cast will be permitted to play if the cast does not present a danger to the individual or any other player.

The referee or Supervisor of Officials (if one has been appointed to the match/tournament) will make the final decision as to the acceptability of any cast.

Any player who uses a cast with the intent to intimidate or injure an opponent shall be cautioned or sent off.



Lightning Safety/ Severe Weather Policy

When thunder roars, go indoors!

The safety of players, coaches, management and spectators is the primary concern in any weather event that occurs during all matches sanctioned by Canada Soccer. By understanding and following the below information, the safety of everyone shall be greatly increased. Ultimately, the referee has the final say over delaying or restarting a match due to weather. Waiting to stop play or not waiting to start play may result in a serious injury or loss of life. Referees are expected to act responsibly when dealing with such events during matches they are controlling

If you can hear thunder, you can get hit by lightning. As soon as you hear thunder, quickly get to a safe location. More people are struck before and after a thunderstorm than during one. Stay inside for 30 minutes after the last rumble of thunder.

Additional Information

Please note the following recommendations from Environment Canada:

- **To plan for a safe day, check the weather forecast first.** If thunderstorms are forecast, avoid being outdoors at that time or make an alternate plan. Identify safe places and determine how long it will take you to reach them. □
- **Watch the skies for developing thunderstorms and listen to thunder.** As soon as you hear thunder, quickly get to a safe location. If you can hear thunder, you are in danger of being hit by lightning. More people are struck before and after a thunderstorm than during one. □
- **Get to a safe place.** A safe location is a fully enclosed building with wiring and plumbing. Sheds, picnic shelters, tents or covered porches do NOT protect you from lightning. If no sturdy building is close by, get into a metal-roofed vehicle and close all the windows. □
- **Do not handle electrical equipment, telephones or plumbing.** These are all electrical conductors. Using a computer or wired video game system, taking a bath or touching a metal window frame all put you at risk of being struck by lightning. Use battery-operated appliances only. □
- **If caught outdoors far from shelter, stay away from tall objects.** This includes trees, poles, wires and fences. Take shelter in a low-lying area but be on the alert for possible flooding. □

Be aware of how close lightning is occurring. Thunder always accompanies lightning, even though its audible range can be diminished due to background noise in the immediate environment and its distance from the observer.

When larger groups are involved, the time needed to properly evacuate an area increase. As time requirements change, the distance at which lightning is noted and considered a threat to move into the area must be increased.

Know where the closest – safe structure or location is to the field or playing area and know how long it takes to get to that safe structure or location. Safe structure or location is defined as:

- Any building is normally occupied or frequently used by people, i.e., a building with plumbing and / or electrical wiring that acts to electrically ground the structure. Avoid using shower facilities for safe shelter and do not use the showers or plumbing facilities during a thunderstorm. In the

absence of a sturdy, frequently inhabited building, any vehicle with a hard metal roof (not a convertible or golf cart) and rolled-up windows can provide a measure of safety. A vehicle is certainly better than remaining outdoors. It is not the rubber tires that make a vehicle a safe shelter, but the hard



metal roof which dissipates the lightning strike around the vehicle. Do not touch the sides of any vehicle!

If no safe structure or location is within a reasonable distance, find a thick grove of small trees surrounded by taller trees or a dry ditch. Assume a crouched position on the ground with only the balls of the feet touching the ground, wrap your arms around your knees and lower your head. Minimize contact with the ground because lightning current often enters a victim through the ground rather than by a direct overhead strike. Minimize your body's surface area and the ground! Do not lie flat! If unable to reach safe shelter, stay away from the tallest trees or objects such as light poles or flag poles), metal objects (such as fences or bleachers), individual trees, standing pools of water, and open fields. Avoid being the highest object in a field. Do not take shelter under a single, tall tree.

Avoid using the telephone, except in emergency situations. People have been struck by lightning while using a land-line telephone. A cellular phone or a portable remote phone is a safe alternative to land-line phones, if the person and the antenna are located within a safe structure or location, and if all other precautions are followed.

When considering resuming any athletics activity, wait at least thirty (30) minutes after the last flash of lightning or sound of thunder before returning to the field.

First aid for lightning victims

Prompt, aggressive CPR has been highly effective for the survival of victims of lightning strikes.

- **Lightning victims do not carry an electrical charge and can be safely handled.** □
- **Call for help.** Victims may be suffering from burns or shock and should receive medical attention immediately. Call 9-1-1 or your local ambulance service. □
- **Give first aid.** If breathing has stopped, administer cardio-pulmonary resuscitation (CPR). Use an automatic external defibrillator if one is available. □

For additional information the following websites are helpful:

https://assets.ngin.com/attachments/document/0112/8680/Lightning_Policy_E.pdf



ACKNOWLEDGEMENTS

Heavens Eleven FC Handbook has been adapted from the Ontario Soccer Association Club Development Template Booklet.

The Concussion Policy has been adopted from the BC Soccer Association Concussion Policy.

The Canadian Soccer Association has provided policies and links that Heavens Eleven FC have incorporated into Policies and Procedures as suggested by the Ontario Soccer Association.

CANADA SOCCER GUIDE TO SAFETY

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In addition, it provides resources to support key stakeholders; Coaches and Program Leaders, Parents, and Children, as well as templates, tools, and samples for organizations, to create safe environments.

SECTION I: INTRODUCTION

Canada Soccer believes that every individual involved in soccer deserves the opportunity to participate safely. Children have a right to participate in sport in a safe and enjoyable environment. The Canada Soccer Guide to Safety (the Guide), as an element of the Canada Soccer Club Licensing Program, presents information, best practices and principles, and guidance to support safe environments and participation.

The Guide is divided into sections, designed to cover all elements of safety both on and off the

Using the Guide

This guide focuses on best practices that can help member organizations to ensure a safe environment for all participants both on and off the field. The Guide is supported by and coordinated with other Guides relating to Governance, Management and Operations, and Accessibility & Inclusion. To conclude, this Guide should be studied and applied in tandem with these other Guides, with which there is some interface and mutually inclusive overlap.

Finally, note that this Guide is not an instruction manual or policy document! It is a genuine guide, aimed at helping member organizations be the best they can be, providing positive experiences for their players, coaches, match officials and volunteers. Whether an organization is striving to reach a higher level of Club Licence

own benefit, and at their discretion.

Thank you for taking the time to read this Guide and for your commitment and contributions to soccer in Canada. We hope it is of help to you in your efforts to build great soccer organizations around the country!

field of play, including Codes of Conduct, Child Protection, the Responsible Coaching Movement, Anti-Doping, Injury and Return to Play, Facility and Equipment Safety, and Psychological Safety.

organizations be the best they can be, providing positive experiences for their players, coaches, match officials and volunteers. Whether an organization is striving to reach a higher level of Club Licence

classification or not, Canada Soccer encourages all members to follow the principles, directions and standards laid out purely for them

SECTION II: CODES OF CONDUCT

A Code of Conduct is a set of rules outlining the social norms, responsibilities of, or proper practices for, an individual, group, or organization. It helps to set a standard for the participants, staff, volunteers, and stakeholders so that they know what is expected of them in that environment.

Canada Soccer has a Code of Conduct and Ethics that applies to all members and stakeholders. Most PTSOs will also have a Code of Conduct or similar that would be applicable to those under its jurisdiction. Clubs may also wish to establish a Code of Conduct for coaches, team personnel, volunteers, players, and/or parents.

Canada Soccer Code of Conduct and Ethics

The purpose of the Canada Soccer Code of Conduct and

Ethics is to ensure a safe and positive environment (within Canada Soccer's programs, activities, and events) by making individuals aware that there is an expectation, at all times, of appropriate behaviour consistent with Canada Soccer's core values. Canada Soccer supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect.

This Code applies to Officials, Athlete Members, Life Members, players and individuals employed or engaged by

Canada Soccer. The Code also applies to the Directors of the

Provincial / Territorial Association Members, Professional Club Members or League Members or any other individuals who perform duties on behalf of these Members when the Members are engaged in soccer-related activities sanctioned by Canada Soccer.

This Code focuses on the conduct of actions on and off the field of play.

Any breach of this Code will be addressed as described in the

[Canada Soccer Disciplinary](#)

The Canada Soccer Code of Conduct and Ethics outlines Responsibilities of members and stakeholders, Integrity in Sport, Harassment, and Duty of Disclosure, Reporting and Cooperation.

Any behaviour prohibited by the [Canada Soccer Code of Conduct and Ethics](#) that is experienced or observed must be reported confidentially and in writing to discipline@canadasoccer.com.

Code of Conduct to Protect Children (adopted from Commit to Kids)

A Code of Conduct to Protect Children is the most important tool an organization will develop to help establish boundaries between adults/adolescents and children. It is a written overview of the organization's expectations regarding interactions with children, and it outlines that discipline will be enforced if expectations are not met. An organization should post its Code of Conduct and readily share it with everyone.

For additional information on developing a Code of Conduct to Protect Children, refer to the 10 Steps to Creating a Code of Conduct and Sample Code of Conduct to Protect Children Template in Section XIII.

SECTION III: CHILD PROTECTION

Soccer as a Safe Place and the Coach as a Trusted Adult

Research shows that a caring adult is the most important factor to ensuring quality experience for children¹. For some young players, the soccer field may be one of the few safe places and, after the parent or guardian, a coach is one of the most influential people in a child's life. As such, coaches are in a unique position to be role models and mentors for young participants.

All coaches and individuals who work with children have a "duty of care" to the children with whom they work. A duty of care is a legal obligation which is imposed on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others. Coaches are required by law to always act in the best interest of the individuals they coach and not act or fail to act in a way that results in harm. This obligation also always includes a responsibility to role model appropriate boundaries and professional contact.

Although child serving organizations have an obligation to ensure the safety of the children in their care, including appropriate screening and monitoring of all coaches, many coaches are positive influences on and trusted adults in the lives of the young players they coach. As coaches work with children on a regular basis and many are able to establish a positive and healthy adult-child

¹ HIGH FIVE Principles of Healthy Child Development

relationship with their players, a coach may be the person a child chooses to talk to about something happening in their life. In fact, studies have shown that children are more likely to disclose maltreatment to their coach than even their teacher.

In addition, a coach may be in position to be able to detect signs of maltreatment of children in their care.

Coaches must be able to recognize signs of maltreatment and know what to do when you feel that maltreatment has taken place. It is important that coaches know how to respond to a child in danger, and how to share information appropriately with those who can help. It is important to remember that even though a child could be displaying some or all of the signs of maltreatment, this doesn't necessarily mean that maltreatment is occurring. As a coach, if you see signs in a child that are worrying, it is not your responsibility to decide if maltreatment is occurring, but it is your responsibility to act on your concerns and do something about it. Under Canadian child welfare laws, if you know or suspect child maltreatment, you have a legal obligation to report it. This is known as the "duty to report". Every person in Canada has the duty to report known or suspected child maltreatment by law.

For additional information on reporting, please refer to "Reporting".

International Safeguards for Children in Sport

Children have a right to participate in sport in a safe and enjoyable environment. Their rights are enshrined in the United Nations Convention on the Rights of the Child. We now know enough from research and evidence to be clear that sport does not always take place with a focus on children's rights at its centre, or sometimes fails to fully consider the risks to children, leading to organizational cultures that don't allow for the discussion of harm and abuse (Brackenridge, Kay & Rhind, 2012).

There are also some risks to children and young people which are unique to sport such as the increased risks of all forms of abuse to elite young athletes. Many sport for development programs are provided to extremely vulnerable children who may be affected by violence and abuse in their daily lives and for whom sport should be a safe haven. We should all seek to ensure that sports provision to these young people takes place in safe environments.

A draft set of Standards (now called Safeguards) were developed by a partnership of organizations working together for the Beyond Sport Summit in London, 2012. These were further developed through an extensive piloting phase over the next two years. The finalized version of the Safeguards was launched at Beyond Sport in October 2014. They lay the foundations for a holistic approach to ensuring children's safety and protection in all sports contexts internationally.

The International Safeguards for Children in Sport aims to outline the things that should be put in place by any organization providing sports activities to children and young people. The Safeguards should be viewed as guides, which facilitate an organization's journey towards safeguarding children rather than an end in themselves. These Safeguards represent collective good practice at a point in time and will be subject to periodic review to ensure they reflect developments within safeguarding practice.

The Safeguards aim to:

- ▶ Help create a safe sporting environment for children wherever they participate and at whatever level;
- ▶ Provide a benchmark to assist sports providers and funders to make informed decisions;
- ▶ Promote good practice and challenge practice that is harmful to children;
- ▶ Provide clarity on safeguarding children to all involved in sport; and,

Are based on the following principles:

- ▶ All children have the right to participate, enjoy and develop through sport, in a safe and inclusive

environment, free from all forms of maltreatment; bullying, abuse, harassment, violence, discrimination, neglect and exploitation



Children have the right to have their voices heard and listened to. They need to know who they can turn to when they have a concern about their participation in sport

- ▶ Everyone, organizations and individuals, service providers and funders, has a responsibility to support the care and protection of young people

- ▶ Organizations providing sports activities to children and young people have a legal and moral duty of care for them

- ▶ There are certain factors that leave some children more vulnerable to abuse, and steps need to be taken to address this

- ▶ Children have a right to be involved in shaping safeguarding policy and practice

- ▶ Organizations should always act in the best interests of the child

Everyone has the right to be treated with dignity and respect and not be discriminated against based on gender, race, age, ethnicity, ability, sexual orientation, beliefs, religious or political affiliation

- ▶ The processes and activities for the creation, development and implementation of safeguarding measures should be inclusive

As organizations review the Safeguards, they should consider the five-step approach, outlined below to facilitate their reflection on the current system and inform their efforts towards ensuring the safety of children.

1. Preparing for the journey — Raise awareness of the need to safeguard children

2. Preparing to implement — Reflecting on where you are now and prioritizing your next steps

3. Developing your Safeguard

4. Implementing your Safeguard

Criteria for

5. Embedding your Safeguard

For more information on developing safeguarding in your organization please visit: http://www.sportanddev.org/en/toolkit/safeguarding_toolkit/

Safeguard 1: Developing your policy

What — Any organization providing or with responsibility for sports activities for children and young people under the age of 18 should have a safeguarding policy. This is a statement of intent that demonstrates a commitment to safeguard children involved in sport from harm and provides the framework within which procedures are developed.

Why — A safeguarding policy makes clear to all what is required in relation to the protection of children and young people. It helps to create a safe and positive environment for children and to show that the organization is taking its duty of care seriously. It also takes account of specific factors that may leave some children more vulnerable.

Success:

- ▶ You have a safeguarding policy which is clearly written and easy to understand
- ▶ The policy clearly describes your understanding and definitions of all forms of maltreatment
- ▶ The policy covers your organization's commitment to safeguard children in all aspects of your work
- ▶ The policy is clear that all children have equal rights to protection
- ▶ This policy is officially endorsed by staff at the highest level of your organization
- ▶ Staff at the highest level of the organization have the responsibility to oversee the implementation of the policy
- ▶ All staff; volunteers, carers or other representatives have signed up to the policy
- ▶ Your organization has consulted with children, parents/carers and staff as part of the initial development and/or on-going review of your policy

Safeguard 2: Developing a system to respond to safeguarding concerns

What — Procedures describe the operational processes required to implement organizational policy and provide clear step-by-step guidance on what to do in different circumstances. They clarify roles and responsibilities, and lines of communication. Effective systems are required which help to process any complaints or concerns and support any victims of violence. You should build on existing systems and understand your role with regards to relevant national systems and legislation.

►

Why — For safeguarding to be effective, procedures have to be credible for children. Procedures help to ensure a prompt response to concerns about a child's safety or well-being. They also help you to comply with and implement legislation and guidance. Child maltreatment is distressing and can be difficult to deal with. Organizations have a duty to ensure that advice and support is in place to help people to play their part in safeguarding children.

Criteria for Success:

- There are clear procedures in place that provide step-by-step guidance on what action to take if there are concerns about a child's safety or well-being, both within and external to the organization
- Your organization has arrangements in place to provide support to children, volunteers and staff during and following an incident, allegation or complaint
- There is an identified member of staff in your organization responsible for leading on safeguarding
- Your organization provides children and young people with information about their rights and about who they can turn to if they are worried, in a process which empowers them

Your organization has made information available to children and their parents/caregivers, about what is likely to happen following a disclosure, in a format and language that can be easily understood by everyone

- Your organization has a process for dealing with complaints in a fair and transparent way, that includes an appeals process
- All incidents, allegations and complaints are recorded, monitored and stored securely
- Your organization has consulted with children, parents/caregivers and staff as part of the initial development and/or ongoing review of your response system

Safeguard 3: Advice and support

What — Arrangements made to provide essential information and support to those responsible for safeguarding children. Children and young people are advised on where to access help and support.

Why — You have a duty to ensure advice and support is in place to help people to play their part in safeguarding children such that they know who they can turn to for help.

Criteria for Success

- Contacts are established at a national and/or local level with relevant child protection

Criteria for

agencies, NGOs and community groups providing support on child protection

- Your organization ensures that staff members with special responsibilities for keeping children safe have engagement with specialist advice, support and information
- Children are provided with advice and support on keeping themselves and one another safe
- Your system acknowledges that children with additional vulnerabilities (for example, a disability) may face extra barriers to getting help
- Parents/carers in the wider community are provided with information, advice and support on safeguarding children

Safeguard 4: Minimizing risk to Children

What — Measures to assess and minimize the risks to children.

Why — Some people, who work or seek to work in sport in a paid or voluntary

capacity, pose a risk to children. Children are also at risk when placed in unsuitable places or asked to participate in unsuitable activities, including age-inappropriate activities, over-training and through unrealistic expectations being placed on them. It is possible to minimize these risks by putting safeguards in place.

Success

- Risk assessments are available and conducted for activities, transport, accommodation and spaces
- Steps are taken to minimize any risks identified through a risk assessment
- If the risks are assessed to be too significant then the activity does not go ahead
- Training is available to help staff and volunteers recognize the additional risks some children are exposed to, because of their race, gender, age, religion, disability, sexual orientation, social background or culture

Safeguard 5: Guidelines on behaviour

What — Codes of conduct to describe what an acceptable standard of behaviour is and promote current best practice.

Why — Children's sport should be carried out in a safe, positive and encouraging atmosphere. Standards of behaviour set a benchmark of what is acceptable for all.

Criteria for Success

- ▶ Your organization has written guidelines for behaviour (codes of conduct) which contain statements about treating people with dignity, respect, sensitivity and fairness
- ▶ Your organization has guidance and expectations around activities that include time spent away from home, including placing children in the care of others and overnight stays
- ▶ Where organizations are involved in placing children in the care of others, frequent meetings are held with the child to discuss their experiences
- ▶ Your organization has guidance around working with children who have a disability
- ▶ Your organization has guidance around the appropriate use of information technology and social media to make sure that children are not put in danger and made vulnerable to exploitation
- ▶ Your organization has guidance on positive ways of managing the behaviour of children that do not involve physical punishment or any other form of degrading or humiliating treatment, and are age and gender appropriate
- ▶ Your organization has guidance on expected and acceptable behaviour of children towards others, particularly other children (for example, a learning agreement)
- ▶ Your organization has guidance on expected and acceptable behaviour of adults towards children
- ▶ There are clear consequences for not following the guidelines on behaviour that are linked to organizational disciplinary procedures

The highest level of the organization has the responsibility to ensure that the guidelines are followed

- ▶ Your organization has consulted children, parents/ carers and staff as part of the initial development and/ or on-going review of your organization's guidelines on behaviour

Safeguard 6: Recruiting, training, and communicating

What — Recruiting appropriate members of staff, creating opportunities to develop and maintain the necessary skills and communicating regarding safeguarding.

Why — Everyone in contact with children has a role to play in their protection. They can only do so confidently and effectively if they are aware, have the necessary understanding of, and the opportunity to develop, practice and implement key skills. Organizations providing sporting activities for children have a

Criteria for

responsibility to provide training and development opportunities for staff and volunteers.

Criteria for Success

- ▶ Job descriptions contain statements about treating people with dignity, respect, sensitivity and fairness.

