



Tennis Yukon Policies

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Tennis Yukon Association Policies

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“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Vulnerable Individuals”* – Includes Children / Youth (minors) and Vulnerable Adults (people who, because of age, disability or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by people in positions of trust or authority);
 - b) *“Individuals”* – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, volunteers, managers, administrators, committee members, and Directors and Officers of the Organization; and
 - c) *“Abuse”* – Child/Youth Abuse or Vulnerable Adult Abuse as described in this Policy.

Purpose

2. The Organization is committed to a sport environment free from abuse. The purpose of this Policy is to stress the importance of that commitment by educating Individuals about abuse, outlining how the Organization will work to prevent abuse, and how abuse or suspected abuse can be reported to and addressed by the Organization.

Zero Tolerance Statement

3. The Organization has zero tolerance for any type of abuse. Individuals are required to report instances of abuse or suspected abuse to the Organization to be immediately addressed under the terms of the applicable policy.

Education – What is Abuse

4. Vulnerable Individuals can be abused in different forms.
5. The following description of Child / Youth Abuse has been modified and adapted from Ecclesiastical’s *Guidelines for Developing a Safety & Protection Policy for Children / Youth / Vulnerable Adults* [1]:

Child / Youth Abuse

6. “Child abuse” refers to the violence, mistreatment or neglect that a child or adolescent may experience while in the care of someone they depend on or trust. There are many different forms of abuse and a child may be subjected to more than one form:
 - a) **Physical abuse** involves single or repeated instances of deliberately using force against a child in such a way that the child is either injured or is at risk of being injured. Physical abuse includes beating, hitting, shaking, pushing, choking, biting, burning, kicking or assaulting a child with a weapon. It also includes holding a child under water, or any other dangerous or harmful use of force or restraint.
 - b) **Sexual abuse** and exploitation involve using a child for sexual purposes. Examples of child sexual abuse include fondling, inviting a child to touch or be touched sexually, intercourse, rape, incest, sodomy, exhibitionism, or involving a child in prostitution or pornography.

- c) **Neglect** is often chronic, and it usually involves repeated incidents. It involves failing to provide what a child needs for his or her physical, psychological or emotional development and well being. For example, neglect includes failing to provide a dependent child with food, clothing, shelter, cleanliness, medical care, or protection from harm.
 - d) **Emotional abuse** involves harming a child's sense of self-worth. It includes acts (or omissions) that result in, or place a child at risk of, serious behavioural, cognitive, emotional, or mental health problems. For example, emotional abuse may include aggressive verbal threats, social isolation, intimidation, exploitation, or routinely making unreasonable demands. It also includes exposing the child to violence.
7. An abuser may use a number of different tactics to gain access to children, exert power and control over them, and prevent them from telling anyone about the abuse or seeking support. The abuse may happen once, or it may occur in a repeated and escalating pattern over a period of months or years. The abuse may change form over time.
8. Abuse of children or youth in sport can include emotional maltreatment, neglect, and physical maltreatment.
- a) **Emotional Maltreatment** – A coach's failure to provide a developmentally-appropriate and supportive environment. Emotional abuse is at the foundation of all other forms of maltreatment (sexual, physical and neglect). In sports, this conduct has the potential to cause emotional or psychological harm to an athlete when it is persistent, pervasive or patterned acts (i.e., yelling at an athlete once does not constitute maltreatment). Examples of emotional maltreatment include:
 - i. Refusal to recognize an athlete's worth or the legitimacy of an athlete's needs (including complaints of injury/pain, thirst or feeling unwell)
 - ii. Creating a culture of fear, or threatening, bullying or frightening an athlete
 - iii. Frequent name-calling or sarcasm that continually "beats down" an athlete's self-esteem
 - iv. Embarrassing or humiliating an athlete in front of peers
 - v. Excluding or isolating an athlete from the group
 - vi. Withholding attention
 - vii. Encouraging an athlete to engage in destructive and antisocial behaviour, reinforcing deviance, or impairing an athlete's ability to behave in socially appropriate ways
 - viii. Over-pressuring; whereby the coach imposes extreme pressure upon the athlete to behave and achieve in ways that are far beyond the athlete's capabilities
 - ix. Verbally attacking an athlete personally (e.g., belittling them or calling them worthless, lazy, useless, fat or disgusting).
 - x. Routinely or arbitrarily excluding athletes from practice
 - xi. Using conditioning as punishment
 - xii. Throwing sports equipment, water bottles or chairs at, or in the presence of, athletes
 - xiii. Body shaming – making disrespectful, hurtful or embarrassing comments about an athlete's physique
 - b) **Neglect** - acts of omission (i.e., the coach should act to protect the health/well-being of an athlete but does not). Examples of neglect include:

- i. Isolating an athlete in a confined space or stranded on equipment, with no supervision, for an extended period
 - ii. Withholding, recommending against, or denying adequate hydration, nutrition, medical attention or sleep
 - iii. Ignoring an injury
 - iv. Knowing about sexual abuse of an athlete but failing to report it
- c) **Physical Maltreatment** - involves contact or non-contact behaviour that can cause physical harm to an athlete. It also includes any act or conduct described as physical abuse or misconduct (e.g., child abuse, child neglect and assault). Almost all sport involves strenuous physical activity. Athletes regularly push themselves to the point of exhaustion. However, any activity that physically harms an athlete—such as extreme disciplinary actions or punishment—is unacceptable. Physical maltreatment can extend to seemingly unrelated areas including inadequate recovery times for injuries and restricted diet. Examples of physical maltreatment include:
- i. Punching, beating, biting, striking, choking or slapping an athlete
 - ii. Intentionally hitting an athlete with objects or sporting equipment
 - iii. Providing alcohol to an athlete under the legal drinking age
 - iv. Providing illegal drugs or non-prescribed medications to any athlete
 - v. Encouraging or permitting an athlete to return to play prematurely or without the clearance of a medical professional, following a serious injury (e.g., a concussion)
 - vi. Prescribed dieting or other weight-control methods without regard for the nutritional well-being and health of an athlete
 - vii. Forcing an athlete to assume a painful stance or position for no athletic purpose, or excessive repetition of a skill to the point of injury
 - viii. Using excessive exercise as punishment (e.g., stretching to the point of causing the athlete to cry, endurance conditioning until the athlete vomits)

9. Importantly, emotional and physical maltreatment does not include professionally-accepted coaching methods (per the NCCP) of skill enhancement, physical conditioning, team building, discipline, or improving athletic performance.

10. Potential warning signs of abuse of children or youth can include[2][3]:

- a) Recurrent unexplained injuries
- b) Alert behaviour; child seems to always be expecting something bad to happen
- c) Often wears clothing that covers up their skin, even in warm weather
- d) Child startles easily, shies away from touch or shows other skittish behaviour
- e) Constantly seems fearful or anxious about doing something wrong
- f) Withdrawn from peers and adults
- g) Behavior fluctuates between extremes (e.g., extremely cooperative or extremely demanding)
- h) Acting either inappropriately beyond their age (like an adult; taking care of other children) or inappropriately younger than their age (like an infant; throwing tantrums)
- i) Acting out in an inappropriate sexual way with toys or objects
- j) New adult words for body parts and no obvious source
- k) Self-harm (e.g., cutting, burning or other harmful activities)
- l) Not wanting to be alone with a particular child or young person

Vulnerable Adult Abuse

11. Although individuals may be abused at virtually any life stage – childhood, adolescence, young adulthood, middle age, or old age – the nature and consequences of abuse may differ depending on an individual’s situation, disability, or circumstance.

12. The following description of Vulnerable Adult Abuse has been modified and adapted from Ecclesiastical’s *Guidelines for Developing a Safety & Protection Policy for Children / Youth / Vulnerable Adults* [1].

13. Abuse of vulnerable adults is often described as a misuse of power and a violation of trust. Abusers may use a number of different tactics to exert power and control over their victims. Abuse may happen once, or it may occur in a repeated and escalating pattern over months or years. The abuse may take many different forms, which may change over time:

- a) **Psychological abuse** includes attempts to dehumanize or intimidate vulnerable adults. Any verbal or non-verbal act that reduces their sense of self-worth or dignity and threatens their psychological and emotional integrity is abuse. This type of abuse may include, for example
 - i. Threatening to use violence
 - ii. Threatening to abandon them
 - iii. Intentionally frightening them
 - iv. Making them fear that they will not receive the food or care they need
 - v. Lying to them
 - vi. Failing to check allegations of abuse against them

- b) **Financial abuse** encompasses financial manipulation or exploitation, including theft, fraud, forgery, or extortion. It includes using a vulnerable adult’s money or property in a dishonest manner or failing to use a vulnerable adult’s assets for their welfare. Abuse occurs any time someone acts without consent in a way that financially or personally benefits one person at the expense of another. This type of abuse against a vulnerable adult may include, for example:
 - i. Stealing their money, disability cheques, or other possessions
 - ii. Wrongfully using a Power of Attorney
 - iii. Failing to pay back borrowed money when asked

- c) **Physical abuse** includes any act of violence – whether or not it results in physical injury. Intentionally inflicting pain or injury that results in either bodily harm or mental distress is abuse. Physical abuse may include, for example:
 - i. Beating
 - ii. Burning or scalding
 - iii. Pushing or shoving
 - iv. Hitting or slapping
 - v. Rough handling
 - vi. Tripping
 - vii. Spitting

- d) All forms of sexual abuse are also applicable to vulnerable adults

14. Potential warning signs of abuse of vulnerable adults can include:

- a) Depression, fear, anxiety, passivity
- b) Unexplained physical injuries
- c) Dehydration, malnutrition, or lack of food
- d) Poor hygiene, rashes, pressure sores
- e) Over-sedation

Preventing Abuse

15. The Organization will enact measures aimed at preventing abuse. These measures include screening, orientation, training, practice, and monitoring.

Screening

16. Individuals who coach, volunteer, officiate, deliver developmental programs, accompany a team to an event or competition, are paid staff, or otherwise engage with Vulnerable Individuals involved with the Organization will be screened according to the organization's *Screening Policy*.

17. The Organization will use the *Screening Policy* to determine the level of trust, authority, and access that each Individual has with Vulnerable Individuals. Each level of risk will be accompanied by increased screening procedures which may include the following, singularly or in combination:

- a) Completing an Application Form for the position sought (which includes alerting Individuals that they must agree to adhere with the organization's policies and procedures (including this *Abuse Policy*))
- b) Completing a Screening Declaration Form
- c) Providing letters of reference
- d) Providing a Criminal Record Check ("CRC") and/or Vulnerable Sector Check ("VSC")
- e) Providing a driver's abstract (for Individuals who transport Vulnerable Individuals)
- f) Other screening procedures, as required

18. An Individual's failure to participate in the screening process or pass the screening requirements as determined by a Screening Committee, will result in the Individual's ineligibility for the position sought.

Orientation and Training

19. The Organization will deliver orientation and training to those Individuals who have access to, or interact with, Vulnerable Individuals. The orientation and training, and their frequency, will be based on the level of risk, as described in the *Screening Policy*.

20. Orientation may include, but is not limited to: introductory presentations, facility tours, equipment demonstrations, parent/athlete meetings, meetings with colleagues and supervisors, orientation manuals, orientation sessions, and increased supervision during initial tasks or period of engagement.

21. Training may include, but is not limited to: certification courses, online learning, mentoring, workshop sessions, webinars, on-site demonstrations, and peer feedback.

22. At the conclusion of the orientation and training, Individuals will be required to acknowledge, in written form, that they have received and completed the training.

Practice

23. When Individuals interact with Vulnerable Individuals, they are required to enact certain practical approaches to these interactions. These include, but are not limited to:
- a) Limiting physical interactions to non-threatening or non-sexual touching (e.g., high-fives, pats on the back or shoulder, handshakes, specific skill instruction, etc.)
 - b) Ensuring that Vulnerable Individuals are always supervised by more than one adult
 - c) Ensuring that more than one person is responsible for team selection (thereby limiting the consolidation of power onto one Individual)
 - d) Including parents/guardians in all communication (e.g., electronic, telephonic) with Vulnerable Individuals
 - e) Ensuring that parents/guardians are aware that some non-personal communication between Individuals and Vulnerable Individuals (e.g., coaches and athletes) may take place electronically (e.g., by texting) and that this type of communication is now considered to be commonplace, especially with older Vulnerable Individuals (e.g., teenagers). Individuals are aware that such communication is subject to the Organization's *Code of Conduct and Ethics* and *Social Media Policy*.
 - f) When traveling with Vulnerable Individuals, the Individual will not transport Vulnerable Individuals without another adult present and will not stay in the same overnight accommodation location without additional adult supervision.

Monitoring

24. The Organization will regularly monitor those Individuals who have access to, or interact with, Vulnerable Individuals. The monitoring will be based on the level of risk, as described in the *Screening Policy*.
25. Monitoring may include, but is not limited to: regular status reports, logs, supervisor meetings, supervisor on-site check-ins, feedback provided directly to the organization (from peers and parents/athletes), and regular evaluations.

Reporting Abuse

26. Reports of abuse that are shared confidentially with an Individual by a Vulnerable Individual may require the Individual to report the incident to parents/guardians, the Organization or police. Individuals must respond to such reports in a non-judgemental, supportive and comforting manner but must also explain that the report may need to be escalated to the proper authority or to the Vulnerable Individual's parent/guardian.
27. Complaints or reports that describe an element of **abuse** will be addressed by the process(es) described in the Organization's *Discipline and Complaints Policy* and the *Investigations Policy - Discrimination, Harassment and Abuse*.

Appeal Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Appellant”* – The Party appealing a decision
 - b) *“Case Manager”* – An individual appointed by the Organization who may be any staff member, committee member, volunteer, Director, or an independent third party, to oversee this Appeal Policy. The Case Manager will have responsibilities that include, but are not limited to:
 - i. Ensuring procedural fairness;
 - ii. Respecting the applicable timelines; and
 - iii. Using decision making authority empowered by this Policy.
 - c) *“Respondent”* – The body whose decision is being appealed
 - d) *“Parties”* – The Appellant, Respondent, and any other Individuals affected by the appeal
 - e) *“Days”* – Days including weekends and holidays
 - f) *“Individuals”* – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Directors and Officers of the Organization, spectators at events, and parents/guardians of athletes

Purpose

2. The Organization is committed to providing an environment in which all Individuals involved with the Organization are treated with respect and fairness. The Organization provides Individuals with this *Appeal Policy* to enable fair, affordable, and expedient appeals of certain decisions made by the Organization. Further, some decisions made by the process outlined in the Organization’s *Discipline and Complaints Policy* may be appealed under this Policy.

Scope and Application of this Policy

3. This Policy applies to all Individuals. Any Individual who is directly affected by a decision by the Organization shall have the right to appeal that decision provided there are sufficient grounds for the appeal under the ‘Grounds for Appeal’ section of this Policy.
4. This Policy **will apply** to decisions relating to:
 - a) Eligibility
 - b) Selection
 - c) Conflict of Interest
 - d) Discipline
 - e) Membership
5. This Policy **will not apply** to decisions relating to:
 - a) Employment
 - b) Infractions for doping offenses
 - c) The rules of the sport
 - d) Selection criteria, quotas, policies, and procedures established by entities other than the Organization

- e) Substance, content and establishment of team selection criteria
- f) Volunteer/coach appointments and the withdrawal or termination of those appointments
- g) Budgeting and budget implementation
- h) The Organization's operational structure and committee appointments
- i) Decisions or discipline arising within the business, activities, or events organized by entities other than the Organization (appeals of these decisions shall be dealt with pursuant to the policies of those other entities unless requested and accepted by the Organization at its sole discretion)
- j) Commercial matters for which another appeals process exists under a contract or applicable law
- k) Decisions made under this Policy

Timing of Appeal

6. Individuals who wish to appeal a decision have seven (7) days from the date on which they received notice of the decision to submit, in writing to the Organization, the following:
 - a) Notice of the intention to appeal
 - b) Contact information and status of the appellant
 - c) Name of the respondent and any affected parties, when known to the Appellant
 - d) Date the appellant was advised of the decision being appealed
 - e) A copy of the decision being appealed, or description of decision if written document is not available
 - f) Grounds for the appeal
 - g) Detailed reasons for the appeal
 - h) All evidence that supports these grounds
 - i) Requested remedy or remedies
 - j) An administration fee of one hundred dollars (\$100), which will be refunded if the appeal is upheld

7. An Individual who wishes to initiate an appeal beyond the seven (7) day period must provide a written request stating the reasons for an exemption. The decision to allow, or not allow, an appeal outside of the seven (7) day period will be at the sole discretion of the Case Manager and may not be appealed.

Grounds for Appeal

8. A decision cannot be appealed on its merits alone. An appeal may only be heard if there are sufficient grounds for appeal. Sufficient grounds include the Respondent:
 - a) Made a decision that it did not have the authority or jurisdiction (as set out in the Respondent's governing documents) to make
 - b) Failed to follow its own procedures (as set out in the Respondent's governing documents)
 - c) Made a decision that was influenced by bias (where bias is defined as a lack of neutrality to such an extent that the decision-maker appears not to have considered other views)
 - d) Failed to consider relevant information or took into account irrelevant information in making the decision
 - e) Made a decision that was grossly unreasonable

9. The Appellant must demonstrate, on a balance of probabilities, that the Respondent has made a procedural error as described in the 'Grounds for Appeal' section of this Policy and that this error had, or may reasonably have had, a material effect on the decision or decision-maker.

