



MARKHAM SOCCER CLUB

POLICIES & PROCEDURES

Version 6.0

January 29, 2018

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1 GENERAL

1.1 Introduction

These Policies and Procedures are intended to collect and provide the basic rules by which the Club must operate on a day-by-day basis. They will represent the collected wisdom of the Club in terms of the procedures needed to operate effectively. One of their key values is to avoid relearning all of the same lessons over and over again as new members join the Board and take over some of the responsibilities within the Club. This document provides an important supplement to the Constitution. Many detailed issues are much better dealt with in this document than in the Constitution. The third document pertinent to operating the Club is the Club Playing Rules for internal Club leagues.

1.2 Markham Soccer Club Philosophy

1. We are a community club. We are here to offer soccer programs and opportunities to all components of our community.
2. We will represent our Club and community well, on and off the field, when dealing with others. We will be good, assertive partners with soccer governing bodies; leagues and other clubs; the Town of Markham; our sponsors, vendors; and others with whom we may transact business.
3. We will treat each other with respect, dignity and fairness.
4. Our goal is to be the best community club in Ontario. Our approach is continuous year-over-year improvement within a strong, stable system.
5. People are our most important resource. To remain strong, we must have continuing volunteer commitment by those who support our philosophy. Within the limits of our financial resources, we will contract for the services of skilled staff to supplement and assist our volunteers.
6. We will recognize and celebrate success; appreciate effort; cherish loyalty; and have fun.
7. Developing young players to give them technical and social skills, and a love of the game, is one of the most important things that we do, for they are our future.
8. We believe that soccer should be a lifelong sport. Supporting and promoting soccer for teens and adults is important for today, and for the future. We aim to provide opportunities for our members to continue playing throughout their lives.
9. Winning is important if it reflects the achievement of personal excellence on the part of players, coaches and managers; and success in building a strong successful system. Winning for its own sake, *and at any cost*, is hollow and for those without a philosophy, or a long-term view and commitment.
10. We will maintain affordable programs while maintaining a sound financial base for the future. Programs will be planned within the context of the total Club and its overall objectives. Our decisions will be driven by our philosophy and our long-term view while recognizing short-term constraints.

1.3 Amending Formula

These Policies and Procedures, once fully adopted, can only be changed through a motion of the Board supported by a 2/3 majority of the Board Members.

1.4 Log of P&P Changes

Board Approval DATE	PAGES	SECTION	PURPOSE	COMMENT
April 9, 1998	1 - 14	1 General to 3.10 inclusive	initial version	
May 22, 1998	10	2.3	T.O.M. Indoor Policy	
May 22, 1998	14	4.1.3	Exceptional Player Policy for Competitive	
September 10, 1998	20	17	Awards Recognition program	Adopted in principle
October 8, 1998	16	4.2 (d)	Use of Rep Uniforms	
October 8, 1998	16	4.3.1	Approval of rep fundraising requests	
October 8, 1998	17	5.1.2	Comp. Coach Honorariums	
January 20, 1999	10	2.3	U7 Indoor participation medals	
January 20, 1999	11	3	Team definitions	Define team classifications
February 11, 1999	18	8.3	Statement of General Indemnity	Indemnifies board members against liability
March 11, 1999	5	1.5(g)	Replacement cheques	
March 11, 1999	16	4.4	Rep Bank a/c require 2 signatures	
May 21, 1999	5	1.5.(h)	Cut off date for regn	
June 11, 1999	16	4.3.2	Travel Grants	Defines requirement for financial assistance to teams
July 8, 1999	5	1.5 (i)	Registration process	
October 14, 1999	5	1.5 (j)	Request for financial help	
February 10, 2000	18	10	Location of website address on uniforms	
July 13, 2000	20	17	Implement Awards Recognition program	Implement for 30 th anniversary
September 17, 2001	19	15.3	Establish development fund	
December 14, 2001	17	5.1.2	Theory required for comp. Coach honorarium	
December 14, 2001	18	10	Change of Club colours	Black, gold, white
March 14, 2002	17	7	Volunteer Screening	Defines review process and what constitutes automatic refusal.