The recruitment process includes an interview, character/ employment

- ▶ references and a background check in line with local legislation

All staff, volunteers and other relevant

- ▶ people have been trained on safeguarding and child protection, including how to report concerns

- ▶ The highest level of the organization has the responsibility to oversee the implementation of the training

- ▶ All staff, volunteers and relevant people with special responsibilities for safeguarding have access to regular additional training and specialist support

Your organization has consulted with children, parents/carers and staff as part of the initial development and/or on-going review of your organization's recruitment, training and development

Safeguard 7: Working with Partners

What — Action taken by the organization to influence and promote the adoption and implementation of measures to safeguard children by partner organizations.

Why — A number of sports organizations have both a strategic and a delivery role in relation to children and young people. Where organizational partnership, membership, funding or commissioning relationships exist or develop with other organizations, the organization should use its influence to promote the implementation of safeguarding measures. The organization should provide or signpost support and resources in relation to implementing adequate safeguarding measures. The organization should actively promote the adoption of the International Safeguards for Children in Sport.

Criteria for

Success

- ▶ Your organization has worked with partners/members to ensure that there are shared expectations around safeguarding
- ▶ Your organization has worked with partners/members to agree on how to share learning about making sport safer for children
- ▶ Your organization has shared written guidance on current best practice in relation to working with children (for example sharing the International Safeguards for Children in Sport)
- ▶ Your organization's safeguarding policy represents an essential part of any partnership/membership agreements
- ▶ Your organization publicizes information about your policy to your community, partners, and members
- ▶ Your organization works to sensitize your communities to the importance of safeguarding children

procedures to safeguard athletes from harassment and abuse in sport. Although the toolkit targets NOCs and IFs, the intended audiences include

Safeguard 8: Monitoring and evaluation

What — The on-going monitoring of compliance and effectiveness, involving all relevant groups.

Why — Organizations need to know whether safeguarding is effective and where improvements and adaptations are needed or recognize patterns of risk.

Criteria for Success

- ▶ There are systems in place to monitor and evaluate the effectiveness of your organization's:
 - ▶ Policy
 - ▶ System for responding to safeguarding concerns
 - ▶ Advice and support
 - ▶ Systems to minimize the risks to children
 - ▶ Guidelines for behaviour
 - ▶ Recruitment, training and communication
 - ▶ Work with partners to safeguard children
- ▶ The highest level of the organization has the responsibility to oversee the implementation of the monitoring and evaluation system
- ▶ Your organization has consulted with children, parents/ carers and staff as part of the initial development and/or on-going review of your monitoring and evaluation system

Safeguarding athletes from harassment and abuse in sport — IOC Toolkit for IFs & NOCs

In addition to the International Safeguards for Children in Sport, the International Olympic Committee (IOC) has recently introduced its own toolkit designed to assist National Olympic Committees (NOCs) and International Federations (IFs) in the development of policies and

administrators, coaches, parents, and athletes involved in organized sport and presents a step-by-step guide to implementing a safeguarding policy, underpinned by case studies, research, best practice guidelines, templates, and an online course.

To increase the effectiveness and reach of an athlete safeguarding policy, organizations should consider the overall athlete safeguarding strategy, focused in three areas:

1. Development of policies and procedures
2. Prevention mechanisms
3. Management of reports of harassment and abuse

While these important focuses, amongst others, are presented in this Guide, the IOC Safeguarding Toolkit discusses them in a step-by-step manner. The full IOC Safeguarding Toolkit as well as additional information and resources are available at the following website:

<https://hub.olympic.org/athlete365/safeguarding/>

Commit to Kids

Child-serving organizations:

- ▶ Have an ethical and legal obligation to help protect the children they serve from victimization.
- ▶ Are at greater risk of attracting individuals who have a sexual interest in children as well as those with emotional/psychological issues that could result in harm to children.
- ▶ Have a greater responsibility to protect children from victimization.
- ▶ Must establish safeguards in the form of programs, strategies, policies, and protocols in order to prevent or stop abuse.
- ▶ Must keep the safety of the children they serve paramount. If child abuse occurs, the immediate and long-term protection of the child is crucial and should be addressed by the implementation of detailed reporting procedures and protocols.
- ▶ Should foster a culture of transparency, where talking about sensitive issues is encouraged and where sensitive topics are open for discussion, creating trust and accountability.
- ▶ Require standard and enhanced screening tools such as criminal record checks, vulnerable sector screenings, child abuse registry checks, and reference checks.
- ▶ Must stop and intervene as soon as possible if any inappropriate behaviour and abuse is discovered.

Commit to Kids is a program to help child-serving organizations create safe environments for children. Developed by the Canadian Centre for Child Protection, a

national charitable organization dedicated to the personal safety of all children, Commit to Kids provides policies, strategies, and a step-by-step plan for reducing the risk of child sexual abuse, encouraging organizations to take an active, participatory role in protecting children in their care.

Adults are responsible for protecting the children in their care. Commit to Kids teaches organizations how to define appropriate boundaries between adults and children and create, safe, respectful environments.

Commit to Kids will help organizations:

- ▶ Prevent child sexual abuse through increased awareness and education
- ▶ Evaluate risks that exist
- ▶ Teach employees/volunteers (who will then teach children) the difference between appropriate and inappropriate behaviour
- ▶ Provide employees/volunteers with specific strategies on how to prevent abuse
- ▶ Design programs that focus on child safety and supervision
- ▶ Establish clear boundaries between employees/volunteers and children
- ▶ Ensure that allegations of sexual abuse are handled in a sensitive, timely, and effective manner
- ▶ Understand their legal obligations to report child sexual abuse to a child welfare and/or law enforcement agency
- ▶ Ensure the highest standard of practice when working with children

Child-serving organizations are committed to providing safe and nurturing environments; however, because they work with children, they are vulnerable to attracting employees/volunteers who want to access and sexually abuse children or who may have inappropriate boundaries and relationships with children. As such, organizations must become more vigilant in establishing guidelines and protocols to protect children in their care. Commit to Kids teaches organizations how to proactively develop and implement policies and procedures to improve the personal safety of children. It will also help organizations reduce the likelihood that an offender will successfully gain access to and sexually abuse a child and to more quickly identify, intervene, and terminate if abuse has occurred.

Commit to Kids consists of a resource manual, a training video, and series of samples and templates. It also provides a step-by-step plan to help prevent child sexual abuse. For more information on Commit to Kids or to request a Commit to Kids resource manual, please visit www.commit2kids.ca.

In addition, in conjunction with the Coaches Association of Canada and National Coach Certification Program (NCCP), Commit to Kids includes an online training module for

coaches. This training provides coaches with practical information to help them enhance child and youth safety in sport. The goal of the training is to empower coaches and support the great work they are doing with children and youth.

The Commit to Kids for Coaches online training addresses the importance of understanding boundaries, sexual misconduct, and reporting of inappropriate behaviour. Specifically, users will learn about:

- ▶ Child sexual abuse
- ▶ The grooming process
- ▶ 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

In addition to advancing knowledge in these important areas, completion of this training is credited with 3 NCCP professional development (PD) points towards maintenance of certification.

For additional information on Commit to Kids for Coaches Online Training, please visit www.protectchildren.ca/app/en/training-vta-coaches.

Reporting (adapted from Commit to Kids)

Organizations must have internal reporting procedures regarding the following types of incidents:

1. 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.

2. Misconduct:

An employee/volunteer's inappropriate behaviour towards a child or children.

The action taken by the organization will depend upon the nature of the incident; however, it is important for the organization to distinguish between illegal behaviour and inappropriate behaviour and establish appropriate reporting procedures for each.

In the event that an employee/volunteer's misconduct is serious enough to lead to dismissal, it must be reported to the organization's governing authority (District/Region and/ or P/TSO). P/TSOs must have in place a process of tracking, reviewing, and adjudicating reported incidents of misconduct.

Following the adjudication, P/TSOs may inform member organizations with whom the individual is registering in the future as well as Canada Soccer in order to inform potential future organizations outside the jurisdiction of the P/TSO.

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 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.

For additional information on Reporting, including tools and templates, please refer to the Commit to Kids Resource Manual or visit <http://www.commit2kids.ca/app/en/>.

Priorities

Although all of the initiatives presented by the International Safeguards for Children in Sport and Commit to Kids should be considered as best practices for child protection, it is recognized that not all member organizations have the capacity and resources necessary to implement them all. As such, Canada Soccer, in consultation with the Canadian Centre for Child Protection and aligned to the Club Licensing Program, has established priorities for Clubs operating within the licence categories. In addition, all member organizations are encouraged to utilize the Commit to Kids Child Protection Questionnaire provided in Section XI to help in identifying what systems are in place for preventing child sexual abuse, as well as any areas that may be lacking.

Canada Soccer Standards for Quality Soccer

An essential element of quality sport is the provision of a safe environment for participants. In support of this principle, all organizations recognized in the Canada Soccer Club Licensing Program must have in place the following:

Code of Conduct to Protect Children

- ▶ The Organization has a Code of Conduct to Protect Children for Coaches and Team Personnel that establishes appropriate boundaries between adults and children (i.e. appropriate/inappropriate conduct) and consequences of inappropriate conduct.
- ▶ The Code of Conduct to Protect Children is shared with Coaches, Team Personnel, and Parents.
- ▶ The Code of Conduct to Protect Children is signed by all Coaches and Team Personnel.

Policies

- ▶ The Organization has Guidelines for Appropriate/Inappropriate Conduct between adults/adolescents and children.
- ▶ The Organization has a policy outlining what to do if you witness inappropriate conduct.
- ▶ The Appropriate/Inappropriate Conduct Guidelines and what to do if you witness inappropriate conduct are shared with Coaches, Team Personnel, and Parents.

Screening

- ▶ All Team Personnel must provide a Criminal Record Check and Vulnerable Sector Check (if applicable) every two to five years.

Canada Soccer National Youth Club Licence

In addition to the Foundational Criteria for Standards for Quality Soccer, organizations Licensed as a Canada Soccer National Youth Clubs must also have in place the following:

Commit to Kids Training

- ▶ At least one individual from the organization must complete the Commit to Kids online training.
- ▶ This individual must be identified as the primary liaison for child protection within the organization and contact information provided to Coaches, Team Personnel, and Parents.
- ▶ To access Commit to Kids for Coaches online training, visit: www.protectchildren.ca/coach
- ▶ The organization must have a Commit to Kids resource manual and demonstrate active commitment to implementation of best practices in child protection as outlined in the manual.

- ▶ To order a copy of the Commit to Kids Program Kit, visit: www.protectchildren.ca/order

All levels of clubs are encouraged to connect with the Canadian Centre for Child Protection for additional information, support and reduced group rates. Email contact@commit2kids.ca to connect with a program coordinator.

SECTION IV: RESPONSIBLE COACHING MOVEMENT

The Responsible Coaching Movement (RCM) is a call to action to keep sport healthy and safe by addressing the important role of coaches in dealing with issues relating to the health and safety of athletes, both on and off the field of play. A multi-phase system-wide movement, coordinated by the Coaching Association of Canada and the Canadian Centre for Ethics in Sport, the RCM has the potential to affect all sport organizations, coaches, and the participants in their care. The RCM is a call to action for organizations to implement realistic change based on their individual state of readiness.

With a vision of creating change by 2020, Clubs are encouraged to take the [Responsible Coaching Movement](#) and put that pledge into action using the recommended action plan and timeline provided in [Ontario Soccer EAP Template](#). Each organization will need to determine a realistic process for creating change based on their individual state of readiness, in order for it to be successful in the long-term.

The RCM focuses on three steps to responsible coaching:

1. Rule of Two
2. Background Screening
3. Ethics and Respect Training

Rule of Two

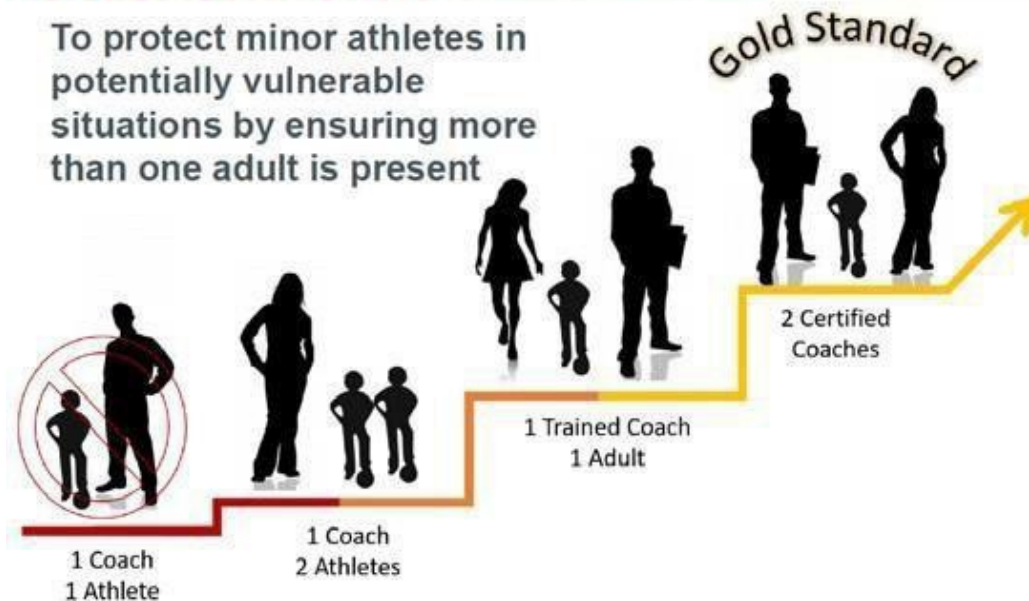
The Rule of Two serves to protect minor athletes in potentially vulnerable situations by ensuring that more than one adult is present. Vulnerable situations can include closed doors meetings, travel, and training environments. Organizations are encouraged to create and implement policies and procedures that limit the instances where these situations are possible.

Ultimately, 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 anyone– on–one interaction between a coach and an athlete must take place within earshot and view of the second coach, with the exception of medical emergencies. In the event where screened and NCCP trained or certified coaches are not available, a screened volunteer, parent, or adult can be recruited. In all instances, one coach/volunteer must reflect the genders of the athletes participating or be of an appropriate identity in relation to the athlete(s).

The following diagram depicts the “staircase approach” to the Rule of Two. While the Gold Standard is the preferred environment, it is not expected that it will be always reached. The alternatives presented, although increasing risk, are acceptable and would be considered to be in alignment with the Rule of Two. The one–on–one interaction between a coach and an athlete without another individual present, as depicted at the lowest stair in the diagram, is to be avoided in all circumstances.

Purpose of Rule of Two

To protect minor athletes in potentially vulnerable situations by ensuring more than one adult is present



Screening

Screening all those involved in delivering soccer programs and administering the sport is a vital part of providing a safe sporting environment. Organizations are responsible, by law, to do everything reasonably to provide a safe and secure environment for participants in their programs, activities, and events. The purpose of screening is to identify individuals involved with the organization's activities who may pose a risk to the organization and its participants.

The screening process involves using a number of different tools to ensure staff, coaches, and volunteers meet the necessary minimum standards to coach or work with athletes. These tools include comprehensive job postings and position descriptions, criminal record checks, interviews and reference checks, as well as appropriate training and monitoring practices.

Canada Soccer recommends that all member organizations and affiliates adopt and utilize the following screening processes for all employees and volunteers who may work directly with children and adolescents, including but not limited to all coaches and team personnel.

1. Develop a clear Job Description and Posting.

Be specific about the duties associated with the position, including key responsibilities, performance criteria, accountability, lines of

reporting, and the level and type of contact with children. Consider the qualifications required for the position including both interpersonal skills (the ability to interact with others) and values, attitudes, and beliefs (e.g. understanding of appropriate behaviour, knowing how to interact with children in a healthy way, etc.), as well as professional knowledge (certification, experience, etc.),

2. Establish a formal application and recruitment process

a. Have the candidate complete a Job Application (see Section 13.5, including:

i. A Screening Disclosure Form (see Section

13.6) ii. A release to allow the organization to contact the candidate's direct supervisor at the most recent organization with whom the candidate has worked/volunteered and permission for that individual to release information on the

candidate's interactions with children

b. Interview the candidate

c. Check References

3. Conduct Background Screening

All employees and volunteers must complete an initial

Criminal Record Check (CRC) and Vulnerable Sector

Check (VSC) or an Enhanced Police Information Check (E-PIC) as well as a Child Abuse Registry Check, if available in the province or territory.

An E-PIC is an online screening tool that may facilitate and enhance the current screening processes. Additional information on Police Information Check (E-PIC) can be found at [Toronto Police Service](#) or [Ontario Provincial](#).

Screening may also be done by completing a CRC with local police service. A VSC can only be completed by a local police service and is required for a specific subset of the population at the time of the initial screening (for full information on Vulnerable Sector Checks, please [click here](#)).

In some cases, there may be delays in receiving the results of the requested CRC and/or VSC. In these cases, organizations should utilize the following guidelines:

- ▶ Ensure the applicant has completed the Screening Disclosure Form as outlined above.
- ▶ Any employee/volunteer awaiting screening results should be under close supervision.
- ▶ Follow up with program participants. Regular contact with participants and family members can act as an effective deterrent to someone who might otherwise do harm.

Screening Review Criteria:

A satisfactory CRC/E-PIC is either:

- ▶ confirmation from the police or third-party provider that no criminal records and / or charges exist; or
- ▶ that any existing convictions and / or charges are not relevant to the position.

In determining whether any convictions and / or charges are relevant to the position, the organization may gather information by means which may include, without limitation, a telephone or personal interview with the individual and / or other persons or agencies.

The organization, in making the final decision, should consider the following:

- a.** Relationship of the offence(s) to the nature of the position;
- b.** Number and nature of the charges and/or convictions;
- c.** When the offence(s) occurred; and
- d.** What the individual has done since the date of the offence.

If, after the review, the organization determines that the individual poses a risk and is not an appropriate candidate for the position, the organization should immediately notify the individual in writing as to their status with the organization.

Organizations should not necessarily refuse a position to an individual because he or she has been charged with or convicted of an offence of a type which does not pose a risk to its members, considering the duties of the position the person is seeking to occupy.

Relevant Offences

The following is a list of non-exhaustive examples that are considered to be relevant offences:

- i.** Any offence involving the possession, distribution, or sale of any child-related pornography
- ii.** Any sexual offence
- iii.** Any offence involving theft or fraud
- iv.** Any offences for trafficking and/or possession of drugs and/or narcotics
- v.** Any offence involving conduct against public morals
- vi.** Any crime of violence including but not limited to, all forms of assault
- vii.** Any offence involving a minor or minors
- viii.** In the event that the position requires the transportation of others, any offence involving the use of a motor vehicle, including but not limited to impaired driving

Criminal Convictions

A conviction for any of the following Criminal Code offences (non-exhaustive list) could result in removal from designated positions, competitions, programs, activities and events:

- i.** Any offence of physical or psychological violence

- ii. Any crime of violence including but not limited to, all forms of assault
- iii. Any offence involving trafficking of illegal drugs
- iv. Any offence involving the possession, distribution, or sale of any child-related pornography
- v. Any sexual offence
- vi. Any offence involving theft or fraud As it is outdated as soon as it is issued, it is important that coaches, team personnel, staff, and volunteers renew their E-PIC or CRC frequently. Best practice calls for a new E-PIC or CRC every 2–5 years.

4. Complete a new employee/volunteer orientation

All new employees/volunteers should receive orientation. This should include but not be limited to training in organizational policies and procedures relating to safety, a clear explanation of the Code of Conduct and appropriate versus inappropriate interactions between adults and children, and the internal and external reporting processes.

5. Ensure proper supervision

Supervision is key to reducing the likelihood that children will be victimized and is one of the most critical ways to ensure your organization is safe. Establishing a probationary or trial period is a good way for the organization to assess whether a new employee/volunteer is the right fit. The goals of effective supervision are to:

- ▶ Support and motivate while developing an employee/volunteer's skill set
- ▶ Communicate the culture, values, and objectives of the organization
- ▶ Provide guidance, feedback, and coaching
- ▶ Foster accountability
- ▶ Communicate key information
- ▶ Detect misconduct and prevent child maltreatment

Respect Training

Respect Group was founded in 2004 with a single purpose; empowering all sport stakeholders to recognize and prevent ALL forms of MALTREATMENT; bullying, abuse, harassment and discrimination (BAHD) through interactive, online certification. The "Respect Platform" which is focused on building a holistic culture of respect, has become the standard training environment for Canadian sport. Having **certified over one million Canadians**, Respect Group has implemented the Respect Platform for hundreds of sport organizations. Respect in Sport certification has also become a foundational element within the

"Responsible Coaching Movement", led by the Coaching Association of Canada and the Canadian Centre for Ethics in Sport.

