

**Southdale Recreation Association, Inc.  
(Hereafter referred to as “SRA”)**

**Policy Manual**

**TABLE OF CONTENTS**

- 1.0 MEMBERSHIP
  - 1.1 Membership Policy
  - 1.2 Registration and Fee Policy (revised July 4, 2017)
  - 1.3 Refund Policy (revised Jan 9, 2018)
  - 1.4 Fees Subsidy Policy (formerly 1.3)
  
- 2.0 PROGRAMS
  - 2.1 Fair Play Policy
  - 2.2 Conflict (Concern) Resolution Policy
  - 2.3 Sport Governance Policy
  - 2.4 Amalgamation Policy
  - 2.5 Transfers Policy
  - 2.6 Ice Rental Policy (revised Jan 22, 2019)
  - 2.7 Tournament Policy (added July 24, 2017)
  - 2.8 Helmet Policy (revised Oct 10, 2017 formerly 2.7)
  - 2.9 Extreme Weather (replaced Heat and Humidity Policy Sept 16, 2019)
  - 2.10 Bingo Policy (formerly 2.9)
  
- 3.0 GOVERNANCE
  - 3.1 Constitution
  - 3.2 By-Laws
  - 3.3 Board of Directors
  - 3.4 Volunteers
  - 3.5 Employees
  - 3.6 Conflict of Interest Policy
  
- 4.0 FINANCES
  - 4.1 Budgeting Policy
  - 4.2 Financial Reporting Policy
  - 4.3 Cash Receipts Policy
  - 4.4 Purchasing Policy
  - 4.5 Fundraising Policy
  - 4.6 Donations Policy
  
- 5.0 PHYSICAL PLANT AND OPERATIONS
  - 5.1 Hours of Operation
  - 5.2 Respectful Environment Policy

- 5.3 Fire Safety Policy
- 5.4 Safety & Risk Management (revised Sept 16, 2019)
- 5.5 Lost and Found Policy
- 5.6 Key Control Policy
- 5.7 Smoking Policy
- 5.8 Lending Equipment and Furniture Policy
- 5.9 Uniforms Policy
- 5.10 Food Services Policy
- 5.11 Room Usage Policy (formerly 5.12, revised Apr 15, 2019)
- 5.12 Social Policy (formerly 5.11, revised Apr 15, 2019)
- 5.13 Parking Policy
- 5.14 Accessible Customer Service (added Mar 7, 2019)

6.0 HARASSMENT POLICY

7.0 PRIVACY POLICY

# Southdale Recreation Association, Inc. ("SRA")

## Policy Manual

### 1.0 **MEMBERSHIP**

SRA serves the Southdale catchment area of the City of Winnipeg by providing a wide range of recreational, leisure and sporting activities. It partners with many other agencies and organizations including other community clubs, area sport organizations, provincial sport governing bodies, senior's agencies, local recreational groups, local businesses and many others to provide these activities. Working together with partners in our community is a cornerstone to successful program delivery. Maintaining effective working relationships with our partners is an ongoing responsibility of all volunteers and staff of the SRA.

### 1.1 **Membership Policy**

You are a member of SRA if you live within the catchment area for the SRA as set from time to time by the City of Winnipeg. Members may attend and vote at annual and special meetings of the membership.

If you live outside the catchment area, you may apply to the SRA Board of Directors to become an "Associate Member". Associate Membership status is designated on a case by case basis usually related to unique needs of the applicant.

### 1.2 **Registration and Fee Policy** (Revised July 4, 2017)

SRA sport/programming registration fees are set by the convenor, sport association and/or General Administrator. All program registration fees are subject to approval by the Board of Directors prior to publication.

All other fees, as listed below, are reviewed annually by the Board of Directors in consultation with management. Other annual fees to support major capital improvements, expansions and other extraordinary costs may also be set by the Board as part of registration fees as required.

Laker Admin Fees are assigned per participant for each registered activity. The Laker Admin Fee is also applicable to participants in amalgamated sport associations or those entering a tryout process for elite teams. Laker Admin Fees are used for the maintenance of SRA facilities, including administrative fees, and are not a direct proceed to the registered activity.

Volunteer fees, or other related sport fees, may be assigned as required by the convenor and/or General Administrator.

Late fees are charged for registrations received after the registration period closes.

All fees must be paid within 7 days of the registration period closure. Any fees not paid by this time will result in a late fee being applied. Payment not received within 14 days will result in withdrawal from the activity.

### **1.3 Refund Policy** (Revised Jan 9, 2018)

Laker Admin Fees, Late Fees and other annual fees as mentioned above are non-refundable. Volunteer fees are refundable until the start of the season.

Request to cancel a registration within the registration period will result in full refund of the sport/program registration fees.

Request to cancel a registration within 14 days of the registration period closure will result in a 75% refund of the sport/program registration fees.

Request to cancel a registration after 14 days post registration period closure or at the commencement of the season will result in no refund.

Exception to this policy may be considered by the General Administrator if a program is at full capacity and there is a participant on a waiting list to fill the vacancy. Other extenuating circumstances may be considered by the General Administrator and/or Board of Directors.

### **1.4 Fee Subsidy Policy**

SRA policy is to support our children to stay healthy and active and be able to participate and engage in physical activity. Our goal is to give any and all children interested in sport and recreational programming an opportunity to play.

#### SRA Support

SRA Board of Directors assist families to participate in SRA sports and activities based on need and available resources. Families are encouraged to contact the SRA General Manager in confidence.

Below are various organizations and links for available subsidies, funding and scholarships. SRA General Manager will work with families to help meet their needs.

#### KIDSPORT™

KidSport™ provides support to children in order to remove financial barriers that prevent them from playing organized sport. KidSport™ Canada is a national not-for-profit organization that provides financial assistance for registration fees and equipment to kids aged 18 and under. Through a confidential application process KidSport™ provides grants so they can play a season of sport.

#### How To Apply

Application deadlines for all regions are April 30th and October 15th of each year. Winnipeg Region also has an additional application deadline of July 15th.

Please visit the KidSport™ website for more information! [www.kidsportcanada.ca](http://www.kidsportcanada.ca)

## **General Council of Winnipeg Community Centres (GCWCC)**

The GCWCC was established in 1971 and consists of a volunteer board comprised of an elected Executive Committee, a Representative Board where members are appointed by each of the five District Centre Boards, a representative of the City of Winnipeg, Community Services Department, and the Winnipeg Minor Hockey Association.

Originally the GCWCC was formed to promote and encourage cooperation and communication among the community centres and city administration, and to provide a central council for the exchange of ideas and consider solutions to common problems. Over the past decade the GCWCC has experienced changes in their mandate and the responsibilities of the Council have increased dramatically in such areas as leadership development, developing policy statements on all aspects of the operation of community centres, as well as being responsible to administer both Municipal and Provincial grant funding through the programs you will find on their website.

Visit the G.C.W.C.C website for more information and to access the Program Subsidy Form: [www.gcwcc.mb.ca](http://www.gcwcc.mb.ca)

## **JUMP START**

Canadian Tire Jumpstart is dedicated to removing barriers, so children can participate in organized sport and recreation. Canadian Tire Jump Start gets kids in the game by covering the costs of equipment, registration and/or transportation. Canadian Tire Jump Start also lends support to unique initiatives aimed at increasing access to sport and recreation programs.

### How to Apply

Applications for assistance can be submitted from Jan. 15 – June 1 for spring/summer programs, and from July 1 – Nov. 15 for fall/winter programs.

- Contact 1-877-616-6600. Be prepared to provide contact information and the details of the sport or recreational activity your child would like to participate in.
- All information is forwarded to your local Canadian Tire Jumpstart chapter for review.
- Applicants will be contacted if they are approved or if further information is required.
- All information received is kept confidential.
- The Canadian Tire Jumpstart program provides grants up to a maximum of \$300 per qualifying child per session (i.e., spring/summer, fall/winter). Grants are provided directly to the non-profit or charitable organization coordinating the sport or recreational activity on behalf of the qualifying child. Since each child's financial needs are unique, Canadian Tire Jumpstart's contribution can be made for equipment, registration or transportation costs.
- All approvals are the sole discretion of the local Canadian Tire Jumpstart chapter and designated Canadian Tire Jumpstart personnel.