Board Approval DATE	PAGES	SECTION	PURPOSE	COMMENT
June 13, 2002	11	3.1 to 3.10	Creation of All Star Teams	
June 13, 2002	5	1.5.(k)	Refund/Credit	Allow Ex. Dir. discretion
February 20, 2003	14 - 17		All-Star team policy	
April 10, 2003		1.5(a)	Add Executive Director	
April 10, 2003		2.1.2	Trophies – House League	
April 10, 2003		2.2.1(i)	HL player called up to rep team	
April 10, 2003		2.2.1(j)	HL games take precedence in call up	
April 10, 2003		3.4	All star teams to notify HL Director of tournament travel plans	
April 10, 2003		Section 4 to 17 inclusive	Adopt entire section	
April 10, 2003		4.3.2	Add “at least” one week duration	
April 10, 2003		8.3	General Indemnity clause for Board of Directors	
April 10, 2003		1.7	Field Double Booking	Formula to resolve field booking conflicts
June 12, 2003		2.2.1(f)	Modification of rules for House League Call-ups	
August 12, 2004		2.2.1(f)	Modification of rules for House League Call-ups	
August 12, 2004		2.2.1(m)	Ineligible Players	
January 11, 2007		6.1 and 7.1	Conflict of interest guidelines	New sections for conflict of interest guidelines for referees and volunteers
January 11, 2007		3.3	All-Star Team administrative charge	Remove reference to specific cost
April 9, 2009		1.8	Thunder and Lightning	Adoption of OSA guidelines
April 9, 2009		2.2.1(h)	Coach Violation of Equal Play Rules	Clarification
V 3.0 March 29, 2010	Several		Correct grammar and spelling	
March 29, 2010	11-12	2.2.1 (b) Attendance	Simplify the wording for allowed absences and clarify what wording is to be shown on the	

Board Approval DATE	PAGES	SECTION	PURPOSE	COMMENT
			registration form and the internal Club procedures.	
March 29, 2010	13 & 14	2.2.1 (f) and (g)	Add text about 9-a-side teams that were introduced in 2009. Changed MINI & FULL-FIELD to 7-a-side, 9-a-side and 11-a-side	
March 29, 2010	14	2.2.1 (h) Equal play violations	Violation penalties clarified.	
March 29, 2010	15	2.2.1 (l) Game Records	Removed MINI and FULL-FIELD and replaced with U8-U18	
March 29, 2010	15	2.2.1 (m) Ineligible players	Clarified the meaning of defaulting a game	
March 29, 2010	16	3 All-Stars	Added definition of Select teams. Emphasise commitment to H/L	
March 29, 2010	17	3.2 Team registration	Added the fact that All-Star team coaches should have OSA books too.	Starting in 2008, there were a few tournaments that requested coaches to be carded. There was a good deal of confusion so the best policy is to have one.
March 29, 2010	21	4.2 (c) Calling up players	Added the fact that parental approval is a main factor	Parental approval was not mentioned here but is in the H/L playing rules.
March 29, 2010	22	5.1.1 Coaching – Recreational	Added restrictions on approaching sponsors	H/L coaches can't approach their team sponsor for more funds or equipment. All-Star coaches can't solicit committed H/L or Rep sponsors.

February 9, 2011	14	2.2.1.(h)	Modified wording for 2 nd offence.	Starting in 2011, U8-U10 will not keep game results so there is no result to reverse.
April 11, 2011	26	11	Added wording "Club fundraising events may be held at the Board's discretion and where the Board sees fit."	
April 11, 2011	15	2.2.1.(m)	Modified wording for violation of call-up rules.	For U9 & U10 there can be no reversal of game results. Defaulting the game and reversal of points is only for older than U10.
April 11, 2011	14	2.2.1.(g)	Allow for up to three extra players per team for the U8 – U10 divisions –	Huge increase in the number of registrants in these groups with no new mini fields to hold them. If

			up from one.	we get the fields, then we will hold the line on the preferred number of players per team.
Mar. 13, 2012 V4.0	14	2.2.1(f) & (g)	Allowance for up to two extra players for U8, change U18 to U19	U8 is now 5-a-side, down from 7-a-side and H/L now goes to U19
Jan. 29, 2018	Various	Multiple	Rewrite and addition of various sections	