Three Distinct On-line Training Modules for Sport Organizations

Training Module	Audience
Respect in Sport Activity Leader Program (Seamless Locker Integration and 3 NCCP PD credits) 150 minutes	▶ C ▶ C ▶ A ▶ P
Core Curriculum	
Preventing/Reporting Bullying	Preventing Bullying
Preventing/Reporting Physical Abuse	Preventing Abuse
Preventing/Reporting Neglect	Preventing
Preventing/Reporting Discrimination	Mental H
Positive Emotions	Building
Legal Responsibility/Duty of Care	Empowe
Note: The Activity Leader Prog	

Training Module	Audience
Respect in Sport Parent Program 60 Minutes	One adult per athlete's family
Core Curriculum	
Preventing/Dealing with Bullying, Abuse, Harassment and Discrimination	The Car Ride Home
Setting Realistic Expectations	Building Self-esteem
Positive Sport Relationships	Winning and Losing

Training Module	Audience	Payment
Respect in the Workplace 90 Minutes	▶ Club Employees ▶ Club Board Members ▶ Club volunteers	Organization payment
Core Curriculum Elements		
Preventing/Reporting Bullying, Abuse, Harassment and Discrimination	Mental Health Outcomes	Power Dynamics
Empowering the Bystander	Managing Emotions	Responsibilities as a Co-worker

Ethics Training

Increasing coaches' ethical conduct and ethical behaviour toward athletes requires that coaches be trained to understand what it means to act ethically. This training includes the Make Ethical Decisions module, which is a cornerstone of the National Coaching Certification Program (NCCP). By successfully completing the Make Ethical Decisions

(MED) training, coaches will be fully equipped to handle ethical situations with confidence and surety. MED training helps coaches identify the legal, ethical, and moral implications of difficult situations that present themselves in the world of team and individual sport.

For more information on ethics training, please [click here](#).

The CCES recommends that athletes take the following actions to ensure they don't commit an inadvertent anti-doping rule violation:

- ▶ Know your rights and responsibilities as an athlete with regard to anti-doping.
- ▶ Always comply with a testing request if you are notified for doping control.
- ▶ Check all medications and products before taking them to ensure they do not contain ingredients that are banned.
- ▶ Verify your medical exemption requirements.
- ▶ Do not take supplements, but if you do, take steps to minimize your risk.

Get the latest news. [Sign up to receive CCES media releases and advisory notes](#).

Additional resources and information

- ▶ The [CCES Athlete Zone](#) is a hub of resources and information for athletes and their support personnel.

The [Global DRO](#) provides athletes and supports personnel with information about the prohibited status of specific substances based on the current WADA Prohibited List.

SECTION V: ANTI-DOPING

The Canadian Anti-Doping Program

The **Canadian Centre for Ethics in Sport (CCES)** is the custodian of the **Canadian Anti-Doping Program (CADP)**; the set of rules that govern anti-doping in Canada. The CADP consists of several components such as in- and out-of-competition testing, education, medical exemptions, and the consequences of doping violations. The CADP is compliant with the World Anti-Doping Code and all international standards.

The Canadian Soccer Association has adopted the CADP which means that you can be confident that you are part of a world-class anti-doping program that is designed to protect athletes' rights and ensure a level playing field. [The Canadian Soccer Association anti-doping policy](#).

While the CCES administers anti-doping for the Canadian sport community, you may also be subject to the rules of your international federation. [Learn more about FIFA's anti-doping policies and procedures](#).

- ▶ Physicians and medical personnel are encouraged to use the **CCES DocZone** for targeted medical information.
- ▶ Read more about the **Canadian Anti-Doping Program**.
- ▶ The **World Anti-Doping Agency** works towards a vision of a world where all athletes compete in a doping-free sporting environment.
- ▶ The CCES is a proud and active member of the **True Sport Movement** — a movement that is based on the simple idea that good sport can make a great difference.

CCES E-Learning:

The CCES has developed online education modules that focus on the doping program, including information about banned substances and methods, the sample collection process and the whereabouts program. E-learning can be completed at www.cces.ca and includes the following modules:

- ▶ True Sport Clean 101
- ▶ Role of Athlete Support Personnel Course.

For all National and Regional Championships, one member of the team staff must have completed the CCES E-learning modules. For teams participating in the U-17 Cup, Challenge Trophy/Jubilee Trophy and Masters Competitions, the team captain must also have completed the CCES E-learning modules.

For additional resources and more about anti-doping, please contact the CCES Email: info@cces.ca

Call toll-free: 1-800-672-7775

Online: www.cces.ca/athletezone

Report doping via the Report Doping Hotline

Call toll-free: 1-800-710-CCES

Online: www.cces.ca/reportdoping

SECTION VI: INJURY AND RETURN TO PLAY

Emergency Action Plan

An Emergency Action Plan (EAP) is a plan coaches and team personnel (see Safety Person) design to help them respond in a responsible and clear headed way if an emergency occurs.

An EAP should be prepared for the facility or site where you normally hold practices and for any facility or site where you regularly host competitions. For away competitions, ask the host team or host facility for a copy of their EAP.

An EAP can be simple or elaborate. It should cover the following:

- ▶ Designate in advance who is in charge if an emergency occurs (this maybe you).
- ▶

Have a cell phone with you and make sure the battery is fully charged. If this is not possible, find out the exact location of a telephone you can use at all times. Have spare change in case you need to use a pay phone.

- ▶ Have emergency telephone numbers with you (facility manager, superintendent, fire, police, ambulance), as well as athletes' contact numbers (parents/guardians, next of kin, family doctor).
- ▶ Have on hand a medical profile for each athlete so that this information can be anti-provided to emergency medical personnel. Include in this profile signed consent from the parent/guardian to authorize medical treatment in an emergency.
- ▶ Prepare directions for Emergency Medical Services (EMS) to follow to reach the site as quickly as possible. You may want to include information such as the closest major intersection, one-way streets, or major landmarks.
- ▶ Have a first-aid kit accessible and properly stocked at all times (all coaches are strongly encouraged to pursue first-aid training).

Designate in advance a call person: the person who makes contact with medical authorities and otherwise assists the person in charge. Be sure that your call person can give emergency vehicles precise directions to your facility or site.

For an EAP Template, please refer to Section 13.8.

Safety Person

In addition to and in support of the Emergency Action plan, it is recommended that every team identify a member of their team personnel to serve as the "Safety Person". The Safety Person is primarily responsible for ensuring safety during all soccer-related activities, both on and off the field.

All Safety Persons should utilize a proactive, preventative approach to safety while being prepared to react in the event of accidents, injuries, or medical emergencies.

Safety Person's Responsibilities

As a Safety Person and team official you must play a leadership role in implementing effective risk management programs with

your own teams, enhancing the safety of players and all involved in soccer.

The following are some responsibilities that the Safety Person should assume:

- ▶ Implement an effective risk management and safety strategy with your team that strives to prevent injuries and accidents before they happen.
- ▶ Assume a proactive role in identifying and minimizing or eliminating risks during all activities, and if ever in doubt, always err on the side of caution.
- ▶ Promote and reflect the values of Fair Play and strive to instil these values in all participants and others involved in soccer.
- ▶ Ensure that all players are provided with meaningful opportunities and enjoyable experiences free from physical and/or emotional maltreatment.
- ▶ Conduct regular checks of players' equipment to ensure proper fit, protective quality and maintenance, and advise players and parents regarding the selection or replacement of equipment.
- ▶ Conduct regular checks of team equipment to ensure it is in good condition and advise the head coach and organization if equipment requires replacement.
- ▶ Conduct a safety check of the playing facility in advance of all soccer-activities to ensure it is safe, well-maintained, and in good condition (see Section 13.9).
- ▶ Promote proper conditioning, warm-up, and cool down techniques as effective methods of injury prevention.
- ▶ Maintain accurate medical information files on all players and team officials and bring these to all team activities (see Section 13.10).
- ▶ Maintain a Player Injury Log (see Section 13.11).
- ▶ Maintain a fully stocked First Aid Kit and bring it to all team activities.
- ▶ Implement an effective Emergency Action Plan with your team and practice it regularly to ensure all involved understand their roles and are prepared to act promptly when an incident occurs.
- ▶ Recognize life-threatening and significant injuries and be prepared to deal with serious injury.
- ▶ Manage minor injuries according to basic injury management principles and refer players to medical professionals when necessary.
- ▶ Recognize injuries that require a player to be removed from action. Refer players to medical professionals and coordinate return to play.
 - ▶ Promote a healthy lifestyle with all participants by being a good role model and by educating participants

regarding hygiene, performance-enhancing substances, drug and alcohol abuse, nutrition and hydration.

- ▶ Facilitate communication with players, coaches, parents, physicians, therapists, paramedical personnel, officials and other volunteers regarding safety, injury prevention and player's health status.
- ▶ Act as a Safety Person for both your team and your opponents if only one Safety Person is present.

To support the responsibilities of the Safety Person, it is recommended that the identified individual have valid First Aid and CPR Training and complete the NCCP Making Headway module focusing on concussion education. In addition, templates to support the responsibilities of the Safety Person are available in Section XIII.

Injury Assessment Protocol

Under Development

Injury Management and Return to Play

Under Development

Please refer to Section 13.12 for a sample return to play letter.

Canada Soccer Concussion Policy: Players' health and safety first

Note to Provincial, Territorial and Local Soccer Organizations

As part of a pre-season concussion education strategy, we recommend:

1. Our players and parents/guardians should review as a minimum, the Summary section of this document, OR both the Respond and Recognize sections of this document (recommended) as part of their soccer registration process.
2. All participants in our sport should be encouraged to familiarize themselves with the entirety of our Concussion Guidelines.

Baseline (pre-season) testing of youth (<18 years) and adult recreational athletes using any tool or combination of tools is not required for post-injury care of those who sustain a suspected or diagnosed concussion and is not recommended.

For the communication between physicians and soccer coaches, team officials and clubs we

recommend using: Canada Soccer's Concussion Assessment Report, available @ canadasoccer.com. Generic concussion reporting letters are also available through Parachute Canada: http://www.parachutecanada.org/downloads/injurytopics/Medical-Assessment-Letter_Parachute.pdf & http://www.parachutecanada.org/downloads/injurytopics/Medical-Clearance-Letter_Parachute.pdf

SUMMARY

- ▶ A concussion is a brain injury.
- ▶ All concussions should be regarded as potentially serious.
- ▶ Most concussions recover completely with correct management.
- ▶ Incorrect management of a concussion can lead to further injury.
- ▶ Concussions should be managed according to current guidelines.
- ▶ Anyone with suspected concussion following an injury must be immediately removed from playing or training and receive a prompt assessment by a medical doctor or nurse practitioner.
- ▶ Concussions are managed by licensed health care professionals working within their scope of practice and expertise.
- ▶ Concussions are managed by a limited period of rest followed by avoiding physical and brain activities that make concussive symptoms worse, and once concussion-related symptoms have resolved, a step-wise return to school, work and sports-related activities.
- ▶ Return to education or work must take priority over return to playing soccer.
- ▶ Concussion symptoms must have completely resolved and documented medical clearance completed by a medical doctor or nurse practitioner must be received before resuming full contact practice or game play.
- ▶ The recurrence of concussion symptoms subsequent to the return to full contact practice or game play requires removal from training or playing and reassessment.

CSA Concussion

The Fine Print

This policy is intended for those managing concussion in soccer at all levels. Professional and National level players typically have access to an enhanced level of medical care, which means that their concussion and their return to play can be managed in a more closely monitored way.

The Policy is based on current evidence and examples of best practice taken from soccer organizations around the world and other sports,

including the Football Association, the Scottish FA, World Rugby, and the Canadian Concussion Collaborative. They are consistent with The Canadian Guideline on Concussion in Sport, (Toronto: Parachute, 2017) and the current Consensus Statement on Concussion in Sport issued by the Fifth International Conference on Concussion in Sport, Berlin 2017. The Policy has been reviewed and is approved by Canada Soccer Sports Medicine Committee.

While this policy aims to reflect 'best practice', it must be recognized that there is a current lack of evidence with respect to their effectiveness in preventing long-term harm. Canada Soccer Sports Medicine Committee will continue to monitor research and consensus in the area of concussion and updating it policies accordingly.

This version was adopted by Canada Soccer in 2018 and should be reviewed no later than 2022.

ADDITIONAL

RESOURCES WEBSITES:

Sport Information Resource Centre (SIRC): <http://sirc.ca/resources/concussion>

Coaching Association of Canada: Making Head Way Concussion eLearning Series: <https://www.coach.ca/concussion-awareness-s16361>

Parachute: www.parachutecanada.org/concussion

Concussion Awareness Training Tool: www.catonline.com Ontario Ministry of Health Concussion Resources:

<http://www.health.gov.on.ca/en/public/programs/concussions/> VIDEOS:

Dr. Mike Evans Health Lab — Concussions: <https://www.reframehealthlab.com/concussions/>

RESPOND — WE ALL NEED TO PLAY A PART IN THE RECOGNITION AND MANAGEMENT OF CONCUSSION

As Canadians, we have a heightened awareness of concussions, related to increased media coverage of this brain injury with its range of outcomes, incidents involving high profile athletes with concussion, and increasing understanding of the consequences of repetitive brain trauma, primarily within professional sports.

WHAT IS A "CONCUSSION"?

Concussion is an injury to the brain resulting in a disturbance of brain function involving thinking and behavior.

WHAT CAUSES CONCUSSION?

Concussion can be caused by a direct blow to the head or an impact to the body causing rapid movement of the head.

ONSET OF SYMPTOMS

Symptoms of concussion typically appear immediately but may evolve within the first 24–48 hours.

WHO IS AT RISK?

All of our sport's participants (players, but also team staff and officials).

Some soccer participants are at increased risk of concussion:

- ▶ Children and adolescents (18 years and under) are more susceptible to brain injury, take longer to recover, and are susceptible to rare dangerous brain complications, which may include death.
- ▶ Female soccer players have higher rates of concussion.

Participants with previous concussions are at increased risk ▶ of further concussions — which may take longer to recover.

WHAT ARE THE DANGERS OF BRAIN INJURY?

Failure to recognize and report concussive symptoms or returning to activities with ongoing concussion symptoms set the stage for:

1. Cumulative concussive injury
2. 'Second Impact Syndrome'

Second impact syndrome is a rare occurrence. An athlete sustains a brain injury and while still experiencing symptoms (not fully recovered), sustains a second brain injury, which is associated with brain swelling and permanent brain injury or death. Brain swelling may also occur without previous trauma.

Recurrent brain injury is currently implicated in the development of Chronic Traumatic Encephalopathy

Chronic Traumatic Encephalopathy (CTE) is a progressive degenerative brain disease seen in people with a history of brain trauma. For athletes, the brain trauma has been repetitive. Originally described in deceased boxers, it now has been recognized in many sports. Symptoms include difficulty thinking, explosive and aggressive behavior, mood disorder (depression), and movement disorder (parkinsonism).

RECOGNIZE — LEARN THE SIGNS AND SYMPTOMS OF A CONCUSSION SO YOU UNDERSTAND WHEN A SOCCER PLAYER MIGHT HAVE A SUSPECTED CONCUSSION.

Everyone involved in the game (including staff, coaches, officials, players, parents and guardians of children and adolescents) should be aware of the signs, symptoms and dangers of concussion. If any of the following signs or symptoms are present following an injury the player should be suspected of having concussion and immediately removed from play or training.

"If in doubt, sit them out."

"It is better to miss one game than the whole season."

VISIBLE CLUES OF CONCUSSION — WHAT YOU MAY SEE:

Any one or more of the following visual clues can indicate a concussion:

- ▶ Dazed, blank or vacant look
- ▶ Lying motionless on ground / slow to get up
- ▶ Unsteady on feet / balance problems / falling over / poor coordination
- ▶ Loss of consciousness or responsiveness
- ▶ Confused or not aware of play or events
- ▶ Grabbing, clutching, or shaking of the head
- ▶ Seizure
- ▶ More emotional or irritable than normal for that person
- ▶ Injury event that could have caused a concussion

SYMPTOMS OF CONCUSSION — WHAT YOU MAY BE TOLD BY AN INJURED PLAYER:

The presence of any one or more of the following symptoms may suggest a concussion:

- ▶ Mental clouding, confusion, or feeling slowed down
- ▶ Trouble seeing
- ▶ Nausea or vomiting
- ▶ Fatigue
- ▶ Drowsiness or feeling like "in a fog" or difficulty concentrating
- ▶ Sensitivity to light or noise
- ▶ Difficulty with reading, learning or work
- ▶ Sleep problems: getting asleep, too much or too little
- ▶ Emotional / anger / sad / anxious

Team-mates, staff, coaches, players or parents and guardians who suspect that a player may have concussion MUST work together to ensure that the player is removed from play in a safe manner.

The Concussion Recognition Tool 5¹ is valuable for all first responders in recognizing suspected concussion and responding to more severe brain injury or potential neck injury.

REMOVE - If a soccer player has a suspected concussion he or she must be removed from activity immediately.

- ▶ Headache or "Pressure in head"
- ▶ Dizziness or balance problems

moved and should only be removed from the field of play by

If a neck injury is suspected the player should not be

CONCUSSION RECOGNITION TOOL 5[®]

To help identify concussion in children, adolescents and adults

RECOGNISE & REMOVE

Head impacts can be associated with serious and potentially fatal brain injuries. The Concussion Recognition Tool 5 (CRT5) is to be used for the identification of suspected concussion. It is not designed to diagnose concussion.

STEP 1: RED FLAGS – CALL AN AMBULANCE

If there is concern either on injury incidence whether ANY of the following signs are observed or observed and reported from the player, remove the player and immediately remove them from play/practice/competition. If not assessed by a medical professional to evaluate, call an ambulance for urgent medical assessment:

- Head pain or tenderness
- Repeated vomiting
- Loss of consciousness
- Double or worsening headache
- Slurred or convulsed
- Unusually large pupils, unequal or constricted
- Double vision
- Balance or coordination problems
- Worsening symptoms, delayed or persistent

Remember:

- In all cases, the basic principles of first aid (BASIC: breathe, always, breathing, circulation) should be followed.
- Assessment for a spinal cord injury is critical.
- Do not attempt to move the player (other than required for airway support) unless trained to do so.
- Do not remove a helmet or any other equipment unless trained to do so safely.

If there are no Red Flags, identification of possible concussion should proceed to the following steps:

STEP 2: OBSERVABLE SIGNS

Visual clues that suggest possible concussion include:

- Lying motionless on the playing surface
- Slow to get up after a direct or indirect hit to the head
- Disorientation or confusion, or an inability to respond appropriately to questions
- Blank or vacant look
- Balance, gait difficulties, motor incoordination, stumbling, slow, laboured movements
- Facial injury after head trauma

STEP 3: SYMPTOMS

- Headache
- "Pressure in head"
- Balance problems
- Nausea or vomiting
- Disappears
- Dizziness
- Blurred vision
- Sensitivity to light
- Sensitivity to noise
- Fatigue or low energy
- "Don't feel right"
- More emotional
- More irritable
- Sadness
- Nervous or anxious
- Neck Pain
- Difficulty concentrating
- Difficulty remembering
- Feeling slowed down
- Feeling like "in a fog"

STEP 4: MEMORY ASSESSMENT
(IN ATHLETES 16 OR OLDER THAN 12 YEARS)

Failure to answer any of these questions (modified appropriately for each sport), correctly may suggest a concussion:

- "What venue are we at today?"
- "Which half is it now?"
- "Who scored last in this game?"
- "What team did you play last week/game?"
- "Did your team win the last game?"

Athletes with suspected concussion should:

- Not be left alone initially (at least for the first 1-2 hours).
- Not drink alcohol.
- Not use recreational or prescription drugs.
- Not be sent home by themselves. They need to be with a responsible adult.
- Not drive a motor vehicle until cleared to do so by a healthcare professional.