## **2.0 PROGRAMS**

### **2.1 Fair Play Policy**

SRA is committed to providing a Fair Play sporting environment in which all individuals involved are treated with dignity and respect. Every participant's experience should be positive; all participants should have an opportunity to contribute and every participant should experience success. Our sports programs encourage participation in the joy of the sport and the learning of good sportsmanship.

In order to keep sport fun for all, the Fair Play policy emphasizes the following:

#### Athletes:

Athletes need to support their teammates' efforts and to respect their coaches, the officials, and their opponents. Athletes need to harness their energy into a committed willingness to come consistently and focus and work hard in practice and games.

#### Families

Families need to support their sons or daughters by helping them attend a high percentage of all practices and games, and in a timely manner. They need to encourage their children and respect referees, opponent, coaches, and teammates.

#### Coaches

Coaches must guide the young athletes in their charge to move forward in fitness, skill, and understanding of sport. Coaches must develop the players' appreciation for teamwork and ensure that all athletes have the opportunity to contribute to their team's performance. They need to lead the way in acting respectfully towards referees, opponents, players, and parents at all times.

#### SRA

SRA believes in catering to the needs of all children and young people, from beginners to the most proficient. Special provisions may be required for children and young people who are disadvantaged or whose participation is limited for any reason.

SRA has a zero tolerance policy regarding harassment: generally defined as comment, conduct, or gesture directed toward an individual or group of individuals, which is insulting, intimidating, humiliating, malicious, degrading, or offensive (see also Harassment Policy).

A successful season can be measured by the amount the athletes move forward, by the quality of their effort, by their commitment to their team, and by their joy in participating. Wins and losses fall where they may, but hopefully they've learned to love to be active.

Keep sport fun – it's why we do it!

## **2.2 Conflict (Concern) Resolution Policy**

### Conflicts related to Sports

SRA's goals include ensuring the optimal experience for all participants. Handbooks are available from the SRA office for many of the individual governing sports bodies that describe in some detail how the sport is operated.

When a **concern** arises, the following steps are to be followed

1. Participants/parents should approach the coach/manager first in a calm, respectful manner. Coaches/managers are volunteers doing the best they can and would like nothing better than to ensure everyone enjoys their participation to the fullest.
2. If the situation remains unresolved, approach the Convener responsible for that sport with a brief written detail of the concern. The Convener will review the submission, contact all parties involved, suggest a remedy and if necessary, make recommendations or obtain an opinion from his/her Director and if appropriate, the SRA Board. The Convener will respond to the concerned individual within 14 days of receipt of a written concern. This response will confirm receipt of the inquiry and provide a timeline for a formal response with respect to the inquiry. The Convener will provide the SRA office with copies of the written concern and his or her response made within 14 days. The SRA office will maintain these communications in the appropriate file.
3. If the situation and/or suggested remedy remain unsatisfactory, the individual is welcome to address the SRA Board directly. Contact the general office in writing at least 7 days prior to a regular SRA Board meeting to be put on the agenda for the next available meeting. Check with the office for the next meeting time. The Board will hear the submission, conduct an investigation if necessary and make recommendations with respect to the issue that are binding and final.

The process outlined above applies to all tiered sports such as baseball, softball, hockey, ringette, basketball, and indoor and outdoor soccer. It does NOT apply to premier leagues or teams run by organizing bodies, or Provincial authorities. Such "elite" programs have their own protocols for governance and the Board recommends that you carefully review such protocols before registering for these programs.

Though the SRA may collect registrations and fees for these leagues, we have NO representation with respect to governance. It is your responsibility, when registering for an elite program to be sure that you are comfortable with the avenues available to you for resolution, should an issue arise. Do your homework!

### **General Concerns**

Members of Southdale or anyone else having a complaint shall submit their complaint in writing to the Convener or Director involved.

The Convener or Director shall review the submission, contact all parties involved, suggest a remedy and if necessary, make recommendations or obtain an opinion from the SRA Board. The Convener or Director shall respond to the concerned individual within 14 days of receipt of a written concern. This response will confirm receipt of the inquiry and provide a timeline for a formal response with respect to the inquiry. The Convener/Director will provide the SRA office with copies of the written concern and his or her response made within 14 days. The SRA office will maintain these communications in the appropriate file.

If the situation and/or suggested remedy remain unsatisfactory, the individual is welcome to address the SRA Board directly. Contact the SRA office in writing at least 7 days prior to a regular meeting to be put on the agenda for the next available meeting. Check with the office for the next meeting time. The Board will hear the submission, conduct an investigation if necessary and make recommendations with respect to the issue that are binding and final.

## **2.3 Sport Governance Policy**

Sports include sport activities with the intent to provide a healthy, competitive team sport experience without the formality of a traveling or tiered system. Sports also include competitive/traveling programs that are tiered, formal try-out based programs. The SRA delivers sports programs under the auspices of Winnipeg Minor Hockey Association, Winnipeg Ringette League, Winnipeg Youth Soccer Association, Winnipeg Minor Baseball Association, Softball Manitoba and Winnipeg Minor Basketball Association among others. In the case of these programs, the SRA follows the sport authority's guidelines and rules. Depending on the organizing body SRA may:

- select teams;
- arrange for and provide coaches and managers;
- provide a venue for competition;
- provide uniforms.

Each individual Sport Convener is responsible for developing and maintaining (updating) their appropriate Sports' Handbook approved by the Board of Directors, and will include:

- This Policy Manual
- Coaches Selection Process
- Player's Selection Process
- Coaches Evaluation Process
- Player's Evaluation Process
- Parent/Guardian Communication Process

Handbooks shall be made available in the SRA office.

## **2.4 Amalgamations Policy**

Any team sport requires a minimum and/or ideal number of players to make a team viable. Depending on the sport, governing body and number of registrants we have at SRA amalgamations with other community clubs may be required to field a viable team.

SRA Conveners will handle amalgamations with other Clubs. Their first priority will be to keep as many Southdale players (living within the catchment area) together as possible, keeping in mind the opportunity to field a competitive team as a whole. Conveners will make every effort to provide Southdale players and parents with as much notice as possible that an amalgamation is imminent. As registration numbers are determined and premier team selection is finalized, there may not be much time to provide such notice.

## **2.5 Transfers Policy**

A transfer is the movement of a player or family from one community centre to another. There are two types of transfers: necessary and requested.

A necessary transfer is one where a player or players need to be transferred to/or from Southdale to make up a viable team roster. In such cases these transfers are undertaken within the parameters of an amalgamation and/or the specific transfer rules of the sporting authority. In this case, the SRA Convener will make every effort to keep as many Southdale players together

as possible. Often, new and growing sports have less rigorous transfer guidelines in order to foster growth of the sport through creation of viable teams.

A necessary transfer is approved by the SRA Convener of the sport in question as part of his or her duties with respect to amalgamation and roster finalization and in keeping with the transfer policies of the sporting authority.

A requested transfer is one where an individual or family approaches a Convener or the Board with a request to play out of another Community Club or come from another Community Club to compete out of Southdale.

Typically, a requested transfer is denied unless there are extenuating circumstances. Such a request is generally reviewed by the Convener who may consult with his/her SRA Board Director.

A requested transfer must be approved by:

1. The Convener of the sport in question;
2. The SRA Board Director to whom the Convener reports.
3. The President (or designated authority) of the Club to which the party is transferring.

In the event a Convener is required to handle a transfer of a family member, such a transfer must be treated as a requested transfer and must have the approvals noted above.

For further information about transfers review the Family Transfer Policy of the GCWCC on their website [www.gcwcc.mb.ca](http://www.gcwcc.mb.ca)

## **2.6 Ice Rental Policy** (Revised July 24, 2017 to remove Tournament notes)

The criteria for indoor ice allocation at Southdale Community Centre include:

**Fees** are set from time to time by the SRA Board of Directors.

### **Ice is Assigned in Following Priority**

1. Southdale Programs and Events
2. District Hockey and Ringette Programs
3. High School, AA, AAA, Junior Programs
4. Adult Rentals
5. Casual Rentals

### **Ice Allocation Policy**

Ice allocation for Southdale Hockey and Ringette Programs will be determined by the number of Southdale participants per program. Hours available will be from season start to season end. This does not include tournaments in this time frame.