Screening of Appeal

10. Upon receiving the notice of the appeal, the fee, and all other information (outlined in the 'Timing of Appeal' section of this Policy), the Organization and the Appellant may first determine the appeal to be considered under the Organization's *Dispute Resolution Policy*.
11. Appeals resolved by mediation under the Organization's *Dispute Resolution Policy* will cause the administration fee to be refunded to the Appellant.
12. Should the appeal not be resolved by using the *Dispute Resolution Policy*, the Organization will appoint an independent Case Manager (who must not be in a conflict of interest) who has the following responsibilities:
 - a) Determine if the appeal falls under the scope of this Policy
 - b) Determine if the appeal was submitted in a timely manner
 - c) Decide whether there are sufficient grounds for the appeal
13. If the appeal is denied on the basis of insufficient grounds, because it was not submitted in a timely manner, or because it did not fall under the scope of this Policy, the Appellant will be notified, in writing, of the reasons for this decision. This decision may not be appealed.
14. If the Case Manager is satisfied there are sufficient grounds for an appeal, the Case Manager will appoint an Appeals Panel which shall consist of a single Arbitrator, to hear the appeal. In extraordinary circumstances, and at the discretion of the Case Manager, a Panel of three persons may be appointed to hear the appeal. In this event, the Case Manager will appoint one of the Panel's members to serve as the Chair.

Procedure for Appeal Hearing

15. The Case Manager shall notify the Parties that the appeal will be heard. The Case Manager shall then decide the format under which the appeal will be heard. This decision is at the sole discretion of the Case Manager and may not be appealed.
16. If a Party chooses not to participate in the hearing, the hearing will proceed in any event.
17. The format of the hearing may involve an oral in-person hearing, an oral hearing by telephone or other electronic means, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Panel deem appropriate in the circumstances, provided that:
 - a) The hearing will be held within a timeline determined by the Case Manager
 - b) The Parties will be given reasonable notice of the day, time and place of the hearing
 - c) Copies of any written documents which the parties wish to have the Panel consider will be provided to all Parties in advance of the hearing
 - d) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense
 - e) The Panel may request that any other individual participate and give evidence at the hearing
 - f) The Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the appeal, but may exclude such evidence that is unduly repetitious and shall place such weight on the evidence as it deems appropriate
 - g) If a decision in the appeal may affect another party to the extent that the other party would have recourse to an appeal in their own right under this Policy, that party will become a party

to the appeal in question and will be bound by its outcome

- h) The decision to uphold or reject the appeal will be by a majority vote of Panel members

18. In fulfilling its duties, the Panel may obtain independent advice.

Appeal Decision

19. The Panel shall issue its decision, in writing and with reasons, within fourteen (14) days after the hearing's conclusion. In making its decision, the Panel will have no greater authority than that of the original decision-maker. The Panel may decide to:

- a) Reject the appeal and confirm the decision being appealed
- b) Uphold the appeal and refer the matter back to the initial decision-maker for a new decision
- c) Uphold the appeal and vary the decision

20. The Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the Organization. In extraordinary circumstances, the Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued thereafter. The decision will be considered a matter of public record unless decided otherwise by the Panel.

Timelines

21. If the circumstances of the appeal are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the appeal, the Case Manager and/or Panel may direct that these timelines be revised.

Confidentiality

22. The appeals process is confidential and involves only the Parties, the Case Manager, the Panel, and any independent advisors to the Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information to any person not involved in the proceedings.

Final and Binding

23. No action or legal proceeding will be commenced against the Organization or Individuals in respect of a dispute, unless the Organization has refused or failed to provide or abide by the dispute resolution process and/or appeal process as set out in the Organization's governing documents.

Athlete Protection Guidelines

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in these Guidelines:
 - a) *“Person in Authority”* – An Individual who holds a position of authority within the Organization including, but not limited to, coaches, managers, support personnel, chaperones, and Directors

Purpose

2. These athlete protection guidelines describe how Persons in Authority can maintain a safe sport environment for athletes.

Rule of Two

3. The Organization will strongly recommend the ‘Rule of Two’ for all Persons in Authority who interact with athletes. The Coaching Association of Canada defines the ‘Rule of Two’ as:
 - a) The ‘Rule of Two’ means that the coach is never alone or out of sight with a minor athlete. Two NCCP trained or certified coaches should always be present with an athlete, especially a minor athlete, when in a potentially vulnerable situation such as in a locker room or meeting room. All one-on-one interactions between a coach and an athlete must take place within earshot and in view of the second coach except for medical emergencies. One of the coaches must also be of the same gender as the athlete. Should there be a circumstance where a second screened and NCCP trained or certified coach is not available, a screened volunteer, parent, or adult can be recruited to act as a substitute.
4. The Organization will strongly recommend:
 - a) Teams or groups of athletes will always have at least two Persons in Authority with them;
 - b) Screened parents or other volunteers will be available in situations when two Persons in Authority cannot be present;
 - c) For teams consisting of athletes of just one gender identity, a Person in Authority of the same gender identity should be available to participate or attend every interaction and for teams consisting of athletes of more than one gender identity (e.g., co-ed teams), a Person in Authority of each gender identify should be available to participate or attend every interaction; and
 - d) These guidelines with parents and guardians and them to help identify situations, and acknowledge instances, when the club or team was not following the Rule of Two.

Communications

5. The Organization will strongly recommend the following communication guidelines for all coaches and other adults in a position of authority who interact with athletes:
 - a) Group messages, group emails or team pages are to be used as the regular method of communication between Persons in Authority and athletes;
 - b) Persons in Authority may only send personal texts, direct messages on social media or emails to individual athletes when necessary and only for the purpose of communicating information related to team issues and activities (e.g., non-personal information);
 - c) Parents and guardians have the right to request that their child not be contacted by Persons in Authority using any form of electronic communication and/or to request that

- certain information about their child may not be distributed in any form of electronic communications;
- d) The content of all electronic communication between Persons in Authority and athletes must be professional in tone and for the purpose of communicating information related to team issues or activities;
 - e) All communication between Persons in Authority and athletes must be between the hours of 6:00 am and midnight unless extenuating circumstances exist;
 - f) No communication concerning drugs or alcohol use (unless regarding its prohibition) is permitted;
 - g) No sexually explicit language or imagery or sexually oriented conversation is permitted; and
 - h) Persons in Authority are not permitted to ask athletes to keep a secret for them.

Travel

6. The Organization will strongly recommend the following travel guidelines for all coaches and other adults in a position of authority who travel with athletes:
- a) A Person in Authority may not be alone in a car with an athlete unless the Person in Authority is the athlete's parent or guardian UNLESS only one athlete is traveling and the Person in Authority is not the athlete's parent or guardian and has the permission of the athlete's parent or guardian for the travel to occur with only the Person in Authority and the athlete in the car;
 - b) A Person in Authority may not share a room or be alone in a hotel room with an athlete unless the Person in Authority is the athlete's parent or guardian; and
 - c) For overnight travel when athletes share a hotel room, roommates will be age-appropriate (e.g., within 2 years of age) and of the same gender identity.

Locker Room / Changing Area / Meeting Room

7. The Organization will strongly recommend the following guidelines for the locker room, changing area, and meeting rooms:
- a) Interactions between a Person in Authority and an individual athlete should not occur in any room where there is a reasonable expectation of privacy such as the locker room, meeting room, restroom, or changing area. A second Person in Authority should be present for any necessary interaction in any such room; and
 - b) If Persons in Authority are not present in the locker room or changing area, or if they are not permitted to be present, they should still be available outside the locker room or changing area and be able to enter the room or area if required.

Photography / Video

8. The Organization will strongly recommend the following photography / video guidelines:
- a) Parents/guardians should sign a photo release form (i.e., as part of the registration process) that describes how an athlete's image may be used by the Organization;
 - b) Photographs and video may only be taken in public view, must observe generally accepted standards of decency, and be both appropriate for and in the best interest of the athlete;
 - c) The use of recording devices of any kind in rooms where there is a reasonable expectation of privacy is strictly prohibited; and
 - d) Examples of photos that should be edited or deleted include:
 - i. Images with misplaced apparel or where undergarments are showing
 - ii. Suggestive or provocative poses
 - iii. Embarrassing images

Physical Contact

9. The Organization understands that some physical contact between Persons in Authority and athletes may be necessary for various reasons including, but not limited to, teaching a skill or tending to an injury. The Organization will strongly recommend the following touch guidelines:

- a) Unless it is not possible because of serious injury or other circumstance, a Person in Authority should always clarify with an athlete where and why any touch will occur. The Person in Authority must make clear that he or she is *requesting* to touch the athlete and not *requiring* the physical contact;
- b) Infrequent, non-intentional physical contact, particularly contact that arises out of an error or a misjudgment on the part of the athlete during a training session, is permitted;
- c) Making amends, such as an apology or explanation, is encouraged to further help educate athletes on the difference between appropriate and inappropriate contact; and
- d) Hugging lasting longer than 5 seconds, cuddling, physical horseplay, and physical contact initiated by the Person in Authority is not permitted. The Organization is aware that some younger athletes may initiate hugging or other physical contact with a Person in Authority for various reasons (e.g., such as crying after a poor performance) but this physical contact should always be limited.

Sport-Specific Guidelines

10. The Organization strongly recommend the following sport-specific guidelines:

- a) Persons in Authority refrain from insulting name-calling or story-telling about any athlete.

Code of Conduct and Ethics

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Code:

- a) *“Individuals”* – Individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, parents and guardians and spectators at events, and Directors and Officers of the Organization
- b) *“Workplace”* - Any place where business or work-related activities are conducted. Workplaces include but are not limited to, the Organization’s office, work-related social functions, work assignments outside the Organization’s offices, work-related travel, the training and competition environment, and work-related conferences or training sessions
- c) *“Abuse”* – As defined in the Organization’s *Abuse Policy*
- d) *“Discrimination”* – Differential treatment of an individual based on one or more prohibited grounds which include race, citizenship, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, or disability.
- e) *“Harassment”* – A course of vexatious comment or conduct against an Individual or group, which is known or ought to reasonably be known to be unwelcome. Types of behaviour that constitute Harassment include, but are not limited to:
 - i. Written or verbal abuse, threats, or outbursts;
 - ii. Persistent unwelcome remarks, jokes, comments, innuendo, or taunts;
 - iii. Racial harassment, which is racial slurs, jokes, name calling, or insulting behaviour or terminology that reinforces stereotypes or discounts abilities because of racial or ethnic origin;
 - iv. Leering or other suggestive or obscene gestures;
 - v. Condescending or patronizing behaviour which is intended to undermine self-esteem, diminish performance or adversely affect working conditions;
 - vi. Practical jokes which endanger a person’s safety, or may negatively affect performance;
 - vii. Hazing, which is any form of conduct which exhibits any potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking individual by a more senior individual, which does not contribute to either individual’s positive development, but is required to be accepted as part of a team or group, regardless of the junior-ranking individual’s willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or seemingly benign, that sets apart or alienates any teammate or group member based on class, number of years on the team or with the group, or ability;
 - viii. Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing;
 - ix. Deliberately excluding or socially isolating a person from a group or team;
 - x. Persistent sexual flirtations, advances, requests, or invitations;
 - xi. Physical or sexual assault;
 - xii. Behaviours such as those described above that are not directed towards a specific person or group but have the same effect of creating a negative or hostile environment; and

- xiii. Retaliation or threats of retaliation against a person who reports harassment to the Organization.
- f) *“Workplace Harassment”* – Vexatious comment or conduct against a worker in a Workplace that is known or ought reasonably to be known to be unwelcome. Workplace Harassment should not be confused with legitimate, reasonable management actions that are part of the normal work/training function, including measures to correct performance deficiencies, such as placing someone on a performance improvement plan, or imposing discipline for workplace infractions. Types of behaviour that constitute Workplace Harassment include, but are not limited to:
- i. Bullying;
 - ii. Workplace pranks, vandalism, bullying or hazing;
 - iii. Repeated offensive or intimidating phone calls or emails;
 - iv. Inappropriate sexual touching, advances, suggestions or requests;
 - v. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form;
 - vi. Psychological abuse;
 - vii. Excluding or ignoring someone, including persistent exclusion of a person from work-related social gatherings;
 - viii. Deliberately withholding information that would enable a person to do his or her job, perform or train;
 - ix. Sabotaging someone else’s work or performance;
 - x. Gossiping or spreading malicious rumours;
 - xi. Intimidating words or conduct (offensive jokes or innuendos); and
 - xii. Words or actions which are known or should reasonably be known to be offensive, embarrassing, humiliating, or demeaning.
- g) *“Sexual Harassment”* – A course of vexatious comment or conduct against an Individual because of sex, sexual orientation, gender identify or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advance to the Individual and the person knows or ought reasonably to know that the solicitation or advance is unwelcome. Types of behaviour that constitute Sexual Harassment include, but are not limited to:
- i. Sexist jokes;
 - ii. Threats, punishment, or denial of a benefit for refusing a sexual advance;
 - iii. Offering a benefit in exchange for a sexual favour;
 - iv. Demanding hugs;
 - v. Bragging about sexual ability;
 - vi. Leering (persistent sexual staring);
 - vii. Sexual assault;
 - viii. Display of sexually offensive material;
 - ix. Distributing sexually explicit messages or attachments such as pictures or video files;
 - x. Sexually degrading words used to describe an Individual;
 - xi. Unwelcome inquiries into or comments about an Individual’s gender identity or physical appearance;
 - xii. Inquiries or comments about an Individual’s sex life;
 - xiii. Persistent, unwanted attention after a consensual relationship ends;
 - xiv. Persistent unwelcome sexual flirtations, advances, or propositions; and
 - xv. Persistent unwanted contact.

- h) “*Workplace Violence*” – the use of or threat of physical force by a person against a worker in a Workplace that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker in a Workplace that could cause physical injury to the worker; or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a Workplace that could cause physical injury to the worker. Types of behaviour that constitute Workplace Violence include, but are not limited to:
- i. Verbal or written threats to attack;
 - ii. Sending to or leaving threatening notes or emails;
 - iii. Physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, or throwing objects;
 - iv. Wielding a weapon in a Workplace;
 - v. Hitting, pinching or unwanted touching which is not accidental;
 - vi. Dangerous or threatening horseplay;
 - vii. Physical restraint or confinement;
 - viii. Blatant or intentional disregard for the safety or wellbeing of others;
 - ix. Blocking normal movement or physical interference, with or without the use of equipment;
 - x. Sexual violence; and
 - xi. Any attempt to engage in the type of conduct outlined above.

Purpose

2. The purpose of this Code is to ensure a safe and positive environment (within the Organization’s programs, activities, and events) by making Individuals aware that there is an expectation, at all times, of appropriate behaviour consistent with the Organization’s core values. The Organization supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect and fairness.

Application of this Code

3. This Code applies to Individuals’ conduct during the Organization’s business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with the Organization’s activities, the Organization’s office environment, and any meetings.
4. An Individual who violates this Code may be subject to sanctions pursuant to the Organization’s *Discipline and Complaints Policy*. In addition to facing possible sanction pursuant to the Organization’s *Discipline and Complaints Policy*, an Individual who violates this Code during a competition may be ejected from the competition or the playing area, the official may delay the competition until the Individual complies with the ejection, and the Individual may be subject to any additional discipline associated with the competition.
5. An employee of the Organization found to have engaged in acts of violence or harassment against any other employee, worker, contractor, member, customer, supplier, client or other third party during business hours, or at any event of the Organization, will be subject to appropriate disciplinary action subject to the terms of the Organization’s policies for human resources as well as the employee’s Employment Agreement (if applicable).
6. This Code also applies to Individuals’ conduct outside of the Organization’s business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and

sport environment) and is detrimental to the image and reputation of the Organization. Such applicability will be determined by the Organization at its sole discretion.

Responsibilities

7. Individuals have a responsibility to:

- a) Maintain and enhance the dignity and self-esteem of the Organization's members and other individuals by:
 - i. Treating each other with the highest standards of respect and integrity;
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees, or members;
 - iii. Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct;
 - iv. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory;
 - v. Consistently treating individuals fairly and reasonably; and
 - vi. Ensuring adherence to the rules of the sport and the spirit of those rules;
- b) Refrain from any behaviour that constitutes Harassment, Workplace Harassment, Sexual Harassment, Workplace Violence, or Discrimination;
- c) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, the Organization adopts and adheres to the Canadian Anti-Doping Program. Any infraction under this Program shall be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction, pursuant to the Organization's *Discipline and Complaints Policy*. the Organization will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by the Organization or any other sport organization;
- d) Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has incurred an anti-doping rule violation and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code and recognized by the Canadian Centre for Ethics in Sport (CCES);
- e) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities;
- f) Refrain from consuming tobacco products, or recreational drugs while participating in the Organization's programs, activities, competitions, or events;
- g) In the case of minors, not consume alcohol, tobacco, or cannabis at any competition or event;
- h) In the case of adults, not consume cannabis in the Workplace or in any situation associated with the Organization's events (subject to any requirements for accommodation), not consume alcohol during competitions and in situations where minors are present, and take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations associated with the Organization's events;
- i) Respect the property of others and not wilfully cause damage;
- j) Promote the sport in the most constructive and positive manner possible;
- k) When driving a vehicle with an Individual:
 - i. Not have his or her license suspended;
 - ii. Not be under the influence of alcohol or illegal drugs or substances; and
 - iii. Have valid car insurance;
- l) Adhere to all federal, provincial, municipal and host country laws;

- m) Refrain from engaging in deliberate cheating which is intended to manipulate the outcome of a competition and/or not offer or receive any bribe which is intended to manipulate the outcome of a competition; and
- n) Comply, at all times, with the Organization's bylaws, policies, procedures, and rules and regulations, as adopted and amended from time to time.

Directors, Committee Members, and Staff

8. In addition to section 7 (above), the Organization's Directors, Committee Members, and Staff will have additional responsibilities to:
- a) Function primarily as a Director or Committee Member or Staff Member of the Organization; not as a member of any other member or constituency;
 - b) Act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of the Organization's business and the maintenance of Individuals' confidence;
 - c) Ensure that the Organization's financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities;
 - d) Conduct themselves transparently, professionally, lawfully and in good faith in the best interests of the Organization;
 - e) Be independent, impartial, and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism;
 - f) Behave with decorum appropriate to both circumstance and position;
 - g) Keep informed about the Organization's activities, the sport community, and general trends in the sectors in which it operates;
 - h) Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to the laws under which the Organization is incorporated;
 - i) Respect the confidentiality appropriate to issues of a sensitive nature;
 - j) Respect the decisions of the majority and resign if unable to do so;
 - k) Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings;
 - l) Have a thorough knowledge and understanding of all the Organization's governing documents; and
 - m) Conform to the bylaws and policies approved by the Organization.