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ANY ATHLETE WITH A SUSPECTED CONCUSSION SHOULD BE IMMEDIATELY REMOVED FROM PRACTICE OR PLAY AND SHOULD NOT RETURN TO ACTIVITY UNTIL ASSESSED MEDICALLY, EVEN IF THE SYMPTOMS RESOLVE

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emergency healthcare professionals with appropriate spinal care training. Call 911. Activate your emergency action plan.

More severe forms of brain injury may be mistaken for concussion. If ANY of the following are observed or reported within 48 hours of an injury, then the player should be transported for urgent medical assessment at the nearest hospital (symptoms below). Call 911. Activate your emergency action plan.

- ▶ Neck pain or tenderness
- ▶ Deteriorating consciousness (more drowsy)
- ▶ Increasing confusion or irritability
- ▶ Severe or increasing headache
- ▶ Repeated vomiting
- ▶ Unusual behavior change
- ▶ Seizure
- ▶ Double vision
- ▶ Weakness or tingling / burning in arms or legs

- ▶ **Anyone with a suspected concussion should not:** be left alone until they have been assessed medically consume alcohol or recreational drugs in the first 24 hours, and thereafter should avoid alcohol or recreational drugs until free of all concussion symptoms
- ▶ drive a motor vehicle until cleared to do so by medical doctor or nurse practitioner

RE-ENTRY — A licensed healthcare professional with expertise in the evaluation and management of head injury and concussions may review a player with suspected concussion at field side.

A player who has been removed from play reports NO concussion symptoms and NO visual clues of a concussion can be returned to play. Any such player should be monitored for delayed symptoms, which may appear over the next 24-48 hours. If there is any doubt whether a player has sustained a concussion, they should be removed from play and undergo medical assessment by a medical doctor or nurse practitioner.

REFER — Once removed from play, the player with suspected concussion must be referred to a medical doctor or nurse practitioner with training in the evaluation and management of head injury and concussions.

All cases of suspected concussion require referral to medical doctors or nurse practitioners for diagnosis, even if the symptoms are resolved.

In geographic regions of Canada with limited access to medical doctors (rural or northern communities), a licensed healthcare professional (i.e. nurse) with support from a medical doctor or nurse practitioner can provide this diagnostic evaluation.

Report — Communication between players, parents, team staff, and their health care providers is vital for the welfare of the player.

Players, parents and guardians must disclose the nature of, and status of all active injuries (including concussions) to coaches and team staff.

Players need to be responsible for one another and encourage the disclosure of concussion symptoms.

For children and adolescents with suspected concussion who have not been directly transferred for medical management, coaches must communicate their concerns directly with the parents or guardians.

RECOVER — Avoiding physical and brain activities that make concussive symptoms worse is the cornerstone of current concussion management.

The management of a concussion involves an initial limited period (<24-48 hours) of physical and brain rest.

Stage 1 of the Return-to-Soccer Strategy (see Return to Soccer Strategy, page 12) involves avoiding or limiting physical and brain activities that make concussive symptoms worse.

Once concussion related symptoms have resolved, the player may start Stage 2 and continue to proceed to the next level when he/she completes the stage without a recurrence of concussion-related symptoms.

In conjunction with your school and educational professionals and health care provider, recommendations will be made about whether it is appropriate to take time away from school, or whether returning to school should be done in a graded fashion, this is called "*return to learn*".

Your health care provider will also make recommendations about whether it is appropriate to take time away from work, or whether returning to work should be done in a graded fashion, this is called "*return to work*".

RETURN TO PLAY

Players who have been removed from play and referred for medical assessment for a suspected concussion who provide a completed Concussion Assessment Medical Report that is signed by a medical

doctor or nurse practitioner which documents NO active concussion symptoms and successfully completing Stage 2 (15 minutes of light aerobic activity).

Players who have been removed from play and referred for assessment for a suspected concussion who provide a completed Concussion Assessment Medical Report that is signed by a medical doctor or nurse practitioner which documents a concussion diagnosis may participate in training sessions (Stage 3 and 4) within the Return-to-Soccer Strategy (next page), once they or their parents/guardians report NO concussion symptoms.

Players who have concluded Stage 4 within a Return-to- Soccer Strategy who provide a second completed Concussion Assessment Medical Report that is signed by a medical doctor or nurse practitioner which documents recovered concussion may participate in full contact training sessions (Stage 5) and subsequently, game play within the Return-to-Soccer Strategy (next page), if they remain clear of concussion symptoms.

RETURN TO SOCCER STRATEGY

Depending on the severity and type of the symptoms, players previous stage and attempt to progress again after being free of concussion-related symptoms for 24 hours or seek Stages 2-4 should each take a minimum of 24 hours in adults, medical attention.

and longer in those 18 years and under.

If the player experiences new symptoms or worsening symptoms at any stage, they should go back to the

	EXERCISE ALLOWED	% MAX HEART RATE	DURATION	OBJECTIVE
STAGE 0 REST	▶ Rest ▶ NO activities	No training	<1-2 days	Rest
STAGE 1 SYMPTOM LIMITED	▶ Daily activities that do not provoke symptoms.		Until concussion symptoms clear	Recovery Symptom free
STAGE 2 LIGHT EXERCISE	▶ Walking, light jogging, swimming or stationary cycling at slow to medium pace. ▶ NO soccer ▶ NO resistance training, weight lifting, jumping or hard running	<70%	<15 min	Increase heart rate.
STAGE 3 SOCCER-SPECIFIC EXERCISE	▶ Simple movement (ie running drills) ▶ Limiting body and head movements. ▶ NO head impact activities. ▶ NO heading.	<80%	<45 min	Add movement.
STAGE 4 NON-CONTACT TRAINING	▶ Progression to more complex training activities with increased intensity ▶ Coordination and attention e.g. passing, change of direction, shooting, small-sided game ▶ May start resistance training ▶ NO head impact activities ▶ NO heading ▶ Goalkeeping activities should avoid diving and any risk of the head being hit by a ball	<90%	<60 min	Exercise, coordination, skills/tactics.
	Youth (<18 years) and adult student-athletes have returned to full-time school activities at this time			
	Repeat medical assessment with second Concussion Assessment Medical Report			
STAGE 5 FULL CONTACT PRACTICE	▶ Normal training activities ie tackling, heading diving saves	<100%		Restore confidence and assess functional skills by coaching staff.
STAGE 6 GAME PLAY	▶ Normal game play.	<100%		Player rehabilitated

REASSESS— A player with prolonged concussion recovery (>4 weeks for youth athletes, >2 weeks for adult athletes), or recurrent or complicated concussions, should be assessed and managed by a medical doctor with experience in sports-related concussions, working within a multidisciplinary team.

SECTION VII: FACILITY AND EQUIPMENT SAFETY

In soccer, the grounds and facilities need to be appropriate, and the equipment needs to be in good

condition for the well-being and safety of the participants. It is extremely important that the soccer field is in good condition otherwise it will

increase the risk of injuries. For example, a soccer game played on an uneven field with holes will increase the likelihood of players rolling an ankle, losing balance and colliding with another player, or even falling hard to the ground.

To enhance safe participation, it is important to:

- ▶ Check and maintain the surface of the field to
- ▶ remove hazards
- ▶ Replace balls once their water-resistant qualities are lost
- ▶ Use appropriately sized balls for the age and gender of players

A sample Field Inspection Sheet for use in assessing and reporting the quality of the field is included in Section 13.9.

Portable Goal Safety

Too many serious injuries and fatalities have occurred in recent years because of unsafe or incorrect use of goalposts. Safety is always of paramount importance and everyone in soccer must play their part to prevent similar incidents occurring in the future.

- ▶ For safety reasons goalposts of any size (including those which are portable and not installed permanently at a pitch or practice field) must always be anchored securely to the ground.
- ▶ Portable goalposts must be secured by the use of chain anchors or appropriate anchor weights to prevent them from toppling forward.
- ▶ It is essential that under no circumstances should children or adults be allowed to climb, swing on, or play with the structures of the goalposts.
- ▶ Attention is drawn to the fact that if not properly assembled and secured, portable goalposts may topple over.
- ▶ Portable goalposts should not be left in place after use. They should be dismantled and moved to a place of secure storage.
- ▶ It is strongly recommended that nets should only be secured by plastic hooks or tape and not by metal cup hooks. Any metal cup hooks should if possible be removed and replaced. New goalposts should not be purchased if they include metal cup hooks which cannot be replaced.
- ▶ Goalposts which are “home-made”, or which have been altered from their original size or construction should not be used. These have been the cause of a number of deaths and injuries.

An athlete who is bleeding, has an open wound, has any amount of blood on his/her uniform, or has blood on his/her

- ▶ Guidelines to prevent toppling: Follow manufacturer’s guidelines in assembling goalposts. Before use, Coaches should test the goals following the guidelines below:

- ▶ Ensure each goal is anchored securely in its place
- ▶ Exert a significant downward force on the cross bar
- ▶ Exert a significant backward force on both upright posts
- ▶ Exert a significant forward force on both upright posts

Blood

person, shall be directed to leave the game until the bleeding is stopped, the wound is covered, the uniform and/or body is appropriately cleaned, and/or the uniform is changed before returning to competition.

Jewelry

Players are not permitted to wear anything that is dangerous to themselves or other players. NO jewelry: that includes rings, bracelets (except medical alert bracelets — which must be either made of Velcro or similar soft material, or covered with a sweatband), earrings, necklaces, other visible body piercing, etc. The practice of taping jewelry is not acceptable.

Headscarf and Turban

At its meeting on October 2, 2012, the International Football Association Board (IFAB) approved the amendments Law 4 – The Players’ Equipment (“headscarf”). The decision of the IFAB regarding the use of headscarves comes into effect immediately.

IFAB Decision:

As outlined in Law 4 of the FIFA Laws of the Game, where head covers (excluding goalkeepers’ caps) are worn, they must:

- ▶ be black or the same main colour as the shirt (provided that the players of the same team wear the same colour)
- ▶ be in keeping with the professional appearance of the player’s equipment • not attached to the shirt
- ▶ not be dangerous to the player wearing it or any other
- ▶ player (e.g. opening/closing mechanism around neck)
 - ▶ not have any part(s) extending out from the surface (protruding elements)

Other headscarves are also permitted provided the above criteria are met.

Players Wearing Casts Policy

This policy is designed to reduce inconsistencies in rulings over players wearing casts. All referees are expected to follow these policies in all matches sanctioned by Canada Soccer.

Law 4 states that a player may not use equipment or wear anything that is dangerous [to anyone].

It further states that non-dangerous protective equipment is permitted if it has the sole purpose of protecting the individual physically, providing it poses no danger to the individual or any other player.

Modern protective equipment made of soft, lightweight, padded materials is not considered dangerous and are therefore permitted.

Hard casts are considered to pose a danger to both the wearer and other players and are not permitted to be worn. The practice of padding a hard cast does not reduce the element of danger.

Players wearing a soft cast will be permitted to play if the cast does not present a danger to the individual or any other player.

The referee or Supervisor of Officials (if one has been appointed to the match/tournament) will make the final decision as to the acceptability of any cast.

Any player who uses a cast with the intent to intimidate or injure an opponent shall be sent off.

Player Insulin Pump Policy

This policy is designed to reduce inconsistencies in rulings over players with diabetes who wear an insulin pump. All referees are expected to follow these policies in all matches sanctioned by Canada Soccer.

An insulin pump is designed to ensure that the player maintains a proper blood glucose level during the game. An extended period without infusion of insulin may result in hyperglycemia (excess sugar in the blood).

Law 4 states that a player may not use equipment that is dangerous to him/herself or another player. This is further expanded upon in the interpretations of the Laws of the Game whereby it is advised that players may use equipment that has the sole purpose of protecting the individual physically providing that it poses no danger to the individual or any other player.

A player wearing an insulin pump because of a medical condition is permitted to play providing he/she has received written medical clearance and is able to provide the referee with a note indicating such. The pump itself must not present a danger to the individual or any other player.

Lightning Safety/Severe Weather

When thunder roars, go indoors!

The safety of players, coaches, management, and spectators is the primary concern in any weather event that

occurs during all matches sanctioned by Canada Soccer. By understanding and following the below information, the safety of everyone shall be greatly increased. Ultimately, the referee has the final say over delaying or restarting a match due to weather. Waiting to stop play or not waiting to start play may result in a serious injury or loss of life. Referees are expected to act responsibly when dealing with such events during matches they are controlling.

If you can hear thunder, you can get hit by lightning. As soon as you hear thunder, quickly get to a safe location. More people are struck before and after a thunderstorm than during one. Stay inside for 30 minutes after the last rumble of thunder.

Additional Information

Please note the following recommendations from Environment Canada:

- ▶ **To plan for a safe day, check the weather forecast first.** If thunderstorms are forecast, avoid being outdoors at that time or make an alternate plan. Identify safe places and determine how long it will take you to reach them.
- ▶ **Watch the skies for developing thunderstorms and listen for thunder.** As soon as you hear thunder, quickly get to a safe location. If you can hear thunder, you are in danger of being hit by lightning. More people are struck before and after a thunderstorm than during one.
- ▶ **Get to a safe place.** A safe location is a fully enclosed building with wiring and plumbing. Sheds, picnic shelters, tents or covered porches do NOT protect you from lightning. If no sturdy building is close by, get into a metal-roofed vehicle and close all the windows.
- ▶ **Do not handle electrical equipment, telephones or plumbing.** These are all electrical conductors. Using a computer or wired video game system, taking a bath or touching a metal window frame all put you at risk of being struck by lightning. Use battery-operated appliances only.
- ▶ **If caught outdoors far from shelter, stay away from tall objects.** This includes trees, poles, wires and fences. Take shelter in a low-lying area but be on the alert for possible flooding.

Be aware of how close lightning is occurring. Thunder always accompanies lightning, even though its audible range can be diminished due to background noise in the immediate environment and its distance from the observer.

When larger groups are involved, the time needed to properly evacuate an area increase. As time requirements

change, the distance at which lightning is noted and considered a threat to move into the area must be increased.

Know where the closest “safe structure or location” is to the field or playing area and know how long it takes to get to that safe structure or location. Safe structure or location is defined as:

- ▶ Any building is normally occupied or frequently used by people, i.e., a building with plumbing and / or electrical wiring that acts to electrically ground the structure. Avoid using shower facilities for safe shelter and do not use the showers or plumbing facilities during a thunderstorm.

In the absence of a sturdy, frequently inhabited building, any vehicle with a hard metal roof (not a convertible or golf cart) and rolled-up windows can provide a measure of safety. A vehicle is certainly better than remaining outdoors. It is not the rubber tires that make a vehicle a safe shelter, but the hard metal roof which dissipates the lightning strike around the vehicle. Do not touch the sides of any vehicle!

If no safe structure or location is within a reasonable distance, find a thick grove of small trees surrounded by taller trees or a dry ditch. Assume a crouched position on the ground with only the balls of the feet touching the ground, wrap your arms around your knees and lower your head. Minimize contact with the ground because lightning current often enters a victim through the ground rather than by a direct overhead strike. Minimize your body’s surface area and the ground! Do not lie flat! If unable to reach safe shelter, stay away from

the tallest trees or objects such as light poles or flag poles), metal objects (such as fences or bleachers), individual trees, standing pools of water, and open fields. Avoid being the highest object in a field. Do not take shelter under a single, tall tree.

Avoid using the telephone, except in emergency situations. People have been struck by lightning while using a land-line telephone. A cellular phone or a portable remote phone is a safe alternative to land-line phones, if the person and the antenna are located within a safe structure or location, and if all other precautions are followed.

When considering resumption of any athletics activity, wait at least 30 minutes after the last flash of lightning or sound of thunder before returning to the field.

First aid for lightning victims

Prompt, aggressive CPR has been highly effective for the survival of victims of lightning strikes.

- ▶ Lightning victims do not carry an electrical charge and can be safely handled.
- ▶ Call for help. Victims may be suffering from burns or shock and should receive medical

attention immediately. Call 9–1–1 or your local ambulance service.

- ▶ Give first aid. If breathing has stopped, administer cardio-pulmonary resuscitation (CPR). Use an automatic external defibrillator if one is available.

For additional information the following websites are helpful:

<https://www.canada.ca/en/environment-climate-change/services/lightning/safety/overview.html>
www.weatheroffice.gc.ca/lightning

SECTION VIII: ADDITIONAL POLICIES

Anti-Bullying

Bullying of any kind is unacceptable and should not be tolerated. Bullying is counterproductive to team spirit and can be devastating to a victim. Canada Soccer is committed to providing a safe, caring, and friendly environment for all participants.

Preventing and reporting bullying and cyber bullying are core elements of the Respect Training outlined in Section 13.13.

WHAT IS BULLYING?

Although some elements of bullying are included in the Canada Soccer Code of Ethics and Conduct and can be considered a form of harassment, a more specific definition is as follows:

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

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

The objectives of the Anti-Bullying Policy are:

1. To make it clear that bullying will not be tolerated in any form.

2. To define bullying and educate all coaches, team personnel, athletes, and parents about the types of behaviour that constitute bullying.
3. To inform all coaches, team personnel, athletes, and parents that there are a policy and protocol, should any bullying issues arise.
4. To make clear the responsibility of the organization and coaches, team personnel, athletes, and parents to report bullying.
5. To spread the word that bullying is taken seriously and that all athletes can be assured that they will be supported when bullying is reported.

If bullying does occur, incidents will be dealt with promptly and effectively. Anyone who knows that bullying is happening is expected to tell a coach, team personnel, or board member.

REPORTING PROCEDURE

An athlete who feels that he or she has been bullied should do one or more of the following things:

- ▶ Talk to their parents;
- ▶ Talk to a coach, Board member, or other designated individual;
- ▶ Write a letter or email to a coach, Board member, or other designated individual;
- ▶ Make a report to their Provincial/Territorial Soccer Organization.

There is no express time limit for initiating a complaint under this procedure, but every effort should be made to bring the complaint to the attention of the appropriate organizational leadership as quickly as possible to stop the bullying behaviour as soon as possible and to make sure that memories are fresh, and behaviour can be accurately recalled.

HOW TO HANDLE BULLYING

If bullying is occurring during team-related activities, STOP BULLYING ON THE SPOT using the following steps:

1. Intervene immediately. It is ok to get another adult to help.
2. Separate the children involved.
3. Make sure everyone is safe.
4. Meet any immediate medical or mental health needs.
5. Stay calm. Reassure the children involved, including bystanders.
6. Model respectful behaviour when you intervene.

If bullying is occurring at the organization or it is reported to be occurring at our organization, address the bullying

by FINDING OUT WHAT HAPPENED and SUPPORTING THE CHILDREN INVOLVED using the following approach:

FINDING OUT WHAT HAPPENED

1. First, we get the facts.
 - a. Keep all the children involved separate.
 - b. Get the story from several sources, both adults and children, and gather all available information regarding the circumstances under which the incident occurred.
 - c. Listen without blaming.
 - d. Don't call the act "bullying" while you are trying to understand what happened.
2. Then, determine if it's bullying. There are many behaviours that look like bullying but require different approaches. It is important to determine whether the situation is bullying or something else.
 - a. Review the definition of bullying;
 - b. To determine if the behaviour is bullying or something else, consider the following questions:
 - i. What is the history between the children involved?
 - ii. Have there been past conflicts?
 - iii. Is there a power imbalance? Remember that a power imbalance is not limited to physical strength and can include things like the "popularity" of the children involved.
 - iv. Has this happened before? Is the child worried it will happen again?
 - c. Remember that it may not matter "who started it." Some children who are bullied may be seen as annoying or provoking, but this does not excuse the bullying behaviour
 - d. Once you have determined if the situation is bullying, support all of the children involved.

SUPPORTING THE CHILDREN INVOLVED

1. Support the children who are being bullied
 - a. Listen and focus on the child. Learn what's been going on and show you want to help. Assure the child that bullying is not their fault.
 - b. Work together to resolve the situation and protect the bullied child. The child, parents, and fellow team members and coaches may all have valuable input. It may help too:
 - i. Ask the child being bullied what can be done to make him or her feel safe. Remember that changes to routine should be minimized. He or she is not at fault and should not be singled out.
 - ii. Develop a game plan. Maintain open

communication between the organization and parents. Discuss the steps that will be taken and how bullying will be addressed going forward.

- c. Be persistent. Bullying may not end overnight. Commit to making it stop and consistently support the bullied child.