Ice will be allocated once registration numbers are known and will be based on total hours available for the season.

For example:

Hockey	500 registrations	77%
Ringette	150 registrations	23%
Total	650 registrations	100%

Season total of ice available:

15 weeks x 35 hours per week = 525 hours

Hockey	404 hours
Ringette	121 hours

**Set up and Removal of Mini Boards and Bumper Pads** (Added Jan 22, 2019)

Only rostered coaching staff under Hockey Canada's insurance will be responsible for set up and take down of the mini boards or bumper pads at any level.

**2.7 Tournament Policy** (Added July 24, 2017)

Requests to hold a tournament at SRA are to be submitted to Arena Manager and must include the requested date(s) and number of ice rental hours required. Arena Manager, in consultation with the Board of Directors if required, will confirm or deny the request based on facility availability.

SRA reserves the right to request a 25% deposit for allocated tournament ice.

Allocated ice not required must be returned to Arena Manager, in writing, no less than seven (7) days prior to the start of the tournament and may not exceed 25% of allocated hours. Schedule must be submitted to Arena Manager as soon as determined in order to facilitate dressing room assignments.

A secure tournament office will be provided for tournaments with significant ice rental, at the discretion of management, if facility demands allow. Access to this room will be granted no sooner than three (3) days prior to the start of the tournament. If other major events run concurrent to tournament, use of this room may not be exclusive. Consideration will be given for a single complimentary use of the meeting room for pre-tournament preparation, if facility demands allow. Other room usage is not included with tournament ice rental and available for rent at request. Office supplies and services (including printer/photocopier) are not provided by SRA.

Outside food and drink may be brought into the facility for tournament needs, with approval from management. These items would be for giveaway purposes and cannot be sold in competition with canteen. All tournament vendors/placement must be approved by management and not compete with any business in the facility.

**2.8 Helmet Policy** (Revised Oct 10, 2017)

In accordance to City of Winnipeg guidelines, SRA strongly recommends the use of a proper fitting, CSA-approved helmet with a face mask for all age groups.

## **2.9 Extreme Weather** (Added September 16, 2019)

### **2.09.1 – TORNADO**

Tornados can strike rapidly and without warning. Do NOT depend on seeing a funnel cloud or hearing a thunderstorm. Weather signs that may indicate a tornado is approaching:

- dark or green-coloured sky
- large, dark, low-lying cloud
- large hail
- loud roar that sounds like a freight train

If you see these weather conditions or a funnel cloud:

- Warn others in the area
- Take shelter immediately
  - Do NOT seek shelter in, or under, a motor vehicle
  - Try to go into a building, to the innermost part and lowest possible level
  - If outdoors, avoid areas with trees; lie in a ditch or low spot on the ground and cover your head with an object or with your arms
- Report to Environment Canada

After a tornado:

- Check for injuries. Do not attempt to move seriously injured people unless they are in immediate danger of further injury.
- If you are trapped, try to attract attention to your location.
- Do not enter any damaged structures and be aware of hazards from exposed nails/broken glass.
- Do not touch downed power lines or objects in contact with lines. Call 911.

### **2.09.2 – LIGHTNING**

Thunder can be a good indicator of lightning – loud crackling means it is close, whereas rumbling means that it is further away. Light travels faster than sound so you will see lightning before you hear the thunder. Each second between flash and thunderclap represents approximately 300 metres. If you can hear thunder, you are within striking distance.

When you first see lightning or hear thunder:

- Head for a well-constructed building, staying away from windows, doors, fireplaces and anything that will conduct electricity like metal pipes, sinks and appliances.
- Head for an enclosed metal vehicle without touching any metal pieces of the car and remove any metal like jewelry or coin that you may have. Keep your hands on your lap. Do not park near trees or other objects that can fall on the car and be aware of downed power lines.
  - If a downed power line is touching your vehicle, do not attempt to exit until directed so by emergency personnel.
  - If the vehicle catches fire, do not step out of the car. Jump free of the car so your body clears the vehicle before touching the ground. Shuffle, keeping your feet together, for at least 150 ft. Do not help someone else from the car while you are standing on the ground.
- If outdoors, take shelter in low-lying areas such as valleys or ditches if not water-filled. Avoid water, high ground, open spaces and any metal objects. Unsafe places include

canopies, sheds, picnic shelters and trees. Crouch on the balls of your feet and put your feet together, wrapping your arms around your knees and bent forward, touching as little of the ground as possible. Spread out several metres from other people.

### 2.09.3 – EXTREME TEMPERATURES

#### HEAT

Heat stroke occurs when the body cannot control its own temperature and its temperature rises rapidly. Sweating fails and the body cannot cool down. Warning signs include:

- Red, hot and dry skin
- Rapid, strong pulse
- throbbing headache
- dizziness, nausea, confusion or unconsciousness
- extremely high body temperature (above 103F)

If you suspect that someone has heat stroke, follow these instructions:

- Immediately call for medical attention
- Get the person to a cooler area and cool by immersing in cool water, shower or sponging with cool water. If the humidity is low, wrap the person in a cool wet sheet and fan vigorously

#### COLD

Hypothermia is when a person's core body temperature drops below 95F. The person may be disorientated and less awake. It can be caused by cold temperature, improper clothing, wetness, fatigue or poor fluid intake.

To prevent hypothermia, wear several layers of dry clothing and move around. If someone is suffering from hypothermia:

- Do not rub or massage the skin
- Do not warm with direct heat or hot water as rewarming must be gradual
- Give the person warm beverages to drink
- No alcohol or cigarettes as they slow blood flow

## **2.10 Bingo Policy**

A Bingo Coordinator is appointed by the SRA Board of Directors.

Bingos shall be conducted in accordance with all Manitoba Gaming Commission rules and regulations.

The Bingo Coordinator is accountable to the SRA Board of Directors through the Director of Fundraising and Communication.

The Bingo Coordinator shall be responsible for bingo operations including:

- establishing procedures as required to recruit and place volunteers;
- set up, run and knockdown for each bingo;
- administer appropriate financial procedures (cash handling, bill payment, etc.) and related records;
- liaise with the SRA Board of Directors.

Separate bank accounts for bingo operations must be in the name of the SRA (e.g. Southdale Recreation Association Bingo Account) and requires a banking resolution which identifies any two of the following as signing authorities on the account: Bingo Coordinator, SRA General Manager, SRA Treasurer, SRA Director of Fundraising and Communication.

Bingo proceeds shall go to the SRA: to be split 40/60 between SRA Equipment and SRA Expansion Program.

### **3.0 GOVERNANCE**

Mandated by the City of Winnipeg and guided by the General Council of Winnipeg Community Centres (GCWCC) to provide facilities and related programming and sport activities for the people in the community, the SRA is governed by a Constitution and By-Laws.

#### **3.1 Constitution**

SRA is governed by a constitution which sets out the purpose, objectives, governmental powers of the Members, Board of Directors, and Executive Committee, and provides overall direction how the business and other affairs of the SRA shall be conducted.

The Constitution is a separate document that is approved by the Members at annual or special meetings of the Membership. It is not part of this Policy Manual. It can be located in the SRA office or on the SRA website.

#### **3.2 By-Laws**

SRA is further governed through By-Laws which set out more specific governance requirements for SRA.

The By-Laws is also a separate document that is approved by the Members at annual or special meetings of the Membership. It is not part of this Policy Manual. It can be located in the SRA office or on the SRA website.

#### **3.3 Board of Directors**

Board of Directors meetings are to be held monthly.

In addition to the powers and responsibilities of Directors as set forth in the Constitution and By-Laws:

- Directors are to submit written reports prior to Board meetings. Written reports shall at a minimum contain a brief update of activities since the last report.
- Each Director is responsible to keep accurate and up to date information on file and that information should be considered the property of SRA and shall be relinquished upon request or within fourteen (14) days of change of Director.
- The General Manager also submits a written report to each Board meeting.

#### **3.4 Volunteers**

##### **Volunteers Make the Difference!**

The SRA strives to recruit, screen, train and place, orient, recognize, appreciate, and manage performance of volunteers as outlined in the GENERAL COUNCIL OF WINNIPEG COMMUNITY CLUBS "Building Volunteer Organization" guide booklet.