Coaches

9. In addition to section 7 (above), coaches have many additional responsibilities. The coach-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Coaches must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it, consciously or unconsciously. Coaches will:
- a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes;
 - b) Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes;
 - c) Avoid compromising the present and future health of athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments;
 - d) Support the coaching staff of a training camp, provincial team, or national team; should an athlete qualify for participation with one of these programs;

- e) Accept and promote athletes' personal goals and refer athletes to other coaches and sports specialists as appropriate;
- f) Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete;
- g) Act in the best interest of the athlete's development as a whole person;
- h) Comply with the Organization's *Screening Policy*, if applicable;
- i) Report to the Organization any ongoing criminal investigation, conviction, or existing bail conditions, including those for violence, child pornography, or possession, use, or sale of any illegal substance;
- j) Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol, cannabis, and/or tobacco;
- k) Respect athletes playing with other teams and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the athletes;
- l) Not engage in a sexual relationship with an athlete under the age of majority;
- m) Disclose any sexual or intimate relationship with an athlete over the age of majority to the Organization and immediately discontinue any coaching involvement with that athlete;
- n) Recognize the power inherent in the position of coach and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Coaches have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights;
- o) Dress professionally, neatly, and inoffensively; and
- p) Use inoffensive language, taking into account the audience being addressed.

Athletes

10. In addition to section 7 (above), athletes will have additional responsibilities to:

- a) Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete;
- b) Participate and appear on-time and prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and events;
- c) Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason;
- d) Adhere to the Organization's rules and requirements regarding clothing and equipment;
- e) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators;
- f) Dress to represent the sport and themselves well and with professionalism; and
- g) Act in accordance with the Organization's policies and procedures and, when applicable, additional rules as outlined by coaches or managers.

Officials

11. In addition to section 7 (above), officials will have additional responsibilities to:

- a) Maintain and update their knowledge of the rules and rules changes;
- b) Not publicly criticize other officials or any club or association;
- c) Work within the boundaries of their position's description while supporting the work of other officials;

- d) Act as an ambassador of the Organization by agreeing to enforce and abide by national and provincial rules and regulations;
- e) Take ownership of actions and decisions made while officiating;
- f) Respect the rights, dignity, and worth of all Individuals;
- g) Not publicly criticize other officials or any club or association;
- h) Act openly, impartially, professionally, lawfully, and in good faith;
- i) Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others;
- j) Respect the confidentiality required by issues of a sensitive nature, which may include ejections, defaults, forfeits, discipline processes, appeals, and specific information or data about Individuals;
- k) Honour all assignments unless unable to do so by virtue of illness or personal emergency, and in these cases inform the assignor or association at the earliest possible time;
- l) When writing reports, set out the actual facts; and
- m) Dress in proper attire for officiating.

Parents/Guardians and Spectators

12. In addition to section 7 (above), parents/guardians and spectators at events will:

- a) Encourage athletes to compete within the rules and to resolve conflicts without resorting to hostility or violence;
- b) Condemn the use of violence in any form;
- c) Never ridicule a participant for making a mistake during a performance or practice;
- d) Provide positive comments that motivate and encourage participants' continued effort;
- e) Respect the decisions and judgments of officials, and encourage athletes to do the same;
- f) Never question an official's or staff member's judgment or honesty;
- g) Support all efforts to remove verbal and physical abuse, coercion, intimidation, and sarcasm;
- h) Respect and show appreciation to all competitors, and to the coaches, officials and other volunteers; and
- i) Not harass competitors, coaches, officials, parents/guardians, or other spectators.

CODE OF CONDUCT

I have read Tennis Yukon's Code of Conduct and Ethics and promise to abide by the responsibilities outlined therein.

Consequences for failure to comply with the above commitment is outlined in Tennis Yukon's Discipline and Complaints Policy.

NAME

DATE

Confidentiality Policy

“Organization” refers to: Tennis Yukon

Purpose

1. The purpose of this Policy is to ensure the protection of Confidential Information that is proprietary to the Organization.

Application of this Policy

2. This Policy applies to all categories of membership defined in the Organization’s Bylaws as well as all individuals employed by, or engaged in activities with, the Organization. Persons affected by this Policy include, but are not limited to, athletes, coaches, convenors, referees, officials, volunteers, managers, administrators, committee members, and Directors and Officers of the Organization (hereinafter “Representatives”).

Confidential Information

3. The term “Confidential Information” includes, but is not limited to, the following:
 - a) Personal information of Organization Representatives including:
 - i. Home address
 - ii. Personal phone numbers
 - iii. Date of birth
 - iv. Financial information
 - v. Medical history
 - vi. Criminal Record Checks
 - b) Organization intellectual property, proprietary information, and business related to the Organization’s programs, fundraisers, procedures, business methods, forms, policies, marketing and development plans, advertising programs, creative and training materials, trade secrets, knowledge, techniques, data, products, technology, computer programs, manuals, registration lists, software, financial information, and information that is not generally or publicly known or distributed.
4. Confidential Information does not include the following: name, title, business address, work telephone number, or any other information widely available or posted publicly.
5. Representatives voluntarily publishing or consenting to the publication of basic personal information in a public forum (such as the listing of an email address on a website) forfeit the expectation of confidentiality for that personal information for as long as it is available publicly.

Responsibilities

6. Representatives will not, either during the period of their involvement/employment with the Organization or any time thereafter, disclose to any person or organization any Confidential Information acquired during their period of involvement/employment, unless expressly authorized to do so.
7. Representatives will not publish, communicate, divulge, or disclose to any unauthorized person, firm, corporation, or third party any Confidential Information without the express written consent of the Organization.

8. Representatives will not use, reproduce, or distribute Confidential Information without the express written consent of the Organization.
9. All files and written materials relating to Confidential Information will remain the property of the Organization and, upon termination of involvement/employment with the Organization or upon request of the Organization, Representatives will immediately return all written or tangible Confidential Information, as well as copies and reproductions, and any other media containing Confidential Information.

Intellectual Property

10. Copyright and any other intellectual property rights for all written material (including material in electronic format or posted on a website) and other works produced in connection with employment or involvement with the Organization will be owned solely by the Organization, which shall have the right to use, reproduce, or distribute such material and works, in whole or in part, for any purpose it wishes. The Organization may grant permission for others to use its intellectual property.

Enforcement

A breach of any provision in this Policy may be subject to legal recourse, termination of the employment or volunteer position, or sanctions pursuant to the Organization's *Discipline and Complaints Policy*.

Discipline and Complaints Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Case Manager”* – An individual appointed by the Discipline Chair to administer certain complaints under this *Discipline and Complaints Policy*. The Case Manager does not need to be a member of, or affiliated with, the Organization
 - b) *“Complainant”* – The Party making a complaint
 - c) *“Days”* – Days including weekends and holidays
 - d) *“Discipline Chair”* – An individual or individuals appointed by the Board to be the first point-of-contact for all discipline and complaint matters reported to the Organization
 - e) *“Individuals”* – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Directors and Officers of the Organization, spectators, and parents/guardians of athletes
 - f) *“Respondent”* – The Party responding to the complaint

Purpose

2. Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Organization’s policies, Bylaws, rules and regulations, and *Code of Conduct and Ethics*. Non-compliance may result in sanctions pursuant to this Policy.

Discipline Chair

3. The Discipline Chair will be a Director of the Board, or an individual appointed by the Board to handle the duties of the Discipline Chair. The Board may choose to appoint three (3) individuals to serve as Discipline Chair and, in this case, decisions of the Discipline Chair will be by majority vote.
4. The Discipline Chair appointed to handle a complaint or incident must be unbiased and not in a conflict of interest situation.

Application of this Policy

5. This Policy applies to all Individuals.
6. This Policy applies to matters that may arise during the Organization’s business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with the Organization’s activities, and any meetings.
7. This Policy also applies to Individuals’ conduct outside of the Organization’s business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and sport environment), is detrimental to the image and reputation of the Organization, or upon the acceptance of the Organization. Applicability will be determined by the Organization at its sole discretion.

8. This Policy does not prevent immediate discipline or sanction from being applied as reasonably required. Further discipline may be applied according to this Policy. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only.
9. An employee of the Organization who is a Respondent will be subject to appropriate disciplinary action per the Organization's policies for human resources as well as the employee's Employment Agreement, if applicable. Violations may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including termination of employment.

Adult Representative

10. Complaints may be brought for or against an Individual who is a minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
11. Communication from the Discipline Chair or Case Manager, as applicable, must be directed to the minor's representative.
12. A minor is not required to attend an oral hearing, if held.

Process

13. Any Individual may report an incident or complaint to the Board in writing, within fourteen (14) days of the alleged incident, although this timeline can be waived or extended at the Board's discretion.
14. The Board will appoint a Discipline Chair, as described in this Policy.
15. The Discipline Chair may determine that the alleged incident may contain an element of discrimination, harassment, workplace harassment, workplace violence, sexual harassment, or abuse. In this case, the Discipline Chair will appoint an Investigator in accordance with the Organization's *Investigations Policy - Discrimination, Harassment, and Abuse* and the Organization, and the Investigator, will have additional responsibilities as described in that Policy.
16. 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.
17. Upon receipt of a complaint, the Discipline Chair has discretion to choose which process should be followed, and may use the following examples as a general guideline:
 - a) Process #1 - the Complaint alleges the following incidents:
 - i. Disrespectful, abusive, racist, or sexist comments or behaviour
 - ii. Disrespectful conduct
 - iii. Minor incidents of violence (e.g., tripping, pushing, elbowing)
 - iv. Conduct contrary to the values of the Organization
 - v. Non-compliance with the Organization's policies, procedures, rules, or regulations
 - vi. Minor violations of the Organization's *Code of Conduct and Ethics*
 - b) Process #2 - the Complaint alleges the following incidents:

- i. Repeated minor incidents
- ii. Any incident of hazing
- iii. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
- iv. Major incidents of violence (e.g., fighting, attacking, sucker punching)
- v. Pranks, jokes, or other activities that endanger the safety of others
- vi. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
- vii. Conduct that intentionally damages the Organization's image, credibility, or reputation
- viii. Consistent disregard for the Organization's bylaws, policies, rules, and regulations
- ix. Major or repeated violations of the Organization's *Code of Conduct and Ethics*
- x. Intentionally damaging the Organization's property or improperly handling the Organization's monies
- xi. Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
- xii. A conviction for any *Criminal Code* offense
- xiii. Any possession or use of banned performance enhancing drugs or methods

Process #1: Handled by Discipline Chair

Sanctions

18. Following the determination that the complaint or incident should be handled under Process #1, the Discipline Chair will review the submissions related to the complaint or incident and determine one or more of the following sanctions:
- a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to the Organization
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all the Organization's activities for a designated period
 - g) Any other sanction considered appropriate for the offense
19. The Discipline Chair will inform the Respondent of the sanction, which will take effect immediately.
20. Records of all sanctions will be maintained by the Organization.

Request for Reconsideration

21. The sanction may not be appealed until the completion of a request for reconsideration. However, the Respondent may contest the sanction by submitting a Request for Reconsideration within four (4) days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
- a) Why the sanction is inappropriate;
 - b) All evidence to support the Respondent's position; and
 - c) What penalty or sanction (if any) would be appropriate
22. Upon receiving a Request for Reconsideration, the Discipline Chair may decide to accept or reject the Respondent's suggestion for an appropriate sanction.
23. Should the Discipline Chair accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.

24. Should the Discipline Chair not accept the Respondent's suggestion for an appropriate sanction, the initial complaint or incident will be handled under Process #2 of this Policy.

Process #2: Handled by Case Manager

Case Manager

25. Following the determination that the complaint or incident should be handled under Process #2, the Organization will appoint a Case Manager to oversee management and administration of the complaint or incident. The Case Manager should not be in a conflict of interest and should have expertise in dispute resolution matters. Such appointment is not appealable.

26. The Case Manager has a responsibility to:

- a) Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
- b) Propose the use of the Organization's *Dispute Resolution Policy*
- c) Appoint the Discipline Panel, if necessary
- d) Coordinate all administrative aspects and set timelines
- e) Provide administrative assistance and logistical support to the Discipline Panel as required
- f) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

Procedures

27. If the Case Manager determines the complaint is:

- a) Frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately
- b) Not frivolous and within the jurisdiction of this Policy, the Case Manager will notify the Parties that the complaint is accepted and of the applicable next steps

28. The Case Manager's decision to accept or dismiss the complaint may not be appealed.

29. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.

30. After notifying the Parties that the complaint has been accepted, the Case Manager may propose using the Organization's *Dispute Resolution Policy* with the objective of resolving the dispute. If applicable, and if the dispute is not resolved, or if the parties refuse to use the *Dispute Resolution Policy*, the Case Manager will appoint a Discipline Panel, which shall consist of a single Arbitrator, to hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Discipline Panel of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Discipline Panel's members to serve as the Chair.

31. The Case Manager, in cooperation with the Discipline Panel, will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Discipline Panel deem appropriate in the circumstances, provided that:

- a) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication

- medium
- b) Copies of any written documents which the parties wish to have the Discipline Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing
 - c) The Parties may engage a representative, advisor, or legal counsel at their own expense
 - d) The Discipline Panel may request that any other individual participate and give evidence at the hearing
 - e) The Discipline Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate
 - f) The decision will be by a majority vote of the Discipline Panel
32. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Panel will determine the appropriate sanction. The Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.
33. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
34. If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the current complaint and will be bound by the decision.
35. In fulfilling its duties, the Discipline Panel may obtain independent advice.

Decision

36. After hearing and/or reviewing the matter, the Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the Organization. In extraordinary circumstances, the Discipline Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen (14) day period. The decision will be considered a matter of public record unless decided otherwise by the Discipline Panel.

Sanctions

37. The Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:
- a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to the Organization
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all the Organization's activities for a designated period
 - g) Payment of the cost of repairs for property damage
 - h) Suspension of funding from the Organization or from other sources
 - i) Expulsion from the Organization
 - j) Any other sanction considered appropriate for the offense
38. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the Discipline Panel will result in an automatic suspension until such time as compliance occurs.

39. Records of all decisions will be maintained by the Organization.

Appeals

40. The decision of the Discipline Panel may be appealed in accordance with the Organization's *Appeal Policy*.

Suspension Pending a Hearing

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

Criminal Convictions

42. An Individual's conviction for a *Criminal Code* offense, as determined by the Organization, will be deemed an infraction under this Policy and will result in expulsion from the Organization. *Criminal Code* offences may include, but are not limited to:

- a) Any child pornography offences
- b) Any sexual offences
- c) Any offence of physical violence
- d) Any offence of assault
- e) Any offence involving trafficking of illegal drugs

Confidentiality

43. The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Discipline Panel, and any independent advisors to the Discipline Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Timelines

44. If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Discipline Panel may direct that these timelines be revised.

Records and Distribution of Decisions

45. Other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Policy.

Dispute Resolution Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following term has this meaning in this Policy:
 - a) *“Individuals”* – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, and Directors and Officers of the Organization

Purpose

2. The Organization supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. Alternate Dispute Resolution also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.
3. The Organization encourages all Individuals to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. The Organization believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques. Negotiated resolutions to disputes with and among Individuals are strongly encouraged.

Application of this Policy

4. This Policy applies to all Individuals.
5. Opportunities for Alternate Dispute Resolution may be pursued at any point in a dispute when all parties to the dispute agree that such a course of action would be mutually beneficial.

Facilitation and Mediation

6. If all parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator, acceptable to all parties, shall be appointed to mediate or facilitate the dispute.
7. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated and shall specify a deadline before which the parties must reach a negotiated decision.
8. Should a negotiated decision be reached, the decision shall be reported to, and approved by, the Organization. Any actions that are to take place as a result of the decision shall be enacted on the timelines specified by the negotiated decision, pending the Organization’s approval.
9. Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator at the start of the process, or if the parties to the dispute do not agree to Alternate Dispute Resolution, the dispute shall be considered under the appropriate section of the Organization’s *Discipline and Complaints Policy* or *Appeal Policy*, as applicable.

Final and Binding

10. Any negotiated decision will be binding on the parties. Negotiated decisions may not be appealed.

Doping Policy

Tennis Yukon adopts the Canadian Policy Against Doping in Sport in full. (See http://www.canadianheritage.gc.ca/progs/sc/pol/dop/index_e.cfm.)

Financial Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Representative”* – Individuals employed by, or engaged in activities on behalf of, the Organization including: coaches, convenors, officials, staff members, contract personnel, volunteers, managers, administrators, committee members, and directors and officers of the Organization

Purpose

2. The Organization will function as a Not-For-Profit organization and all fundraising, fees, sponsorship, and grants will be used for the on-going development of the sport and maintenance of facilities and equipment.
3. The purpose of this Policy is to guide the financial management practices of the Organization.

Budget and Reports

4. The Organization’s Board will develop and approve an annual budget which will contain the Organization’s total anticipated expenditures and revenues.
5. The Treasurer (or designate) will, at each meeting of the Board, present an interim financial statement (which includes revenues and expenditures) to the Board for approval.
6. The Treasurer (or designate) will, at the Annual General Meeting, present Financial Statements as required by applicable legislation and any other report as determined by the Board.
7. The financial statements of the Organization will undergo a formal financial review at least every 5 years.

Fiscal Year

8. The Organization’s fiscal year will be as described in the Bylaws.

Banking - Revenue

9. Registration fees shall be reviewed annually by the Treasurer who will make recommendations to the Board; which shall approve fees for each year well in advance of the start of the registration year.
10. All money received by the Organization will be placed into a general fund and will be used for all necessary and permitted purposes for the operation of the Organization, as determined by the Organization’s Board.
11. All money received by the Organization will be deposited, in the name of the Organization, with a reputable financial institution.