2. Address bullying behaviour

- a. Make sure the child who engaged in the bullying behaviour understands why his or her behaviour is unacceptable. Young people who bully must learn their behaviour is wrong and harms others.
- b. Show children that bullying is taken seriously. Calmly tell the child that bullying will not be tolerated. Model respectful behaviour when addressing the problem.
- c. Work with the child to understand some of the reasons he or she bullied. For example:
 - i. Sometimes children bully to fit in or to make fun of someone who is different from them. In other words, there may be some insecurity involved.
 - ii. Other times children act out because something else—issues at home, abuse, stress—is going on in their lives. They also may have been bullied. These children may need additional support.
- d. Involve the children who are bullied in making amends or repairing the situation. The goal is to help them see how their actions affect others. For example, the child can:
 - i. Write a letter apologizing to the athlete who was bullied.
 - ii. Do a good deed for the person who was bullied, for the organization, or for others in your community.
 - iii. Clean up, repair, or pay for any property they damaged.
- e. Avoid strategies that don't work or have negative consequences:
 - i. Zero tolerance or "or three strikes, you're out" are generally unsuccessful strategies. Young people may be less likely to report and address bullying if suspension or getting kicked off the team is the consequence.
 - ii. Similarly, conflict resolution and peer mediation often don't work for bullying. Bullying is not a conflict between people of equal power who share equal blame. Facing those who have been bullied may further upset children who have been bullied.
- f. Follow-up. After the bullying issue is resolved, continue finding ways to help the child who bullied to understand how what they do affects

other people. For example, praise acts of kindness or talk about what it means to be a good teammate.

- 3. Support bystanders who witness bullying. Every day, children witness bullying. They want to help, but don't know how. Fortunately, there are a few simple, safe ways that athletes can help stop bullying when they see it happening:

- a. Be a friend to the person being bullied.
- b. Tell a trusted adult — a parent, coach or board member.
- c. Help the children being bullied get away from the situation. Create a distraction, focus the attention on something else or offer a way for the target to get out of the situation. "Let's go, practice is about to start."
- d. Set a good example by not bullying others.
- e. Don't give the bully an audience. Bullies are encouraged by the attention they get from bystanders. If you do nothing else, just walk away.

For a Sample Anti-Bullying Policy, please refer to Section 13.13.

Change Room

Organizations, facility providers, and those with responsibility for children and young people have a general duty of care towards them; however, there are no specific legal requirements regarding the use of changing facilities.

This information is; therefore, intended as practical guidance to support individuals and organizations to consider issues relevant to their context; and to develop and implement policies and procedures that provide a safe environment for children and young people.

Type of facility

A major consideration in establishing a safe use policy for changing facilities is whether the facilities will be used exclusively by children's and youth teams or athletes. Typically, this would be the case only if an organization owns or manages its own facility or has negotiated sole use of a more public facility at a particular time. The advantage of this type of arrangement is that it negates any concerns arising from children mixing with adults when changing or showering.

Many changing facilities are also used by other adults (other teams, individual athletes, or members of the public). In these circumstances there is a need for additional steps to be taken to ensure adequate supervision of the children while changing. This will avoid risks associated with mixed facility use and to prevent or reduce opportunities for unwanted contact between the young people and these adults when changing or showering. It is important for staff/volunteers to balance the

need for adequate supervision with the need to ensure children are afforded appropriate levels of privacy.

All facilities should also have a safeguarding policy and procedures for reporting any concerns and staff/volunteers are advised to familiarize themselves with these at the outset.

Issues to consider and address Adults using the changing rooms at the same time as children

Ideally groups of children and young people should make sole use of changing facilities. This obviates any risks and potential vulnerability associated with mixing with adults or other young people (known or unknown to them) when changing and showering. Even when using public facilities, arrangements can be considered to address any potential concerns:

- ▶ there may be a separate room/facility available for the group
- ▶ it may be possible to negotiate specific time slots for the group to make exclusive use of the changing rooms

- ▶ A team area within the changing facility could be designated and nobody else allowed in that area could be designated and

children and young people may opt to change at home before they arrive for the activity*

*Remember that many children and young people are very self-conscious and anxious about undressing in front of others. Staff/volunteers should consider offering the option of changing at home as a matter of course.

If mixed use of the changing facility is unavoidable, then at least two members of staff (of the same gender as the children) should supervise the group. It is important that staff/volunteers seek to balance the need for adult supervision with the rights of children to privacy in this context.

Supervision in the changing facility may also be necessary when:

- ▶ children are too young to be left alone or change themselves. Organizers of groups of children under eight years should make arrangements for their supervision while changing before and after the activity. Although most children of school age (four years old) may be capable of changing their clothes, many leisure facilities have established guidelines that any child below the age of eight years must be accompanied.
- ▶ the group includes children with disabilities who require additional support and assistance with changing (not as this should be undertaken by prior agreement with their parent or professional carer) children could
- ▶ injure themselves or access potential risk such as a swimming pool that is unattended

there are concerns about bullying, fighting, or other troublesome behaviours taking place which need to be managed.

Who should supervise?

If you have decided that the children and young people need supervision, staff/volunteers should consider who will carry this out. This task provides access to children in circumstances of increased vulnerability and therefore careful consideration should be given to ensuring that those undertaking this task have been properly screened as being suitable to do so.

- ▶ Numbers — organizers are recommended to implement the “Rule of Two” and have more than one adult supervising. In addition to protecting both the children and adults, this will ensure cover in the event of an accident or incident occurring or if one supervisor is called away.
- ▶ Gender — children should be supervised by staff/volunteers of the same gender while changing.
- ▶ Timing — by agreeing to a very clear timetable for use of the changing facilities by children, the supervising adults, and any coaches or officials respectively, the risks associated to any extended contact between the adults and children are minimized.

Carry out safe recruitment practices including:

1. Criminal records check for individuals whose roles make them eligible to supervise children by virtue of their role meeting the current definition of regulated activity
2. references — these should include a reference from a recent, previous employer/organization where they have worked with children/young people
3. role description — providing clear details about the boundaries of their role
4. code of conduct — a document that individuals sign that clarifies the standards of behaviour expected of staff/volunteers.

Parents as supervisors

Parents are often involved in supervising children during sports activities and can provide valuable support to organizers and coaches. Where they are responsible only for their own child (or by agreement their relatives’ or friends’ child/ren) this constitutes a private arrangement outside the responsibility of the activity organizers. However, when parents undertake a formal supervisory role at the request of or with the agreement of the organizer which includes having responsibility for other people’s children, the same steps should be taken to establish their suitability as for any other supervisory position (as outlined above).

Many sports operate mixed gender teams at several age levels and arrangements to enable the groups to change separately should always be made. Solutions may include: each gender using a different room or facility

- ▶ each gender has a distinct time slot everybody
- ▶ changing at home before they leave each gender
- ▶ having an allocated area of a larger shared facility

USE OF CELL PHONES AND OTHER MOBILE RECORDING DEVICES

Cell phones and other mobile devices with recording capabilities, including voice recording, still cameras and video cameras increase the risk for different forms of misconduct in locker rooms and changing areas. The use of such devices in changerooms is prohibited.

For additional information on photography in change rooms, please refer to Photography.

For additional information on Canada Soccer's commitment to providing a safe, respectful, and inclusive environment as it pertains to changerooms, please refer to the Canada Soccer Guide to Accessibility and Inclusiveness.

For a Sample Changeroom Policy, please refer to Section 13.14.

Travel

During travel, athletes are often away from their families and support networks and the setting, including changerooms, training and competition facilities, vehicles, and hotel rooms, is less structured and familiar. The purpose of a Travel Policy is to establish standards of behaviour and manage expectations of the organization as well as coaches and team personnel, players, and parents. Some important considerations when developing a Travel Policy include:

- ▶ Coaches, team personnel, and athletes must abide by the Canada Soccer Code of Conduct and Ethics as well as the Organization's Code(s) of Conduct at all times.
- ▶ The Travel Policy should establish addition guidelines for safety and behaviour, as necessary.
- ▶ Coaches, team personnel, athletes, and parents should be provided with a copy of the Travel Policy in advance of traveling with a team.
- ▶ All coaches and team personnel must be registered members and properly screened in advance of traveling with a team.
- ▶ The "Rule of Two" must always be adhered to during travel, meaning that no coach or team personnel should ever be alone with an athlete unless the coach

or team personnel is the parent, guardian, sibling, or spouse of that athlete.

- ▶ Room checks, and team meetings and other activities must maintain the "Rule of Two" and should be conducted in an open and observable environment whenever possible.
- ▶ Athletes should not ride in a coach's vehicle without another adult present who is the same gender as the athlete.
- ▶ During overnight team travel, if athletes room with other athletes, they must be of the same gender and should be a similar age.
- ▶ There should be no male athletes in female athlete's rooms and no female athletes in male athlete's rooms (unless the other athlete is a sibling or spouse of that athlete).
- ▶ Coaches and team personnel must not share a hotel room or other sleeping arrangement with an athlete unless the coach or team personnel is a parent, guardian, sibling, or spouse of that athlete.
- ▶ Coaches and team personnel (including chaperones) should stay in rooms nearby to athletes and provide athletes with room numbers in case of emergency.
- ▶ Curfews should be established by the team and/or organization for each day of the trip.
- ▶ Athletes should always remain with the team during the trip unless permission is granted to leave the team by a coach or team personnel.

When visiting public places such as shopping malls, movie theatres, etc., athletes should stay in groups of no less than three people. Groups of athletes under the age of 12 should be accompanied by an adult

For a Sample Travel Policy, please refer to Section 13.15.

Electronic Communication and social media

With the prevalence of electronic communication and social media in today's world, for many organizations, coaches, and athletes this is their primary method of communication. While the value of these methods of communication is acknowledged, it must also be recognized that there are associated risks that must be considered when adults use these methods to communicate with minors.

Appropriate electronic communications and social media use as well as preventing and reporting cyber bullying are core elements of the Respect Training outlined in Section IV.

All communication between a coach or another adult and an athlete must be professional in nature and for the purpose of communicating information about team activities. The content and intent of all electronic communications must adhere to the

Canada Soccer Code of Conduct and Ethics as well as the Organization's Code(s) of Conduct.

Some guiding principles for communication between adults and minors include the following:

- ▶ Is this communication something that someone else would find appropriate or acceptable in a face-to-face meeting?
- ▶ Is this something I would be comfortable saying out of loud to the intended recipient of my communication in front of the intended recipient's parents, other coaching staff, or other athletes?
- ▶ Is this something I would be comfortable with if it were on the front page of my local newspaper?
- ▶ Electronic communication between adults and minors should always be Transparent, Accessible and Professional.

Transparent: All electronic communication between coaches and athletes should not only be clear and direct, but also free of hidden meanings, innuendo and expectations.

Accessible: All electronic communication between coaches and athletes should be considered part of the Organization's records. Another coach or parent must be included in the communication so that there is no question regarding accessibility.

Professional: All electronic communication between a coach and an athlete should be conducted professionally. This includes word choices, tone, grammar, and subject matter that model the standards and integrity of a coach.

FACEBOOK AND SIMILAR SITES

Coaches and Team Personnel may have personal Facebook (or other social media site) pages, but they are not permitted to have any athlete member of the organization join their personal page as a "friend." A coach should not accept any "friend" request from an athlete, and the coach should remind the athlete that this is not permitted. Coaches and athletes are not permitted to "private message" each other through Facebook. Coaches and athletes are not permitted to "instant message" each other through Facebook chat or other IM method.

Coaches are encouraged to set their pages to "private" to prevent athletes from accessing the coach's personal information.

If the organization has an official Facebook page, athletes and their parents can "friend" the Club for information and updates on team-related matters.

TWITTER

Best Practice: The Organization has an official Twitter page that coaches, athletes and parents can follow for information and updates on team-related matters. Coaches

are not permitted to follow athletes on Twitter. Coaches and athletes are not permitted to "direct message" each other through Twitter.

Alternative Option: Coaches and athletes may follow each other on Twitter. Coaches and athletes are not permitted to "direct message" each other through Twitter. In addition, coaches may wish to consider separating personal and professional social media accounts. While professional accounts may be helpful in sharing information relating to the team, depending on how social media is used and views expressed, it may not be desirable or appropriate for athletes to follow a coach's personal account.

TEXTING

Subject to the general guidelines mentioned above, texting is allowed between coaches and athletes only for the purpose of communicating information directly related to team activities. As outlined above, texts between adults and minors should always be Transparent, Accessible and Professional.

EMAIL

Athletes and coaches may use email to communicate. When communicating with an athlete through email, a parent, another coach or team personnel must also be copied.

REQUEST TO DISCONTINUE ALL ELECTRONIC COMMUNICATIONS

The parents or guardians of an athlete may request in writing that their child not be contacted by coaches through any form of electronic communication.

For a Sample Electronic Communication Policy, please refer to Section 13.16.

Photography

Parents and young people generally welcome opportunities to celebrate or publicize their involvement and achievements when taking part in sport by photographing children at events. Sports organizations may also want to promote their activities to encourage participation.

For these reasons, Canada Soccer does not advocate the banning of photography or the use of images and videos of children.

This guidance will help organizations ensure they are taking all necessary steps to protect children and young people from the inappropriate use of their images in resources and media publications, on the internet and elsewhere.

What are the risks?

Children may be identified, contacted or groomed

Including the child's personal information (full name, address) alongside their image can make them identifiable and therefore vulnerable to individuals looking to locate, contact or 'groom' children for abuse. Even if personal details are kept

confidential, other details identifying the sports organization, school or club, or their favourite sportsperson or team, can also be used to groom the child.

There's increased risk of identification of, and contact with, a child:

- ▶ by someone in circumstances where there are legal restrictions — such as if the child is in local-authority care or placed with an adoptive family
- ▶ where it's potentially dangerous to reveal the child's whereabouts to an estranged parent due to previous concerns about domestic violence

Someone might make inappropriate or illegal images of children

Photo or video content may itself be inappropriate, or images may be used inappropriately or out of context. Some individuals deliberately target sports activities and set out to take inappropriate photos in ways that are potentially illegal and harmful, such as:

- ▶ images of children changing photos taken in washrooms images that appear ambiguous can be used inappropriately and out of context by others (for example, images from some athletes participating in sport)
- ▶ images can easily be copied and edited, perhaps to create child-abuse images
- ▶ images shared privately online can be re-shared, possibly entering the public domain on websites or social media

Using images of young people for publication, promotion or coaching

Organizations benefit from using images of young participants to promote and celebrate activities, events and competitions. Some coaches also find it helpful to use photographs or videos as a tool to support a young athlete's skill development; however, the use of photos and videos on websites and social media, and in posters, the press or other publications, can pose direct and indirect risks to children and young people if not managed correctly.

Organizations wishing to use or permit the use of images of children involved in their activities must have a policy in place to safeguard them. They also need to consider whether parental permission for photography should be sought and take storage and privacy considerations and additional concerns about young athletes into account.

Minimizing the risks think carefully before using any

images showing

children and young people on your website, social media or other publications

- ▶ choose images that present the activity in a positive light, and promote the best aspects of the sport and organizations don't supply full names of children
- ▶ along with the images, unless:
 - ▶ it's considered necessary — such as for elite young athletes
 - ▶ It's in the child's best interests the
 - ▶ child and parent have consent
- ▶ only use images of children in suitable dresses or kit, including recommended safety wear such as shin pads
- ▶ avoid images and camera angles that may be more prone to misinterpretation or misuse than others
- ▶ consider using models or illustrations if you are promoting an activity, rather than the children who are involved in it
- ▶ provide coaches who use images of athletes as part of their training with clear guidelines by which they are required to comply, including use of the images, consents, and retention, safe storage and confidentiality

Using official or professional photographers

Organizations should establish and clarify many of these points as part of the commissioning or contracting process:

- ▶ inform parents and children that a photographer will be in attendance
- ▶ ensure parents and children consent to both the taking and publication of films or photos
- ▶ check the photographer's identity, the validity of their role, and the purpose and use of the images to be taken
- ▶ issue the photographer identification, which must be worn at all times
- ▶ provide the photographer with a clear brief about what
- ▶ is considered appropriate in terms of image content and their behaviour
- ▶ clarify areas where all photography is prohibited (washrooms, changing areas, first aid areas, etc.)
- ▶ inform the photographer about how to identify — and
- ▶ avoid taking images of — children without the required parental consent for photography don't
- ▶ allow unsupervised access to children or one-to-one photo sessions at events don't allow photo sessions away from the event — for instance, at a young person's home.
- ▶ clarify issues about ownership and access to all

images, and for how long they'll be retained and/or used

Responding to concerns

All staff, volunteers, children, and parents should be informed that if they have any concerns regarding inappropriate or intrusive photography (in terms of the way, by whom, or where photography is being undertaken), these should be reported to the event organizer or another official.

There must be a safeguarding procedure in place to ensure that reported concerns are dealt with in the same way as any other child-protection issue. If there are concerns or suspicions about potentially criminal behaviour this should include referral to the police.

When to seek parental permission Close-up images

- ▶ Seek parents' consent to take and use images of individual or smaller groups of participants in which their child would easily be recognizable.
- ▶ Let parents know how, where, and in what context an image may be used — for example, on a public website, through social media, or in a printed resource.
- ▶ Make parents aware of your policy on using children's images, and of the way these represent the organization or activity
- ▶ complete a parental consent form for use of images of children, possibly as part of the process for registering and consenting the child's participation in the activity or event

General images of events

At many events, organizers will wish to take wide-angle, more general images of the event, the site, opening and closing ceremonies, etc. It's usually not reasonable, practical or proportionate to secure consent for every participating child in order to take such images, or to preclude such photography on the basis of the concerns of a small number of parents. In these circumstances, organizers should make clear to all participants and parents that these kinds of images will be taken, and for what purposes.

What to do when parental consent is not given

Organizers have a responsibility to put in place arrangements to ensure that any official or professional photographers can identify (or be informed about) which children should not be subject to close-up photography.

This could involve providing some type of recognizable badge, sticker or wrist band, and/or a system for photographers to check with the activity organizer and/or coach or team personnel to ensure it is clear which groups or individuals should not feature in images. **Secure storage of images**

Images or video recordings of children must be kept securely:

- ▶ hard copies of images should be kept in a locked drawer electronic images should be in a
- ▶ protected folder with
- ▶ restricted access
- ▶ images should not be stored on unencrypted portable equipment such as laptops, memory sticks or mobile phones

Avoid using any personal equipment to take photos and recordings of children — use only cameras or devices belonging to your organization.

If you're storing and using photographs to identify children and adults for official purposes — such as identity cards — ensure you comply with the legal requirements for handling personal information.

Photography by parents and spectators at events

Most spectators — especially competitors' family and friends — will want to take photos or videos at sports events.

Organizations responsible for sports and activity events must have a photography policy and procedures in place to safeguard children. As part of their planning process, they'll need to factor in any additional facility or venue policies, as well as determine what stance to take on when photography by the public is allowed.

Although parental consent is not required for photography by the public, event organizers should make the photography policy clear to all participants and parents ahead of the event.

Minimizing the risks

- ▶ Decide on a spectator photography policy during the planning stages of the event:
 - ▶ a total ban on any photography
 - ▶ registration of individuals who intend to take photos
 - ▶ no overall public photography bans for the event the event venue is a public area, so no ban
 - ▶ is possible
- ▶ clarify and promote the photography rules for the event to all staff, volunteers, spectators, parents, and young participants in these rules, including areas where
 - ▶ Photography is banned
- ▶ warn parents and spectators that there can be negative consequences to sharing images linked to information about their own or other people's children on social media (Facebook, Twitter) — and care should be taken about 'tagging'
- ▶ establish procedures to respond to and manage any

concerns arising, including clear reporting structures and a system to contact police when necessary

Recruitment and Scouting

Policies for Recruiters

- ▶ All College and University recruiters should provide advance notification of their attendance to the event organizers via e-mail.
- ▶ All registered scouts should receive accreditation and information packages upon their arrival at the competition.
- ▶ Upon receiving consent from a coach or team administrator, recruiters can approach players at the completion of a match. Any approach made to a player must be in the presence of a coach, team administrator, or parent/guardian.
- ▶ Once an athlete has formally committed to a club, college or university, that individual is no longer

SECTION IX: PSYCHOLOGICAL SAFETY

Alongside physical safety, ensuring good psychological health and safety in the workplace is vitally important for all Canadians. The National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard) is the first of its kind in the world and provides a set of voluntary guidelines, tools, and resources intended to guide organizations in promoting mental health and preventing psychological harm at work.

