6UP VOLLEYBALL CLUB

Handbook



6upvolleyball.com

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I. Mission Statement

The 6UP Volleyball Club provides high quality, accessible, developmental and competitive programs to youth of all abilities in our community. We offer youth the opportunity to learn, grow, enhance, and develop leadership, team and life skills through various sports and activities, primarily volleyball.

II. Vision Statement

Provide youth the opportunity to become leaders and productive members of society, to achieve their fullest potential, and to develop a life-long passion for physical activity in a safe and supportive environment.

III. Core Values

The 6UP Volleyball Club is dedicated to fostering a respectful community in which every member may grow physically, emotionally and mentally.

We are committed to providing a respectful, supportive, positive, non-threatening, equal opportunity, ethical, confidence-building environment for youth to enjoy and flourish in.

We prohibit discriminatory practices and recognize and embrace all cultures, religions and faiths.

Our participants are guided towards success by a dedicated and enthusiastic group of coaches and volunteers who share their knowledge and expertise and provide positive encouragement and motivation.

IV. Executive Committee

President – Steve Cyrille

Secretary / Treasurer – Liza Tilander

Fundraising Chair – David Brown

V. Codes of Conduct

The 6UP Volleyball Club, referred to herein as the "Organization", adheres to, but not limited to, the Ontario Volleyball Association's (OVA's) Code of Conduct and Person in Authority Code of Conduct, the UCCMS Code of Conduct to Prevent and Address Maltreatment in Sport, the Volleyball Canada Open and Observable Environments (Rule of 2), and the Dare to Care Bully Awareness Code of Conduct:

OVA Code of Conduct and Ethics

OVA's Pan Canadian Policy - Person in Authority Abuse Policy - Code of Conduct

UCCMS Code of Conduct to Prevent and Address Maltreatment in Sport

Volleyball Canada Open & Observable Environments (Rule of 2)

Dare to Care Bully Awareness Code of Conduct

OVA Purple Card Policy for all OVA and non-OVA Adult and Youth Members, Parents, Attendees and Spectators

Further to the above noted Codes of Conduct, Rule of 2 and Purple Card Policy, the Organization has outlined Codes of Conduct for the following, but not limited to:

A. Coaches;
B. Club Administrators;
C. Athletes;
D. Parents/Guardians and Spectators, and
E. Team Staff

There is an expectation, at all times - on and off the court, in public or on social media, especially when wearing the Organization's attire, that all Individuals within the Organization, as representatives of the Organization, show appropriate behaviour consistent with the Organization's core values. All Individuals must treat all athletes, coaches, administrators, officials, parents, spectators and other team staff/members, from within and without the Organization, equally and respectfully, and support them to the best of their abilities regardless of race, sex, creed or ability.

A. Coaches

In addition to being aware of and abiding by sections 10 and 11 of the OVA's Code of Conduct and the UCCMS, a coach is expected to:

1. Conduct themselves with integrity, in a respectful and sportsmanlike manner, at all times, on and off the court, in public or on social media

2. Never do any harm

3. Understand their role on the coaching staff and perform that role to the best of their abilities

4. Respect and support fellow coaches and support them to the best of their abilities

5. Set the tone for all athletes and team members, parents/guardians, and spectators:

    a. Respect all Individuals;
    b. Create a positive team culture;
    c. Encourage feedback;
    d. Dedicate time to create fun during practice;
    e. Make all Individuals feel valued, safe, and appreciated;
    f. Build self-esteem;

g. Foster friendships;
h. Practice recognition and gratitude;
i. Appreciate all Individuals' roles at an event or competition;
j. De-emphasize the importance of winning and encourage strong effort and work ethic;
k. Acknowledge frustration and avoid aggressive behaviour;
l. Do not tolerate offensive or abusive language, by anyone, nor directed at anyone, and
m. Accept all outcomes, learn from them, and move on.

6. Provide parents/guardians and athletes with the information necessary to be involved in the decisions that affect the athlete

7. Never deride a participant for a poor performance or practice

8. Treat with respect and care the practice and competition venues and facilities

9. Respect and abide by the rules, guidelines or instructions of the venues and facilities and listen to and accept gracefully the decisions of those in authority at said venues and facilities

1. Coach Development Plan

Coaches will abide by the OVA Coaching Requirements and become certified according to the OVA's Coaching Certification Policy: https://www.ontariovolleyball.org/development-coach

1. Further to the OVA's Coach Development and Certification Policy, the Organization will hold monthly online professional development sessions
2. Coaches are expected to maintain or enhance their certification in order to remain a member in good standing with the Organization.
3. Financial assistance may be available upon request.

B. Club Administrators

As outlined in sections 10, 14.1 and 14.2 of the OVA's Code of Conduct and abiding by the UCCMS, Directors and Community Members are expected to:

1. Function primarily as a member of the board and/or committee(s) of the Organization, not as a member of any other particular member or constituency

2. Act with honesty and integrity and conduct themselves openly, professionally, lawfully and in good faith in a manner consistent with the nature and responsibilities of the Organization's business and in its best interest

3. Ensure that the Organization's financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities

4. Be independent and impartial

5. Behave appropriately, honestly, and equitably, according to the circumstance and position, in all dealings with others, in public or on social media

6. Conform to the bylaws and policies approved by the Organization

C. Athletes

In addition to being aware of and abiding by sections 10 and 12 of the OVA's Code of Conduct and the UCCMS, an athlete is expected to:

1. Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete

2. Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, coaches, officials, or spectators, at all times, on and off the court, in public or on social media

3. Be on time, every time, and ready to participate to their best abilities in all tryouts, practices, training sessions, competitions, tournaments, and events

4. Treat with respect and care the practice and competition venues and facilities

5. Respect and abide by the rules, guidelines or instructions of all venues or facilities and listen to and accept gracefully the decisions of those in authority at said venues or facilities

6. Treat themselves and all Individuals respectfully, ethically, and fairly, especially with respect to their unique skills, talents, and efforts

7. Be accountable to themselves and each other

8. Eliminate excuses

9. Respect effort and work ethic

10. Never deride a participant for a poor performance or practice

11. Evaluate each other on merit: skills, work ethic, commitment, and integrity

12. Keep comments and feedback towards all Individuals positive and constructive and always use appropriate, inoffensive language, taking into account the audience being addressed

13. Care more about the team's success than personal glory

14. Lead through collaboration, not intimidation

15. Accept all outcomes, learn from them, and move on

16. Dress in a manner representative of the Organization; focusing on neatness, cleanliness, and discretion

17. Act in accordance with the Organization's policies and procedures and, when applicable, additional rules as outlined by coaches, managers, or chaperones

D. Parents/Guardians and Spectators

In addition to being aware of and abiding by sections 10 and 14 of the OVA's Code of Conduct and the UCCMS, parents/guardians and spectators are expected to:

1. Complete the Respect in Sport Program

2. Act in accordance with the Respect in Sport Program, as well as the Organization's policies and procedures and, when applicable, additional rules as outlined by coaches, managers, officials, or chaperones

3. Conduct themselves in a manner that always demonstrates good sportsmanship and respect for others, on and off the court, in public or on social media

4. Agree and accept the *Code of Ethics for Parents/Guardians and Spectators*. By signing the pledge, they must exhibit, model and encourage behaviour that is consistent with good sportsmanship and character, and positive support for all Individuals, including, but not limited to athletes, coaches, parents/guardians, spectators, and officials at tryouts, practices, training sessions, competitions, tournaments, activities, and events

5. Report any medical problems in a timely fashion, when such problems may limit the athlete's ability to travel, practice, or compete

6. Agree to pick up and/or drop off the athlete in a timely fashion so that the athlete is well-nourished and prepared to participate to the best of their abilities in all tryouts, practices, training sessions, competitions, tournaments, activities, and events

7. Have the athlete dressed in appropriate attire and footwear to avoid injury during all tryouts, practices, training sessions, competitions, tournaments, activities, and events

8. Be accountable for their actions and emotions - what's important is that the athlete is having a fun, safe, and positive experience

9. Make athletes feel valued and encourage them to do their best: Care first, criticize later

10. Provide a supportive environment without pressure

11. Be aware of how to best support their athlete and honour their wishes

12. Focus on the physical and emotional well-being of the athlete above any desire to win - emphasize effort, appreciate and praise their hard work

13. Know there is value in defeat as well as in victory

14. Show respect for coaches and officials and accept their decisions and judgments and encourage athletes to do the same

15. Respect and show appreciation to all competitors and to the coaches, officials, and other volunteers who give their time to the sport

16. Make only positive and encouraging comments to players, spectators, and coaches from all teams

17. Avoid coaching from the sidelines

18. Get to know the coach/coaches and support their philosophy, knowledge and skill level

19. Allow at least 24 hours to pass, or less if time-sensitive, before confronting a coach or team official when faced with issues with respect to an athlete

20. Agree to orderly discussions

21. Report any and all issues with coaches and athletes directly to members of the Organization's Board of Directors

E. Team Staff

In addition to being aware of and abiding by sections 7 and 8 of the OVA's Code of Conduct, Team Staff must:

1. Remember that on or off the court, in public or on social media, in or out of Organization uniform or attire, they are a representative of the Organization at all times and must conduct themselves in a manner adherent to the Codes of Conduct of the Organization and that of the OVA and the Respect In Sport program

2. Refrain from any behavior that constitutes Harassment, Workplace Harassment, Sexual Harassment, Workplace Violence, Abuse, or

Discrimination

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

4. Refrain from consuming tobacco products, cannabis, or recreational drugs while participating in any Organization or OVA event:

    a. In the case of minors, not consume alcohol, tobacco, or cannabis in ANY Sporting Environment;
    b. In the case of adults, avoid consuming alcohol, tobacco, or cannabis in situations where minors are present, and take reasonable steps to manage the responsible consumption of alcoholic beverages in adult-oriented social situations associated with any Organization or OVA event;
    c. Respect the property of others and not willfully cause damage, and
    d. Promote volleyball in the most constructive and positive manner possible

5. Respect the confidentiality appropriate to issues of a sensitive nature

6. Ensure that all Members are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight

VI. OVA's Respect in Sport Program for Parents

Further to the *Code of Conduct for Parents/Guardians and Spectators* outlined above in section V.D.1 and V.D.2, all parents/guardians must complete and act in accordance with the Respect in Sport Parent Program: Respect in Sport Parent Program

VII. Complaints/Dispute Resolution Policy

The 6UP Volleyball Club, referred to herein as the "Organization", adheres to the Discipline and Complaints Policy and Dispute Resolution Policy from the Ontario Volleyball Association (OVA):

OVA Discipline and Complaints Policy

OVA Dispute Resolution Policy

Further to the OVA's policies on Discipline and Complaints and Dispute Resolution, the Organization has outlined a summary of the discipline and complaints process.