Expenses

12. Requests for purchases require the following:
 - a) Approval of the Treasurer (or designate)

b) Approval of the full Board (for purchases over \$5,000)

13. All expenses will be supported with receipts and must be detailed to budget items, projects, or functions by the Organization's bookkeeper.
14. Approved expenses are to be claimed and reported no later than thirty (30) days following the date of the expense. Expenses submitted beyond the thirty (30) day reporting requirement will be paid only upon the Board's approval.
15. Any expenditure not approved within the annual budget will be approved by the Board prior to any such expenditure. Without the Board's approval, the expenditure will not be paid by the Organization unless determined otherwise by the Board.

Accounts

16. Accounts receivable terms are net ninety (90) days from the date of invoice.
17. Accounts payable will be paid within the terms of the supplier invoice. Where no terms are specified, accounts will be paid within thirty (30) days.

Expense Claims

18. Representatives may submit expense claims to the Treasurer (or designate) for personal expenses incurred in performing their duties for the Organization. Generally, only expenses pre-approved by the Organization's Treasurer (or designate) will be reimbursed - and only within three months of the incurred expense. Expense claims must include:
 - a) The exact amount each separate expense;
 - b) The date on which the expense occurred;
 - c) The place and location of the expense;
 - d) The purpose of the expense; and
 - e) A receipt for the expense.

Travel and Accommodation Expenses

19. Air travel is to be booked through the Organization whenever possible. Air travel including fares and itineraries is to be approved in advance by the Treasurer. Car rentals will be reimbursed where authorized.
20. The Organization will not provide reimbursement for parking tickets, speeding tickets or fines for any other violations.
21. A Representative attending an event where meals are not provided may request a per-diem allowance before attending the event. Per-diem allowances do not require receipts. Individuals will not be reimbursed where meals are provided as part of an event or where meals are included in the accommodation rate.

Other Expenses

22. Organization Representatives may be reimbursed for long distance telephone calls provided the expenses were the Organization-related. Expense claims for telephone expenses must include the name of the person called, his or her connection to the Organization, and the purpose of the call.

23. Actual and reasonable expenses for items such as parking, telephones and copying may be reimbursed. Receipts must be provided for all such expenses.

Signing Authority – Other Documents

24. In the absence of any resolution to the contrary passed by the Board, the deeds, contracts, securities, bonds and other document(s) requiring the signature of two signing officers. The Board may authorize other persons to sign on behalf of the Organization.

25. Copies of all deeds, contracts, securities, bonds and other document(s) requiring the signature of the Organization will be made available for review by the Board if requested.

NSF Charges

26. The Organization will charge a twenty-five dollar (\$25.00) charge on all NSF Cheques.

Replacement Cheques

27. Lost or missing cheques will not be re-issued until after the next applicable month end reconciliation has taken place.

28. Cheques that need to be replaced due to loss will be assessed a five dollar (\$5.00) administration fee.

29. Lost or missing cheques that have not been claimed by the Organization's year end will not be reissued.

Human Resources Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) “*Employees*” – Individuals employed by the Organization on a full-time, part-time, or term basis and who receive a salary, and leave, health, vacation, and pension benefits as may be defined in their *Employment Agreement*. Employees do not include Directors and Officers of the Organization, interns, officials, volunteers, or volunteer coaches
 - b) “*Contract Worker*” – Employees who are hired for a specific term, to complete specific tasks, who are employed temporarily (i.e., paid by the hour, day, or week), receive four-to-six percent (4%-6%) vacation pay and leave benefits, and who do not receive health or pension benefits as defined in their *Employment Agreement*

Purpose

2. The Organization employs staff, as necessary, to manage the daily tasks required of a tennis organization. The Organization’s Employees must sign and adhere to individual *Employment Agreements*. Except where otherwise noted, or where amended by the provisions of the *Employment Agreement*, this Policy and the Yukon *Employment Standards Act* will govern the terms and conditions of employment with the Organization.
3. If there is any discrepancy between this Policy and the minimum requirements of the Yukon’s *Employment Standards Act*, then the minimum requirements of the *Act* will take precedence over this Policy.

Legal Requirements

4. The Organization is subject to the statutory requirements of the Yukon’s *Employment Standards Act* and therefore will comply with its requirements in dealings with Employees.

Application of this Policy

5. This Policy applies to the Organization’s Employees and Contract Workers.
6. The Organization may hire summer students, temporary, or casual employees. The terms and conditions of employment for such employees will be governed solely by their *Employment Agreement* and Yukon’s *Employment Standards Act*.
7. This Policy will not apply to independent contractors, private consultants, or interns/co-op placement students. These individuals are not considered employees of Organization staff. In all instances where these individuals are contracted by the Organization, a written and signed *Contractor Agreement* will be prepared that outlines the duties, limitations, and payment schedule for the individual.

Employer-Employee Relationship

8. The Organization recognizes the critical importance of its Employees to achieving its strategic objectives. Accordingly, the Organization provides its Employees with:
 - a) Meaningful work which provides opportunities for professional development and personal achievement
 - b) A safe, healthy, and rewarding work environment

- c) An organizational culture that reinforces shared values and high professional standards, and encourages participation and teamwork
 - d) An evaluation system based on organizational values, defined job duties and responsibilities, mutually agreed upon goals and objectives, and reasonable expectations
 - e) An evaluation system that provides positive and constructive feedback on performance
9. The Organization expects its Employees to:
- a) Apply and adhere to the Organization's policies and organizational values
 - b) Use their best efforts to advance the interests of the Organization
 - c) Perform their duties to the best of their abilities
 - d) Seek a high level of performance results
 - e) Act professionally in the discharge of their employment responsibilities
 - f) Provide open and direct communication
 - g) Ensure the integrity of their personal conduct
 - h) Provide the Organization with any changes to the Employee's name, address, phone number, and other personal information that the Organization is required to maintain

Employment Agreement

10. Employees will enter into an employment agreement with the Organization.
11. If the Employee continues to be employed by the Organization after the expiration of his or her *Employment Agreement*, the Employee's immediate last *Employment Agreement* will remain in effect until an acceptable *Employment Agreement* has been signed by both the Employee and the Organization.
12. Where there is any inconsistency between the terms of the Employee's *Employment Agreement* and the terms of this Policy, the terms of the *Employment Agreement* will prevail.

Probationary Period

13. New Employees will be subject to a six (6) month probationary period and may be terminated without notice or pay in lieu of notice, unless otherwise stated in the Employee's *Employment Agreement*.
14. The Employee's probationary period may be adjusted or extended, in writing, according to any absences by the Employee during the probationary period.
15. The purpose of this probationary period is to provide an opportunity for both the Employee and the Organization to evaluate their working relationship.
16. An employee who transfers within the Organization to a new position will have a probationary period of three months in the new position. During this probationary period the Organization may, at its sole discretion and for any reason, require the employee to return to his or her previous position without notice and without compensation.
17. At the end of the probationary period, a formal work performance evaluation will be conducted. An Employee whose service is determined to be satisfactory during the probationary period may continue in employment, subject to the availability of funds, the continued existence of the position, and continued satisfactory work performance.

Attendance, Work Hours, and Supervision

18. The President (or designate) will supervise the performance of all Employees on behalf of the Tennis Yukon Board.
19. Employees will work out of the Organization's head office unless another arrangement has been agreed to by the President in writing. An Employee will not be paid a travel allowance or a moving allowance if the Employee is required to travel far distances to the Organization's head office or if the Employee changes residence.
20. Employees will work normal office hours, as determined by the Organization's Board of Directors. Due to the nature of the Organization as primarily a volunteer-run organization, Employees' hours of work may be flexible to accommodate some evening or weekend work.
21. Overtime hours may be worked by an Employee with the approval of the President. Overtime hours will be compensated by granting the Employee time off in lieu at a rate of time-and-a-half for each hour of overtime worked. Hours worked by the Employee in excess of eight (8) hours per day or forty (40) hours in a single week will constitute overtime work.
22. If an Employee cannot be at work at the normal time, he or she will notify his or her supervisor the earliest opportunity with the reasons for, and expected duration of, the absence.
23. Employees will attend all staff meetings, Board meetings, and other meetings when requested to do by the President, unless the Employee's absence has been approved by the President.

Job Responsibilities, Performance, and Review

24. The primary duties and responsibilities of each Employee will be outlined in a written job description in the *Employment Agreement*. These duties may be revised from time to time at the discretion of the Board of Directors or President, to reflect changing priorities, workload, and personnel requirements.
25. The performance of each Employee will be reviewed annually by the President (or designate). The purpose of this review will be to assess the Employee's commitment to the Organization's organizational values and policies, to provide the Employee with feedback on his or her performance, and to identify the Employee's strengths and weaknesses.
26. If an Employee's performance is below a satisfactory level, the President (or designate) will discuss with the Employee the specific problem, the level of performance that is required, the suggested action items to improve performance, and the time frame for achieving the desired level of performance. All discussions regarding performance will be documented and placed in the Employee's personnel file. If performance is unsatisfactory and does not improve according to the action plan time frames that have been discussed, the Employee's employment may be terminated for cause.
27. For all Employees, a base salary review will be done by the President (or designate). Annual cost of living increases will not occur. The Board will review the inflation rate and from time to time adjust the salary range for each position.

Vacation and Holidays

28. Vacation entitlements will accrue in accordance with the Yukon's *Employment Standards Act*, unless stated otherwise in the Employee's *Employment Agreement*.
29. When a statutory holiday falls within an Employee's vacation, the Employee will be granted an additional day of vacation.
30. All vacations will be approved in advance by the President. The President retains the right to determine the scheduling of vacations and to determine whether more than one week of vacation may be taken at once. Vacation requests for one week or more will be submitted to the President, in writing, no later than two months prior to the requested vacation date.
31. Employees will be paid vacation pay at a rate of four percent (4%) of the Employees' earnings during the first four (4) years of employment and six percent (6%) in the fifth and subsequent years of employment, payable bi-monthly or on the termination of employment.
32. Employees who have worked less than one full employment year will be entitled to vacation time on a pro-rated basis.
33. Employees are entitled to the paid public holidays recognized by the Yukon's *Employment Standards Act*.
34. An Employee is eligible for paid public holidays if the Employee has worked for the Organization for at least thirty (30) working days in the year before the holiday, worked his or her last scheduled day of work before the holiday, and worked the first scheduled work day after the holiday.

Leave

35. At the discretion of the Organization, a doctor's letter may be required to substantiate the need for sick leave.
36. Excessive absenteeism affects an Employee's ability to maintain quality/quantity standards of work. The Organization reserves the right to deduct from the Employee's salary any sick leave taken in excess of five (5) working days per fiscal year.
37. Employees will periodically be required to schedule medical appointments. All Employees are required to schedule appointments where possible which least effects the amount of lost time. Contract Workers are required, where possible, to schedule appointments outside of their scheduled hours of work.
38. Bereavement leave, maternity leave, and parental leave will be in accordance with the Yukon's *Employment Standards Act*.
39. Employees required to serve on a Jury or as a Crown Witness are entitled to leave without pay.
40. Leaves of absence must be approved in writing. Extending approved leaves of absence without notification to the Organization may result in termination of the Employee.

Salary and Benefits

41. This section endeavours to incorporate current benefits as offered by the Organization's Insurance Plan (if any). If any of the following sections do not comply with the benefits as offered by the Organization's Insurance Plan, the benefits offered by the Organization's Insurance Plan shall be substituted instead. This section does not apply to Contract Workers.

Salary

42. The salary of each Employee will consist of a base salary and may include performance incentives.

43. Salary will be paid bi-monthly, on the 15th and last day of each month, unless payday falls on weekends or statutory holidays, in which case the payday will be moved to the last working day before the holiday.

44. Salary shall be subject to benefit deductions, statutory deductions, and withholdings for Canadian Pension and Employment Insurance.

45. Payment will be made either by cheque or by direct payment to the employee's bank account. Payment covers the pay period up to and including payday. If an employee takes his or her vacation during a payday, he or she may request an advance of the bi-monthly pay to be received on the payday preceding the vacation. To receive an advance in this manner, the supervisor must inform the payroll department six (6) working days before the payday when the advance is to be made.

46. Starting salaries, salary increases, and performance incentives (if any) will be reviewed and approved by the Tennis Yukon Board. In carrying out this review, the Board of Directors will have regard to salaries paid by comparable organizations.

47. Under current Income Tax Regulations, the payment of Territorial Health Care Premiums by the Organization constitutes a taxable benefit to the Employee. This benefit will be added to regular earning on the Employee's T-4 at year end.

Expense Compensation

48. Employees will be compensated for any costs and expenses incurred while traveling on Organization business, or while performing duties in accordance with their job description, pursuant to terms outlined by their *Employment Agreement* and the Organization's *Financial Policy*.

Professional Development

49. The Organization will budget for staff training and development according to the resources available each year. Employees should consult with the Tennis Yukon Board to identify suitable professional development opportunities. At the discretion of the Tennis Yukon Board and based upon a written request from an Employee, the Organization may cover all or part of the Employee's costs to participate in educational courses, seminars, workshops, or other professional development activities.

50. The Organization will support individual educational activities that:

- a) Have immediate application to the employee's job;
- b) Have future application to the employee's job; and
- c) Have no immediate application to the employee's job but prepares the employee to assume additional duties or acquire qualifications for advancement within the Organization.

51. Proof of successful completion, passing grade, or required attendance is necessary to any reimbursement. A registration fee is considered part of the associated cost; however, no reimbursement will be made until successful completion of the course.
52. When possible, courses shall be scheduled during an individual's personal time so as not to conflict with her/his scheduled hours of work. Courses may be scheduled during scheduled hours of work at the discretion of the President.
53. Employees must pay all tuition fees at the time of enrolment.

Cellphones

54. While operating a motor vehicle and unless using a legally authorized ear piece, Employees will:
 - a) Not use a cellphone or other hand-held device
 - b) Before using a cellphone or other hand-held device, leave the road and safely park their motor vehicle
 - c) Have incoming phone calls answered by voice mail
55. Employees will not be disciplined for failing to answer a call while they were operating a motor vehicle.
56. The Organization will not be held responsible for any violations or accidents caused by the contravention of the **Cellphones** section of this Policy.

Other Employment

57. Employees may accept outside employment provided the employment does not diminish the Employee's ability to perform work for the Organization, the employment does not represent a conflict with the Organization, and the President is notified in advance of the Employee's intention to accept outside employment and gives written approval.

Personal Belongings

58. The Organization assumes neither responsibility nor liability for any personal or office articles lost or stolen, regardless of circumstances. At the Organization's office, purses, wallets, and other valuable personal belongings should be placed in a locked drawer or cabinet at all times.

Conduct and Discipline

59. Employees will comply with this Policy, the terms of their *Employment Agreement*, and all other Organization policies relating to conduct including, but not limited to, the Organization's *Confidentiality Policy*, *Conflict of Interest Policy*, *Privacy Policy*, *Social Media Use Policy*, and *Code of Conduct and Ethics*.
60. The Organization's Employees may be subject to disciplinary action should their conduct so warrant.
61. Disciplinary action will be progressive and may include, but is not limited to:
 - a) Verbal reprimand - a verbal reprimand may be given by the supervisor in private for minor offences. Such a reprimand will not become a part of the Employee's file, and the matter will be closed when the constructive two-way discussion has been finalized.
 - b) Letter of reprimand - when a more serious infraction occurs, or repetitive behaviour, the supervisor will write a letter to the Employee stating the infraction and warning him or her

against further misbehaviour. A copy of this letter will be kept in the Employee's personnel file.

- c) Suspension – an Employee may be suspended (with or without pay) for a period of three (3) to ten (10) working days, depending on the seriousness of the offence. Normally, the Employee will be permitted to carry on his or her normal duties while the case is being investigated. But in some cases it may be necessary to bar the person from the premises until the case has been investigated. In such an instance, the Employee will be notified in writing.
- d) Dismissal - dismissal will be used only when all other corrective actions have failed or are not applicable.

Unsatisfactory Work Performance or Work-Related Behaviour

62. Unsatisfactory work performance or work-related behaviour is the failure or refusal to carry out job responsibilities, failure to follow the Organization's rules or policies. The Board will inform Employees of acts or omissions which are symptomatic of unsatisfactory work performance or work-related behaviour and of the applicable discipline if either is not corrected.

63. In a case of gross misconduct, immediate disciplinary action up to and including termination may be applied. During the investigation of alleged gross misconduct, an Employee may be placed on leave without pay.

64. Gross misconduct includes the following:

- a) Theft or dishonesty
- b) Gross insubordination
- c) Wilful destruction of club property
- d) Falsification of records
- e) Acts of moral turpitude
- f) Reporting for duty under the influence of intoxicants
- g) Illegal use, manufacturing, possessing, distributing, purchasing and dispensing of controlled substances or alcohol
- h) Disorderly conduct
- i) Provoking a fight
- j) Other similar acts involving intolerable behaviour by an employee

65. When disciplining an Employee, the Organization will consider the nature of the unsatisfactory work performance or work-related behaviour, the past record of the Employee and appropriate penalties. Therefore, as a general rule, disciplinary action for unsatisfactory work performance or work-related behaviour will begin with an oral or written warning and may be followed by additional written warnings. Written warnings will be presented to the Employee and will describe the unsatisfactory work performance or work-related behaviour and the necessary corrective action to be taken. If an Employee fails to attain a satisfactory level of work performance or work-related behaviour despite such warning, disciplinary action up to and including termination of employment may be implemented. Copies of all written warnings and other disciplinary actions will be placed in the Employee's personnel file.

Termination

66. No notice, or pay in lieu of notice, is required by either the Organization or the Employee to terminate the employment relationship during the first six (6) month probationary period for new Employees.