Launched in January 2013, the Standard has garnered uptake from coast to coast to coast, internationally, and across organizations of all sectors and sizes.

Psychological health and safety (PHS) is embedded in the way people interact with one another daily. It is part of the way working conditions and management practices are structured. Bearing this in mind, mental health is a significant challenge across workplaces. The Canadian Mental Health Commission has reported that, in any given year, one in five people in Canada will experience a mental health problem or illness, with a cost to the economy well in excess of 50 billion dollars.

For more information on psychological safety in the workplace and the National Standard of Canada for Psychological Health and Safety in the Workplace please visit <https://www.mentalhealthcommission.ca/English/focus-areas/workplace>.

available to be recruited by other clubs or institutions.

Policies for Coaches and Players

- ▶ Coaches should educate players and parents on standard recruitment practices.
- ▶ Coaches should not prevent the recruiters from contacting their players; however, coaches do reserve the right to dictate or limit the amount of contact the recruiter has with their players.
- ▶ Should a player be approached by a recruiter without consent from a coach or administrator, the player is responsible for informing their coach/administrator of the meeting.

Policies for Event Organizers

- ▶ Event organizers reserve the right to deny access to recruiters who are deemed to have broken the scouting and recruiting policies.

Respect in the Workplace

Employers are required by the Canadian Human Rights commission and Canada Labour Code to develop their own harassment policies and provide anti-harassment, bullying and discrimination training.

Respect in the Workplace was developed to provide organizations, of all sizes, with a standard, cost-effective tool to empower their team with the skills to prevent bullying, abuse, harassment and discrimination (BAHD) and:

- ▶ Create Stronger Corporate Culture and Reputation
- ▶ Strengthen Attraction and Retention of Employees
- ▶ Enhance Organizational Health
- ▶ Reduced Illness and Absenteeism
- ▶ Increased Productivity and Profitability
- ▶ Improve Team Communication
- ▶ Comply with Canadian Labour Code
- ▶ Increase Morale
- ▶ Mitigate Legal Liability
- ▶ Create a Psychologically Safe Work Environment

For additional information on the Respect in the Workplace program, please refer to Section IV. To complete Respect in the Workplace training, please visit [Canada Soccer Respect in the Workplace](#).

SECTION X: RESOURCES FOR COACHES AND SPORT LEADERS

Respect in Sport — Activity Leader Program

RESPECT IN SPORT FOR ACTIVITY LEADERS AND COACHES offers an engaging and easy to use internet-based training course for sport leaders of all levels. The intent of this training is to:

- ▶ Empower and educate youth leaders/coaches on the prevention of abuse, bullying and harassment.
- ▶ Build a holistic culture of respect within the sport community.

Provide fundamental training tools which enable ALL coaches and youth leaders to become even better role models for the young athletes in their care.

To take the Respect in Sport — Activity Leader Program, please contact your PTSO.

Respect Resource Line

RESPECT RESOURCE LINE provides bilingual responses to calls or emails 365 days a year by expert staff who will guide you to the necessary resources pertaining to;

Child and youth maltreatment
Bullying
Hazing
National/Provincial child and youth protection laws
Organization-specific risk management and dispute resolution models

The nation-wide, toll-free, Respect Resource Line will be made available to all Coaches and Activity Leaders who have been trained in the Respect in Sport Activity Leader Program.

The Respect Resource Line is confidential and anonymous. Individuals who access the Respect Resource Line are not required to disclose their identity.

In the event you are faced with a situation involving maltreatment and are unsure how to proceed, the Respect Line is available 365 days per year to assist. This line is not for technical support but offers connections to resources to help deal with your situation.

TOLL FREE: 1-888-329-4009 TEXT: 1-306-717-9636

resourceline@respectgroupinc.com

Commit to Kids — Steps for Reporting Child Sexual Abuse for

Coaches Commit to Kids — Steps for Reporting Inappropriate

Behaviour for Coaches

SECTION

XI: RESOURCES FOR PARENTS

Respect in Sport — Parent Program Encourage proper  communication with officials and coaches.

RESPECT IN SPORT PARENT PROGRAM compliments the  Activity Leader & Coach program by reinforcing a parent's role. Play sports and recreation result in a positive experience for all. in their children's activities. It empowers parents to:

 Ensure the safety and well-being of their children.

To take the Respect in Sport — Parent Program, please [click here](#).

Commit to Kids — Parent Resource

Sports. Kids' clubs. Camps. Daycares. Community centres. After-school programs. Like most children, your child is likely involved in daily activities and extracurricular programs that require them to spend time outside of the home, supervised by adults other than you.

Do you know what your child's organization does to ensure their environment is a safe one? Is your child safe? As a parent, you have a responsibility to ensure you choose organizations that have effective child protection measures in place. The Commit to Kids program is here to help.

SECTION

For more information on the Commit to Kids — Parent Resource please [click here](#).

Commit to Kids — Reporting Child Abuse and Misconduct for Parents

XII: RESOURCES FOR CHILDREN

Kids Help Phone

Kids Help Phone is Canada's only national 24-hour, bilingual and anonymous phone counselling, web counselling and referral service for children and youth. Their service is completely anonymous and confidential — they don't trace calls or have call display. Callers don't even have to tell they their name if they don't want to.

Created in 1989 to provide a way for young people to confidentially report abuse, Kids Help Phone provides free, accessible support to any young person reaching out, anywhere in the country. Since its creation, Kids Help Phone has evolved their response and solutions, always focused on staying relevant to youth, recognizing the complexity of issues they face and ensuring counsellors are ready to address the

continuum of emotional and mental health needs from crisis situations to the everyday concerns of growing up.

Young people in need of support can contact Kids Help Phone 24 hours a day, 7 days a week and 365 days a year at 1-800-668-6868.

For additional information on Kids Help Phone, please visit <https://kidshelpphone.ca>.

Commit to Kids — Safety Rocks

Safety Rocks is an activity book for children ages 8 and 9. The activities are designed to teach children that using safety habits everyday helps keep them safe.

Download for free: https://protectchildren.ca/pdfs/SafetyRocks_ActivityBook_en.pdf

SECTION

Order free copies: <https://protectchildren.ca/app/en/order?action=view&productid=284>

Commit to Kids — Zoe & Molly Online Comic Books

The Grade 3 Zoe & Molly Online comic book was created to help children aged 8 and 9 understand that some content online can be inappropriate, and that it is okay to talk to a safe adult when exposed to harmful content.

Download for free: https://protectchildren.ca/pdfs/ZM_ZoeAndMollyComic_Grade3_en.pdf

Order free copies: <https://protectchildren.ca/app/en/order?action=view&productid=17>

The Grade 4 Zoe & Molly Online comic book reinforces one of the 7 Root Safety Strategies, “If asked to share and your parents aren’t aware, say NO.” It was created to help teach children in aged 9 and 10 about risks associated with sharing personal information and sending pictures online.

Download for free: https://protectchildren.ca/pdfs/ZM_ZoeAndMollyComic_Grade4_en.pdf

Order free copies: <https://protectchildren.ca/app/en/order?action=view&productid=18>

Commit to Kids — Be Smart, Strong & Safe

Be Smart, Strong & Safe is a child sexual abuse prevention book that has been designed for children aged 11 and 12. Through a number of age-appropriate and engaging activities, youth will learn about appropriate boundaries between adults and children; how to recognize behaviours and situations that present risk; and how to talk to a safe adult when someone breaks boundaries.

Download for free: https://protectchildren.ca/pdfs/SmartStrongSafe_ActivityBooklet_en.pdf

Order free copies: <https://protectchildren.ca/app/en/order?action=view&productid=64>

Commit to Kids — What’s the Deal

What’s the Deal is an activity book that has been designed for youth aged 13 and 14. Through a number of age-appropriate and engaging activities, youth will learn about healthy relationships, identifying safe adults, and responding to unsafe situations.

Download for free: https://protectchildren.ca/pdfs/WhatstheDeal_en.pdf

Order free copies: <https://protectchildren.ca/app/en/order?action=view&productid=241>

Commit to Kids — It is a Big Deal

It is a Big Deal is an activity book that has been designed for youth in aged 15–17. Through a number of age-appropriate and engaging activities, youth will learn about love vs. control in dating relationships, Canada’s sexual consent laws and identifying when and how to get help.

Download for free: https://protectchildren.ca/pdfs/ItisaBigDeal_en.pdf

Order free copies: <https://protectchildren.ca/app/en/order?action=view&productid=242>

NeedHelpNow.ca

<https://needhelpnow.ca> is a website designed to provide youth (13 to 17 years old) with practical steps to regain control over a situation in which they or someone they know has been negatively impacted by a sexual picture/video being shared by peers. This includes information about contacting websites/online services to request a picture/video be removed, dealing with peers who may have seen or be sharing the content, the importance of emotional support, and information on certain criminal offences. The site also provides resources for parents and safe adults who are assisting youth involved in these types of instances.

XIII: TOOLS AND TEMPLATES

13.1 Child Protection Questionnaire (Commit to Kids)

13.2 10 Steps to Creating a Code of Conduct (Commit to Kids)

1. Carefully read over the sample code of conduct provided below
2. Use the sample policy to guide you in creating your own code of conduct. Carefully tailor it to fit the services of your organization
3. Create an opening paragraph that highlights your organization’s commitment to child protection.
4. Clearly state employee/volunteer behaviour that is expected.

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5. Clearly state employee/volunteer behaviour that is unacceptable.
6. Clearly state situations and public perception that should be considered.
7. Clearly state the action that will be taken if an employee/volunteer does not follow the code of conduct.
8. Be sure to include any behaviours or situations specific to your organization that present risk and that need to be reinforced in a stronger manner (working with vulnerable children, sleeping arrangements, transportation, etc.).
9. Have the code of conduct reviewed by legal counsel.
10. Include the code of conduct in your Child Protection Manual.

13.3 Sample Code of Conduct to Protect Children (Commit to Kids)

13.4 Sample Guidelines for Adults Interacting with Children in Sport (Commit to Kids)

13.5 Job Application Form (Commit to Kids)

13.6 Screening Disclosure Form (adapted from Hockey Canada)

13.7 Graduated Return to Play Protocol

13.8 Emergency Action Plan

13.9 Field Inspection Sheet

13.10 Player Medical Information Sheet (adapted from Hockey Canada)

13.11 Player Injury Log (adapted from Hockey Canada)

13.12 Return to Play Letter

13.13 Sample Anti-Bullying Policy (Ottawa South United Soccer Club)

13.14 Sample Change Room Policy (BC Hockey)

13.15 Sample Travel Policy (USA Swimming)

13.16 Sample Electronic Communication and Social Media Policy (Prairie Soccer Club)



EQUITY, DIVERSITY AND INCLUSION POLICY

Heavens Eleven FC is committed to providing and maintaining an equitable, diverse, and inclusive community. Heavens Eleven FC recognizes that encouraging equitable, diverse, and inclusive environments will help participants achieve to the best of their ability.

Heaven Eleven FC and its partners and sponsors strive to be equitable, diverse, and inclusive in all of its programming. Heavens Eleven FC is committed to operating and exceeding the provincial guidelines, which states:

“Every person has the right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.”
Human Rights Code, RSO 1990, c H.19, s. 1.

1. POLICY PURPOSE:

To express Heavens Eleven FC beliefs, standards, values and commitment regarding equity, diversity and inclusivity. Heavens Eleven FC strives to inspire participants of all abilities, ages and backgrounds to enjoy, learn, develop, be active, and achieve their own personal successes and milestones through the game of soccer.

2. POLICY DEFINITIONS:

Discrimination - one or a series of action(s) or behaviour(s) related to one or more of the prohibited grounds, as defined by the Ontario Human Rights Code (“Code”), that results in unfavourable or adverse treatment which negatively affects or could negatively affect an individual(s).

Diversity - recognizing that all people are unique and bring with them varied experiences, perspectives and approaches.

Equity - treating individuals and groups fairly, not necessarily equally or the same; recognizing that there are barriers to participation, access and inclusion. The principle of equity acknowledges that systemic barriers exist, and action is needed to address historical imbalances.

Equity and Intercultural Competence - the set of practices and behaviours that enables an individual to understand, communicate, and effectively interact with people across differences, real or perceived.

Inclusion - intentionally creating a sense of belonging where all individuals are recognized and valued for their uniqueness; and collectively promoting an environment where individuals can be their authentic **selves**.

3. COMMITMENT

- a) Staff and all members are expected to promote and support a respectful, inclusive and safe environment where everyone is treated with respect and dignity.
- b) Individuals are responsible for developing their personal level of equity and intercultural competence to interact effectively and appropriately with people from diverse identities. This includes maintaining civility and respect in their conduct and communications.
- c) Heavens Eleven FC will strive to understand, consider and mitigate systemic and attitudinal obstacles experienced by individuals while participating in club events/activities.
- d) Heavens Eleven FC will identify opportunities to develop and implement the skills, knowledge and abilities required to become equity and inter-culturally competent.

4. STANDARDS AND VALUES

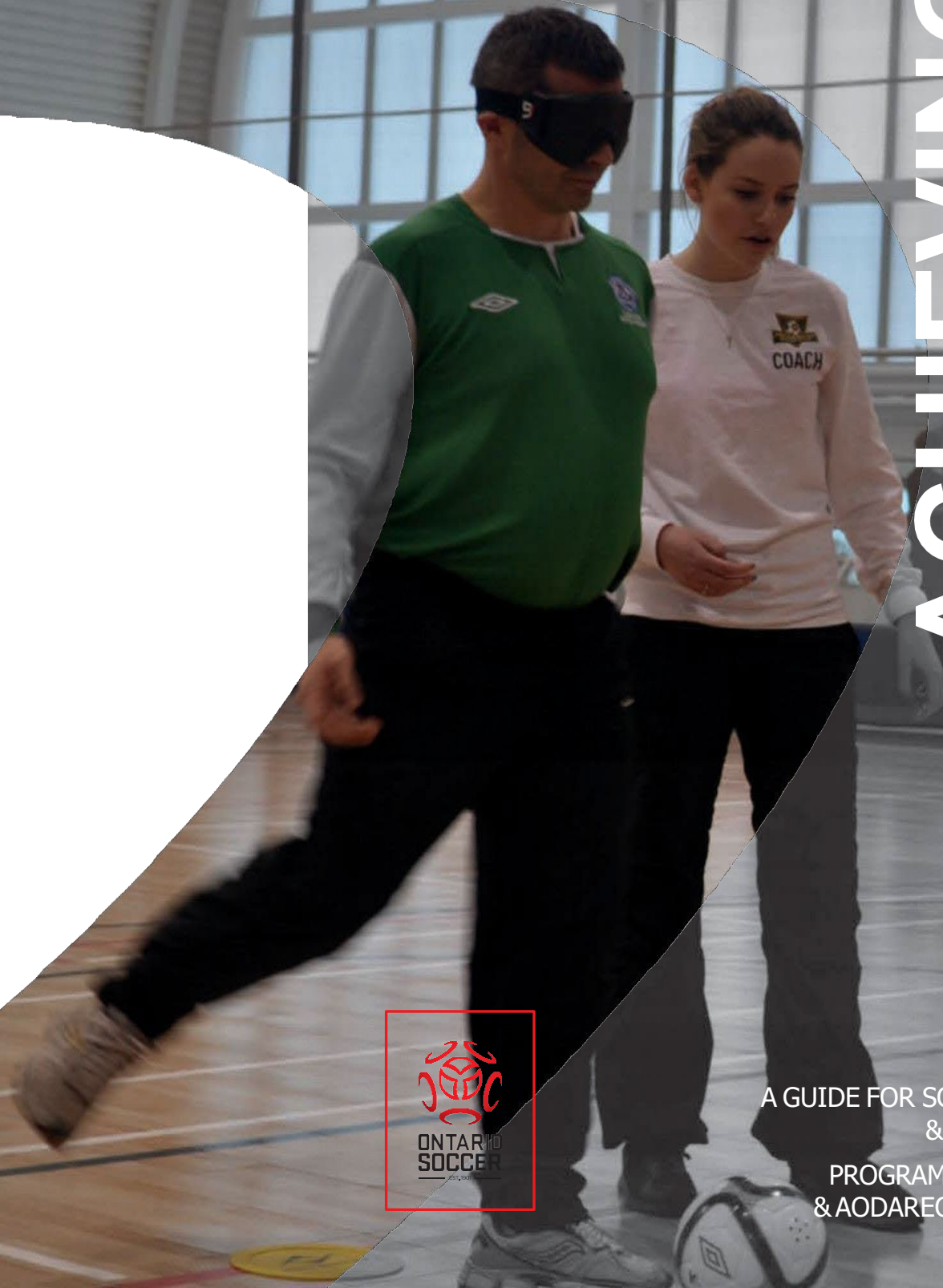
To strive to nurture character skills, active lifestyle, and positive environment necessary for all participants to become leaders and the best version of themselves on and off the field by developing:

- The passion, enjoyment, and desire to be themselves and be good at it.
- The acceptance of expanding one's comfort zone, building self-confidence, and the pursuit of a personal excellence mindset where girls strive to be their best self
- an obvious and exaggerated display of Sportsmanship and the principles of Respectful Play
- Respect for others, who they are and where they may be, that day.
- Friendships and cultivating the physical and mental health benefits sports produces

5. GUIDING RESOURCES

- a) <https://coach.ca/diversity-and-inclusion>
- b) <https://sportforlife.ca/indigenous-peoples/>
- c) https://paralympic.ca/sites/default/files/2019-07/Final_D%26I_Intro_web%20.pdf
- d) <https://cces.ca/sites/default/files/content/docs/pdf/cces-transinclusionpolicyguidance-e.pdf>
- e) https://canadasoccer.com/wp-content/uploads/2021/04/20210412_GuidetoAccessibilityandInclusion_EN.pdf
- f) https://cdn3.sportngin.com/attachments/document/0125/0382/Achieving_Accessibility_Brochure_FINAL_Web_Reduced.pdf ****seen below****

ACHIEVING ACCESSIBILITY



TO
SUCCE



tariolsSoccer



/Ontario Soccer



A GUIDE FOR SOCCER CLUBS
& ACADEMIES

PROGRAM GUIDELINES
& AOD REQUIREMENTS

This training resource is not legal advice and should you require assistance in interpreting the legislation or the regulation, please contact your legal adviser. This resource has been created to assist in understanding the legislation and/or regulation and does not replace the official version of the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If there is any conflict between this resource, the Integrated

Accessibility Standards Regulation and the AODA, the regulation and the AODA are the final authorities.

This resource may be used for non-commercial, not-for-profit purposes only in assisting organizations in meeting the requirements of section 7 under Integrated Accessibility Standards Regulation 191/11.

PLEASE NOTE THIS DOCUMENT IS AVAILABLE IN ACCESSIBLE FORMAT UPON REQUEST. CONTACT US AT 905-264-9390 AND/OR ASK@ONTARIOSOCC.NET FOR MORE INFORMATION.



Play.

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INTRODUCTION

THIS GUIDE HAS BEEN DEVELOPED BY ONTARIO SOCCER

Accessible Soccer is a beautiful game, for all. Ontario Soccer believes that the intention of any accessible and inclusive soccer program should focus on providing an opportunity for players in their own community to discover soccer, develop skills, and build friendships as part of a team.

This Guide will assist • Simple steps for any club to Soccer Clubs in generating start an accessible program awareness about • Accessible on-field practices

Accessible Soccer as well • Training Match Officials,

Coaches, Staff, and as assist all Soccer Clubs
Volunteers on Accessibility

and District Associations to • Accessible equipment meets the Accessibility for • Resources

Ontarians with Disabilities • Off-field policies compliance

Act requirements outlined with AODA under Section 7 under the AODA Integrated
Accessibility Standards
Regulation (IASR) by 2025.

The necessity for
accessible soccer is In 2005, the Government of Ontario passed the Accessibility growing at an
exponential for Ontarians with Disabilities Act (AODA). Its goal is to rate and Ontario Soccer
make Ontario accessible by 2025,
for the challenge. accessibility
Accessible Soccer
programs now exist in over

20 Clubs across Ontario in
have more opportunities and
your Club to start its own

accessible programs

We hope this Guide will help build
an Accessible Soccer program
in your Club while ensuring
that your Club, as a whole, is
compliant and understanding
of the requirements under the
Accessibility for Ontarians with
Disabilities Act (AODA). Enabling
Change Working Group Ontario
Soccer.