1.5 Registration – General

- (a) The Executive Director or Club Administrator shall handle all registrations and records of players and must approve all registrations before players may participate with the Markham Soccer Club. Fees are to be paid at the time of registration, and proof of birth provided, if not already on record with the Club.
- (b) Players must be registered on a form supplied by the Markham Soccer Club. Acceptance of a registration fee does not obligate the Club to assign a player to a team. In the event that a player is not assigned to a team by the time the season begins, the registration fee will be refunded in full.
- (c) If a player resigns or is dismissed for a misdemeanour prior to the refund deadline, he/she shall return his/her

uniform to the team coach before any refund will be processed.

- (d) Coaches, Assistant Coaches, Convenors and other volunteers must complete a volunteer registration form in order to obtain membership in the Club. This must be done prior to taking on any formal or continuing role. Official registration is necessary in order to ensure that the volunteer is included in the Club's insurance coverage.
- (e) If a Coach resigns or is dismissed for a misdemeanour, he/she shall return any Club equipment to the League Convenor.
- (f) The Club will establish a schedule of registration-related penalties each season to address: Late registration, NSF cheques and administration fee for cancellations. A refund deadline will also be established. These must be presented to the Board annually for approval.
- (g) Replacement cheques must be certified or paid in cash.
- (h) The cut off date for registration is May 1st, after which date all registrations received will be automatically put on a waiting list.
- (i) Proceed with new registration process and to begin by distributing pre-registration forms before August for both upcoming Indoor and Outdoor seasons and offering a discount for early registration. A cut-off date will be established and published for our commitment to active registration. Players registering after said date may be wait listed.
- (j) Parties submitting requests for financial assistance for registration fees should be offered a payment plan for the registration fee. The Executive Director has the authority to negotiate the terms based on the individual circumstances.
- (k) In cases of refunds requested after the deadline the Executive Director has the discretionary mandate to offer letters of credit less the cancellation fee, but where that is not acceptable the Board will consider these requests on an individual basis.

1.5.1 Confidentiality - Use of Registration Information

All information provided through the registration process can be used by the Club internally as it sees fit. Discretion must be applied however, to the use of any personal medical information which may be supplied as part of a special request. The Club will not supply name, phone or address lists to anyone outside the Club, except to satisfy legal/government requirements. Should a mailing be required to Club members on behalf of a sponsor or for other purposes, the Club will do the mailing, at the expense of the group/organization on whose behalf it is being done.

The club shall have each employee, director and volunteer (as necessary) that will have access to confidential information to sign an oath of confidentiality (appendix of forms)

1.5.2 Special Requests and Placement of Players and Coaches on Teams

The Club policy is that there will be **no special requests** accepted in relation to registration or placement of players/coaches on teams. Requests to have siblings play on the same team, if they naturally fall within the same age grouping, will be acted on and not considered to be a "special" request. Similarly, requests for siblings to play on different teams (yes, we do occasionally get one) may also be accepted. Players will also be placed on the same team as a parent or guardian who is coaching, unless there is an explicit request or compelling reason to do otherwise. Children of sponsors will be placed, wherever possible, on the team which they are sponsoring (unless they have explicitly requested a different gender or age group to sponsor).

On an exception basis, on the recommendation of the appropriate Director, the Board may consider special situations where legal situations, compelling medical situations and other such situations make special placement of players or coaches appropriate. Normally these will involve the safety of the player (or coach) in question and will not be considered if the issue is strictly convenience. These situations must be documented prior to presentation to the Board for consideration. The Director may also bring forward such situations when he/she becomes aware of them. The Board will have the discretion to make exceptions based on a majority vote of the Board members.

Any exceptions will be for one season only and must be brought back to the Board again for any subsequent seasons.

1.5.3 Mentally and Physically Challenged Players

The Club will accept registration of mentally or physically challenged players as long as:

- There is no obvious safety concern;
- The player will be able to integrate into the appropriate league division without significantly impacting the ability to offer the program to the benefit and for the enjoyment of all players.