67. Employees will provide notice of their intention to leave the employment of the Organization in accordance with the Yukon's *Employment Standards Act*.
68. The Organization may terminate the employment of any Employee for cause at any time, without notice or pay in lieu of notice, for any of the following reasons:
- a) Wilful misconduct which is detrimental to the Organization
 - b) Failure to adhere to policies of the Organization
 - c) Gross failure to perform his or her employment duties
 - d) Theft and criminal behaviour
 - e) Unauthorized release of confidential information
 - f) Destruction of the Organization's property
 - g) Insubordination
 - h) Recurring absence without notice
 - i) Dishonesty
 - j) Fighting or provoking a fight on Organization premises
 - k) Actions that bring the Organization into disrepute
 - l) Working for another employer while on leave of absence without written consent of the Organization
 - m) Possession, use, sale, purchase, or distribution on the Organization's property of any illegal drugs or illegally possessed drugs
 - n) Reporting to work after having ingested illegal drugs or illegally possessed drugs, in a condition that adversely affects the employee's ability to safely and effectively perform his or her job or which would imperil the safety of others
 - o) Other reasons as determined by the Organization's Board or outlined in the *Employment Agreement*
69. The Organization will provide Employees notice, or pay in lieu of notice, of their intention to terminate the Employee's employment with the Organization without cause in accordance with the Yukon's *Employment Standards Act*, unless otherwise agreed in the Employee's *Employment Agreement*.
70. The Tennis Yukon Board will have authority for termination of all Employees.

Grievance Procedure

71. An employee who is dissatisfied with any procedures or treatment should first take the matter up with his or her supervisor. If the matter is not resolved at this level, the employee may contact the Tennis Yukon Board.
72. Employees may not advocate personal issues with any individual member of the Board without the consent of the President; unless the personal issues are directly connected to the conduct or behaviour of the President.

Investigations Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Discipline Chair”* – An individual or individuals appointed by the Board to be the first point-of-contact for all discipline and complaint matters reported to the Organization, per the *Discipline and Complaints Policy*
 - b) *“Individuals”* – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, volunteers, managers, administrators, committee members, and Directors and Officers of the Organization
2. The following terms have the meanings as defined in the Organization’s *Code of Conduct and Ethics*:
 - a) Harassment
 - b) Discrimination
 - c) Workplace Harassment
 - d) Sexual Harassment
 - e) Workplace Violence
3. The following terms have the meanings as defined in the Organization’s *Abuse Policy*:
 - a) Abuse

Purpose

4. The Organization is committed to eliminating all instances of Discrimination, Harassment, Workplace Harassment, Workplace Violence, Sexual Harassment, and Abuse within its operations and activities. This Policy describes how Individuals can report instances of Discrimination, Harassment, Workplace Harassment, Workplace Violence, Sexual Harassment, and Abuse and how the Organization will investigate those reports.

Determination and Disclosure

5. When a complaint is submitted per the Organization’s *Discipline and Complaints Policy*, the Tennis Yukon Board will determine if such complaint is related to an instance of Discrimination, Harassment, Workplace Harassment, Workplace Violence, Sexual Harassment, or Abuse.
6. The Organization will adhere to all disclosure and reporting responsibilities required by any government entity, local police force, or child protection agency.

Investigation

7. Complaints that are determined to contain an element of Discrimination, Harassment, Workplace Harassment, Workplace Violence, Sexual Harassment, and Abuse will continue to be addressed by the process(es) described in the *Discipline and Complaints Policy*. However, the Tennis Yukon Board will also appoint an Investigator to investigate the allegations.

8. The Investigator may be a representative of the Organization or a Director or may be an independent third-party skilled in investigating claims of harassment. The Investigator must not be in a conflict of interest situation and should have no connection to either party.
9. Federal and/or Provincial legislation related to Workplace Harassment may apply to the investigation if Harassment was directed toward a worker in a Workplace. The Investigator should review workplace safety legislation and/or consult independent experts to determine whether legislation applies to the complaint.
10. The investigation may take any form as decided by the Investigator, guided by any applicable Federal and/or Provincial legislation. The investigation may include:
 - a) Complainant interviewed;
 - b) Witnesses interviewed;
 - c) Statement of facts (complainant's perspective) prepared by Investigator and acknowledged by Complainant;
 - d) Statement delivered to Respondent;
 - e) Respondent interviewed;
 - f) Witnesses interviewed; and
 - g) Statement of facts (respondent's perspective) prepared by Investigator and acknowledged by Respondent.

Investigator's Report

11. Per timelines determined by the Tennis Yukon Board, who may modify the timelines as described in the *Discipline and Complaints Policy*, the Investigator will prepare and submit a Report.
12. The Investigator's Report should include a summary of evidence from the parties (including both statements of facts, if applicable) and recommendations from the Investigator of whether or not, on a balance of probabilities, an incident occurred that could be considered Discrimination, Harassment, Workplace Harassment, Workplace Violence, Sexual Harassment, or Abuse.
13. The Investigator's Report will be provided to the parties with the names and identifying details of any witnesses redacted. The provision of the Investigator's Report is conditional on the parties not distributing the Report to any third party without the written permission of the Organization.
14. Should the Investigator find that there are possible instances of offence under the *Criminal Code*, particularly related to Criminal Harassment (or Stalking), Uttering Threats, Assault, Sexual Interference, or Sexual Exploitation, the Investigator shall advise the Complainant to refer the matter to police. The Investigator will further inform the Organization that the matter should be directed to the police.
15. The Investigator must also inform the Organization of any findings of criminal activity. The Organization may decide whether to report such findings to police but is required to inform police if there are findings related to the trafficking of doping drugs or materials, any sexual crime involving minors, fraud against the Organization, or other offences where the lack of reporting would bring the Organization into disrepute.
16. The Tennis Yukon Board shall consider the Investigator's Report, in addition to submissions from the parties, prior to deciding on the complaint.

Reprisal and Retaliation

17. An individual who submits a complaint to the Organization, or who gives evidence in an investigation, may not be subject to reprisal or retaliation from any individual or group. Should anyone who participates in the process face reprisal or retaliation, that individual will have cause to submit a complaint.

False Allegations

18. An individual who submits allegations that the Investigator determines to be false or without merit may be subject to a complaint under the terms of the Organization's *Discipline and Complaints Policy* with the Organization, or the individual against whom the false allegations were submitted, acting as the Complainant.

Confidentiality

19. The information obtained about an incident or complaint (including identifying information about any individuals involved) will remain confidential, unless disclosure is necessary for the purpose of investigating or taking corrective action or is otherwise required by law.
20. The Investigator will make every effort to preserve the confidentiality of the complainant, respondent, and any other party. However, the Organization recognizes that maintaining anonymity of any party may be difficult for the Investigator during the investigation.

Privacy Policy

“Organization” refers to: Tennis Yukon

For not-for-profit organizations in the Yukon Territory, the privacy of personal information is governed by the Personal Information Protection and Electronic Documents Act (PIPEDA). This Policy is based on the standards required by PIPEDA as interpreted by the Organization.

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Commercial Activity”* – any particular transaction, act or conduct that is of a commercial character.
 - b) *“Personal Information”* – any information about an individual that relates to the person’s personal characteristics including, but not limited to: gender, age, income, home address, home phone number, ethnic background, family status, health history, and health conditions
 - c) *“Stakeholder”* – Individuals employed by, or engaged in activities on behalf of, the Organization including: coaches, staff members, contract personnel, volunteers, managers, administrators, committee members, and directors and officers of the Organization
 - d) *“Individual”* - All categories of membership defined in the Organization’s Bylaws as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, and directors and officers of the Organization

Purpose

2. The Organization recognizes Individuals’ right to privacy with respect to their Personal Information. This Policy describes the way that the Organization collects, uses, safeguards, discloses, and disposes of Personal Information.

Application of this Policy

3. This Policy applies to all Stakeholders and Individuals in connection with personal information that is collected, used or disclosed during Organization activity.
4. Except as provided in PIPEDA, the Organization’s Board of Directors will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

Obligations

5. The Organization is obligated to follow and abide by PIPEDA in all matters involving the collection, use, and disclosure of Personal Information.
6. In addition to fulfilling the legal obligations required by PIPEDA, the Organization’s Stakeholders will not:
 - a) Publish, communicate, divulge, or disclose to any unauthorized person, firm, corporation, or third party any Personal Information without the express written consent of the Individual;
 - b) Knowingly place themselves in a position where they are under obligation to any organization to disclose Personal Information;

- c) In the performance of their official duties, disclose Personal Information to family members, friends, colleagues, or organizations in which their family members, friends, or colleagues have an interest;
- d) Derive personal benefit from Personal Information that they have acquired during the course of fulfilling their duties with the Organization; and
- e) Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, the disclosure of Personal Information.

Accountability

- 7. The Tennis Yukon Board is responsible for the implementation of this policy and monitoring information collection and data security and ensuring that all staff receives appropriate training on privacy issues and their responsibilities. The Tennis Yukon Board also handles personal information access requests and complaints.

Identifying Purposes

- 8. The Organization may collect Personal Information from Individuals and prospective Individuals for purposes that include, but are not limited to:

Communications

- a) Sending communications in the form of e-news or a newsletter with content related to the Organization's programs, events, fundraising, activities, discipline, appeals, and other pertinent information;
- b) Publishing articles, media relations and postings on the Organization's website, displays or posters;
- c) Award nominations, biographies, and media relations;
- d) Communication within and between Stakeholders and Individuals;
- e) Discipline results and long term suspension list; and
- f) Checking residency status.

Registration, Database Entry and Monitoring

- a) Registration of programs, events and activities;
- b) Database entry at the Coaching Association of Canada and to determine level of coaching certification, coaching qualifications, and coach selection;
- c) Database entry to determine level of officiating certification and qualifications;
- d) Determination of eligibility, age group and appropriate level of play/competition;
- e) Athlete Registration, outfitting uniforms, and various components of athlete and team selection; and
- f) Technical monitoring, officials training, educational purposes, sport promotion, and media publications.

Sales, Promotions and Merchandising

- a) Purchasing equipment, coaching manuals, resources and other products; and
- b) Promotion and sale of merchandise.

General

- a) Travel arrangement and administration;
- b) Implementation of the Organization's screening program;
- c) Medical emergency, emergency contacts or reports relating to medical or emergency issues;

- d) Determination of membership demographics and program wants and needs;
 - e) Managing insurance claims and insurance investigations;
 - f) Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends;
 - g) Video recording and photography for promotional use, marketing and advertising by the Organization; and
 - h) Payroll, honorariums, and insurance.
9. The Organization's Stakeholders may collect Personal Information from Individuals and prospective Individuals for other purposes, provided that documented consent specifying the use of the Personal Information is obtained from the Individuals or prospective Individuals.

Consent

10. By providing Personal Information to the Organization, Individuals are implying their consent to the use of that Personal Information for the purposes identified in the **Identifying Purposes** section of this Policy.
11. At the time of the collection of Personal Information and prior to the use or disclose of the Personal Information, the Organization will obtain consent from Individuals by lawful means. The Organization may collect Personal Information without consent when it is reasonable to do so and permitted by law.
12. In determining whether to obtain written or implied consent, the Organization will take into account the sensitivity of the Personal Information, as well the Individuals' reasonable expectations. Individuals may consent to the collection and specified use of Personal Information in the following ways:
- a) Completing and/or signing an application or registration form (see Appendix A);
 - b) Checking a check box, or selecting an option (such as 'Yes' or 'I agree');
 - c) Providing written consent either physically or electronically;
 - d) Consenting orally in person; or
 - e) Consenting orally over the phone.
13. The Organization will not, as a condition of providing a product or service, require Individuals to consent to the use, collection, or disclosure of Personal Information beyond what is required to fulfill the specified purpose of the product or service.
14. An Individual may withdraw consent in writing, at any time, subject to legal or contractual restrictions. the Organization will inform the Individual of the implications of withdrawing consent.
15. The Organization will not obtain consent from Individuals who are minors, seriously ill, or mentally incapacitated. Consent from these individuals will be obtained from a parent, legal guardian, or a person having power of attorney.
16. The Organization is not required to obtain consent for the collection of Personal Information, and may use Personal Information without the Individual's knowledge or consent, only if:
- a) It is clearly in the Individual's interests and the opportunity for obtaining consent is not available in a timely way;

- b) Knowledge and consent would compromise the availability or accuracy of the Personal Information and collection is required to investigate a breach of an agreement or a contravention of a federal or territorial law;
 - c) An emergency threatens a Individual's life, health, or security; or
 - d) The information is publicly available as specified in PIPEDA.
17. The Organization is also not required to obtain consent for the collection of Personal Information if the information is for journalistic, artistic, or literary purposes.
18. The Organization may disclose Personal Information without the Individual's knowledge or consent only:
- a) To a lawyer representing the Organization;
 - b) To collect a debt that the Individual owes to the Organization;
 - c) To comply with a subpoena, a warrant, or an order made by a court or other body with appropriate jurisdiction;
 - d) To a government institution that has requested the information and identified its lawful authority, if that government institution indicates that disclosure is for one of the following purposes: enforcing or carrying out an investigation, gathering intelligence relating to any federal, territorial, or foreign law, national security or the conduct of international affairs, or administering any federal or territorial law;
 - e) To an investigative body named in PIPEDA or a government institution, if the Organization believes the Personal Information concerns a breach of an agreement, contravenes a federal, territorial, or foreign law, or if the Organization suspects the Personal Information relates to national security or the conduct of international affairs;
 - f) To an investigative body for purposes related to the investigation of a breach of an agreement or a contravention of a federal or territorial law;
 - g) In an emergency threatening an Individual's life, health, or security (the Organization will inform the Individual of the disclosure);
 - h) To an archival institution;
 - i) 20 years after the individual's death or 100 years after the record was created;
 - j) If it is publicly available as specified in PIPEDA; or
 - k) If otherwise required by law.

Accuracy, Retention, and Openness

19. In order to minimize the possibility that inappropriate Personal Information may be used to make a decision about a Member, Personal Information will be accurate, complete, and as up-to-date as is necessary for the purposes for which it will be used.
20. Personal Information will be retained as long as reasonably necessary to enable participation in the Organization programs, events, and activities, and in order to maintain historical records as may be required by law or by governing organizations.
21. The Organization's Stakeholders will be made aware of the importance of maintaining the confidentiality of Personal Information and are required to comply with the Organization's *Confidentiality Policy*.
22. Personal Information will be protected against loss or theft, unauthorized access, disclosure, copying, use, or modification by security safeguards appropriate to the sensitivity of the Personal Information.

23. Personal Information that has been used to make a decision about an Individual will be maintained for a minimum of one year in order to allow the individual the opportunity to access the Personal Information after the decision has been made.
24. The Organization will make the following information available to Individuals:
 - a) This *Privacy Policy*;
 - b) Any additional documentation that further explains the Organization's *Privacy Policy*;
 - c) The means of gaining access to Personal Information held by the Organization;
 - d) A description of the type of Personal Information held by the Organization, including a general account of its use; and
 - e) Identification of any third parties to which Personal Information is made available.

Access

25. Upon written request, and with assistance from the Organization after confirming the Individual's identity, Individuals may be informed of the existence, use, and disclosure of their Personal Information and will be given access to that Personal Information. Individuals are also entitled to be informed of the source of the Personal Information and provided with an account of third parties to which the Personal Information has been disclosed.
26. Unless there are reasonable grounds to extend the time limit, requested Personal Information will be disclosed to the Individual, at no cost to the Individual, within thirty (30) days of receipt of the written request.
27. Individuals may be denied access to their Personal Information if the information:
 - a) Is prohibitively costly to provide;
 - b) Contains references to other individuals;
 - c) Cannot be disclosed for legal, security, or commercial proprietary purposes; or
 - d) Is subject to solicitor-client privilege or litigation privilege.
28. If the Organization refuses a request for Personal Information, it shall inform the Individual the reasons for the refusal and identify the associated provisions of PIPEDA that support the refusal.

Compliance Challenges

29. Individuals are able to challenge the Organization for its compliance with this Policy.
30. Upon receipt of a complaint, the Organization will:
 - a) Record the date the complaint is received;
 - b) Notify the Tennis Yukon Board who will nominate a Board member to 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 seven (7) days of receipt of the complaint;
 - a) Appoint an investigator using the Organization's personnel or an independent investigator, who will have the skills necessary to conduct a fair and impartial investigation and will have unfettered access to all file and personnel;
 - d) Upon completion of the investigation and within thirty (30) days of receipt of the complaint, the investigator will submit a written report to the Organization; and

- e) Notify the complainant the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures.

31. The Organization will not dismiss, suspend, demote, discipline, harass, or otherwise disadvantage any Organization Individual or Stakeholder who:

- a) Challenges the Organization for its compliance with this Policy;
- b) Refuses to contravene this Policy or PIPEDA; or
- c) Takes precautions not to contravene this Policy or PIPEDA; even though said precautions may be in opposition to the regular duties performed by the Individual.

Appendix A – Consent

The Organization will include the following paragraph (or a variation) whenever Personal Information is being collected from Individuals:

1. I authorize the Organization to collect and use personal information about me for the purposes described in the Organization's *Privacy Policy*.
2. In addition to the purposes described in the Organization's *Privacy Policy*, I authorize the Organization to:
 - a) Distribute my information to Sport Yukon; and
 - b) Photograph and/or record my image and/or voice on still or motion picture film and/or audio tape, and to use this material to promote the sport through the media of newsletters, websites, television, film, radio, print and/or display form. I understand that I waive any claim to remuneration for use of audio/visual materials used for these purposes.
3. I understand that I may withdraw such consent at any time by contacting the Tennis Yukon Board. The Tennis Yukon Board will advise the implications of such withdrawal.

Conflict of Interest Policy

Tennis Yukon adopts the Canadian Professional Coaches Association Coaching Code of Ethics in full. In particular, coaches are prohibited from exploiting any relationship established as a coach to interest further personal, political or business interests at the expense of the best interests of their athletes or other participants.

All Tennis Yukon Directors have a duty to ensure that the integrity of the decision-making processes of the Board are maintained by ensuring that they and other members of the Board are free from conflict or potential conflict in their decision-making. Directors shall act at all times in the best interests of Tennis Yukon Association rather than in the interests of particular constituencies. A conflict of interest refers to situations in which personal, occupational or financial considerations may affect, or appear to affect, a Director's objectivity, judgment or ability to act in the best interests of Tennis Yukon Association. A conflict of interest may be real, potential or perceived in nature.