The discipline and complaints process is **confidential.** Any information related to the complaint, investigation, hearing or decision shall be held in strict confidence and not shared by any parties involved.

Individuals and participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Organization's policies, bylaws, rules and regulations, and *Codes of Conduct*. Non-compliance by Individuals can result in severe

damage to the integrity of the Organization and may be subject to penalties pursuant to this Policy. Complaints will be handled fairly, expeditiously, and affordably.

A. Reporting a Complaint

1. Any Individual may report any complaint to the Organization (the Complainant). The complaint must include the Parties involved: the Complainant, Respondent, and any other individuals, persons, or organizations affected by the complaint, the nature of the violation, and provide sufficient evidence to substantiate the complaint.

2. The complaint must be in writing and signed and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted at the sole discretion of the Organization.

3. If a complaint is filed outside of the fourteen (14) day period, the Complainant must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the complaint outside of the fourteen (14) day period will be at the sole discretion of the Organization. This decision may not be appealed.

4. At the Organization's discretion, the Organization may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the Organization will identify an individual to represent the Organization.

B. Mediation

1. Before any complaint proceeds to the formal stage, the dispute will first be referred to the Organization's President (or designate) for review, with the objective of resolving the dispute.

C. Case Manager

1. Should the review by the Organization's President (or designate) not resolve the dispute, the Organization will appoint a Case Manager to oversee management and administration of complaints submitted in accordance with this Policy and such an appointment is not appealable. The Case Manager is not required to be a member of the Organization. The Case Manager has an overall responsibility to ensure procedural fairness is respected at all times in this Policy, and to implement this Policy in a timely manner. More specifically, the Case Manager has a responsibility to:

    a. Determine whether the complaint is frivolous or intended to harass and within the jurisdiction of this Policy. If the Case Manager determines the complaint is frivolous, intended to harass, or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Case Manager's decision to accept or dismiss the complaint may not be appealed;
    b. Determine if the complaint is a minor or major infraction;
    c. Appoint the Panel, if necessary, in accordance with this Policy;
    d. Coordinate all administrative aspects of the complaint, and

e. Provide any administrative or logistical service or support that may be necessary to ensure a fair and timely proceeding

2. The Case Manager will inform all Parties if the infraction is minor or major in nature. The matter will be dealt with according to the section relating to the minor or major infraction of the OVA's Discipline and Complaints Policy.

D. Minor Infractions

1. Minor infractions are **single incidents** of failing to achieve expected standards of conduct that generally do not result in harm to others, the Organization, or the sport. Examples of minor infractions can include but are not limited to, a single incident of:

    a. Racist, sexist, offensive, disrespectful, or abusive comments or behaviour;
    b. Disrespectful conduct such as outbursts of anger or argument;
    c. Conduct contrary to the values of the Organization;
    d. Being late for, or absent from, the Organization events and activities at which attendance is expected or required;
    e. Non-compliance with the Organization's policies, procedures, rules, or regulations;
    f. Minor violations of the Organization's *Codes of Conduct*, and
    g. Tampering.

2. Procedures for minor infractions will be dealt with informally and at the discretion of the person responsible for discipline of such infractions.

3. Minor infractions that result in a discipline will be recorded and records will be maintained by the Organization. Repeat minor infractions may result in further such incidents being considered a major infraction.

E. Major Infractions

1. Major infractions are instances of failing to achieve the expected standards of conduct that result, or have the potential to result, in harm to other persons, the Organization, or to the sport. Examples of major infractions include, but are not limited to:

    a. Repeated minor infractions;
    b. Any incident of hazing;
    c. Incidents of physical abuse;
    d. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct;
    e. Pranks, jokes, or other activities that endanger the safety of others;
    f. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition;

g. Conduct that intentionally damages the Organization's image, credibility, or reputation;
h. Consistent disregard for the Organization's bylaws, policies, rules, and regulations;
i. Major or repeated violations of the Organization's *Codes of Conduct*;
j. Intentionally damaging the Organization property or improperly handling the Organization monies;
k. Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics, and
l. Any possession or use of banned performance-enhancing drugs or methods.

2. Major infractions occurring within competition may be dealt with immediately, if necessary, by a person having authority. In such situations, disciplinary penalties will be for the duration of the competition, training, activity, or event only. If applicable, discipline specific to the particular event or competition shall be applied. Further penalties may be applied but only after reviewing the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of this Policy.

3. Major infractions will be handled using the Procedure for Major Infraction Hearing set out in the OVA's Discipline and Complaints Policy, except where a dispute resolution procedure contained within a contract, employee agreement, or other formal written agreement takes precedence.

4. Major infractions that result in discipline will be recorded and records will be maintained by the Organization.

F. Investigation

1. Information will be gathered from all Parties involved.

2. Independent advice may be sought as deemed necessary.

G. Decision

1. The following decisions may result from hearing the matter:

a. An infraction has occurred and penalties imposed;
b. An infraction has not occurred;
c. There is insufficient information to make a decision, or
d. The complaint is beyond the jurisdiction of the Organization, Case Manager, or panel.