The SRA delivers successful recreational programming in large part because of the dedication and perseverance of our volunteer coaches, managers, officials, projects & events volunteers, conveners and members of the Board. Here is how you can get involved.

### **Coaching and Managing**

In order to coach or manage a team, submit your name to the Convener responsible for that sport. General rules that apply include:

- Coaches and Managers shall be required to clear a Criminal Record and Child Abuse Registry search in order to participate. The search record is to be submitted and then retained on record in the office of the General Manager. SRA shall reimburse the fee to obtain the search record upon presentation of the search record and proof of payment (receipt).
- Coaches and Managers shall take training or certification to coach, manage or act as a trainer/safety person as required by the applicable sport governing body. SRA will pay the cost of any first level certification program once you've successfully completed it. You have to be coaching/managing/training a current team at Southdale, have paid for the course and have supplied the receipt and proof of completion to the office for reimbursement.

### **Officials**

officiating of sporting events requires appropriate certification in accordance with the requirements of the applicable sport governing body.

- Sport Manitoba is one of the best resources for details on official accreditation.
- The sport Convener and SRA office can also assist you in obtaining the necessary certifications.
- Most officiating roles are paid positions; with the governing body setting the wage. Officials can be paid by leagues, individual community centers and teams or tournament organizers depending on which is responsible for the program. SRA will pay officials directly only for recreation league activities we host and tournaments we may hold.

### **Conveners**

Conveners are responsible for the overall organization of one particular sport or portion of a sport. For example, we have a soccer convener that administers our overall soccer program, with boys and girls soccer conveners reporting to the soccer convener.

The Convener of any sport is responsible for:

- overseeing the SRA program of that particular sport;
- recruiting and screening coaches and managers (including obtaining proof of certification and criminal record and child abuse searches);
- working with other Community Centers on amalgamation details;
- acting as a first responder for issues and concerns related to the program;
- reporting to their Director.

## **Directors**

Directors are responsible for the overall organization of a group of like sports and/or activities within the SRA. Conveners for sports report to their respective Director. Currently there are Director Positions for ICE SPORTS, FIELD SPORTS, PROGRAMS, FUNDRAISING & COMMUNICATION, DIRECTORS AT LARGE (max 2). Directors are responsible for:

- preparing (with the assistance of the SRA Office) and maintaining a current budget for their assigned sports and programs;
- supporting their Conveners in managing issues and concerns;
- reporting to the Board on a regular basis; bringing forward the unresolved matters for consideration

Conveners and Directors volunteer for their positions or are recruited by the Board. An individual interested may submit his or her name to the SRA office or a Board member. The Board will review all interested candidates and make a recommendation for the Annual General Meeting held in June of each year.

## **Board Members**

The Board oversees the operation of the SRA with the intent of providing recreational programming that meets the community's needs and wants within its by-laws and constitution of and those of the sporting bodies we represent or are a part of.

The SRA and its programs cost in excess of \$1,500,000 per year and require the regular, attentive participation of an enthusiastic Board. Board membership is not an onerous task, but requires a desire to maintain and grow the programming we offer to the families and individuals in the Southdale catchment area.

Board positions are as listed in the Constitution and By-Laws. Board members include the Directors described above. Board positions are elected positions with varying terms. A copy of the Club constitution and by-laws is available for review from the SRA office or on the SRA website. These documents contain the details on board positions and responsibilities.

Members may make the SRA Executive aware of their intent to stand for the next election in writing at any time during the year. They will then be added to the slate of candidates that will be presented at the June Annual General Meeting. The second way to run is to attend the June Annual General Meeting and be nominated from the floor.

## **3.5 Employees**

The General Manager reports through the President to the Board of Directors. All other employees are supervised by the General Manager.

The General Manager and other employees of SRA are there to ensure that the structure is in place to safely run the programs we, as a community, decide we require. They will take registrations, advise as best they can on suitability of programs, provide you with the right contact for further information on any program or sport and convey notice of a concern to the Board.

Employees including the General Manager can not approve transfers, change team assignments, or waive fees.

Employees provide the facility management and office administration that make our programs possible. Running the programs is the collective responsibility of the SRA volunteer coaches and managers, Conveners and the Board of Directors.

Policies pertaining to employees of the SRA are contained in a separate document referred to as the **EMPLOYEE HANDBOOK**. The policies in this handbook are approved by the SRA Board of Directors and administered by the General Manager. The Employee Handbook is available in the SRA office.

### **3.6 Conflict of Interest Policy**

Volunteers and staff shall conduct themselves consistent with the Volunteer/Staff Code of Conduct provided by the General Council of Winnipeg Community Centers (GCWCC).

#### Specific to SRA:

All persons volunteering for SRA are encouraged to do so as a way to support their community. Volunteering as a means of advocating for personal gain is discouraged and specifically not permitted under this policy. Volunteers who insist on personal privileges or perks as a result of their appointment shall be removed from the position and denied perks.

Similarly staff shall be compensated in accordance with pay rate and employee benefit policies in the SRA Employee Handbook and shall not be entitled to other personal privileges or perks as a result of their position.

Examples of perks and personal privileges not available to volunteers and staff include but not limited to:

- waived or reduced fees for activities and sports
- access to best/better ice or field locations and times,
- preferential booking or fees for facilities such as social/banquet hall
- waiver of applicability to any other SRA policies

## **4.0 FINANCES**

### **4.1 Budgeting Policy**

The Board will set a budget annually.

The Treasurer will oversee the budget process and give direction to the Directors and Conveners as required.

Each Director will submit a budget for each sport or program (revenues and expenses), which are anticipated for the upcoming year. E.g. registration fees, equipment and uniforms, supplies, coaching clinics and miscellaneous expenses. Also to be included is a break down of each age category and the approximate number of participants.

Each Convener works with every team manager to prepare and submit a budget for their sport or program. this is to include fundraising as well as fees and expenses. Parents are to receive a copy of the budget and final accounting at the end of the season. These budgets are provided to the respective Director.

#### Budget Guidelines:

- There cannot be a deficit.
- Breakdowns of revenues and expenses are necessary, with, as much detail is possible.
- No surpluses shall be carried forward.
- Money is not to be spent until the budget is approved. Ideally money should not be spent until there are revenues to cover the expense.
- All SRA expenses including large projects are to be included in the budget.
- Each sport and program budget is to include any approved SRA administration and overhead fees.
- Explanation is required as to how the individual sport or program registration fees were determined. Past fees and other club fees should be included.

### **4.2 Financial Reporting Policy**

All financial transactions shall be properly recorded, maintained and reported in accordance with the Standardized Financial Reporting and other related guide booklets of the GCWCC.

- It is the responsibility of the General Manager to oversee the record keeping and reporting for financial information.
- It is the responsibility of the Treasurer to provide direction on the proper recording and reporting of financial transactions and to approve of reports prior to submission to the Board of Directors.

The Treasurer shall provide and explain income statements and balance sheets to the SRA Board of Directors on a monthly basis that includes all the accounts of the SRA. The income statements shall include the financial activity for the month and for the year to date that compares financial results to the approved budget.

The Treasurer, together with the General Manager shall ensure that all monthly and annual financial reporting requirements by the GCWCC, the City of Winnipeg, lending agencies, and so on are met.

### **4.3 Cash Receipts Policy**

When monies are received for any SRA activity, a receipt shall be provided to support the transaction.

- The receipt will indicate method of payment (whether cash, cheque, bank or credit card), what the payment is for, and the date and amount of payment.
- Distribution of the two-part receipt will be: one copy to the payer, one retained in the SRA office under supervision of the General Manager.
- Exceptions shall include small cash transactions including bingo and canteen purchases and payments at various events or other special fund raising activities.

A schedule of all ice, hall and room rentals shall be maintained by the General Manager and distributed to the Board of Directors at least monthly.

- Receipts for rental payment can be reconciled to these schedules, by virtue of each deposit and/or final payment being accounted for and in the schedule.

At SRA Payments can be made by Interact, Visa, MasterCard, Personal Cheque or Certified Cheque and Cash.

- Cheques are to be made payable to Southdale Recreation Association.