1. **Application:** This policy applies to all Directors and Officers, including ex-officio Directors, and all non-Board members of committees. "Officers" means Officers appointed by the Board including the Chair, a Vice-chair, Secretary, Treasurer and others who perform functions for the organization similar to those normally performed by such Officers.
2. **Policy:** Directors, Officers and non-Board committee members shall avoid situations in which they may be in a position of conflict of interest or perceived conflict of interest. The process set out in this policy, and any further process outlined in the Tennis Yukon by-laws, shall be followed when a conflict or potential conflict arises.
3. **Description of Conflict of Interest:** A conflict of interest arises in any situation where a Director's duty to act solely in the best interests of the organization and to adhere to the Director's fiduciary duties is compromised or impeded by any other interest, relationship or duty of the Director. A conflict of interest refers to situations in which personal, occupational or financial considerations may affect, or appear to affect, a Director's objectivity, judgment or ability to act in the best interests of Tennis Yukon Association. A conflict of interest may be real, potential or perceived in nature.
4. The situations in which potential conflict of interest may arise cannot be exhaustively set out. Conflicts generally arise in the following situations:
 - a. **Transacting with the Organization:** When a Director transacts with the organization directly or indirectly. When a Director has a material, direct or indirect, interest in a transaction or contract with the organization.
 - b. **Interest of a Relative:** When the organization conducts business with suppliers of goods or services or any other party of which a relative or member of the household of a Director is a principal, officer or representative.

- c. **Gifts:** When a Director or a member of the Director's household or any other person or entity designated by the Director, accepts gifts, payments, services or anything else of more than a token or nominal value from a party with whom the organization may transact business (including a supplier of goods or services) for the purposes of (or that may be perceived to be for the purposes of) influencing an act or decision of the Board.
- d. **Acting for an Improper Purpose:** When Directors exercise their powers motivated by self-interest or other improper purposes. Directors must act solely in the best interest of the organization. Directors who are nominees of a particular group must act in the best interest of the organization even if this conflicts with the interests of the nominating party.
- e. **Appropriation of Organization Opportunity:** When a Director diverts to the Director's own use, an opportunity or advantage that belongs to the organization.

- f. **Duty to Disclose Information of Value to the Organization:** When Directors fail to disclose information that is relevant to a vital aspect of the organization's affairs.

- g. **Serving on the Board of Other Organizations:** A Director may be in a position where there is a conflict of “duty and duty”. This may arise where the Director serves as a Director of two organizations that are competing or transacting with one another. It may also arise where a Director has an association or relationship with another entity. For example, if two organizations are both seeking to take advantage of the same opportunity. A Director may be in possession of confidential information received in one boardroom or related to the matter that is of importance to a decision being made in the other boardroom. The Director cannot discharge the duty to maintain such information in confidence while at the same time discharging the duty to make disclosure. The Director cannot act to advance any interests other than those of the organization.

5. Disclosure of Conflicts: A Director, Officer or committee member who is in a position of conflict or potential conflict shall immediately disclose such conflict to the Board by notification to the Chair or Vice-chair of the Board. Where the Chair has a conflict, notice shall be given to the Vice-chair. The disclosure shall be sufficient to disclose the nature and extent of the interest. Disclosure shall be made at the earliest possible time and, where possible, prior to any discussion and vote on the matter. Where (i) a Director is not present at a meeting where a matter in which the Director has a conflict is first discussed and/or voted upon, or (ii) a conflict arises for a Director after a matter has been discussed but not yet voted upon by the Board, or (iii) a Director becomes conflicted after a matter has been approved, the Director shall make the declaration of the conflict to the Chair or Vice-chair as soon as possible and at the next meeting of the Board. If an Officer becomes interested in a contract or transaction after it is made or entered into, the disclosure shall be made as soon as possible after the Officer becomes so interested. A Director or Officer may make a general declaration of the Director’s relationships and interests in entities or persons that give rise to conflicts.

6. Abstain from Discussions: The Director or Officer who has declared a conflict shall not be present during the discussion or vote in respect of the matter in which the Director or Officer has a conflict and shall not attempt in any way to influence the voting.

7. Process for Resolution of Conflicts and Addressing Breaches of Duty: A Director may be referred to the process outlined below, and, if existing, any further process set forth in the Tennis Yukon by-laws, in any of the following circumstances:

- a. **Circumstances for Referral:** Where any Director believes that that Director or another Director:
 - i. Has breached the Director’s duties to the organization;

- i. Is in a position where there is a potential breach of duty to the organization;
 - ii. Is in a situation of actual or potential conflict of interest; or
 - iii. Has behaved or is likely to behave in a manner that is not consistent with the highest standards of trust and integrity and such behaviour may have an adverse impact on the organization.
- b. Process for Resolution:** The matter shall be referred to the following process:
- i. Refer matter to Chair or where the issue may involve the Chair, to the Vice-chair, with notice to Executive Director.
 - ii. Chair (or Vice-chair as the case may be) may either (i) attempt to resolve the matter informally, or (ii) refer the matter to either the Executive Committee or to an ad hoc sub-committee of the Board established by the Chair (or Vice-chair, as the case may be) which sub-committee shall report to the Board.
 - iii. If the Chair or Vice-chair elects to attempt to resolve the matter informally and the matter cannot be informally resolved to the satisfaction of the Chair (or Vice-chair as the case may be), the Director referring the matter and the Director involved then the Chair or Vice-chair shall refer the matter to the process in (b) (ii) above.
 - iv. A decision of the Board by majority resolution shall be determinative of the matter.

It is recognized that if a conflict, or other matter referred cannot be resolved to the satisfaction of the Board (by simple majority resolution) or if a breach of duty has occurred, a Director may be asked to resign or may be subject to removal pursuant to the bylaws and applicable legislation.

8. Perceived Conflicts: It is acknowledged that not all conflicts or potential conflicts may be satisfactorily resolved by strict compliance with the policy and bylaws. There may be cases where the perception of a conflict of interest or breach of duty (even where no conflict exists or breach has occurred) may be harmful to the organization notwithstanding that there has been compliance with the policy and bylaws. In such circumstances, the process set out in this policy for addressing conflicts and breaches of duty shall be followed. It is recognized that the perception of conflict or breach of duty may be harmful to the organization even where no conflict exists or breach has occurred and it may be in the best interests of the organization that the Director be asked to resign.

Reviewed by Board of Directors:

Approved by Board of Directors:

Risk Management Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Individuals”* – refers to all categories of members and/or registrants defined in the Bylaws of the Organization, as well as all people employed by, contracted by, or engaged in activities with the Organization including, but not limited to, employees, contractors, athletes, coaches, mission staff, chefs de mission, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, and Directors and Officers.
 - b) *“Risk”* – The effect of uncertainty on achieving desired outcomes.
 - c) *“Risk Management”* – An integrated, documented and system-wide process used to identify, assess and treat risks so as to better achieve desired outcomes and reflect the organization’s values.

Preamble

2. The Organization is committed to managing risks by ensuring its decisions and actions reflect established standards and organizational values.

Purpose

3. The purpose of this Policy is to provide a guiding statement on how risks will be managed within the Organization. In general, the Organization views risk management as a comprehensive approach to improving organizational performance.
4. This policy has other purposes, namely:
 - a) Reinforcing an understanding of risk management as having a broad focus, beyond merely preventing lawsuits and financial losses;
 - b) Performing an educational function for staff and the Board; and
 - c) Over the longer term, contributing to enhancing a ‘risk management culture’ within the Organization.
5. Ultimately, successful risk management has the following benefits:
 - a) Prevents or limits injury or losses to participants, volunteers and staff;
 - b) Helps to protect the Organization and its members against unnecessary litigation;
 - c) Ensures that the Organization is compliant with all applicable laws, regulations and standards;
 - d) Improves the quality and relevance of the programs and services that the Organization provides to its members, partners and sponsors;
 - e) Promotes improved business management and human resource management practices;
 - f) Enhances the Organization’s brand, reputation and image in the community; and
 - g) Overall, enhances the Organization’s ability to achieve its strategic objectives.

Principles

6. The International Standard Organization (ISO 31000:2009E) risk management principles are:
 - a) Risk management creates and protects value;
 - b) Risk management is an integral part of all organizational processes;

- c) Risk management is part of decision making;
- d) Risk management explicitly addresses uncertainty;
- e) Risk management is systematic, structures and timely;
- f) Risk management is based on the best available information;
- g) Risk management is tailored;
- h) Risk management considers human and cultural factors into account;
- i) Risk management is transparent and inclusive;
- j) Risk management is dynamic, iterative and responsive to change; and
- k) Risk management facilitates continual improvement of the organization.

Scope and Authority – Risk Manager

7. The Tennis Yukon Board is responsible for the implementation, maintenance, and communication of this policy. This policy applies to all decision and activities undertaken on behalf of the Organization.

Policy

8. The Organization makes the following commitments:
- a) Activities and events undertaken by the Organization will incorporate the principles of risk management;
 - b) Systematic and explicit steps will be taken to identify, assess, manage and communicate risks facing the Organization in a timely fashion; and
 - c) Risk mitigation strategies will be reasonable and will reflect the reasonable standard of care in any circumstance (where standard of care is determined by written/published standards, industry practices, established case law precedent, and common sense).
9. The Organization acknowledges that risk management is a broad activity and a shared responsibility. All Directors, Officers, staff, and volunteers have an ongoing responsibility to take appropriate measures within their scope of authority and responsibility to identify, assess, manage and communicate risks to those that they report to including but not limited to, the Risk Manager.

Risk Tolerance

10. The 'significance of a risk' refers to the combined ranking of the possibility/likelihood of a risk occurring and the consequence should it occur.

11. Possibility (P)

- a) Unlikely – less likely to happen than not; occurs every 5 years
- b) Possible – just as likely to happen as not; occurs once every year
- c) Probably – more likely to happen than not; occurs once a month
- d) Almost certain – sure to happen; occurs once a week

12. Consequence (C)

- a) Minor – will have an impact on the achievement of the objective that can be dealt with through small internal adjustments;
- b) Moderate – will have an impact on some aspect of the achievement of the objective that will require changes to strategy or program delivery that may require a delay or increase in cost;
- c) Serious – will significantly impact the achievement of the objective and require additional time, resources, costs, and thought;

- d) Catastrophic – will have a debilitating impact on the achievement of the objective; staff and board need to devote full time resources to managing the situation.

Commitment

- 13. Risks are identified by both Directors and staff on an ongoing basis. All Low-to-Medium risks are managed by the Risk Manager and captured within program documents.
- 14. Risks that arise and considered to be High to Very High are treated as follows:
 - a) If a **High** is identified, it must be communicated to the President within 48 of the risk being identified. The individual will take all reasonable measures to manage the risk including, but not limited to, seeking the advice from other Board members, consulting external experts, etc. Once the individual feels that the risk has been managed or is in the process of being resolved, the Board will be advised using the most appropriate communications, which depending on the nature of the risk, may include an issue document, sharing at the next meeting, or calling a separate Board meeting to keep the Board informed.
 - b) If a **Very High** risk has been identified, the President must be contacted immediately. The President will determine the most appropriate action and if appropriate, may organize a Board meeting within 48 of the risk arising. It is understood that factors may arise that prevent this from happening including time zone, availability, nature of the risk, etc. All reasonable efforts will be made to manage the risk as it occurs, taking the necessary measures including, not to limited to, seeking the advice from internal partners, other Board members and external experts.

Procedures

- 15. Managing risks involves three steps:
 - a) Identifying potential risks using an informed, environmental scan approach;
 - b) Assessing the significance of a risk by considering its likelihood and consequences; and
 - c) Developing and implementing measures to address those risks deemed significant by reducing likelihood, consequences or both.
- 16. Risks arise from a number of categories of the operations the Organization. The following categories will be used when identifying risks:
 - a) **Operational / Program Risks**

Risks related to the development, sanctioning, and implementation of programs; management of human resources, including staff and volunteers; organizational capacity to meet member and stakeholder expectations.

Technology and intellectual property risks related to the purchase, leasing, use, and storage of all hardware and software, programs, data, records, information including the protection of all intellectual property assets.
 - b) **Compliance Risks**

Risks related to failure to comply with existing laws and regulations governing employment, privacy, and workplace safety. Also includes complying with anti-doping policies, Sport

Canada, other agency standards for funding and accountability, and the fulfillment of contractual obligations.

c) **Communication Risks**

Risks related to internal and external communications, information management systems, crisis and issues management, media relations, image and reputation management, missed opportunities to promote and exploit successful outcomes, management of intellectual property, social media opportunities and pitfalls, confidentiality.

d) **External Risks**

Risks that are not in direct control of the organization such as funding frameworks from government and other agencies; relations with governments, games organizations and international federations; security threats/risks, involvement in other sport partnerships; hosting decisions and requirements; changing political priorities.

e) **Governance Risks**

Risks related to clarity of roles and responsibilities, decision-making and oversight, organizational structure and performance; management of disputes and conflict of interest, planning for diversity and succession of the Board and committees, retention of corporate knowledge, staying current with trends affecting the Organization.

f) **Financial Risks**

Risks related to financial monitoring and reporting, flexibility to control and direct funds, sponsorship attraction and retention, currency exchange rates, investment and management of reserve funds, protection of revenue streams, long-term financial sustainability.

g) **Health and Safety of Athletes**

Risks related to the safety of athletes, abuse and/or harassment of athletes, practice or competition environment, equipment, and progressive training of athletes.

17. All risks faced by the Organization can be addressed by one or more of the following four general strategies:

- a) **Retain** the risk – no action is taken because the possibility and consequence of the risk is low. It may also be that the risk is inherent in the activity itself and thus can be accepted in its present form.
- b) **Reduce** the risk – steps are taken to reduce the possibility of the risk, and/or its potential consequences, through efforts such as improved planning, policies, delivery, supervision, monitoring, or education.
- c) **Transfer** the risk – accept the level of risk but transfer some or all of it to others through the use of insurance, waiver of liability agreements or other business contracts.
- d) **Avoid** the risk – eliminate the risk by avoiding the activity giving rise to the risk – in other words, simply decide NOT to do something, or to eliminate some activity or initiative.

18. The above general strategies translate into a variety of risk control measures, which for the Organization may include, but are not limited to:
- a) Development of policies, procedures, standards and rules;
 - b) Effective communication;
 - c) Education, instruction, professional development and specialized training;
 - d) Ensuring a core set of organizational values have been identified, defined and communicated throughout the organization;
 - e) Adherence to minimum, mandatory qualifications and/or certifications for key staff and leaders;
 - f) Use of robust and legally sound contracts (i.e., employment agreements, contractor agreements, partnership agreements);
 - g) Improving role clarity through use of written position descriptions and committee terms of reference;
 - h) Supervision and monitoring of staff, volunteers, participants and activities;
 - i) Establishing and communicating procedures to handle concerns, complaints and disputes;
 - j) Implementing schedules for regular review, maintenance, repair and replacement of equipment;
 - k) Preparing procedures and protocols for emergency response and crisis management;
 - l) Use of warnings, signage, participation agreements and waiver of liability agreements where warranted; and
 - m) Purchasing appropriate insurance coverage for all activities and reviewing regularly.

Reporting and Communication

19. To ensure that risk management remains a high priority within the Organization and to promote an organizational culture that embraces a risk management perspective, risk management will be a standing item on the agenda of every regular Board meeting, so that staff (if applicable) and Directors can provide updates as required.
20. The Organization recognizes that communication is an essential part of risk management. This policy will be communicated to staff, the Board of Directors, Committees and volunteers and the Organization will encourage all members to communicate their risk management issues and concerns.

Safe Sport Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Individuals”* – Individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, parents and guardians and spectators at events, and Directors and Officers of the Organization
 - b) *“Person in Authority”* – An Individual who holds a position of authority within the Organization including, but not limited to, coaches, managers, support personnel, chaperones, and Directors

Purpose

2. This Policy describes how the Organization aims to provide a safe sport environment.

Commitment to True Sport Principles

3. The Organizations commit to the True Sport Principles which are:
 - a) **Go for It** – Rise to the challenge – always strive for excellence. Discover how good you can be.
 - b) **Play Fair** – Play honestly – obey both the letter and spirit of the rules. Winning is only meaningful when competition is fair.
 - c) **Respect Others** – Show respect for everyone involved in creating your sporting experience, both on and off the field. Win with dignity and lose with grace.
 - d) **Keep it Fun** – Find the joy of sport. Keep a positive attitude both on and off the field.
 - e) **Stay Healthy** – Place physical and mental health above all other considerations – avoid unsafe activities. Respect your body and keep in shape.
 - f) **Include Everyone** – Share sport with others. Ensure everyone has a place to play.
 - g) **Give Back** – Find ways to show your appreciation for the community that supports your sport and helps make it possible.

Pledge

4. The stakeholders, members, and leaders of the Organization are expected to live the True Sport Principles and the Organization pledges to embed the True Sport Principles in its governance and operations in the following ways:
 - a) **Conduct Standards** – the Organization will adopt comprehensive conduct standards that are expected to be followed by Individuals;
 - b) **Athlete Protection** – the Organization will provide coaches and other stakeholders with general and sport-specific athlete protection guidelines;
 - c) **Dispute Resolution and Investigations** – the Organization will have dispute resolution processes that are confidential and procedurally fair and that require independent investigation for certain alleged violators of the conduct standards;
 - d) **Strategy** – the Organization will have strategic plans that reflect the organization’s mission, vision, and values;
 - e) **Governance** – the Organization will have a diverse blend of sport leaders and will adhere to principles of good governance; and
 - f) **Risk Management** – the Organization will intentionally manage risks to its operations and

events through the use of risk management plans and/or risk registries.