H. Disciplinary Action

1. The following disciplinary actions may result from the investigation:

a. Verbal or written reprimand from the Organization to one of the Parties;
b. Verbal or written apology from one Party to the other Party;
c. Service or other contribution to the Organization;
d. Temporary or permanent removal of certain privileges of membership;
e. Suspension from the current competition, activity, or event;
f. Fines;
g. Any other penalty considered appropriate for the offence;
h. Discipline specific to the event or competition, if applicable;
i. Expulsion from the Organization;
j. Removal from certain teams, events, and/or activities;
k. Suspension from the Organization's activities for a designated period of time;
l. Payment of the cost of repairs for property damage, and
m. Any other penalty considered appropriate for the offence.

I. Suspension Pending a Hearing

1. The Organization may determine that an alleged incident is of such a serious nature as to warrant suspension of an Individual pending completion of the criminal process, a hearing, or a decision of the Panel.

J. Criminal Convictions

1. An Individual's conviction for any of the following *Criminal Code* offences will be deemed a major infraction and will result in expulsion from the Organization and/or removal from the Organization's competitions, activities, and events upon dole discretion of the Organization:

    a. Any child pornography offences;
    b. Any sexual offences;
    c. Any physical or psychological violence offences;
    d. Any assault offences, and
    e. Any offence involving trafficking of illegal drugs.

VIII. Playing Time/Fair Play Policy

The 6UP Volleyball Club, referred to herein as the "Organization", adheres to the Fair Play Policy from the Ontario Volleyball Association's (OVA's) Youth Competitions Manual:

A. Playing Time

1. When an athlete makes a club team, there is a certain guarantee that the player will get some playing time due to the monetary investment. This does not guarantee equal playing time. For coaches, delegating playing time is a difficult task: the decision to give one player more time on the court means another player will get less. As such, regardless of how well-considered, each decision means that someone will be disappointed.

2. Strong teams have strong benches. Players who keep focused on the match while not on the court greatly increase their chances of entering the game. Positive energy and encouragement from the bench players almost always infect their teammates with optimism and extra energy.

3. Lineup decisions are primarily the result of careful consideration about a team's chemistry, the opponent's and player's strengths and weaknesses, and the player's attitude. Playing time is earned by hard work, positive work ethic, proven performance and a season-long observation about each player's time on and off the court during practices, training sessions, and competitions.

4. Our coaching staff are encouraged to give all eligible players the opportunity to play in competitions. While equal playing time is not a goal, it will not always be possible. Each player has their own set of skills that the coaching staff is aware of. They will do their utmost to instill a passion for the sport, teaching them to value their role on the team and be confident when the opportunity to go on the court arises, whether in practice, training sessions, or competitions.

5. Our coaching staff will give as many players the opportunity to shine on the court as possible, depending on the situation.

B. Fair Play

1. Any player on the starting scoresheet who does not start the first set must start the second set.

2. In the case of a team with less than 12 players on the game roster, players who played the first set and who are starting the second set can be substituted at any time during the second set (Ontario only).

3. A player who did not play the first set cannot be substituted in the second set.

4. Substitutions follow the normal substitution rules.

5. Fair play rules will be in effect for the following age divisions:

    a. 12U Girls
    b. 13U and 14U Boys and Girls
    c. 15U Boys and Girls for pool play matches only (including Day 1 & 2 of Ontario Championships) (Ontario only)
    d. 16U Girls for pool play matches only in the Trillium Division at regular season events (does NOT include Ontario Championships) (Ontario only)
        i. Note: The libero is considered as a starting position within the fair play rule.

Compliance Procedure: The head coach must submit a standard roster form at the

first match of the day. This roster will be used for the duration of the day. The same roster sheet must be used for ALL matches. The verification by the scorekeeper and 1st official will be conducted for all matches. If a player is unable to play, it must be noted on the score sheet.

These rules apply to Ontario only. Volleyball Canada rules may differ from the above.

IX. Return to Play Policy

The 6UP Volleyball Club is committed to taking all reasonable steps to provide a safe and secure sporting environment for athletes in its programs, activities, and events.

Should an injury occur, the coach will fill out an injury report immediately. In the case of a suspected concussion, the coach is the first point of contact with the injured player. They will evaluate the player in question, using appropriate protocols and will make a determination based on their assessment of the player. If it is determined that the player may be concussed or is showing symptoms of a possible concussion, the player will be considered unfit to play until assessed by a Physician. No player can return to play until the attending physician has given the player clearance to do so in writing. The coach's decision is final and cannot be overturned by the coaching staff or the parents/guardians.

A. Rowan's Law - Concussion Safety

1. The mandatory requirements of Rowan's Law (Concussion Safety), 2018 include the review of Concussion Awareness Resources and Concussion Codes of Conduct and has been in effect as of July 1, 2019. This Law makes it mandatory for sports organizations to:

    a. Ensure that athletes under 26 years of age, parents of athletes under 18, coaches, team trainers and officials confirm every year they have reviewed Ontario's Concussion Awareness Resources;
    b. Establish a Concussion Code of Conduct that sets out rules of behaviour to support concussion prevention, and
    c. Establish a Removal-from-Sport and Return-to-Sport protocol.

2. For more resources on Rowan's Law click the following links:

    a. Rowan's Law - Concussion Awareness Resources, Ontario
    b. The OVA Concussion Policy and Protocol

B. Injury

1. According to the severity of injury, it is the parent's/guardian's responsibility to seek appropriate health care.

2. A Significant Injury is any injury that a player sustains (except Concussion) that requires the player to be absent for a period of greater than one week.

Examples are, but not limited to, broken bones, severe sprains or strains, major lacerations, respiratory incidents, etc. Concussion is excluded from this policy as it has its own policy and protocols. The 6UP Volleyball Club will utilize the OVA Concussion Code of Conduct for Athletes as outlined above.