- Any person writing a Non-Sufficient Funds (NSF) cheque to the SRA will be required to make all further payments in MasterCard, Visa or certified cheque. An administration fee equal to current bank charges will be charged for all NSF cheques.

## **4.4 Purchasing Policy**

### **Authority to Purchase**

Each SRA Director together with the General Manager and within their approved annual budget, is authorized to commit funds to support the programs, provide the services and maintain the facilities within their current domain of responsibility.

- All purchases shall be coordinated by the office of the General Manager.
  - o Conveners may investigate products and services they may require for their sport/activity but shall not initiate purchases on their own with the following exception:
    - o Purchases that are emergency in nature may be made by a Director but are not to exceed \$100.00.
- Any purchase made for more than \$2,000.00 shall require three quotes from authorized suppliers before Board approval.
- Purchases of more than \$5,000.00 shall require 3 written quotes and require approval of the Board of Directors prior to purchase unless specifically itemized in the approved budget of the SRA.

Expenditures beyond the current year's approved budget require approval of the Board of Directors.

All financial documents and contracts shall carry a minimum of two (2) signatures either, the General Manager and one Executive Committee Member or (2) Executive Members.

### **Supplier Relations**

Suppliers play an important role in day-to-day operations and have always been a vital link within our community. SRA expects to receive quality goods, service and reasonable prices, but in turn, the suppliers should expect to receive accurate payment within the terms of their agreement.

## **4.5 Fundraising Policy**

All fundraising events done in the name of **Southdale Recreation Association** must comply with the following rules. Anyone fundraising without the approval of the Board of Directors will be subject to discipline.

- Any SRA sport team, program, etc. fundraising in the Name of the SRA must receive written approval from SRA Executive/Board for **ALL** fundraising events prior to the event being run.
- Approval of such fundraising, outlining the event, the purpose of the event and the method of accountability must be recorded in the SRA minutes.
- **All** fundraising income must be remitted to the SRA Treasurer (or designate) and deposited in the SRA account. The SRA Executive/Board of Directors will determine how the funds will be disbursed i.e. payment upon receipt of invoices related to the event. The SRA may agree to advance monies in order that the group may operate their event. Accountability of the advance must be received before further funds are released.

- All fundraising events must be reported to the Community Centre Treasurer within 14 days of the completion of the event. Each report must have two signatures of verification. **Copies of all events must be kept on file and forwarded to the City of Winnipeg License Branch with the yearly Civic Charities Report due on February 28 of each year.**
- Application for events that are not covered under the Civic Charities permit (i.e. tag day, raffles) require a City of Winnipeg Permit or License, **must be obtained from The City of Winnipeg Licensing Services Branch** and must be accompanied with a letter stating the board's approval of the event. The letter must be written on SRA stationary and signed by an authorized executive member. The letter should identify the name of the person authorized to obtain the permit, the team/committee that will be running the event, description of the fundraising event, dates of the event and the purpose for which the event is being held.
- A written financial report of the event shall be submitted to the SRA at the next regular Board Meeting. These reports must be kept on file as they may be required if the License Branch wishes to perform an audit on the SRA's fundraising activities. As per SRA By Law, SRA is required to keep the reports on file for a period of five years.

## **4.6 Donations Policy**

The Southdale Recreation Association is partially funded by the City of Winnipeg. However, each year SRA must rely on fundraising and donations in order to continue to meet the needs of our community.

Donations which qualify for a charitable donation for income taxation purposes may be made to the Southdale Recreation Association.

Members of the community and general public interested in making a donation to SRA are invited to contact the SRA General Manager who will assist with arrangements for donating.

There are numerous forms of donations that can be made:

- Direct donation of money is the most common
- SRA also accepts gifts on behalf of a loved one and of course as part of your own personal estate plan.
  - o Estate gifts, which can be of any amount, are received after a donor's lifetime. Support can take several forms, such as the following:

BEQUESTS, where Southdale Recreation Association is the beneficiary in your Will;

LIFE INSURANCE, where Southdale Recreation Association is the beneficiary of a current policy or new policy purchased with Southdale Recreation Association named as owner and beneficiary.

PUBLICLY TRADED SECURITIES, with a donation of stocks, bonds, mutual funds, and segregated funds (as part of an estate or gifted during a person's lifetime).

Anyone wishing more information about planned giving opportunities, please call the SRA General Manager at 257-6171.

## **5.0 PHYSICAL PLANT AND OPERATIONS**

### **5.1 Hours of Operation**

SRA strives to be open seven (7) days a week all year. There are however some holidays when the Centre is closed.

SRA hours are normally 8 am to 10 pm. This is also subject to the needs of the community. For example, some activities occasionally begin at 6 am. Other activities may extend on occasion past 10 pm including socials. The Centre may occasionally reduce its hours when no activities are scheduled or as otherwise required.

### **5.2 Respectful Environment Policy**

See Harassment Policy.

### **5.3 Fire Safety Policy**

There shall be a fire safety plan in effect at all times. The fire safety plan shall be approved by the Board of Directors and administered by the General Manager and shall consist of:

- a fire evacuation plan
- staff and volunteer training
- fire evacuation practice drills
- effective signage for evacuation procedures
- an annual compliance audit and related report to the Board of Directors

### **5.4 Safety and Risk Management Policies** (Revised September 16, 2019)

#### **5.04.1 – Workplace Safety and Health**

SRA is committed to providing a safe and healthy work environment for all employees and volunteers, herein referred to as 'workers.' SRA supports, participates in and is dedicated to the research, education and promotion of safety and health, cooperates with regulatory agencies, and complies with applicable regulations to maintain a safe and healthy workplace. Persons granted access to SRA property are required to comply with applicable policies, standards and procedure.

SRA is committed to ongoing identification, communication and control of all known and potential hazards. Therefore, SRA will maintain a system that will strive to:

- Use regular hazard assessments to assist in the selection of tools and equipment, and to decide how jobs will be completed safely.
- Control incident loss to workers, property, equipment and the environment through hazard reporting, workplace inspections, Job Hazard Analysis and implementation of Safe Work Procedures.

SRA requires that all incidents be reported to determine root cause, implement controls, take prompt corrective action and revise procedures where necessary in order to prevent recurrences. Near misses with a potential to be serious and serious incidents must be investigated for the same reasons.

SRA will develop and maintain an Emergency Response Plan (ERP) and will train and educate workers in its use to ensure timely and appropriate response to emergencies. The ERP will identify potential emergencies and will include procedures to mitigate the effects of an emergency or disaster.

Procedures and guidelines are located in the Employee Handbook, based on City of Winnipeg Community Centres Safety Management System. All aspects of the Safety Management System will be reviewed, at minimum, every three years.

#### **5.04.2 – Risk Management**

Any planned activity that is irregular or infrequent to normal SRA operations, and has a risk component, must be reported by the applicable Convenor, Director or Worker to the General Manager not less than ten business days prior to the commencement of the event.

SRA shall ensure it communicates all rules and regulations in the most appropriate means (verbal, written, posted signs, online) so as to prevent injuries and accidents. It is the responsibility of parents, volunteers and convenors to ensure that participants are adhering to all related rules and regulations. Visitors to SRA property are responsible to adhere to all rules and regulations.

SRA does not assume any responsibility for loss or damage to personal property of any participants or visitors. SRA does not assume any responsibility for damage caused by participants to neighbouring properties.

Any incident within SRA programming or property involving serious injury, property loss or potential third party liability must be immediately reported to the General Manager. Under no circumstance may a sport, program or any other unauthorized individual/group initiate a claim or negotiate settlements on behalf of SRA.

SRA insurance is provided through the City of Winnipeg. Its comprehensive coverage is outlined in the GCWCC Community Centres Accountability Manual. Any inventory stored on SRA property that is owned by a third party must be insured by the owner group with a copy of the insurance agreement provided to the SRA Office.

### **5.5 Lost and Found Policy**

Personal items found and turned in to the SRA office shall be handled as follows:

#### Personal Items for which the owner can not be identified

Each lost and found item in this category shall be documented in a log in the SRA office. Items shall be kept for 90 days. If still unclaimed, it becomes the property of SRA. Examples of items in this category include:

- iPods
- Cell Phones
- Computer devices (lap tops, iPads, etc)
- Keys
- Glasses
- Jewelry
- Other similar items to above

Credit/Debit Cards, Driver's Licence and Similar Items for which the owner can be identified  
Each lost and found item in this category shall be documented in a log in the SRA offices. A reasonable attempt shall be made to contact the owner of such items. The items shall be held for 30 days, after which staff will dispose of the item.