Conduct Standards

5. The Organization will adopt a *Code of Conduct and Ethics* that describes standards of conduct and behaviour for all Individuals. General standards of conduct will apply to all Individuals and specific standards will be described for positions within the organization. The *Code of Conduct and Ethics* will have specific sections, including but not limited, to:
 - a) Athletes
 - b) Coaches
 - c) Officials
 - d) Directors and Committee Members
 - e) Parents and Spectators
6. The *Code of Conduct and Ethics* will contain detailed definitions of key terms, including:
 - a) Harassment
 - b) Sexual Harassment
 - c) Workplace Harassment
 - d) Workplace Violence
 - e) Discrimination
 - f) Hazing
7. The *Code of Conduct and Ethics* will include the following definition of Hazing:
 - a) Hazing is a form of conduct that exhibits a potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking individual by a more senior individual, which does not contribute to either individual's positive development, but is required to be accepted as part of a team or group, regardless of the junior-ranking individual's willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or seemingly benign, that sets apart or alienates any teammate or group member based on class, number of years on the team or with the group, or ability.
8. The Organization will adopt an *Abuse Policy* that will define "vulnerable individuals" and describe the types of abuse (e.g., Physical Abuse, Sexual Abuse, Emotional Abuse, and Neglect) that vulnerable individuals may be subjected to.

Anti-Doping

9. The *Code of Conduct and Ethics* will indicate that the Organization adopts and adheres to the Canadian Anti-Doping Program.

Social Media

10. The Organization will adopt a *Social Media Policy* that describes standards of conduct that are expected on social media by Individuals. The *Social Media Policy* will indicate specific conduct standards and risks that are common and/or exclusive to social media.
11. The *Social Media Policy* will highlight the importance of responsible coach-athlete interaction on social media and will provide examples of violations of conduct standards.

Athlete Protection

Screening

12. The Organization will adopt a comprehensive *Screening Policy* that requires some Individuals to pass a screening process before being permitted to interact with athletes. The *Screening Policy* will:
 - a) Categorize positions in the organization as 'Low Risk', 'Medium Risk', and 'High Risk' and require progressive screening measures for individuals serving in each category of risk;
 - b) Describe how frequently some Individuals must obtain a police records check and which type of check(s) they must obtain;
 - c) Describe how frequently some Individuals must submit Screening Disclosure Forms and Screening Renewal Forms;
 - d) Empower the Tennis Yukon Board to prohibit Individuals who do not pass screening from participating in certain positions; and
 - e) Empower the Tennis Yukon Board to attach conditions to an Individual's participation in certain positions.

13. The Organization will develop general and sport-specific *Athlete Protection Guidelines* that can be used by coaches, managers, medical personnel, and other persons in authority. the Organization may provide training on the guidelines and take steps to ensure the guidelines are being implemented. The Organization will conduct a regular review of the guidelines to add and/or modify new guidelines as appropriate.

Resources

14. The Organization will regularly provide information to Individuals about resources and training related to athlete protection. Resources and training opportunities can include:
 - a) [NCCP modules](#)
 - b) [Respect in Sport](#)
 - c) [Commit to Kids](#)
 - d) [Red Cross – Respect Education Courses](#)

Athlete Engagement

15. The Organization will engage with athletes to determine the level of success of their athlete protection measures as well as to identify any gaps or athlete concerns. This engagement may take the form of:
 - a) Anonymous athlete surveys;
 - b) Athlete involvement in organizational decision-making; and/or
 - c) Independently-led athlete outreach consultations.

Dispute Resolution

16. The Organization will have a comprehensive suite of dispute resolution policies that will include:
 - a) *Discipline and Complaints Policy*
 - b) *Appeal Policy*
 - c) *Dispute Resolution Policy*
 - d) *Investigations Policy*
 - e) *Whistleblower Policy*

17. Taken together, the suite of dispute resolution policies will include the following features:
 - a) An independent individual to whom complaints can be submitted;
 - b) Sanctions for violations of conduct standards;
 - c) Mechanism for suspension of individuals pending the conclusion of the process;

- d) Non-biased and experienced case managers, decision-makers and/or investigators;
- e) Protection from reprisal for submitting complaints;
- f) Anonymity for the complainant in cases of whistleblowers;
- g) Independency of appeal procedures (when appeals are permitted);
- h) Opportunity for alternate dispute resolution;
- i) Investigations of certain complaints (e.g., when required by law and/or when the complaint involves harassment, abuse, or discrimination); and
- j) In-event discipline procedures (when an event does not have its own disciplinary procedures).

Reporting Obligations

18. The policies of the Organization will include requirements that certain complaints must be reported to government entities, local police forces, and/or child protection agencies.

Records

19. The Organization will retain records of decisions that have been made pursuant to the organization's policies. These records may be shared with other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, multi-sport organizations, and government entities.

Governance and Operations

20. The Organization will have a comprehensive Strategic Plan in which athlete protection and safe sport are top priorities for the organization.
21. The Organization will adopt a *Risk Management Policy* that will describe how the organization will address risks ranging from 'Unlikely' to 'Almost Certain' and from 'Minor' to 'Catastrophic'. The Organization will contemplate risk management strategies that retain, reduce, transfer, and/or avoid the risk. Risks can occur in the following areas:
- a) Operational/Program
 - b) Compliance
 - c) Communication
 - d) External
 - e) Governance
 - f) Financial
 - g) Health and Safety
22. The Organization will pursue a governance structure that reflects the diversity of the athletes and stakeholders within the sport, that adheres to all applicable federal and/or provincial/territorial legislation, and that moves toward a national alignment strategy for the sport in Canada.
23. The Organization will continually monitor and evaluate its policies, practices, and procedures.

Screening Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Criminal Record Check (CRC)”* – A search of the RCMP Canadian Police Information Centre (CPIC) system for adult convictions
 - b) *“Enhanced Police Information Check (E-PIC)”* – a Criminal Record Check plus a search of local police information, available from SterlingBackcheck
 - c) *“Vulnerable Sector Check (VSC)”* – a detailed check that includes a search of the RCMP Canadian Police Information Centre (CPIC) system, local police information, and the Pardoned Sex Offender database
 - d) *“Vulnerable Individuals”* – A person under the age of 18 years old and/or a person who, because of age, disability or other circumstance, is in a position of dependence on others or is otherwise at a greater risk than the general population of being harmed by people in positions of trust or authority

Preamble

2. The Organization understands that screening personnel and volunteers is a vital part of providing a safe sporting environment and has become a common practice among sport organizations that provide programs and services to the community.

Application of this Policy

3. This Policy applies to all individuals whose position with the Organization is one of trust or authority which may relate to, at a minimum, finances, supervision, or Vulnerable Individuals.
4. Not all individuals associated with the Organization will be required to obtain a criminal record check or submit screening documents because not all positions pose a risk of harm to the Organization or to its participants. The Organization will determine which individuals will be subject to screening using the following guidelines (the Organization may vary the guidelines at its discretion):

Level 1 – Low Risk - Individuals involved in low risk assignments who are not in a supervisory role, not directing others, not involved with finances, and/or do not have unsupervised access to Vulnerable Individuals. Examples:

- a) Parents, youth, or volunteers who are helping out on a non-regular or informal basis.

Level 2 – Medium Risk – Individuals involved in medium risk assignments who may be in a supervisory role, may direct others, may be involved with finances, and/or who may have limited access to Vulnerable Individuals. Examples:

- a) Athlete support personnel;
- b) Non-coach employees or managers;
- c) Directors; and
- d) Coaches who are typically under the supervision of another coach.

Level 3 – High Risk – Individuals involved in high risk assignments who occupy positions of trust and/or authority, have a supervisory role, direct others, are involved with finances, and who have frequent or unsupervised access to Vulnerable Individuals. Examples:

- a) Full time coaches;
- b) Coaches who travel with athletes; and
- c) Coaches who could be alone with athletes.

5. The Tennis Yukon Board is responsible for reviewing all documents submitted and, based on the review, making decisions regarding the appropriateness of individuals filling positions within the Organization. In carrying out its duties, the Screening Committee may consult with independent experts including lawyers, police, risk management consultants, volunteer screening specialists, or any other person.

Screening Requirements

6. It is the Organization's policy that when an individual is first engaged by the Organization:

- a) Level 1 individuals will:
 - i. Complete an Application Form (**Appendix A**)
 - ii. Complete a Screening Disclosure Form (**Appendix B**)
 - iii. Participate in training, orientation, and monitoring as determined by the Organization
- b) Level 2 individuals will:
 - i. Complete an Application Form
 - ii. Complete a Screening Disclosure Form
 - iii. Complete and provide an E-PIC
 - iv. Participate in training, orientation, and monitoring as determined by the Organization
 - v. Provide a driver's abstract, if requested
- c) Level 3 individuals will:
 - i. Complete an Application Form
 - ii. Complete a Screening Disclosure Form
 - iii. Complete and provide an E-PIC and VSC
 - iv. Provide one letter of reference related to the position
 - v. Participate in training, orientation, and monitoring as determined by the Organization
 - vi. Provide a driver's abstract, if requested
- d) If an individual subsequently receives a charge, conviction for, or is found guilty of, an offense they will report this circumstance immediately to the Organization. Additionally, the individual will inform the Organization of any changes in their circumstance that would alter their original responses in their Screening Disclosure Form.
- e) If the Organization learns that an individual has provided false, inaccurate, or misleading information, the individual will immediately be removed from their position and may be subject to further discipline in accordance with the Organization's *Discipline and Complaints Policy*.

Young People

7. The Organization defines a young person as someone who is younger than 18 years old. When screening young people, the Organization will:
 - a) Not require the young person to obtain an E-PIC or a VSC; and
 - b) In lieu of obtaining an E-PIC or a VSC, require the young person to submit up to two (2) additional letters of reference.
8. Notwithstanding the above, the Organization may ask a young person to obtain an E-PIC or a VSC if the Organization suspects the young person has an adult conviction and therefore has a *criminal record*. In these circumstances, the Organization will be clear in its request that it is not asking for the young person's *youth record*. The Organization understands that it may not request to see a young person's youth record.

Renewal

9. Unless the Screening Committee determines, on a case-by-case basis, to modify the submission requirements, individuals who are required to submit a CRC, Screening Disclosure Form, VSC, or Screening Renewal Form, are required to submit the documents as follows:
 - a) An E-PIC every three years
 - b) A Screening Disclosure Form every three years
 - c) A Screening Renewal Form (**Appendix C**) every year
 - d) A VSC once

Orientation, Training, and Monitoring

10. The type and amount of orientation, training, and monitoring will be based on the individual's level of risk, at the Organization's discretion.
11. Orientation may include, but is not limited to: introductory presentations, facility tours, equipment demonstrations, parent/athlete meetings, meetings with colleagues and supervisors, orientation manuals, orientation sessions, and increased supervision during initial tasks or initial period of engagement.
12. Training may include, but is not limited to: certification courses, online learning, mentoring, workshop sessions, webinars, on-site demonstrations, and peer feedback.
13. At the conclusion of orientation and training, the individual will be required to acknowledge, in written form, that they have received and completed the orientation and training.
14. Monitoring may include but is not limited to: written or oral reports, observations, tracking, electronic surveillance (e.g., facility security cameras), and site visits.
15. The Organization has joined the Coaching Association of Canada's Responsible Coaching Movement and therefore has access to the E-PIC at a discounted rate. Individuals can obtain an E-PIC via https://www.sterlingtalentsolutions.ca/landing-pages/c/cac_ace/
16. The Organization understands that it may be required to assist an individual with obtaining a VSC. The Organization may need to submit a Request for VSC (**Appendix D**) or complete other documentation describing the nature of the organization and the individual's role with vulnerable individuals.

Procedure

17. Screening documents must be submitted to the Tennis Yukon Board.
18. An individual who refuses or fails to provide the necessary screening documents will be ineligible to volunteer or apply for the position sought. The individual will be informed that their application and/or position will not proceed until such time as the screening documents are submitted.
19. The Organization understands that there may be delays in receiving the results of an E-PIC or a VSC. At its discretion, the Organization may permit the individual to participate in the role during the delay. The Organization may withdraw this permission at any time and for any reason.
20. The Organization recognizes that different information will be available depending on the type of screening document that the individual has submitted. For example, an E-PIC may show details of a specific offense, or not, and/or a VSC may be returned with specific information or simply a notification indicating 'cleared' or 'not cleared'. The Screening Committee will use its expertise and discretion when making decisions based on the screening documents that have been submitted.
21. Following the review of the screening documents, the Tennis Yukon Board will decide:
 - a) The individual has passed screening and may participate in the desired position;
 - b) The individual has passed screening and may participate in the desired position with conditions;
 - c) The individual has not passed screening and may not participate in the desired position; or
 - d) More information is required from the individual.
22. In making its decision, the Tennis Yukon Board will consider the type of offense, date of offense, and relevance of the offense to the position sought.
23. The Tennis Yukon Board must decide that an individual has not passed screening if the screening documentation reveals any of the following:
 - a) If imposed in the last three years:
 - i. Any offense involving the use of a motor vehicle, including but not limited to impaired driving
 - ii. Any offense for trafficking and/or possession of drugs and/or narcotics
 - iii. Any offense involving conduct against public morals
 - b) If imposed in the last ten years:
 - i. Any crime of violence including but not limited to, all forms of assault
 - ii. Any offense involving a minor or minors
 - c) If imposed at any time:
 - i. An individual's conviction for any of the following *Criminal Code* offenses:
 - a. Any offense of physical or psychological violence
 - b. Any crime of violence including but not limited to, all forms of assault
 - c. Any offense involving trafficking of illegal drugs
 - d. Any offense involving the possession, distribution, or sale of any child-related pornography
 - e. Any sexual offense
 - f. Any offense involving theft or fraud

Conditions and Monitoring

24. Excluding the incidents above which, if revealed, would cause the individual to not pass screening, the Tennis Yukon Board may determine that incidents revealed on an individual's screening documents may allow the individual to pass the screening process and participate in a desired position with *conditions* imposed. The Tennis Yukon Board may apply and remove conditions at its discretion and will determine the means by which adherence to conditions may be monitored.

Records

25. All records will be maintained in a confidential manner and will not be disclosed to others except as required by law, or for use in legal, quasi-legal, or disciplinary proceedings.

26. The records kept by the Organization as part of the screening process include but are not limited to:

- a) An individual's VSC
- b) An individual's E-PIC (for a period of three years)
- c) An individual's Screening Disclosure Form (for a period of three years)
- d) An individual's Screening Renewal Form (for a period of one year)
- e) Records of any conditions attached to an individual's registration by the Screening Committee
- f) Records of any discipline applied to any individual by the Organization or by another sport organization

Social Media Guidelines

“Organization” refers to: Tennis Yukon

The Social Media Guidelines for Coaches and Athletes is a separate document from the Social Media Use Policy

Definitions

1. The following term has this meaning in these Guidelines:
 - a) “*Social media*” – The catch-all term that is applied broadly to new computer-mediated communication media such as blogs, YouTube, Facebook, Instagram, Tumblr, Snapchat, and Twitter.

Purpose

2. These Guidelines provide coaches and athletes with tips and suggestions for social media use. Coaches and athletes are strongly encouraged to develop their own strategy for social media use (either written down or not) and ensure that their strategy for social media use is acceptable pursuant to the Organization’s *Code of Conduct and Ethics*.
3. Given the nature of social media as a continually developing communication sphere, the Organization trusts its coaches and athletes to use their best judgment when interacting with social media. These Guidelines are not hard and fast rules or behavioural laws; but rather recommendations that will inform coaches’ and athletes’ best judgment.

Social Media Guidelines for Coaches

4. The following tips should be used by coaches to inform their own strategy for social media use:
 - a) Choosing not to engage with social media is an acceptable social media strategy. But you must have good reasons for your choice and be active in other communication media;
 - b) Despite what Facebook says, you are not actually “friends” with athletes. Resist commenting on athletes’ personal activities, status updates, or tweets on Twitter;
 - c) Consider monitoring or being generally aware of athletes’ public social media behaviour to ensure compliance with the Organization’s *Code of Conduct and Ethics* and *Social Media Policy*;
 - d) Coaches may not demand access to an athlete’s private posts on Twitter, Instagram, or Facebook;
 - e) Do not “friend” athletes on Facebook unless they request the connection. Never pressure athletes to “friend” you;
 - f) If you accept some “friend” requests, or follow one athlete on Twitter or Instagram, you should accept all friend requests and follow all the athletes. Be careful not to show favouritism on social media;
 - g) Consider managing your social media so that athletes do not have the option to follow you on Twitter or “friend” you on Facebook;
 - h) Seek permission from athletes before posting pictures or videos of the athletes on publicly available social media like a blog, Instagram, or YouTube;
 - i) Do not use social media to ‘trap’ athletes if they say one thing to you in person but their social media activity reveals they were doing something different;
 - j) Keep selection decisions and other official team business off social media;
 - k) Never require athletes to join Facebook, join a Facebook group, subscribe to a Twitter feed, or join a Facebook page about your team or organization;

- l) If you create a page on Facebook or Instagram for your team or athlete, do not make this social media site the exclusive location for important information. Duplicate important information in more official channels (like on a website or via email);
- m) Ensure that parents are aware that some coach-athlete interactions may take place on social media;
- n) Exercise appropriate discretion when using social media for your own personal communications (with friends, colleagues, and other athletes) with the knowledge that your behaviour may be used as a model by your athletes;
- o) Avoid association with Facebook groups, Instagram accounts, or Twitter feeds with explicit sexual contact or viewpoints that might offend or compromise the coach-athlete relationship;
- p) Never misrepresent yourself by using a fake name or fake profile;
- q) Be aware that you may acquire information about an athlete that imposes an obligation of disclosure on your part (such as seeing pictures of underage athletes drinking during a trip);
- r) Attempt to make communication with athletes in social media as one-sided as possible. Be available for athletes if they initiate contact via social media – athletes may wish to have this easy and quick access to you – but avoid imposing yourself into an athlete’s personal social media space unless explicitly requested to do so; and
- s) Avoid adding athletes to Snapchat and do not send snapchats to athletes.