In some cases, particularly in the younger age groups, accommodations may be possible to allow the player to participate without it creating a problem for the coach or the players (e.g., the coach having to spend an inordinate percentage of time with the one player or, conversely, ignoring the player and not facilitating his/her participation). One such accommodation would be for the parent to become an assistant coach and work with the player in question. Each situation must be addressed on its own merits to best balance the needs of the player with the overall needs of the team and the other players. The Club Philosophy and common sense should be used as a guideline in terms of a direction in dealing with such situations.

Options which have been considered in some cases to address these situations are:

- Playing the player in a lower age group;
- Playing the player as an “extra” player on the field (i.e., 12th player on an 11-a-side team).

Although both may have merit in certain situations, neither are accepted options under this policy. On an exception basis, the Board can decide to allow such options for specific situations.

1.6 Exceptions to Policies

Only the Board, through an approved motion, may make exceptions to these Policies. An exception may only be used in the situation where the Policy is still to be generally applied but a particular situation warrants the exception. An exception can only be applied to a particular situation at hand. It cannot be made to apply to future situations or a whole class of members. In those situations the only acceptable course of action is a change to the Policies themselves.

NOTE: Caution must be used in making exceptions, as every one potentially becomes a precedent. As we must be fair (philosophy item 3), we cannot provide any special consideration for any member (including Board Members) that we are not prepared to offer to all others in the same situation.

1.7 Fields

Given the tremendous number of games and practices that are scheduled by the Club each year, it is quite possible that a conflict could arise when two teams are assigned to the same field in error. Conflicts should be resolved using common sense and courtesy as follows:

First establish that both teams are at the fields that were assigned to them.

In the case of two Markham Soccer Club teams being in conflict, use the following:

- Any game takes precedence over a practice. The team that is practising can proceed to practise in any suitable nearby area that does not interfere with the game in process. Another option is to reassemble at the nearest unused field to practise.

- If it is two games, the priority should go to the game in the highest level league in the following order:
 - Competitive Provincial (Outdoor – OSL, OPDL)
 - Competitive Regional (CSL)
 - York Region Soccer League
 - House League

If the conflict is with two practices, we expect coaches to try to work together to share the field in a reasonable and safe manner.

Only one Markham Soccer Club team vs Outside Group:

If the conflict is with a group from outside the Markham Soccer Club, you should endeavour to negotiate in a similar manner to the outline above, but you must bear in mind that the other team may not wish to cooperate. At no time should you get into a dispute with the other group despite the fact that you and your team may have to be inconvenienced. Please remember that as the Club's representative you are setting an example for your players and the standard for the Club.

If a League Game is involved:

If it is a league game situation and you are unable to play, then either you or the referee must contact the league immediately to notify them of the conflict and take direction from the league.

1.8 Thunder and Lightning

1.8.1 Games

All games (including exhibition games) under the jurisdiction of the Club must follow the OSA's Adverse Weather Guidelines.

As per these guidelines, the referee shall use the Flash-to-Bang method to monitor lightning for evacuation of the playing field to a safer environment. With this method, the seconds are counted from the time a flash of lightning is seen until a clap of thunder is heard. When this number is 30 seconds or less, evacuation of the field should get under way.

Lightning awareness should begin with the first flash of lightning seen or thunder clap heard. Large enclosed structures (substantially constructed buildings) tend to be much safer than smaller or open structures. If however, such a building is not available, fully enclosed vehicles such as cars, trucks, buses, vans, fully enclosed farm vehicles, etc. with the windows rolled up provide good shelter from lightning. Never stand under trees, in an open field or under an umbrella.

The Flash-to-Bang method can only be used if you see lightning AND hear thunder. If you only see lightning OR only hear thunder, then the referee should cancel the game to be on the safe side. The only exception is if very low rumbling thunder is heard in the distance, and it is obvious that lightning is not observed because it is too far away to be a threat.

OSA guidelines state that the game should not be restarted until 30 minutes after the last clap of thunder was heard or the last flash of lightning was seen. Players, coaches, and officials should not re-enter the field or come out from shelter until 30 minutes after the last sounding of thunder or the last sighting of lightning. Furthermore, they should not re-enter the field unless there are evident signs of clearing and the sky is no longer dark and threatening.