#### Unattended Personal Items

Any item which may be a health, safety or security concern shall be discarded

#### Clothing and equipment

Lost and found clothing is placed in a Lost and Found Box located in a central location within the community center. Patrons are encouraged to search this box for misplaced clothing.

#### Claiming Items

Before each lost and found item is returned, a patron must give a detailed description and staff must verify the description matches the item in the lost and found

### **5.6 Key Control Policy**

Under development

### **5.7 Smoking Policy**

Smoking is not permitted in or on any SRA property in accordance with the City of Winnipeg No-Smoking By-Law.

### **5.8 Lending Equipment and Furniture Policy**

No equipment or furniture (tables, chairs, etc.) is to be given out without an equipment agreement form to be signed by the recipient/parent and kept on file by the respective Convener or Director.

Participants not returning equipment within 30 days from termination of program or other prescribed time will be charged the replacement cost of the equipment.

Post-dated cheques to cover the cost of SRA uniforms/equipment are to be given to the coach at the beginning of the season and forwarded to the Convener.

When the uniform/equipment is returned at the end of the season, the un-cashed cheque will be returned.

- Post-dated cheque security deposit for any sport uniform will be decided by the appropriate program Convener.

### **5.9 Uniforms Policy**

SRA's colors are blue, red and white and all SRA uniforms shall display the SRA logo. All SRA sport teams shall wear Southdale uniforms or Southdale sponsored uniforms bearing the name/logo/colors of the SRA and the sponsored uniforms remain the property of SRA.

### **5.10 Food Services Policy**

SRA provides a Canteen and Vending Machines to ensure food and beverages are available to patrons. SRA's goal is to provide a balance of healthy choices and personal choices for patrons.

No external vendor is permitted to sell food or beverages on the SRA property without the express written consent of the Board of Directors.

Food and Beverages for Socials is provided under the Manitoba Liquor Control Commission license granted for each event.

### **5.11 Room Usage Policy** (Revised April 15, 2019)

Rental of the Meeting Room, Multi-Purpose Room and Gymnasium is processed by the SRA Office Staff. Room bookings (excluding socials and Bingo) follow the guidelines outlined in the **Room Rental Agreement**. This form is subject to confirmation and must be signed by both parties. Rental rates are subject to change and reviewed annually, prior to the start of the fiscal year.

There may be a reduced rate or no charge for the use of rooms by:

- Southdale-run programs and services
- Associations affiliated with SRA via the Laker Admin Fee
- GCWCC or similar governing bodies
- Government-mandated events
- Other users at the discretion of Management and/or Board of Directors

There is a one-time no charge use (per season) for teams within associations affiliated with SRA via the Laker Admin Fee. The team is required to have a minimum of five Southdale members providing:

- Room is booked through SRA Office Staff
- Set up and take down is the responsibility of the team
- 24-hour notice is provided for any cancellation to be able to reschedule

### **5.12 Socials Policy** (Revised April 15, 2019)

Rental of the Gymnasium for the purpose of holding a social is processed by the SRA Office Staff. Social bookings follow the guidelines outlined in the **Social Rental Agreement**. This form is subject to confirmation and must be signed by both parties. Rental rates are subject to change and reviewed annually, prior to the start of the fiscal year.

SRA Office Staff, based on the size of the social booking, assigns bartending staff.

- 265 Capacity Rental includes two bartenders operating a single bar
- 402 Capacity Rental includes three bartenders operating two bars

Bartending Staff is required to take the Liquor, Gaming and Cannabis Authority of Manitoba (LGCA) course "Smart Choices" and must know their responsibilities as set out by the LGCA. A copy of the certification must be retained in the office. Bartending Staff is required to dress in a respectful manner, appropriate to the event.

### **5.13 Parking Policy**

SRA provides parking for its patrons free of charge.

SRA may from time to time offer parking to non-patrons if this does not interfere with the needs of patrons. Non-patrons shall be required to pay for parking (example, students at J.H. Bruns M-F days)

All parkers are expected to obey all signage and park only where designated (and between the lines).

SRA will have vehicles towed for parking in fire lanes or other no parking or restricted parking stalls/areas.

#### **5.14 Accessible Customer Service Policy**

SRA is committed to complying with the Accessibility Standard for Customer Service under the Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities. This policy applies to all SRA employees, volunteers and management.

The policy statements, organizational practices and measures are listed in the Employee Handbook and available to the public upon request.

# **SOUTHDAL RECREATION ASSOCIATION (SRA)**

## **6.0 HARASSMENT POLICY**

### **11.1 STATEMENT OF COMMITMENT**

- i) SRA is committed to providing a sport, volunteer and work environment where all individuals are treated with dignity and respect. Everyone has the right to participate and work in an environment that promotes equal opportunities and prohibits discriminatory practices.
- ii) Every member of this organization has a responsibility to not engage in, condone, or ignore harassing behaviors. Any member who believes that another member is experiencing harassment is encouraged to notify the appropriate authorities as designated in the Policy.
- iii) Harassment is a form of discrimination and it is against the law. Harassment is prohibited by the Canadian Charter of Rights and Freedoms, the Manitoba Human Rights Code and the Manitoba Occupational Health and Safety Act.
- iv) SRA is committed to providing a sport environment free of harassment on the basis of race, nationality, ethnicity, colour, religion, creed, age, gender, sexual orientation, marital status, disability, being in receipt of public assistance, or a pardoned conviction.

### **11.2 DEFINITION OF HARASSMENT**

- i) Harassment is a form of discrimination, and refers to conduct based on a prohibited ground, that creates an insulting, intimidating or humiliating environment which the perpetrator knew or ought reasonably to have known would be unwelcomed.
- ii) Harassment can take many forms. It may be verbal, physical, visual or psychological. It can include but is not limited to:
  - Written or verbal abuse or threats;
  - The display of racist, sexist or other offensive material;
  - Unwelcome remarks, jokes, comments, innuendo, or taunting about a person's looks, body, attire, age, intellectual ability, race, religion, gender, or sexual orientation;
  - Leering or other suggestive, obscene gestures;
  - Condescending, paternalistic, or patronizing behavior, which undermines self-esteem, diminishes performance, or adversely affects working conditions;
  - Practical jokes, which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance.
  - Unwanted physical contact, including touching, petting, pinching, or kissing;
  - Unwelcome sexual flirtations, advances, requests, or invitations;
  - Physical or sexual assault (sexual or physical assault are criminal offenses and the appropriate police authorities should be contacted).

### **11.3 APPLICATION**

- a) This policy applies to all employees, directors, officers, volunteers, coaches, athletes, officials, and members of the SRA. The SRA encourages the reporting of all incidents of harassment, regardless of who may be the offender.
- b) This Policy prohibits harassment that occurs during the course of all SRA business, activities, and events, such as tournaments, clinics, practices, social events, etc.

### **11.4 COMPLAINT PROCEDURE**

#### **11.4.1 Informal Options**

- i) A person who experiences harassment is encouraged to make it known to the harasser that the behavior is unwelcome, offensive, and contrary to this Policy.
- ii) If confronting the harasser is not possible, or the behavior continues, a person may wish to inform the SRA President who can speak informally to the alleged harasser as a means of resolving the problem, and who can provide you with additional information.

#### **11.4.2 Formal Options**

- i) If informal options are inappropriate or unsuccessful, an individual can file a formal written complaint with the SRA Executive Committee.

### **11.5 DEALING WITH A COMPLAINT**

#### **11.5.1 Confidentiality**

- i) The SRA recognizes the interests of both complainant and respondent in keeping the matter confidential, except as necessary to investigate and resolve the situation.
- ii) The SRA shall not disclose to outside parties the name of the complainant and respondent, or the circumstances giving rise to a complaint, unless such disclosure is required for a disciplinary or other remedial process.

#### **11.5.2 Investigation**

- i) An investigation shall be undertaken within 14 days. The alleged harasser will be notified immediately upon receipt of the complaint.
- ii) Both the complainant and respondent will be interviewed, along with any other individuals who may have information relevant to the situation.