Social Media Guidelines for Athletes

5. The following tips should be used by athletes to inform their own strategy for social media use:
 - a) Set your privacy settings to restrict who can search for you and what private information other people can see;
 - b) Coaches, teammates, officials, or opposing competitors may all add you to Facebook or follow you on Instagram or Twitter. You are not required to follow anyone or be Facebook friends with anyone;
 - c) Avoid adding coaches to Snapchat and do not send snapchats to coaches;
 - d) If you feel harassed by someone in a social medium, report it to your coach, club official, or to the Organization;
 - e) Do not feel pressure to join a fan page on Facebook or follow a Twitter feed or Instagram account;
 - f) Content posted on a social medium, relative to your privacy settings, is considered public. In most cases, you do not have a reasonable expectation of privacy for any material that you post;
 - g) Content posted to a social medium is almost always permanent – consider that other individuals may take screenshots of your content (even snapchats) before you can delete them;
 - h) Avoid posting pictures of, or alluding to, participation in illegal activity such as: speeding, physical assault, harassment, drinking alcohol (if underage), and smoking marijuana;
 - i) Model appropriate behaviour in social media befitting your status as a) an elite athlete, and b) a member of your club and of the Organization. As a representative of the Organization, you have agreed to the Organization’s *Code of Conduct and Ethics* and must follow that Code when you post material and interact with other people through social media; and
 - j) Be aware that your public Facebook page, Instagram account, or Twitter feed may be monitored by your club, coach, or by the Organization and content or behaviour demonstrated in social media may be subject to sanction under the Organization’s *Discipline and Complaints Policy*.

Club Responsibilities

6. Clubs should not attempt to impose social media restrictions onto coaches or athletes. There are many situations where social media contact is desirable and necessary; yet many situations where social media contact is unwanted and risky. Coaches and athletes should be trusted, pursuant to the Organization's *Code of Conduct and Ethics*, to navigate social media using their best judgment.
7. Clubs should monitor social media use by its athletes and coaches and should consider regular surveys and reviews to understand how coaches and athletes are using social media. Coaches and athletes may need to be reminded that behaviour in social media is still subject to the Organization's *Code of Conduct and Ethics*.
8. Complaints and concerns about an athlete's or a coach's conduct or behaviour in social media can be addressed under the Organization's *Discipline and Complaints Policy*.

Social Media Use Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Social media”* – The catch-all term that is applied broadly to new computer-mediated communication media such as blogs, YouTube, Facebook, Instagram, Tumblr, Snapchat, and Twitter.
 - b) *“Organization-branded social media”* – Official social media engagement by the Organization including the Organization’s Facebook page(s), Twitter feed, photo sharing accounts, YouTube channels, blogs, or other social media engagement; both those that exist currently and those that will be created by the Organization in the future.
 - c) *“Representative”* – All individuals employed by, or engaged in activities on behalf of, the Organization. Representatives include, but are not limited to, staff, administrators, directors and officers of the Organization, committee members, and volunteers.

Purpose

2. The Organization encourages the use of social media by its Representatives to enhance effective internal communication, build the Organization brand, and interact with members. Since there is so much ambiguity in the use of social media, the Organization has created this policy to set boundaries and standards for Representatives’ social media use.

Application of this Policy

3. This Policy applies to all Representatives.

Representatives’ Responsibilities

4. Organization Representatives will not:
 - a) Use social media for the purpose of fraud or any other activity that contravenes the laws of Canada, the Organization’s *Code of Conduct and Ethics*, or any other applicable jurisdiction;
 - b) Impersonate any other person or misrepresent their identity, role or position with the Organization;
 - c) Display preference or favouritism with regard to clubs, athletes, or other members; or
 - d) Upload, post, email, or otherwise transmit:
 - i. Any content that is offensive, obscene, unlawful, threatening, abusive, harassing, defamatory, hateful, invasive or another person’s privacy, or otherwise objectionable;
 - ii. Any material which is designed to cause annoyance, inconvenience, or needless anxiety to others;
 - iii. Any material that infringes on the patent, trademark, trade secrets, copyright, or other proprietary right of any other party; or
 - iv. Any material that is considered the Organization’s confidential information or intellectual property, as per the Organization’s *Confidentiality Policy*.
5. Representatives shall refrain from discussing matters related to the Organization or its operations on Representatives’ personal social media. Instead, matters related to the Organization or its operations should be handled through more official communication channels (like email) or through the Organization-branded social media.

6. Representatives must engage with social media only in the context(s) described in their contract of employment, volunteer position, or position with the Organization. For example, an Organization Head Coach shall not represent the Organization in answering a question on the Organization-branded social media that is directed at, and better addressed in more official communication channels by, the Organization's Treasurer.
7. Representatives shall use their best judgment to respond to controversial or negative content posted by other people on the Organization-branded social media. In some cases, deletion of the material may be the most prudent action. In other cases, responding publicly may be preferred. If a Representative questions the correct action to take, the Representative shall consult with another Representative who has more decision-making authority at the Organization.
8. Representatives shall use a clear and appropriate writing style.

Organization Responsibilities

9. The Organization will:
 - a) Ensure that Representatives only use social media in a positive manner when connecting with others;
 - b) Properly vet and understand each social medium before directing Representatives to engage with, or create, the Organization-branded social media;
 - c) Host expert training sessions on the topic of social media; in the event that the social media engagement directed by the Organization is unclear or not fully understood;
 - d) Ensure that Representatives balance personal and professional information posted via social media and inform Representatives that a balance is necessary and positive; and
 - e) Monitor Representatives' use of social media.

Enforcement

10. Failure to adhere to this Policy may permit discipline in accordance with the Organization's *Discipline and Complaints Policy*, legal recourse, or termination of employment/volunteer position.

Team Manager and Chaperone Policy

“Organization” refers to: Tennis Yukon

Purpose

1. Team managers and chaperones fulfill a different role than coaches but, like coaches, they are in close contact with young people. The Organization requires that any adult volunteering in close proximity to young athletes shall complete specific requirements that will help ensure the protection of the athletes.

Compliance with Policies

2. Team managers and chaperones are bound by the Organization’s policies and must agree to the content, requirements, and clauses therein. Team managers and chaperones should familiarize themselves with the following policies, which have the most direct impact on their role:
 - a) Code of Conduct and Ethics
 - b) Discipline and Complaints Policy
 - c) Confidentiality Policy
 - d) Screening Policy

Submissions

3. In addition to complying with the Organization’s policies, team managers and chaperones must submit the following documentation to the Organization before they will be allowed to volunteer in their role as team manager or chaperone:
 - a) Driving abstract (if the team manager or chaperone will be driving athletes); and
 - b) Criminal Record Check (described in detail in the Organization’s *Screening Policy*).
4. The team manager or chaperone must also be recommended by a member club or a coach from an affiliated organization or be generally known to the organization.

Discipline and Complaints

5. Any problems or concerns with team managers and chaperones shall be addressed under the Organization’s *Discipline and Complaints Policy*.
6. The Organization reserves the right to remove a team manager or chaperone should the team manager or chaperone not submit the required documentation (in the Submissions section of this Policy), refuse to comply with the Organization’s policies, or for any other reason as determined by the Tennis Yukon Board.

Travel Policy

“Organization” refers to: Tennis Yukon

Purpose

1. The purpose of this Policy is to inform athletes, parents, and coaches travelling to events outside of the Yukon of their responsibilities and the expectations of the Organization.

Application of this Policy

2. Specific individuals have responsibilities when teams travel outside of the territory. These individuals include:
 - a) Parents traveling with the athlete
 - b) Parents not traveling with the athlete
 - c) Chaperones
 - d) Coaches
 - e) Team Managers
 - f) Athletes

Travel Consent Form

3. Minor athletes traveling with individuals other than their parent/guardian must keep with them a Travel Consent Form (signed by their parent/guardian). A Travel Consent Form is provided at the end of this Policy.

Responsibilities

4. Parents traveling with a minor athlete are responsible for their child during the entirety of the event and have the following additional responsibilities:
 - a) Pay all event fees prior to the start of travel;
 - b) Register for event accommodations in a timely manner. Accommodations outside of those arranged by the manager (such as staying with family, or at a different hotel) must be approved by the coach in advance of arrangements being made;
 - c) Punctual drop off and pick up of their children at times and places indicated by coaches;
 - d) Adhere to coach or manager requests for parent meetings, team meetings, or team functions and be punctual to such events;
 - e) Adhere to coach requests for athlete curfew times;
 - f) Adhere to coach requests for limiting outside activities (swimming, shopping, etc.);
 - g) Report any athlete illness or injury;
 - h) Report any incident likely to bring discredit to the Organization;
 - i) Adhere to the Organization’s policies and procedures, particularly the *Code of Conduct and Ethics*; and
 - j) If travelling outside of Canada, ensure that all passports are valid and not expired.
5. Parents not traveling with the athlete have the following responsibilities:
 - a) Provide the chaperone with a Travel Consent Form;
 - b) Provide the chaperone with emergency contact information;
 - c) Provide the chaperone with any necessary medical information;
 - d) Pay all event fees prior to the start of travel;
 - e) Provide the child with enough funds to pay for food and incidentals; and
 - f) If travelling outside of Canada, ensure that all passports are valid and not expired.

6. Chaperones have the following responsibilities:
 - a) Obtain and carry any Travel Consent Forms, emergency contact information, and medical information;
 - b) Punctual drop off and pick up of their children at times and places indicated by coaches;
 - c) Adhere to coach or manager requests for parent meetings, team meetings, or team functions and be punctual to such events;
 - d) Adhere to coach requests for athlete curfew times;
 - e) Adhere to coach requests for limiting outside activities (swimming, shopping, etc.);
 - f) Report any athlete illness or injury;
 - g) Report any incident likely to bring discredit to the Organization;
 - h) Inspect hotel rooms rented for damage before check in and after check out. Report any damage to the coach;
 - i) Approve visitors to the athlete accommodations, at their discretion; and
 - j) Adhere to the Organization's policies and procedures, particularly the *Code of Conduct and Ethics*.

7. Coaches have the following responsibilities:
 - a) Arrange all team meetings and training sessions;
 - b) Determine curfew times;
 - c) Work in close co-operation with the chaperones on all non-sport matters;
 - d) Report to the Organization incident likely to bring discredit to the Organization;
 - e) Together with the chaperones, decide temporary disciplinary action to be taken at the scene of an incident, and report such incident and action to the parents of the athletes involved as well as to the Organization for further disciplinary action, if applicable, under the Organization's *Discipline and Complaints Policy*; and
 - f) Adhere to the Organization's policies and procedures, particularly the *Code of Conduct and Ethics*.

8. Team/Event Managers have the following responsibilities:
 - a) Ensure an appropriate chaperone-to-athlete ratio that does not exceed five athletes per chaperone;
 - b) Organize accommodations and inform parents and chaperones how to register and pay for accommodations;
 - c) Room female and male athletes separately. Coaches and chaperones must be roomed separately from athletes, unless the athlete is the child of the coach or chaperone; and
 - d) Coordinate and collect all travel expenses from parents.

9. Athletes have the following responsibilities:
 - a) Arrive at each event ready to participate;
 - b) Make any visitor requests to chaperones before the visit is expected;
 - c) Represent the Organization to the best of their abilities at all times;
 - d) Communicate any problems or concerns to the coaches and chaperone just as they would their own parents;
 - e) Check in with the chaperone when leaving their rooms;
 - f) Not leave the hotel alone or without permission of the coach/chaperone and check-in when returning; and

- g) Adhere to the Organization's policies and procedures, particularly the *Code of Conduct and Ethics*.

Travel Consent Form

To whom it may concern,

I / we, the parent(s)/guardian(s) of _____ officially give my / our consent for my / our minor child to travel with the following individuals who are also associated with the Organization:

My / our child was born on _____ at the location of _____. If required, my / our child's passport number is _____. Attached to this form is a list of any additional medical needs my / our child requires.

I / we understand that the event is a _____ which is located in _____. Barring extenuating circumstances the event should last for a duration of _____ days between the dates of _____ and _____.

If there are any questions about the consent provided, I / we can be reached at the following telephone number(s) _____ and the following email addresses _____.

Sincerely,

Signed, _____

Dated, _____

Whistleblower Policy

“Organization” refers to: Tennis Yukon

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Director”* – An individual appointed or elected to the Organization’s Board of Directors
 - b) *“Worker”* – An individual who has signed an Employment Agreement or Contractor Agreement with the Organization

Purpose

2. The purpose of this Policy is to allow Workers to have a discrete and safe procedure by which they can disclose incidents of wrongdoing in the workplace without fear of unfair treatment or reprisal.

Application

3. This Policy only applies to Workers who observe or experience incidents of wrongdoing committed by Directors or by other Workers.
4. Incidents of wrongdoing or misconduct observed or experienced by participants, volunteers, spectators, parents of participants, or other individuals not employed or contracted by the Organization can be reported under the terms of the Organization’s *Discipline and Complaints Policy* and/or reported to the Organization’s Board to be handled under the terms of the individual Worker’s Employment Agreement or Contractor Agreement, as applicable, and/or the Organization’s *Human Resources Policy*.
5. Matters reported under the terms of this Policy may be referred to be heard under the Organization’s *Discipline and Complaints Policy*, at the discretion of the Compliance Officer.

Wrongdoing

6. Wrongdoing can be defined as:
 - a) Violating the law;
 - b) Intentionally or seriously breaching of the Organization’s *Code of Conduct and Ethics*;
 - c) Intentionally or seriously breaching the Organization’s policies for workplace violence and harassment;
 - d) Committing or ignoring risks to the life, health, or safety of a participant, volunteer, Worker, or other individual;
 - e) Directing an individual or Worker to commit a crime, serious breach of a policy of the Organization, or other wrongful act; or
 - f) Fraud.

Pledge

7. The Organization pledges not to dismiss, penalize, discipline, or retaliate or discriminate against any Worker who discloses information or submits, in good faith, a report against a Worker under the terms of this Policy.
8. Any individual affiliated with the Organization who breaks this Pledge will be subject to disciplinary action.

Reporting Wrongdoing

9. A Worker who believes that a Director or another Worker has committed an incident of wrongdoing should prepare a report that includes the following:
 - a) Written description of the act or actions that comprise the alleged wrongdoing, including the date and time of the action(s);
 - b) Identities and roles of other individuals or Workers (if any) who may be aware of, affected by, or complicit in, the wrongdoing;
 - c) Why the act or action should be considered to be wrongdoing; and
 - d) How the wrongdoing affects the Worker submitting the report (if applicable).

Authority

10. The Organization has appointed the Tennis Yukon Board to receive reports made under this Policy:
11. After receiving the report, the Tennis Yukon Board has the responsibility to:
 - a) Assure the Worker of the Organization's **Pledge**;
 - b) Engage a neutral third-party observer to participate if the individual feels that is necessary;
 - c) Determine if the report is frivolous, vexatious, or not submitted in good faith (e.g., the submission of the report is motivated by personal interests and/or the content of the report is obviously false or malicious);
 - d) Determine if the Organization's *Whistleblower Policy* applies or if the matter should be handled under the Organization's *Discipline and Complaints Policy*;
 - e) Determine if the local police service be contacted;
 - f) Determine if mediation or alternate dispute resolution can be used to resolve the issue; and
 - g) If the report is determined to be not frivolous, vexatious, or not submitted in good faith, begin an investigation.

Alternate Liaison

12. If the Worker feels that the Tennis Yukon Board is unable to act in an unbiased or discrete manner, the Worker may nominate a third party to act as an independent liaison between the Worker and the Tennis Yukon Board.

Investigation

13. If the Tennis Yukon Board determines that an investigation should be launched, the Tennis Yukon Board may decide to appoint a member of the Tennis Yukon Board to direct the investigation or contract an external investigator.
14. An investigation launched by the Tennis Yukon Board or by an external investigator should generally take the following form:
 - a) Followup interview with the Worker who submitted the report;
 - b) Identification of Workers, participants, volunteers or other individuals that may have been affected by the wrongdoing;
 - c) Interviews with such-affected individuals;
 - d) Interview with the Director(s) or Worker(s) against whom the report was submitted; and
 - e) Interview with the supervisor(s) of the Worker(s) against whom the report was submitted, if applicable.

15. In all stages of the investigation, the investigator will take every precaution to protect the identity of the Worker who submitted the report and/or the specific nature of the report itself. However, the Organization recognizes that there are some instances where the nature of the report and/or the identity of the Worker who submitted the report will or may be inadvertently deduced by individuals participating in the investigation.
16. The investigator will prepare an Investigator's Report – omitting names whenever possible and striving to ensure confidentiality – that will be submitted to the Tennis Yukon Board for review and action.

Decision

17. Within fourteen (14) days after receiving the Investigator's Report, the Tennis Yukon Board will take corrective action, as required. Corrective action may include, but is not limited to including:
 - a) Enacting and/or enforcing policies and procedures aimed at eliminating the wrongdoing or further opportunities for wrongdoing;
 - b) Revision of job descriptions; or
 - c) Discipline, suspension, termination, or other action as permitted by the Organization's Bylaws, provincial employment legislation, the Organization's *Human Resources Policy*, and/or the Worker's Employment Agreement or Contractor Agreement.
18. The corrective action, if any, will be communicated to the investigator who will then inform the Worker who submitted the report.
19. Decisions made under the terms of this Policy may be appealed under the terms of the Organization's *Appeal Policy* provided that:
 - a) If the Worker who submitted the initial report is appealing the decision, the Worker understands that his or her identity must be revealed if he or she submits an appeal, and
 - b) If the Director or Worker against whom the initial report was submitted is appealing the decision, the Worker or Director understands that the identity of the Worker who submitted the report will not be revealed and that the Organization will act as the Respondent.

Confidentiality

20. Confidentiality at all stages of the procedures outlined in this Policy – from the initial report to the final decision – is the objective for all individuals (the Worker, the Worker(s) against whom the report is submitted, and the individuals interviewed during the investigation). An individual who intentionally breaches the confidentiality clause of this Policy will be subject to disciplinary action.