3. After a significant injury has occurred the coach with the injured player, parents/guardians, and medical professionals will determine the best course of action. The coach will be kept apprised of any and all changes in the player's condition and the player WILL BE unfit to play until assessed by a Physician. No player can return to play until the attending Physician has given the player clearance to do so in writing. The trainer's decision is final and cannot be overturned by the Coaching staff or the Parents until the Return to Play criteria has been met.

C. Return to Play Criteria (except Concussion)

1. An injured athlete will be allowed to return to practice and competition under the following criteria:

    a. the attending Physician has given the player clearance to return to activity, in writing;
    b. the Parent/Guardian has given their consent, and
    c. the Player is pain and symptom free and feels ready to return to play.

2. If the player experiences any pain or symptoms, the player must be re evaluated by a physician. Remember, symptoms may return later that day or the next, and not necessarily when exercising.

D. Return to Play Process

The return to play process is gradual, or as mandated by medical protocols and begins after the attending Physician has given the player clearance to return to activity.

1. Step 1: No activity, only complete rest, as determined by the appropriate medical protocols. Proceed to step 2 as advised by health professionals.

2. Step 2: Light aerobic exercise, such as walking or stationary cycling. Monitor for symptoms and signs. No resistance training or weight lifting.

3. Step 3: Sport specific activities and training.

4. Step 4: Drills without body contact. May add light resistance training and progress to heavier weights. The time needed to progress from non-contact to contact exercise will vary with the severity of the injury and the player. Only go to step 5 after medical clearance. (Reassessment and note)

5. Step 5: Game play

6. The earliest a concussed athlete should return to play is one week.

7. Players should proceed through return to play steps only when they do not experience any pain or symptoms and the attending physician has given clearance. Each step should be a minimum of one day. As a policy this is to be utilized as a guideline/protocol. Significant injuries happen and are as unique as individual players. As an example - rehabilitation time for severe sprains/strains, will vary depending upon the players own physical attributes as well as his/her availability for rehabilitation services. Never return to play if symptoms persist!

X. Social Media and Online Communication Policy

The Organization understands that advancements of technology are enabling new forms of social interaction and social media is a popular communication tool for players, parents, and coaches. The Organization is also aware that social media is a venue where inappropriate behavior and misconduct can occur. The following policies are meant to ensure the appropriate use of social media and online communication.

A. Texting, Email and Similar Electronic Communications

1. If it is necessary for a coach or staff member to send a direct text message or email to a player, the following guidelines must be followed:

    a. A parent (or guardian) must be copied;
    b. It must be signed so it is clear as to whom or what organization is sending the message. Just using the number or email address for
    b. identification is not sufficient;
    c. It should be non-personal and for the purpose of communicating
    d. information about team activities;
    e. It should never include or contain offensive, sexual or inappropriate language or photos;
    f. The time of day and the number of messages sent should be considered, and
    g. Records should be kept of every coach's current cell number and email accounts.

2. When a player feels the need to text or email a coach or staff member, the following guidelines must be followed:

    a. A parent (or guardian) must be copied, and
    b. It should be sent only with information regarding the organization or team or Club activities.

B. Social Media (Facebook, Twitter, Blogs, and Similar Sites)

1. Coaches are not to have contact with players on any social media site, other than the official Organization website. See item 6 below.

2. Players are never to post pictures of other Club Members or players that can be hurtful or embarrassing or without their permission.

3. The use of any device of recording or transmitting visual images is strictly prohibited in showers, restrooms, changing rooms or other areas where participants expect privacy.

4. Protecting the identity and privacy of all Organization's players is required. 5. Do not post names, photos or identifying information at any time.

5. Players and parents can "friend" the official Organization page and coaches can communicate to players through the site. The communication must be open, transparent and professional in nature and for the purpose of communicating information about the team or Club activities.

6. Social media sites should not be used to abuse or criticize the organization, Members or players.

C. Personal Information Protection Policy

The 6UP Volleyball Club is committed to safeguarding the personal information entrusted to us by our Members. This privacy statement outlines the practices we follow in protecting personal information.

1. This privacy statement applies to the 6UP Volleyball Club and to any person providing services on our behalf. A copy of this privacy statement is provided to any Member on request.

2. What is personal information?

    a. Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age sex, marital or family status, an identifying number, financial information, educational history, etc.

3. What personal information do we collect?

    a. We collect only the personal information that we need for the purposes of providing services to our Members, including personal information needed for communication, promotion, and risk management;
    b. We normally collect Member information directly from our Members. We may collect your information from other

persons with your consent or as authorized by law, and

c. We inform our Members, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a Member volunteers information for an obvious purpose (Ex. producing a credit card to pay a Membership fee when the information will be used only to process the payment).

4. How do we safeguard personal information?

    a. We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with the 6UP Volleyball Club. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction;
    b. We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information, and
    c. We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

5. Questions and complaints

    a. If you have a question or concern about any collection, use or disclosure of personal information by the 6UP Volleyball Club, or about a request for access to your own personal information, please contact the Club President at 6upvolleyball@gmail.com.