ABOUT THE AODA & IASR



by creating and enforcing is up
standards.

These standards are rules that businesses and organizations

Ontario must follow to identify, remove and prevent barriers so that people with disabilities will
this guide will assist in participating in everyday life. Standards address key areas

of daily life, such as customer service, information and
communications, and employment. including:

Several accessibility standards are contained in one regulation under the AODA called the Integrated
Accessibility Standards Regulation, also known as the IASR. The IASR is now law.

WHAT ARE SOME OF THE BASIC CHANGES THAT CLUBS/DISTRICTS CAN ADDRESS TO ENSURE COMPLIANCE?

I THREE-STEP AODA COMPLIANCE PLAN

Depending on the size of your organization, you have different requirements under the legislation. For more information on your requirements visit [ontario.ca/accessibility](https://www.ontario.ca/accessibility). Clubs/Districts are not required to retrofit public spaces to meet the requirements. This means that your club/district is not required to alter 113 public spaces if it has no plans to do so.

AODA compliance is all about “Accessibility and Inclusivity” for all participants in our sport. Here are some quick steps towards compliance.

1. Update your ACCESSIBLE CUSTOMER SERVICE Policy and any related documentation. It is best practice to have a hard copy to communicate the details more effectively and to ensure that the guidelines are followed. <https://www.ontario.ca/page/how-make-customer-service-accessible> is a great place to start.



2. All employees and volunteers should receive basic training on accessible customer service. [accessforward.ca](https://www.accessforward.ca) is a fantastic resource.



3. Ensure that your accessible customer service policies and procedures are enforced, and employees use their training.



REFER TO APPENDIX D:
CUSTOMER SERVICE

PLAYER RECRUITMENT

HERE ARE SOME COMMON, AND NOT SO COMMON PLACES TO HELP GROW YOUR POOL OF PLAYERS:

- Within your Club/District • Rec Centres
- Community Organizations • Special Needs Schools
- Elementary & High Schools • Cerebral Palsy Association
- Special Needs Programs/ CNIB

- Social Services and Autism Ontario
- Children’s Hospitals

CONTACT DETAILS FOR MANY ORGANIZATIONS CAN BE FOUND ON PAGE 22

Organizations, such as

BUDGET:EXAMPLE

EXPENDITURE:	PROFITS:
--------------	----------

Ontario Soccer Registration	Program Fees
Governing Body Registration	Sponsorship
Uniforms	Donations
Award Pictures	Fundraisers
Equipment	Grants that support communities
Administration	
Coaches	

REGISTRATION & INSURANCE:
 Everyone participating on the field during the session, including Players, Coaches, Volunteers, Parents, Siblings and Match Officials must be registered with Ontario Soccer through your District Association.



PLAYER RECRUITMENT

PLAYERS MAY HAVE A RANGE OF ABILITIES. THE IMPORTANT THING IS TO ASK QUESTIONS BEFORE YOU START.

Some players may experience physical barriers that result from disabilities. Players who have visual impairments or hearing impairments, or **people** with mobility-related disabilities can still enjoy the game of soccer. The same is true of players who might experience barriers that result from cognitive or developmental disabilities.

PLAYERS BASICS FOR INCLUSION

- Have UNIFORMS FOR PLAYERS so they see themselves as part of a team (sorted & packaged uniforms together for distribution)
- Player Book will make them feel like they're part of a TEAM
- Clubs have started creating their own Player **Books** to best serve this group.

DIFA: RENT FORMS OF COMMUNICATION WITH PLAYERS/PARENTS IS KEY!

- - Create Monthly Newsletters - send parents by email or hard copies as well.
 - Use social media Facebook, Twitter, a Blog and/or Website to share pictures and team information
 - Develop an email list for Volunteers, Athletes, and Parents
 - Dates to Remember (Picture Day, festival, club **events**)
- Request for feedback and comments
It is important to note that communication must **be open with** players of all abilities to understand individual needs



COACHES

RECRUITMENT

- Look within your club for Coaches that have the right personality or parents who are passionate about accessible sport.
- Look within the accessible sport community (Teaching Assistants, Hospitals)
- Post flyers at local community centres, colleges, and universities for "DSW" (Developmental Support Worker) students or **graduates**.

BASIC TRAINING

- Ontario Soccer Courses Coaching levels
- Physical Literacy
- Run, Jump, Throw Program
- National Coach Certification Program / Special Olympics

COMPREHENSION TRAINING

- Accessibility Training
- CPR / First Aid
- Emergency Safety Building
- Sign Language Classes
- Helping with Seizures
- Blind Football

TRAINING PARTNERS

1. St. John's Ambulance
2. AODA
3. Surrey Place
4. Holland Bloorview Kids Hospital
5. Autism Ontario
6. Rotary KidsAbility
7. Easter Seals
8. Community Living
9. Sick Kids Hospital / CHEO
10. Cerebral Palsy Association
11. Ontario Blind Sport Association
12. ParaSport Ontario
13. Special Olympics Ontario



VOLUNTEER RECRUITMENT & RETENTION STRATEGY

- Look within your Club - recreational players
 - parent volunteers
 - competitive players
- High school students need COMMUNITY HOURS
- Youth leadership groups
- Active Senior's Groups/Programs
- Siblings and Friends

WHAT DO YOU NEED FROM THEM?

- A Desire to Work with athletes with disabilities

- Comfortable being essential 1:1 support
- A Passion for Soccer! Players may have a wide range of assistive devices.

WHAT DO VOLUNTEERS NEED FROM YOU?

- T-shirt / Uniforms
- Walkers both with and without wheels
- Name Tags
- Manual wheelchairs
- Volunteer Community Hours Record Book/Passport
- Electric wheelchairs



ADAPTIVE DEVICES

You could see anything from equipment such as:

- Leg braces
- Canes, Crutches, White Cane (for the blind)
- Electric Scooters

- Maintain contact information and registration
- Accessibility training & support

- Visual timers
- Tethers (for players who volunteer who's a runner)
- Flashing lights (use for

#1 RULE • Colourful
• Beeper systems
START WITH ATHLETE,
STAY WITH ATHLETE,
Signage

FINISH WITH



like to run, pair with a
deaf players)
equipment

ADAPTIVE TOOLS

- Stickers (to put on the inside of players kicking foot)

ATHLETE! • Various balls and sizes

These tools are intended to make the game of soccer more fun, accessible and adapt its core principles for players of all abilities.

SOCCER BALLS - 1 PER PLAYER

Can also use foam balls, beach balls etc. depending on athlete's needs. Can work with athlete to determine what suits them best.

SESSION FOR 12 ATHLETES

25 small cones
2 white boards,
10 large cones
2 first aid kits,

4 mini nets
1 parachute,
6 poles,
1 Tunnel,
1 ladder,
6 hoops,
6 hurdles

ON FIELD EQUIPMENT

ADAPTIVE TIPS

HOW TO MAKE ACCOMMODATIONS

- Use single ladder or rungs only to accommodate walkers, crutches, canes
- Use small disc cones to assist walkers or manual wheelchairs
- Use foam balls or beach balls
- Slow everything down. Walk instead of run (players still get the same experience)
- Holding hands to help with balance
- Step-overs in place of jumps
- Volunteers assist 1st Player in front of goal

EXAMPLE SESSION PLAN

■ A SECOND EXAMPLE CAN BE FOUND ON PAGE 24

1) WARM UP
- 5 MINUTES

2) PHYSICAL LITERACY
- 15 MINUTES

- Everyone stretches - allow

to demonstrate an • 4-5 stations, players in small

to the group. groups or on own follow drills.

- Encourage running, jumping,

ACCESSIBILITY

POLICIES

players

exercise

REMINDER: Stretches are hopping, skipping, throwing, important for children with catching based on abilities YOU: Clubs/Districts provide great disabilities too! • Change in direction- forwards, services, facilities to our backwards, sides. local communities.

- Challenge with timers. We can all follow AODA
- Competition between players. regulations and reach our goal

of being accessible to everyone.

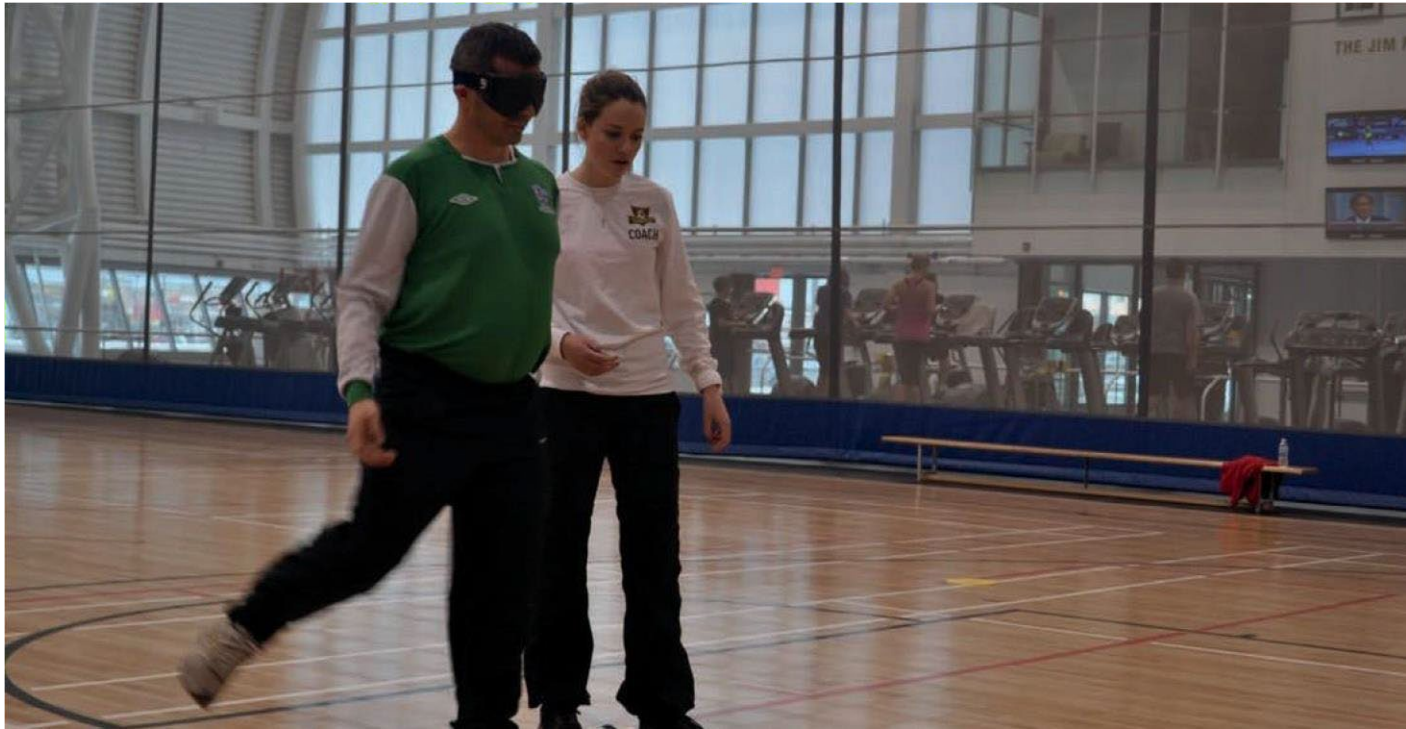
3) TECHNICAL/SKILLS DEVELOPMENT - 15 MINUTES

- 2 stations - coaching points - dribbling, shooting, receiving, passing.
- Use drills that focus on the same coaching points and skills being taught.
- Introduce “NEW” drills 1 at a time.
- Use stickers on foot to encourage proper touch (inside, outside, laces)
- Demonstrate step-by-step instructions.

4) SMALL SIDED GAMES - JR'S 3 VS 3, SR'S 5 VS 5

Benefits include:

- Increases touches on the ball.



Club/Districts must develop accessibility policies describing what you do, or intend to do, to meet the requirements of the regulation. These policies serve as rules that guide your organization's everyday practices.

AN EXAMPLE OF A POLICY MIGHT BE:

- Clubs will meet the information and communication needs of people with disabilities by providing, upon request, information and communications materials in accessible formats or with communication supports.
- A counter/front desk should have a service area lower for individuals with disabilities, so they can inquire/ purchase club/district services face-to-face with staff. (More details on page 21) People with disabilities should be able to use all areas of your facility as independently and securely as possible.
- Club/Districts shall “have regard” for people with disabilities when DESIGNING, PROCURING, OR ACQUIRING facility equipment/ furnishings. This means clubs must consider what accessibility features they could build into their facilities to best meet the needs of their customers and clients.

For more information, visit

- No keepers allow for more opportunities to score.
- Allows for space and support coaches.

YOUR IMAGINATION IS LIMITLESS!

EDUCATION / TRAINING

RESOURCES AND MATERIALS

If you belong to an educational or training institution and a student notifies you of a need due to a disability, you must provide learning resources or materials, as well as student records and program **ACCESSIBLE FORMATS AND** information, in an accessible format that considers their **COMMUNICATION SUPPORTS** accessibility needs. The most important thing is to work with the

individual requiring the information to best determine what best fits and communications in an accessible manner to their needs.

You can provide the student with an accessible or conversion-ready print are often referred to as accessible formats, electronic format where available, or a comparable resource in an and ways to help communication between people accessible or conversion-ready format if the resource cannot be referred to as communication supports. obtained or converted into an accessible format.

TRAINING

Clubs/Districts must provide training for **ALL** existing and new employees and volunteers on the requirements of the regulations as it Some examples of accessible formats and communication relates to a person's duties – and on the Ontario Human Rights Code supports reading written information to a person directly, as it relates to people with disabilities. large print, text transcripts of audio or visual information, handwritten notes instead of spoken word, information written Also, people who participate in developing your Club's/District's in plain language and/or an electronic document formatted to policies, provide services or facilities on your Club's behalf. In addition, be accessible for use with a screen reader. training must be updated when your accessibility policies change.

QUICK FACT

When a request is received, you must consult with the person

information. The Information and Communications Standard outlines how Clubs/Districts will be required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

HERE ARE THE REQUIREMENTS:

When requested, you must provide information

people with disabilities. Alternatives to standard





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EMPLOYMENT STANDARD

The Ontario Human Rights Code requires all employers to meet the accommodation needs of employees with disabilities to the point of undue hardship. The Employment Standard builds on this requirement. It requires employers to have processes in place to determine an employee's accommodation needs through all stages of the employment cycle.

INFORMING EMPLOYEES OF SUPPORTS

Clubs/Districts must inform ALL employees, both new and existing, of their accessible employment practices. This includes, but is not limited to, policies on providing job accommodation that take into account an employee's accessibility needs due to disability. This will make all employees aware of how the clubs/districts will support them if they have a disability – or should they acquire a disability later in their career.

to determine their accessibility needs. You have the flexibility to determine the most appropriate accessible format or communication support depending on the accessibility needs of the person and the capability of your organization to deliver.

Accessible formats and communication support must be provided in a timely manner and at a cost that is not more than the regular costs charged to other people.

INFORMATION & COMMUNICATIONS STANDARD

RECRUITMENT, ASSESSMENT OR SELECTION PROCESS

When planning your accessible recruitment process, there are three requirements to follow:

- When advertising job positions, notify employees and the public that accommodations for job applicants with disabilities are available on request for your recruitment process.
- When inviting job applicants to participate in the selection process, inform them that accessibility accommodation is available on request for interviews and other selection processes.
- When offering a job to a successful applicant, inform them of your club's policies on accommodating employees with disabilities.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Once hired, employees may request accessible formats and communication support. This requirement is similar

to those in the Information and Communications Standard.

Employers must consult with employees to determine their accessibility needs and how best to accommodate them. Accessible formats and communication support can be requested for information required for the employee to perform their job, and information generally available to all employees. Employers must check in throughout the process.



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PRODUCTS AND PRODUCT LABELING

If your organization shares any information from partners/sponsorships that your Clubs/Districts do not control directly through a contract, then that organization should be made aware of the AODA regulations and convert their materials.

When it's not possible to convert requested materials, you need to provide the individual making the request with an explanation as to why the information is inconvertible, and a summary of the information.

EMERGENCY PROCEDURES

PLANS OR PUBLIC SAFETY INFORMATION

If your Club/District provides emergency procedures, plans or public safety information to the public, you **MUST** provide these in an accessible format, on request.

Real-time emergency information (such as announcements and alarms) is **NOT INCLUDED** IN THIS REQUIREMENT.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Clubs/Districts must provide **INDIVIDUALIZED** workplace **EMERGENCY RESPONSE INFORMATION** TO EMPLOYEES WITH **DISABILITIES** if the disability makes it necessary, and the club is aware of the need. With the employee's consent, you must ensure the information is shared with anyone designated to assist them in an emergency.

THIS INFORMATION MUST BE REVIEWED WHEN:

- the employee moves to a different location in your club
- the employee's overall accommodation needs are reviewed
- you review your club's/district's emergency

response policies

PLAYER/VOLUNTEER EMERGENCY PROCEDURES

Each facility has their own unique protocols for that building/structure. Please review these protocols with your **PLAYERS, PARENTS** and **VOLUNTEERS BEFORE** they start with ANY **PROGRAM/TEAM** in your club/district.



REQUIREMENTS FOR ACCESSIBLE OFF-STREET PARKING (IE PARKING LOTS)

By law, you must make both on-street and off-street parking accessible if you are:

Building new parking spaces and redeveloping existing parking spaces, and planning to maintain them.

You do not have to change your organization's existing parking areas to comply with the law. Off-street parking facilities must include two types of accessible parking spaces when two or more accessible spaces are required: a wider space with signage that identifies the space as "van accessible", and a standard-width space.

Off-street parking facilities must include a minimum number of each type of accessible parking space, depending on the total number of parking spaces, as outlined in the standard. For example, where there are 1 to 12 parking spaces, the one accessible parking space required must be a wider space; where there are 13 to 100 parking spaces, four per cent must be accessible spaces, with generally equal numbers of wider spaces and standard spaces. Each accessible parking space must be identified with current signage requirements found in Regulation 581 (Accessible Parking for Persons with Disabilities) under the Highway Traffic Act.

ACCESSIBLE SPORT ORGANIZATIONS - SPECIAL OLYMPICS OR PARA SPORT

ONTARIO SOCCER CAN PROVIDE GUIDANCE AT ANY TIME:

ASK@ONTARIO.CA 905-264-9390

ORGANIZATION	PHONE NUMBER	WEBSITE	EMAIL
Accessibility Ontario	647-502-7047	accessontario.com	accessibility@ontario.ca
Integrated Accessibility Standards	416-326-1234 1-800-267-8097	ontario.ca/laws/regulation/110191	
Cerebral Palsy Association (multiple)	416-244-9686 1-877-244-9686	ofcp.ca	info@ofcp.ca
Bloorview School Authority	416-424-3831	bloorviewschool.ca	school@hollandbloorview.ca
Holland Bloorview Kids Rehab Hospital	416-425-6220 1-800-363-2440	hollandbloorview.ca	
Grandview (Durham)	905-728-1673 1-800-304-6180	grandviewkids.ca	info@grandviewkids.ca
Sick Kids Learning Institute	416-813-7654 ext 228122	sickkids.org/ Learning	learn-ing_institute@sickkids.ca
CNIB National Office	416-486-2500 1-800-563-2642	cnib.ca cnib.ca/en/ontario	info@cnib.ca
Ottawa CTC	613-737-0871 1-800-565-4839	octc.ca	info@octc.ca

The Design of Public Spaces Standard sets requirements for specific features of our through, use and enjoy what our communities have to offer.

THE SCOPE OF THE REQUIREMENTS

The standard requires organizations to incorporate accessibility when: Building spaces.

“Organizations/Clubs are not required to retrofit public spaces to meet the re public spaces if it has no plans to do so.”

Accessibility for elements related to buildings, for example, building entrances, washro addressed through Ontario’s Building Code.

The standard states that the organization that must comply with the requirements is the one that has authority or approval to BUILD ON OR necessarily an organization that may have approved the construction or otherwis but could be the lease- holder or operator.