#### **11.5.3 Discipline/Compensation**

- i) If the investigation reveals evidence to support a complaint of harassment, the harasser will face appropriate discipline. The following options, singly or in combination, may be considered depending on the nature of the harassment:

- Verbal apology;
  - Written apology;
  - Letter of reprimand from the SRA Executive Committee
  - Referral to counseling;
  - Removal of certain privileges of membership or employment;
  - Demotion or pay cut;
  - Temporary suspension with or without pay;
  - Termination of employment or contract;
  - Expulsion from membership.
- ii) In the case where the harasser is under the 18 years of age, they are considered a minor; therefore their parents/guardians will be notified and will be required to become involved in the process.
- iii) Compensation to the complainant will also be considered, including reimbursement for lost wages or registration fees, transfer to a new coach or supervisor, etc.
- iv) Because false accusations can have serious repercussions on innocent individuals, the willful misuse of this Policy may also be grounds for disciplinary action ranging from a reprimand, membership revoke or dismissal.

#### **11.5.4 Documentation**

- i) Where the investigation results in a finding of harassment, any documentation will be placed in the personnel or membership file of the respondent. Unless the findings are reversed upon appeal, this documentation shall be retained for the period of 7 years.
- ii) Where the investigation does not result in a finding of harassment, a copy of the documentation will be retained in SRA files which are kept strictly confidential with access restricted to the SRA Executive Committee.

#### **11.5.5 Retaliation**

- i) Retaliation against any individual for reporting harassment, providing information or associating with someone who has filed a complaint or participated in an investigation will not be tolerated and will be treated as harassment.

#### **11.5.6 Appeal Process**

- i) Both complainants and respondents can appeal a decision on the grounds that procedures were not followed; investigators were biased in their review of the situation; or the investigation was inadequate.
- ii) The intent to appeal must be made in writing, within 14 days of the decision, and include the grounds on which the appeal is being made. Persons named above for registering formal complaints will receive the appeal, assess its merits and make a decision whether to proceed within 14 days of its receipt.

## 11.6 OTHER OPTIONS

- a) Notwithstanding this Policy, every person constitutes to have the right to file a complaint with the Human Rights Commission, or if appropriate, to pursue criminal charges with the Police.

## 11.7 HANDLING A HARASSMENT COMPLAINT

- a) The SRA will implement and administer the Harassment Policy. The SRA President may wish to consider implementing a committee composed of individuals who will fulfill the following functions:
  - Play a leadership role in discouraging and preventing harassment from occurring.
  - Provide information and support to individuals who are experiencing or have experienced harassment.
  - Make accurate information available to all individuals involved in the SRA about the Harassment Policy and Procedures.
  - Receive informal harassment complaints and attempt to resolve the situation to the satisfaction of the parties involved.
  - Receive formal harassment complaints and ensure that cases are satisfactorily resolved.
- b) Upon initially meeting with the complainant, the following information should be communicated:
  - Options for pursuing an informal resolution of the complaint.
  - The right to lay a formal written complaint under this Policy when an informal resolution is inappropriate or not feasible.
  - The availability of counseling and other support.
  - The confidentiality provisions of this Policy.
  - The right to be represented by a person of choice (including legal counsel) at any point in the complaint process.
  - Options for mediation/arbitration.
  - The right to withdraw from any further action in connection with the complaint at any stage (even though the organization may continue to investigate the complaint).
  - Other options for seeking resolution via the Human Rights Commission, or the police.

### 11.7.1 Informal Complaint Procedure

- i) Informal complaints are those complaints which are brought to General Manager or Board of Directors attention, but which are not written and do not necessarily result in an investigation.
- ii) Informal procedures are often an effective and less costly means of dealing with less serious harassment situations.
- iii) If the alleged harasser is not named, you may offer to handle the complaint by arranging for educational sessions or the distribution of informational materials.

This could include conducting a workshop; showing a video; inviting a guest speaker in to make a presentation; discussing your policy at a meeting.

- iv) If the alleged harasser is named, he or she must be informed of the concern and be provided with an opportunity to respond. In this case, you may offer to handle the complaint by arranging for:
  - Separate discussions with the complainant, and the respondent.
  - Subject to the agreement of both parties, a meeting between the complainant and the respondent. The meeting should be conducted by a mutually acceptable individual and allow the complainant and the respondent to address concerns about one another's behavior. The facilitator may be someone from the SRA Executive Committee or designate.
- v) At any point in the informal process, either the complainant or the respondent can choose to proceed with an investigation as part of the formal complaint procedure.

#### **11.7.2 Formal Complaint Process**

- i) A formal complaint is written and signed by the complainant. It should contain the following information:
  - Name of complainant.
  - Home and work addresses and phone numbers.
  - Nature of complaint, i.e. grounds on which harassment is being claimed.
  - Alleged harasser's name.
  - Details of complaint, i.e. description of behavior or incidents, what was said or done, circumstances surrounding incident and names of witnesses.
- ii) Once a formal complaint has been received it is essential to respond in a timely manner, i.e. within 14 days.
- iii) The alleged harasser is to be officially notified upon being named in a harassment complaint.

#### **11.7.3 Conducting an Investigation**

- i) Those responsible for investigating the complaint should be impartial and therefore, should not have a significant personal or professional relationship with either the complainant or the respondent. In some cases, it may be appropriate to arrange for an outside person to conduct the investigation.
- ii) The investigator should do the following:
  - Interview the complainant, the alleged harasser and potential witnesses.
  - Take notes during every interview.
  - Determine whether others have experienced similar problems.
  - Assure confidentiality, as much as possible.

- Prepare a written report.
- iii) Within 14 days of having received the complaint, the investigation shall be completed and a report prepared and presented to the SRA designate, as well as to the complainant and the respondent. The report should include the following information:
  - A summary of the relevant facts.
  - A determination as to whether the behaviors in question constituted harassment.
  - Recommended disciplinary action against the complainant if the complaint is determined to be vexatious or retaliatory.

#### **11.7.4 Determining Appropriate Disciplinary Action**

- i) When determining appropriate consequences and pro-active measures, the following factors should be considered:
  - The nature of the harassment.
  - Whether the harassment involved any physical contact.
  - Whether the harassment was an isolated incident or part of an ongoing pattern of behavior.
  - The nature of the relationship between the respondent and complainant.
  - The age of the complainant.
  - Whether the harasser admitted responsibility and expressed a willingness to change.
  - Whether the harasser retaliated against the complainant in any way.

### **11.8 CONCLUDING A HARASSMENT COMPLAINT**

- a) There are a number of details that will be specific to the SRA Executive Committee and should be considered as a checklist.
  - Who will make a final and binding decision regarding whether or not harassment took place?
  - Who will decide what disciplinary action will be taken?
  - Who will implement and monitor the disciplinary action?
  - How long will the material surrounding the case be kept and where?
  - What information, if any, will be included in an individual's personal file?
  - How will you ensure the confidentiality is maintained?
  - Who will follow-up with the complainant to ensure that the harassing behavior has stopped and to allow for any subsequent concerns to be addressed?

### **11.9 APPEAL PROCESS**

- a) In the event that a notice of appeal is filed, the SRA Executive Committee shall appoint an appeal team, of a minimum of two people to review the case.
- b) The appeal team shall base its decision solely on a review of the documentation surrounding the complaint, including the complainant and respondent's statements, the investigation report and the notice of appeal.

- c) Within 14 days the appeal shall be completed and a report prepared which outlines their recommendation. The appeal team has the ability to uphold the original decision resulting from the investigation; to reverse the decision of the original investigation; or to modify the recommendations for disciplinary action or compensation.
- d) Within 7 days, the SRA Board of Directors shall review the report and make a final and binding decision.
- e) Both respondent and complainant will be officially notified of the final decision regarding the appeal process.

For further educational resources on harassment, there are resource materials such as booklets; pamphlets and videos provided by Sport Manitoba that are available to the public to order for their personal use.

You can also contact the SRA Office for further information.