6. Resources:

    a. http://serviceOntario.ca/pipa/documents/npworkbook.pdf

XI. Financial Policy

The Organization and all teams are financially supported through annual player fees as well as any additional fundraising or sponsorship monies collected. The expenses in your registration fee may include:

A. Organization Expenses

1. Permits for training facilities;
2. Insurance;
3. Administrative expenses, such as club registration fees (OVA), website, online meeting platform;

4. Equipment, such as vertical training, volleyballs, net, antennae, ball cart;
5. Rulebook;
6. Coach training, and
7. Police background check, Vulnerable Sector Screening (VVSS)

B. Team Expenses

1. Player registration with OVA;
2. Coach registration with OVA;
3. OVA Tournament Fees, and
4. OVA Provincial Championships

C. Additional Expenses

The majority of Organization and Team expenses are covered by player registration fees. There are additional expenses which are the parent's/guardian's responsibility to manage collaboratively through the team's Parent Representatives. These include, but are not limited to:

1. Player accommodations, transportation, and meals at away tournaments;
2. Coaches' accommodations, gas, and meals at away tournaments;
3. Player/Coach lunch at local tournaments, and
4. Additional tournament fees

XII. Cancellation/Refund Policy

If the athlete is unable to continue to play with the 6UP Volleyball Club,

A. Signed Player

The OVA Registration Form is a legal, contractual obligation when signed. The contract outlines specific responsibilities that are assigned to both signatories. Similarly, accepting a position with the 6UP Volleyball Club is a commitment not only to the Organization but also to the coach and other team members. The cancellation/refund policy takes into consideration that an increased financial burden is borne by the remaining families in circumstances when an athlete decides not to join the team and departs after a commitment has been made to the team. Based on previous experiences identifying and signing a suitable, replacement player at such a late date is almost impossible. As a result, in most such instances athlete fees are non-refundable.

1. There are only three (3) exceptions:

    a. If the athlete is asked to leave for any reason other than a breach of the *Code of Conduct for Athletes*;
    b. The athlete sustains a season-ending injury during a sanctioned Organization activity, or
    c. A suitable replacement player is signed to the team, and registered

with the OVA before February 1st, to defray costs to the balance of the team.

2. Refund requests for any of the exceptions noted above, any portion of fees that have already been disbursed in support of products and/or services purchased on behalf of the athlete during their time with the Organization will not be refunded.

3. For exception a. and b., we will refund 100% of all remaining (refundable) fees from that date.

4. For exception c., we will refund 50% of remaining refundable fees from the date the new player joins the team.

5. Examples of non-refundable expenditures are: money already expended by the Organization for items such as the athlete's OVA registration fee; OVA tournament registration; practice gym permits; uniforms and other team expenses; sponsorship or fundraising funds, airfare, etc.

B. Cancellation & Refund Policy for Developmental Programs*

1. Cancellation requests must be sent in writing to the Club President at 6upvolleyball@gmail.com.

2. Cancellations made 10 or more days prior to the program start date will be reimbursed at 80%.

3. Cancellations made less than 10 days prior to the program start date will not be reimbursed. (participants on the waiting list are no longer available, and we cannot find a replacement).

4. NO REFUNDS or CREDITS will be given once the program begins.

5. If an unforeseen medical condition prevents participation once a program has begun, e.g. injury or illness, a notice must be sent to the Club President at 6upvolleyball@gmail.com for review by the 6UP Volleyball Club administration. We reserve the right to request a medical note to verify injury or illness.

*Includes all Camps, Programs, and House League

XIII. Conflict of Interest

A. Purpose

6UP Volleyball Club is committed to conducting its activities with integrity, fairness, transparency and accountability.

The purpose of this policy is to:

a. identify circumstances that may give rise to an actual, potential or perceived conflict of interest;
b. establish expectations for the disclosure of conflicts;
c. provide a fair process for managing conflicts when they arise, and
d. ensure that individuals acting on behalf of the Organization make decisions in the best interests of the Club and its participants.

Conflicts of interest may arise in community sport organizations because individuals often have multiple roles and relationships within the organization. The existence of a conflict or potential conflict does not necessarily constitute misconduct. What is important is that conflicts are identified, disclosed and appropriately managed.

B. Scope and Application

This policy applies to all individuals acting on behalf of the Organization, including:

a. members of the Board of Directors;
b. officers;
c. coaches and assistant coaches;
d. employees and contractors;
e. team managers;
f. committee members;
g. volunteers;
h. individuals responsible for Club or team finances;
i. individuals involved in athlete or coach selection, and
j. other individuals authorized to make or influence decisions on behalf of the Organization.

For the purposes of this policy, these individuals are referred to as "Representatives".

C. Definitions

For the purposes of this policy:

Conflict of Interest means a situation in which a Representative's decision-making or actions on behalf of the Organization are influenced, or could reasonably be perceived to be influenced, by personal, family, financial, business, professional or other private interests.

Actual Conflict of Interest means a conflict that currently exists between a Representative's responsibilities to the Organization and their private interests.

Potential Conflict of Interest means circumstances that could reasonably develop into an actual conflict.

Perceived Conflict of Interest means circumstances in which a reasonable and informed person could reasonably believe that a Representative's judgment or actions may be influenced by a private interest.

Family Member includes a spouse or partner, parent, child, sibling, grandparent, grandchild, in-law or another person with whom the Representative has a comparable close family relationship.

D. General Obligations

Representatives are expected to act honestly, in good faith and in the best interests of the Organization when carrying out their responsibilities.