DESIGN OF PUBLIC

Kidsability (Guelph, K-W, Fergus)	519-886-8886 1-888-372-2259	kidsability.ca	info@kidsability.ca
Variety Village	416-699-7167	varietyvillage.ca	info@varietyvillage.on.ca
Autism Ontario	416-246-9592 1-800-472-7789	autismontario .com	durham@autismontario. com

ALL ABILITIES PROGRAM SESSIONS

(5 x 5 minutes) 2-4 athletes per station - minutes Small sided games ensure inclusion Run - Jump - Throw - change in direction - praise and minutes ■ 4v4 and 5v5 with a keeper (2 x 5 minutes) Dribbling, passing, shooting, ■ Create teams based on comparable size, age and receiving. GAME SITUATION - 20 minutes



APPENDIX A

3 PRACTICE COMPONENTS

encourage team play, be generous with PHYSICAL LITERACY - 25 high 5's. forwards, backwards, side to side movements. ■ 3v3 no keepers TECHNICAL COMPONENT - 10 abilities to ensure appropriate competition.

STATION 1 - LADDERS JUMPING, HOPSCOTH, HIGH KNEES ADAPTIVE - use single ladder or rungs only to accommodate use of walkers. MODIFIED - No jumping, slow process	down. Right knee up, and place down, left knee up and place down. Encourage knees as high as possible. ASSISTANCE - hold hands to help with balance.
STATION 2 - HURDLES FORWARD AND SIDE FACING JUMPS ADAPTIVE - use small disc cones to accommodate walkers, increase to large disc cone or alternate challenge.	MODIFIED - no jumping step over 1 foot at a time. ASSISTANCE - hold hands to help with balance.
STATION 3 - HOOPS AND CONES SIDE STEPS ADAPTIVE - place hoops closer together	MODIFIED - slow to 1 step at a time coach mirrors for athlete, coach steps- Athlete steps. ASSISTANCE - hold both hands in front

CLUBS WITH SPECIAL NEEDS TEAMS

Visit the Ontario Soccer website for details of accessible soccer Club programs across the Province.

SPECIAL NEEDS EQUIPMENT

ORGANIZATION	PHONE #	WEBSITE	EMAIL
Scholar's Choice (multiple stores)	1-800- 265-1095	scholarschoice .ca	web@scholarschoice .ca
In2sports Soccer	905-669-1005 1-877-699-1002	in2sports.ca	customerservice@in2sports.ca
The Braille Super Store	1-800-987-1231	braillebookstore .com	

REQUIREMENT	DESCRIPTION	COMPLETED
Provision of services for persons with disabilities	Develop policy guidelines that are consistent with the principles of independence, dignity, integration and equal opportunity.	
The use of assistive devices	Allow public to use their own personal assistive devices when accessing your services/ programs. Have a backup plan if accessibility is an issue.	
The use of guide dogs, service animals and service dogs	Allow guide dog, service dog and/or service animal unless prohibited by law.	

to accommodate walkers.	to help with balance.
STATION 4 - SPOT MARKERS	
FOOT JUMPING ON EACH DOT,	MODIFIED - practice jumping on 1 spot only.
USE ARMS	ASSISTANCE - coach to hold both hands
ADAPTIVE - use walker to assist with lifting both feet up and place on dot.	in front of athlete to help with balance.
STATION 5 - THROW INS	
THROWING AND CATCHING	soccer ball use appropriate size and type of ball, foam ball, beach ball etc.
ADAPTIVE/MODIFIED - in place of	ASSISTANCE - coach assists hand over hand to catch and throw.
TECHNICAL	
DRIBBLING, PASSING, SHOOTING, RECEIVING	for dribbling, passing, receiving and shooting. Teach only 1 technique per session and encourage in game situations. Give generous praise when you see the sticker touch the ball. Encourage athlete pairings and teamwork.
ADAPTIVE/MODIFIED - use stickers to specify and encourage proper technique	

APPENDIX B: CHECKLIST

DISABILITYANDHUMANRIGHTSBROCHURE

An easy-to-read brochure outlining the requirements of the Code as it relates to people with disabilities. It can be used as a supplementary resource, or small organizations might use it to train their

The use of support persons	Allow support persons to accompany the person with a disability. If fees for support person advise them ahead of time.	
Notice of service disruptions	Should include the reason, anticipated duration and alternative options to access.	
Customer feedback	Develop a process of accepting feedback, including how it will be recorded, responded to and handled.	
Training	All employees/volunteers instructed how to communicate with various types of disabilities. Should know who requires the assistance of a guide dog, service animal or service dog; or require the use of a support person policy. Instructions on equipment or devices on premises that may help public with disabilities.	
Notice of availability & format documents	Develop communication material that consider the public considering multiple disabilities.	

AODAQUICKREFERENCEGUIDE

Develop a policy that complies with the Accessibility Standard for Customer Service: CHECK LIST

employees and volunteers.

Available at the Ontario Human Rights Commission website at:
www.ohrc.on.ca/en/disability-and-human-rights.



Ontario Human Rights Commission website:
www.ohrc.on.ca/en/learning/workin-g-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act.

POLICY AND GUIDELINES ON DISABILITY AND THE DUTY TO ACCOMMODATE

A comprehensive document providing guidance on

APPENDIX: RESOURCES



interpreting and understanding the provisions of the Code related to people with disabilities. It sets out how individuals, employers, service providers, policy-makers and others should make sure they and their organizations comply with the Code.

Go to: www.ohrc.on.ca/en/policy-and-guidelines-disability-and-duty-accommodate.

Ontario Soccer, in full compliance with the spirit, intent and provisions of the Accessibility for Ontarians with Disabilities Act (AODA), is committed to providing the highest quality customer service. Our duty to accommodate is informed by three principles: respect for dignity, individualization, as well as integration and full participation.

This statement of commitment reflects our best efforts to provide excellent customer service, within the limits of our resources, by:

Being sensitive, aware and knowledgeable about the realities of people with disabilities.

Recognizing and accommodating the diverse needs of all of our participants. Providing accessible services, information and materials.

Acting on issues brought to Ontario Soccer and our members as quickly as possible

Responding to questions, concerns and criticism in a prompt, fair and respectful way.

People with disabilities are a diverse group, and experience disability, impairment and social barriers in many ways. Our goal as an organization is to create an environment where people with disabilities have the same rights to equal opportunities to participate and/or be employed, whether their disabilities are visible or not.

We have an ongoing responsibility to TRAIN ALL STAFF AND VOLUNTEERS (incl. BOARD MEMBERS) on the provisions set out by the AODA, to communicate with people with disabilities in ways that take their specific needs into account, and to train staff how to interact and communicate with people with various types of disabilities.

Every request to participate in our sport will be given careful consideration and **WE MUST MAKE EVERY EFFORT, WITHIN OUR RESOURCES, TO ACCOMMODATE THESE REQUESTS.** (Possibly within us current environment or perhaps in future venture opportunities).

Each District Association office and each Club office must make Emergency and Public Safety information available upon request and provide

employees with disabilities with individualized information where necessary. Field evacuation policies should also be included.

An Accessibility Policy should be initiated which reviews current practices and identifies regulatory gaps and a process for responding to requests for alternate formats.

Training staff and volunteers is essential and should be ongoing. Whether they are working in an office dealing with the public, coaching or mentoring in the field or representing Ontario Soccer

APPENDIX



CUSTOMER SERVICE:

in another capacity, every person should be able to provide information to and communicate with people with disabilities in an informed and respectful manner.

Accessible feedback processes should be made available through District/Club websites, or through alternate means, tailored to the requirements of persons with certain disabilities upon request.

EMPLOYMENT considerations including a workplace plan for employees with disabilities, recruitment, accommodation, and performance management, career development and redeployment, must be in place. Notify employees and potential candidates that accommodation can be made to address any barriers in the recruitment process and in the employment life cycle.

Appoint a staff person to be familiar with the logistics of planning meetings or presentations where persons with disabilities may be attending.

APPENDIX: IASR

Public access to offices, special events, registration kiosks, and REGISTRATION (IASR) should also meet Regulation Standards.

LARGE CLUBS



safety information, training staff and volunteers (ongoing with new hires), and accessible feedback processes made available on-line and at point of service.

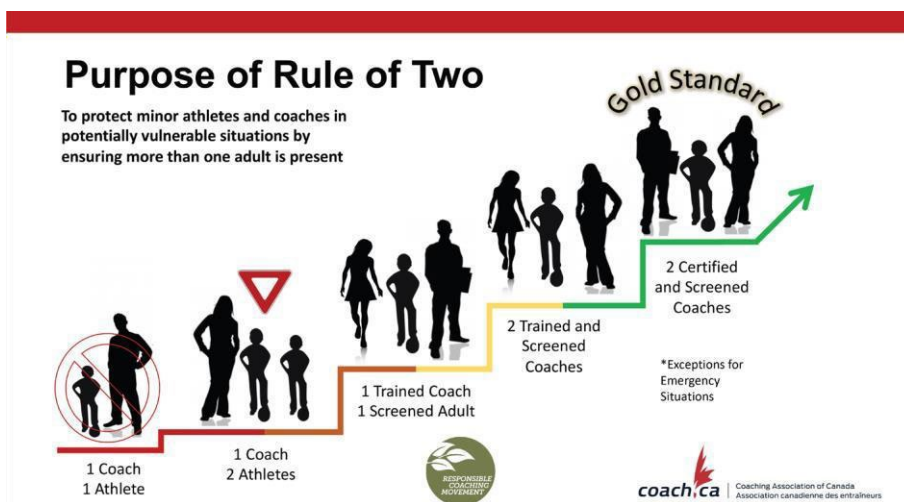
13.6 RULE OF TWO GUIDELINES (CANADA SOCCER)

Purpose

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

Standards

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



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

Guidelines

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

Travel

The following guidelines are strongly recommended during travel with athletes:

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

Locker Room / Changing Area / Meeting Room

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

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

Training / Competition Environment

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

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

Gender Identity

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

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

Practical Tips

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

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



Reporting Child Sexual Abuse and Misconduct

What do you do if you have concerns about possible child sexual abuse?

When a person becomes aware that a child may be or has been abused, there is a legal and ethical responsibility to act. The legal responsibility comes from child welfare legislation within each province and territory and may also be a duty of a person's profession or workplace.

The responsibility to report means that a person who has knowledge or information that a child is being or is at risk of being abused must report it to someone:

- If the information relates to potential abuse of a child by the child's parent or guardian, the person must report it to child welfare or police.
- If the concern involves potential abuse by any other person, the individual should report it to the child's parent or guardian and may also be obligated to report it to child welfare and/or police.



People are responsible for reporting concerns, not proving abuse.

Reporting information about potential child abuse allows:

- An authority, like child welfare or police, to determine whether it is necessary to investigate.
- The parent(s) or guardian(s) to proactively take steps to protect their child.

Mandatory reporting legislation removes any personal or professional dilemma from becoming a barrier to reporting. It is not uncommon for people to minimize or deny what a child tells them during a disclosure.

People are often concerned about being wrong and causing problems. Remember, reporting may disrupt existing or future sexual abuse from occurring against other children, as well.

If a person learns about past child sexual abuse that is no longer occurring, it's still important to report the abuse. The offender may still have access to other children, and those children may be at risk.

How do you report misconduct/concerning behaviour?

While obvious sexual acts are easier to identify and address, behaviour that doesn't meet the threshold of abuse still needs to be acted upon. Misconduct is considered adult behaviour towards a child that is inappropriate and that breaches reasonable boundaries:

- If you observe or hear about concerning behaviour or an inappropriate situation between an adult and your child or another child within the organization, report your concerns to the organization.
- If you have contact with the child outside the organization (e.g., you know the child's parents), you should still report to the organization and report your concerns to the child's parents.
- In some circumstances, particularly if your concerns are not addressed or you become aware of more information, you may wish to consider involving the appropriate authorities.

Flagging the concerning behaviour of the organization should trigger a review to correct and stop the possible misconduct. It will also allow an organization to address any behaviour that's not consistent with its policies and procedures.

Flagging concerning behaviour to a parent may help the parent address the issue with the organization and discuss it with their child if appropriate.



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Guidelines for Adults Interacting with Children in Sport

Sport offers incredible experiences and opportunities for children. These experiences are integral to enhancing child development. Positive experiences are tied to healthy relationships between athletes and coaches, as well as to safe environments where adults are accountable for their actions and behaviours. As such, the purpose of these guidelines is to establish a common understanding of expectations for adults interacting with children in sport, and a sense of safety for those who need to bring forward any concerns of misconduct towards children.

The Coach and Athlete Relationship

For this document “a coach or adult” refers to any person working, volunteering or otherwise interacting with children in sport. “Children” refers to anyone under 18 years old.

This document does not address every situation nor is it meant to be an exhaustive list of acceptable or unacceptable conduct. It is meant to provide a framework within sport in which individuals are expected to exercise common sense and good judgment when interacting with children.

Generally, coaches are in a position of trust, and it’s through professional boundaries that this foundation of trust between coaches and athletes is built. If boundaries are broken, that pillar of the relationship crumbles.

The coach and athlete relationship is also characterized by a power imbalance in favour of the coach. Athletes are taught to respect and listen to their coaches, and they are dependent upon the coach’s knowledge and training to further develop their skills.

Both trust and power can be used to breach the coach-athlete relationship, and often this happens through boundary violations, which occur when the adult places their needs above the needs of the child and gains personally or professionally at the child’s expense.

The responsibility is always with the adult to establish and maintain appropriate boundaries with children.

Age of Protection in Canada

The age of protection (also called the age of consent) is the age at which a young person can legally consent to sexual activity. The age of protection in Canada is generally 16 years old, but the *Criminal Code* increases that age to 18 in the context of certain relationships. If the child is:



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The relative positions of the parties <u>must</u> be such that a child is able to give consent.*	

* For all children aged 12-17: If the other person is in a position of trust or authority over the child (e.g., a coach, teacher, etc.), the child is dependent on the other person or the relationship is exploitative of the child, the child is NOT able to give consent, making sexual activity in the context of such relationships illegal. **In these situations, only a person aged 18 or**

older is capable of consent. The increased age takes into account the inherent vulnerability of the child and is meant to protect the child in situations that involve power or other imbalances.

Appropriate and Inappropriate Behaviour

Individuals working or volunteering in sport are expected to model behaviour that upholds public confidence and

enhances healthy relationships with children and families.

Examples of Appropriate Behaviour:

- Respectful language, tone and attitude towards others
- Respectful of personal physical and emotional boundaries
- Responding to children to meet the child's needs and not the adult's
- Engaging with children in a manner that would be seen by a reasonable observer as maintaining reasonable boundaries

Examples of Inappropriate Behaviour:

- Disrespectful language
- Humiliating or intimidating children
- Inappropriate touching of children (e.g., massaging, stroking, caressing, rough housing, tickling)
- Confiding or sharing overly personal information with a child
- Asking children to keep secrets
- Electronic communication with children is personal and not directly tied to coaching duties
- Communication that is sexual or flirtatious in nature

Parents and Coaches Play a Role

- Keeping practices open to observation by parents
- Communication with children (including electronic) is transparent and accountable
- Pictures taken with personal devices or in change rooms

Standard of Measure for Maintaining Appropriate Boundaries

All interactions and activities with children should be (including electronic communication):

- Transparent
- Accountable
- Tied to coaching/volunteer duties
- In response to meeting the child's needs



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It can be difficult to respond to a situation where you notice a coach and athlete relationship that appears inappropriate. Reporting inappropriate behaviour creates accountability so proper action can be taken and expectations can be re-established. Parents or coaches who have concerns should speak with that coach's supervisor.

Parents and coaches should also have regular age-appropriate conversations with children about personal safety and boundary-breaking behaviour. Some topics to talk with children about are the qualities of healthy relationships, importance of personal boundaries, and how to get help/where to bring concerns. For this information and more, visit: [kidsintheknow.ca/safety sheets](https://kidsintheknow.ca/safety-sheets).

If you are concerned about a sexual image that has been shared, visit Cybertip.ca. This site has information for teens and adults. For more information on reporting inappropriate conduct and child sexual abuse visit commit2kids.ca/safesport.

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INAPPROPRIATE CONDUCT

STEPS FOR REPORTING:

This card is a component of the Commit to Kids® program. It is intended as a quick reference for use in a sporting environment and is

1



A child discloses information or information is discovered indicating that a coach/volunteer may have acted inappropriately. (Document)

2



Coach who receives the report **notifies the supervisor/manager.** (Document)

3



Manager **notifies the head of the organization.**

4



Consultation between the manager and head of the organization to decide if concern is warranted. (Document)

5



If warranted, meet with accused coach/volunteer to **discuss allegations and concerns.** The individual is told about the complaint without disclosing the source. The individual is asked to respond to the allegation. (Document)

6



If the head of the organization determines that the nature of the conduct is not sufficiently serious to warrant formal action, the organization may choose to **clarify expectations** with the coach/volunteer as outlined in the Code of Conduct to Protect Children. (Document)



As part of any investigation or internal follow-up process, an organization should **critically assess the adequacy of existing child protection policies and practices** in light of concerns raised. If needed, **strengthen policies and practices** to better protect children.



NOTE: Consider when/if the child's parents should be notified about allegations of inappropriate conduct.

7



If the head of the organization determines that the nature of the conduct is sufficiently serious to warrant action, an **internal follow-up** takes place. (Document)

8



Organization conducts an **internal follow-up.** (Document)
OUTCOME OF FOLLOW-UP:

- A) Inappropriate conduct is not substantiated.** Follow internal policies. No further action necessary but organization may choose to take the opportunity to remind all coaches/volunteers of the Code of Conduct to Protect Children.
- B) Inappropriate conduct is substantiated.** Next steps will depend on severity of the conduct, the nature of the information gathered during internal follow-up, and other relevant circumstances (such as past inappropriate conduct of a similar nature). Varying levels of disciplinary action may be appropriate. For example, it may be prudent for an organization to report concerns to child welfare or law enforcement.
- C) Inconclusive.** Next steps will need to be carefully considered and depend on the nature of the information gathered during the internal follow-up. Work through options, assess risk and consult professionals as needed.

9



Adequately **supervise and monitor** coach/volunteer, consistent with internal policies. (Document)



Many of these steps would also apply when:

- A coach/volunteer reports observing inappropriate behaviour by another coach/volunteer
- A peer discloses on behalf of another child

not meant to be exhaustive or to replace legal advice. Users are strongly encouraged to consult with any or all of child welfare, law enforcement and legal counsel as appropriate to a given situation.

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CHILD SEXUAL ABUSE

STEPS FOR REPORTING:

This card is a component of the Commit to Kids® program. It is intended as a quick reference for use in a sporting environment and is not meant to be exhaustive or to replace legal advice. Consult with child welfare, law enforcement and legal counsel if child abuse is alleged or suspected.

1



Child discloses abuse or abuse is discovered with the adult involved in the abuse being a coach/volunteer. (Document)

2



Coach/volunteer who receives disclosure:

- Notifies law enforcement and child welfare about the incident;
- Consults with child welfare about notifying parents; and
- Notifies the supervisor/manager, who in turn notifies the head of the organization.

(Document)

3



Head of the organization/manager **suspends** coach/volunteer suspected of abuse with or without pay until case is resolved. * (Document) If the individual is a volunteer or unpaid staff, consider if the individual should be dismissed from their position immediately.

Many of these steps would also apply when:

- A child discloses abuse by someone outside the organization
- A peer discloses on behalf of another child
- An adult suspects a child is abused



As part of any investigation or internal follow-up process, an organization should be critically assessing the adequacy of existing policies and practices and strengthening as necessary to better protect children.

4

Child welfare agency and/or police carry out investigation. Organization should conduct an internal follow-up consultation with police/child welfare and adjust internal policies if needed.

POTENTIAL OUTCOME OF INVESTIGATION:

- A) **Substantiated/guilty.** Coach/volunteer is dismissed from his/her position. *
- B) **Inconclusive/not guilty.** Seek legal counsel. Consider if coach/volunteer should be dismissed, with or without severance. *

+ Criminal processes can be complex and lengthy. The finding of not guilty may not necessarily mean that the abuse did not occur. Consult with a lawyer.

5



- Document the outcome of the investigation on the incident report form.
- Document the results of the internal follow up.



***NOTE:**

Seek legal guidance prior to suspension and/or dismissal.

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must be ensured at all times in the process.



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