# SOUTHDAL RECREATION ASSOCIATION (SRA)

## **7.0 PRIVACY POLICY**

### **Purpose of this Policy**

1. Privacy of personal information is governed by the *Personal Information Protection and Electronics Documents Act* (PIPEDA). This policy describes the way that SRA collects, uses, retains, safeguards, discloses and disposes of personal information, and states SRA's commitment to collecting, using and disclosing personal information responsibly. This policy is based on the standards required by PIPEDA, and SRA's interpretation of these responsibilities.

### **Background**

2. Our organization, SRA, is a community centre in South east Winnipeg, and provides recreation services and programs to the families of the Southdale:
  - to provide opportunities for wholesome recreation
  - to provide opportunities for through which each individual can achieve personal growth and take part in the life of the Association and in the Community.
  - the facilities of the centre are open to all residents of Winnipeg but the centre shall be specifically concerned with the needs of those residents residing within the above designated boundaries.

### **Personal Information**

3. Personal information is information about an identifiable individual. Personal information includes information that relates to their personal characteristics (e.g., gender, age, income, home address or phone number, ethnic background, family status), their health (e.g., health history, health conditions, health services received by them) or their activities and views (e.g., religion, politics, opinions expressed by an individual, an opinion or evaluation of an individual). Personal information, however, does not include business information (e.g., an individual's business address and telephone number), which is not protected by privacy legislation.

### **Accountability**

4. The General Manager is the Privacy Officer and is responsible for the monitoring information collection and data security, and ensuring that all staff receives appropriate training on privacy issues and their responsibilities. The Privacy Officer also handles personal information access requests and complaints. The Privacy Officer may be contacted at the following address: Southdale Recreation Centre, 254 Lakewood Blvd, Winnipeg, Mb R2J-3A2

### **Purpose**

5. Personal information will only be collected by SRA to meet and maintain the highest standard of organizing and programming the activities of SRA. SRA collects personal information from prospective members, members, coaches, referees, participants, managers and volunteers for purposes that include, but are not limited to, the following:
  - a) Name, address, phone number, cell phone number, fax number and e-mail address for the purpose of communicating about SRA's programs, events and activities.

- b) NCCP number, education, resumes and experience for database entry at the Coaching Association of Canada to determine level of certification and coaching qualifications.
  - c) Credit card information for registration at conferences, travel administration, and purchasing equipment, coaching manuals and other products and resources.
  - d) Date of birth, athlete biography, and member club to determine eligibility, age group and appropriate level of play.
  - e) Banking information, social insurance number, criminal records check, resume, and beneficiaries for SRA s payroll, company insurance and health plan.
  - f) Criminal records check and related personal reference information for the purpose of implementing SRA s volunteer screening program.
  - g) Personal health information including provincial health card numbers, allergies, emergency contact and past medical history for use in the case of medical emergency.
  - h) Athlete information including height, weight, uniform size, shoe size, feedback from coaches and trainers, performance results for athlete registration forms, outfitting uniforms, media relations, and various components of athlete and team selection.
  - i) Marketing information including attitudinal and demographic data on individual members to determine membership demographic structure, and program wants and needs.
  - j) Name, address, phone number, cell phone number, fax number and e-mail address for the purpose of providing insurance coverage, managing insurance claims and conducting insurance investigations.
6. If a purpose has not been identified herein, SRA will seek consent from individuals when personal information is used for a purpose not already consented to. This consent will be documented as to when and how it was received.

### **Consent**

7. Consent is required to be obtained by lawful means from individuals at the time of collection, prior to the use or disclosure of the personal information. If the consent to the collection, use or disclosure was not obtained upon receipt of the information, consent will be obtained prior to the use or disclosure of that information. SRA may collect personal information without consent where reasonable to do so and where permit by law.
8. By providing personal information to SRA, individuals are consenting to the use of the information for the purposes identified in this policy.
9. SRA will not, as a condition of a product or service, require an individual to consent to the collection, use or disclosure of information beyond that required to fulfill the specified purpose.
10. An individual may withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions, provided the individual gives one week notice of such withdrawal to SRA. The Privacy Officer will advise the individual of the implications of such withdrawal.

### **Limiting Collection**

11. All personal information will be collected fairly, by lawful means and for the purposes as specified in this policy. SRA will not use any form of deception to obtain personal information.

### **Limiting Use, Disclosure and Retention**

12. Personal information will not be used or disclosed by SRA for purposes other than those for which it was collected as described herein, except with the consent of the individual or as required by law.
13. Personal information will be retained for certain periods of time in accordance with the following:
  - a) Registration data and athlete information will be retained for a period of three years after an individual has left a program of SRA, in the event that the individual chooses to return to the program;
  - b) Parental/family information will be retained for a period of three years after an individual has left a program of SRA, in the event that the individual chooses to return to the program;
  - c) Information collected by coaches will be retained for a period of three years after an individual has left a program of SRA, in the event that the individual chooses to return to the program.
  - d) Employee information will be retained for a period of seven years in accordance with Canada Customs and Revenue Agency requirements.
  - e) Personal health information will be immediately destroyed when an individual chooses to leave a program of SRA.
  - f) Marketing information will be immediately destroyed upon compilation and analysis of collected information.
  - g) As otherwise may be stipulated in federal or provincial legislation.
14. Personal information that is used to make a decision about an individual will be maintained for a minimum of one year of time to allow the individual access to the information after the decision has been made.
15. SRA may disclose personal information to a government authority that has asserted its lawful authority to obtain the information or where SRA has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court or otherwise as permitted by applicable law.
16. Documents will be destroyed by way of shredding and electronic files will be deleted in their entirety. When hardware is discarded, SRA will ensure that the hard drive is physically destroyed.

### **Accuracy**

17. SRA will use accurate and up-to-date information as is necessary for the purposes for which it is to be used, to minimize the possibility that inappropriate information may be used to make a decision about an individual.

### **Safeguards**

18. Personal information is protected by security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.
19. Methods of protection and safeguards include, but are not limited to, locked filing cabinets, restricted access to offices, security clearances, need-to-know access and technological measures including the use of passwords, encryption and firewalls.

20. The following steps will be taken to ensure security:
  - a) Paper information is either under supervision or secured in a locked or restricted area.
  - b) Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on computers.
  - c) Paper information is transmitted through sealed, addressed envelopes or in boxes by reputable courier/delivery companies.
  - d) Electronic information is transmitted either through a direct line or is encrypted.
  - e) Staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with this policy.
  - f) External consultants and agencies with access to personal information will provide SRA with appropriate privacy assurances.

### **Openness**

21. SRA will publicize information about its policies and practices relating to the management of personal information. This information is available through this policy, on SRA's web site or upon request by contacting the Privacy Officer.
22. The information available to the public includes:
  - a) The name or title, address and telephone number of SRA's Privacy Officer.
  - b) The forms that may be used to access personal information or change information.
  - c) A description of the type of personal information held by SRA, including a general statement of its approved uses.

### **Individual Access**

23. Upon written request, and with assistance from SRA, an individual may be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. As well, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.
24. Requested information will be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal cost relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.
25. If personal information is inaccurate or incomplete, it will be amended as required.
26. An individual may be denied access to his or her personal information if:
  - a) This information is prohibitively costly to provide;
  - b) The information contains references to other individuals;
  - c) The information cannot be disclosed for legal, security or commercial proprietary purposes;
  - d) The information is subject to solicitor-client or litigation privilege.
27. Upon refusal, SRA will inform the individual the reasons for the refusal and the associated provisions of PIPEDA.

### **Challenging Compliance**

28. An individual may challenge SRA's compliance with this policy and PIPEDA, by submitting a challenge in writing.

29. Upon receipt of a written complaint, SRA will:
  - a) Record the date the complaint is received;
  - b) Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
  - c) Acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three days of receipt of the complaint;
  - d) Appoint an investigator using SRA personnel or an independent investigator, who will have the skills necessary to conduct a fair and impartial investigation, and who will have unfettered access to all files and personnel, within ten days of receipt of the complaint.
  - e) Upon completion of the investigation and within 25 days of receipt of the complaint, the investigator will submit a written report to SRA.
  - f) Notify the complainant of the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures, within 30 days of receipt of the complaint.
30. An individual may appeal a decision made by SRA under this Policy, in accordance with SRA policies for appeals.
31. For further information individuals may contact the SRA offices.