Representatives will:

a. avoid placing personal interests ahead of the interests of the Club when acting on behalf of the Organization;
b. disclose actual, potential or perceived conflicts of interest;
c. not provide improper preferential treatment to family members, friends, business associates or others;
d. not use their position with the Organization for improper personal or financial benefit;
e. not use confidential Club information for personal advantage;
f. not use Club property or resources for unauthorized personal purposes;
g. not accept gifts, payments or benefits that could reasonably be expected to influence a Club decision, and
h. comply with any measures established by the Organization to manage a disclosed conflict.

E. Multiple Roles and Family Relationships

The Organization recognizes that community sport organizations rely significantly on the involvement of parents, family members and volunteers and that individuals may hold more than one role within the Club.

The existence of a family relationship or overlapping Club role does not, on its own, constitute a conflict of interest.

For example:

a. a parent may coach a team on which their child participates;
b. a coach may also serve as a director, volunteer or committee member;

c. a director may have a child participating in the Club, and
d. family members may serve in different volunteer or coaching roles.

Where a specific matter directly affects the personal, family or financial interests of a Representative, however, the Representative must consider whether the circumstances create an actual, potential or perceived conflict and disclose the matter where appropriate.

The Club will determine what measures, if any, are necessary to manage the conflict.

F. Coaches and Family Members

The Organization permits parents and guardians to coach teams on which their own children participate.

Coaches are expected to:

a. treat athletes fairly and respectfully;
b. apply team standards consistently;
c. make coaching decisions based on legitimate volleyball, athlete-development and team considerations;
d. avoid preferential treatment based on family or personal relationships, and
e. comply with applicable the Organization, Ontario Volleyball Association and Volleyball Canada policies.

Routine coaching decisions, including playing time, positions, substitutions, line-ups, practice assignments, athlete feedback and tactical decisions remain the responsibility of the coaching staff.

A disagreement with a coaching decision does not, by itself, constitute evidence of a conflict of interest.

G. Athlete Assessment, Tryouts and Team Selection

The Organization is committed to conducting athlete assessments and team-selection processes as fairly and objectively as reasonably possible.

Where a coach is coaching, or is expected to coach, a particular team and their own child is being assessed for that team, **the coach will not be responsible for assessing or scoring their own child.**

The assessment of that athlete must be completed by another qualified coach or evaluator designated by the Organization.

The parent-coach may participate in the assessment of other athletes and may contribute to broader discussions concerning team composition; however, the recorded evaluation of their own child must come from another evaluator.

Where reasonably practical, the Organization may use multiple evaluators during tryouts and athlete assessments.

Athlete assessments and team selections may take into consideration factors including:

a. volleyball skills;
b. athletic ability;
c. position;
d. positional needs of the team;
e. development potential;
f. coachability;
g. work ethic;
h. attitude;
i. communication;
j. team composition, and
k. other legitimate considerations relevant to forming and developing a competitive volleyball team.

The involvement of an independent evaluator for the coach's child is intended to promote fairness and confidence in the assessment process. It does not prevent a parent from subsequently coaching their child once the athlete has been selected to the team.

No athlete is entitled to guaranteed or preferential team placement because of a family or personal relationship with a coach, director or other Club Representative.

H. Board and Committee Decisions

Directors and committee members must disclose any actual, potential or perceived conflict of interest relating to a matter being considered by the Board or committee.

Where a material conflict exists, the individual may be required to:

a. refrain from attempting to influence the decision;
b. abstain from voting;
c. withdraw from some or all of the discussion, or
d. take another measure considered appropriate by the remaining non-conflicted decision-makers.

A conflict will normally be assessed in relation to the particular matter being considered.

The fact that a decision affects a broad group that includes a Representative or their family does not necessarily create a conflict.

For example, a director who is also a coach would not ordinarily be considered conflicted solely because the Board is considering a policy or matter that applies generally to all Club coaches.

Similarly, a director whose child participates in the Club would not ordinarily be considered conflicted solely because the Board is considering a matter that applies generally to Club athletes or families.

A conflict is more likely to arise where the decision concerns a direct and material personal or financial interest that is distinct from the interests of other similarly situated Club members.

I. Financial Interests and Transactions

Representatives must disclose any direct or indirect material financial interest that they or a Family Member have in a proposed transaction involving the Organization.

This includes situations where the Organization is considering purchasing goods or services from:

a. a Representative;
b. a business owned or operated by a Representative;
c. a Family Member of a Representative, or
d. a business in which a Representative or Family Member has a material financial interest.

A related-party transaction is not automatically prohibited.

Where the Organization determines that such a transaction is in the best interests of the Club:

a. the relationship or interest must be disclosed;
b. the interested Representative must not improperly influence the decision;
c. the terms should be reasonable and consistent with market conditions;
d. alternative providers or comparative pricing should be considered where appropriate, and
e. the decision should be appropriately documented.

The interested Representative must not vote on approval of a transaction from which they or their Family Member will receive a direct material financial benefit.

J. Employment and Compensation

The Organization may employ, contract with or compensate individuals who also hold another role within the Club where there is a legitimate organizational need and the arrangement is consistent with applicable law, Club bylaws and policies.

No Representative may be the sole decision-maker responsible for determining or approving their own compensation.

Where a decision concerns the individual compensation, employment or contractual arrangement of a Representative or their Family Member, the relationship must be disclosed and the conflicted Representative must not vote on the matter.

Compensation decisions should take into consideration factors such as:

- qualifications and experience;
- scope of responsibilities;
- expected hours or workload;
- comparable compensation for similar work;
- the Club's financial resources, and
- the best interests of the Organization.

K. Gifts and Benefits

Representatives must not solicit or accept gifts, payments, services, discounts or other personal benefits where doing so could reasonably be expected to influence, or appear to influence, their duties or decisions on behalf of the Organization.

Nominal gifts or customary expressions of appreciation may be accepted provided they are reasonable and do not create an obligation or expectation of preferential treatment.

Cash or cash-equivalent gifts intended to influence a Club decision must not be accepted.

L. Confidential Information and Club Resources

Representatives must not use confidential information obtained through their involvement with the Organization for improper personal, financial or business advantage.

Club funds, property, equipment, contact information, intellectual property, logos, facilities and other resources must be used for authorized Club purposes.

M. Disclosure of a Conflict

A Representative who believes they may have an actual, potential or perceived conflict of interest must disclose the relevant circumstances as soon as reasonably possible.

Where practical, disclosure should occur before discussion or a decision takes place.

A conflict involving a Board member should be disclosed to the President or Board.

A conflict involving the President should be disclosed to another non-conflicted member of the Board.

Other Representatives should disclose a conflict to the President, appropriate Board member or Club administrator.

Disclosure of a potential conflict does not constitute an admission of wrongdoing.

N. Determining Whether a Conflict Exists

Where there is uncertainty as to whether a conflict exists, the relevant circumstances will be reviewed by the non-conflicted members of the Board or another appropriate individual designated by the Board.

In determining whether a conflict exists and how it should be managed, consideration may be given to:

a. the nature of the personal or private interest;
b. the Representative's role in the decision;
c. whether the Representative or Family Member receives a direct or unique benefit;
d. whether the same interest is shared by a broader group of Club members;
e. whether another qualified decision-maker is reasonably available;
f. the significance of the decision, and
g. whether a reasonable and informed person could question the impartiality of the decision.

O. Managing a Conflict of Interest

Where the Organization determines that a conflict exists, one or more measures may be implemented, including:

a. disclosure of the conflict to relevant decision-makers;
b. abstention from voting;
c. withdrawal from discussion;

d. assignment of the decision to another Representative;
e. use of an independent evaluator or decision-maker;
f. restriction of access to confidential information concerning the matter;
g. temporary removal of particular decision-making authority, or
h. another reasonable measure appropriate to the circumstances.

Measures used to manage a conflict should be proportionate to the nature and significance of the conflict.

Where possible, restrictions should apply to the specific matter giving rise to the conflict rather than unnecessarily preventing the Representative from performing unrelated Club responsibilities.

P. Documentation

Where a director or committee member discloses a material conflict regarding a matter before the Board or committee, the disclosure should be recorded in the meeting minutes.

Where applicable, the minutes should indicate:

a. that the conflict was disclosed;
b. whether the individual participated in the discussion;
c. whether the individual abstained from voting; and
d. the decision made by the eligible decision-makers.

Unnecessary confidential or personal details do not need to be recorded in the minutes.

Q. Reporting a Conflict of Interest Concern

A Club member or Representative who reasonably believes that an undisclosed conflict of interest exists may raise the concern with the Organization.

Concerns should be directed to Club administration, the President or another appropriate member of the Board.

Where the concern relates to the President, it should be directed to another member of the Board.

The concern should identify, where reasonably possible:

a. the individual involved;
b. the specific decision or activity affected;
c. the nature of the alleged conflict, and

d. relevant supporting information.

Concerns will be reviewed fairly and as confidentially as reasonably possible.

The existence of a family relationship or overlapping role alone is not sufficient to establish that this policy has been breached. The circumstances of the particular decision or action will be considered.

R. Failure to Disclose or Manage a Conflict

Failure to disclose or appropriately manage a conflict of interest may result in corrective or disciplinary action.

Depending on the circumstances, the Organization may:

a. require disclosure;
b. require the individual to withdraw from the affected decision;
c. reconsider a decision where reasonably possible;
d. restrict particular decision-making responsibilities;
e. remove an individual from a committee or specific responsibility;
f. refer the matter for consideration under the Organization's Discipline and Complaints Policy; or
g. take other appropriate action consistent with the Club's bylaws and policies.

Any response will be proportionate to the nature and seriousness of the circumstances.

S. No Retaliation

The Organization will not tolerate retaliation against an individual who, in good faith, discloses a potential conflict of interest or raises a reasonable concern under this policy.

This provision does not prevent the Organization from addressing complaints that are knowingly false, malicious or made in bad faith.

T. Confidentiality

Information concerning an alleged or disclosed conflict of interest will be shared only with individuals who reasonably require the information to assess, manage or resolve the matter, subject to the Organization's legal, governance and reporting obligations.

U. Relationship to Other Policies

This policy should be read together with the Organization's other applicable policies, including its:

a. Code of Conduct and Ethics;
b. Discipline and Complaints Policy;
c. Financial Policy;
d. Safe Sport policies, and
e. other applicable Ontario Volleyball Association and Volleyball Canada policies.

Where conduct giving rise to a conflict-of-interest concern may also constitute misconduct under another policy, the Organization may address the matter under the policy or process most appropriate to the circumstances.

Nothing in this policy limits any obligation arising under the Organization's bylaws, applicable legislation or the policies of the Ontario Volleyball Association or Volleyball Canada.

V. Policy Review

The Organization’s Board of Directors will review this policy periodically and may amend it as required to reflect changes in Club operations, governance requirements, applicable legislation or Ontario Volleyball Association and Volleyball Canada policies.