1.8.2 Practices, Clinics, Camps, and Other Events

OSA's Adverse Weather Guidelines must be followed during all activities under the jurisdiction of the Club. This includes practices, clinics, camps, and other events organized by the Club. In the absence of a referee, it is up to the coaches, instructors, or other Club officials to ensure that these guidelines are followed.

2 HOUSE LEAGUES

2.1 General

2.1.1 Balancing of Teams

The Club will attempt to balance its house league teams in order to achieve balanced and competitive leagues. It is the responsibility of all involved to contribute to the success of the process.

2.1.2 Trophies

In any House League division where standings are kept, trophies will be awarded to League Champions and Playoff Champions; and medallions will be awarded to League Runner up and Playoff Finalists. In House League divisions where no standings are kept, trophies will not be awarded and mementos only will be given to all participants.

2.2 Outdoor (Summer) Season

2.2.1 Club Leagues

(a) Registration

- In the House League, a player who resigns, or is dismissed for any reason, may be replaced by the House League Director with the first appropriate player on the official waiting list, as supplied by the Club Administrator, if such a player is still available. No replacement may be made without the approval of the Director of House League. In all cases, it is the responsibility of the House League Director to inform the Club Administrator, if possible, prior to taking any action.
- The House League Director, with the concurrence of the Board of Directors, shall establish limits on numbers of players *and teams* in each league according to the facilities and Coaches available. **It will be our intent however, to accommodate every player who applies, to the greatest extent possible.**
- Under no circumstance can a Coach dismiss a player, nor can he/she add or trade players unless they are (re)assigned by the League Convenor after consulting with the Director of House League.

(b) Attendance

- Either the team Coach or Manager will record attendance from the beginning of the official season starting on "Opening Day" each year.
- The registration documents shall clearly define the attendance requirements as follows: If any player misses a total of nine (9) games and/or practices, then that player may be removed from the team.
- The procedures for removing a player from a team for attendance issues are as follows:
 - If any player misses a total of nine (9) games and/or practices, then the Coach must report the player to the League Convenor.
 - It is the responsibility of the Convenor to notify the player's parents by means of a form letter within forty-eight (48) hours advising them that, in the event of another absence, a recommendation will be made to the Director of House League that the player should be dropped from the team.
 - Prior to dismissing any player, the Director of House League must obtain approval of the Club President. The decision to dismiss a player may be appealed as outlined in the constitution. An appeal of the decision to dismiss a player must be submitted as per the appeal procedure defined in the Club constitution.

- If the decision of the Director of House League is not appealed or the decision to dismiss the player is upheld, then the first appropriate player on the official Club waiting list will be given the opportunity to join the team, if such a player is available. Upon notification of the player's dismissal, the Administrator will give written confirmation to the dismissed player's Coach, the League Convenor and the dismissed player.
- Habitual lateness for games and/or practices should be reported to the League Convenor by the coaches. This could result in dismissal as set out previously in this section.

(c) Age Groups

Age groups for House League play shall be at the discretion of the Board of Directors, with the objective of accommodating the maximum number of players and aligning with (Interlocking/District) Leagues outside the Club in which our teams may be participating.

(d) Player Requests and Special Situations

Please see section 1.5.2

(e) Moving Players to An Older Age Group

Players will normally be assigned to a house league division based on their age being within the age range for a specific division.

Under the following circumstances, a house league player may be asked or allowed to move to a higher age division:

- No more room in the normal age division but room available in the higher age group.
- Players eligible for the higher-level division have had adequate opportunity to register and it appears quite certain that there will not be sufficient registrants in the proper age group to complete those teams.
- The House League Director, based on evaluation by the coaches, is satisfied that this player is capable of playing effectively at the higher level.
- The player (if 18 or over) or his/her parents or legal guardians are agreeable.
- If the player has already been assigned to a team in the proper age group, the house league director and convenor agree that appropriate adjustments can be made.

Playing up is totally at the discretion of the Club and is intended to address the Club's requirement to have an adequate number of players in each division.

A player is not normally allowed to play in a lower age group. This would only be allowed if the Board deemed this to be a special case (as in section 1.6) and if the Ontario Soccer Association policies permitted it.

(f) Call-ups Within House League

House League teams may call up players from the next younger house league division to allow them to field enough players during vacation periods. This will be subject to the following rules:

- There will be a maximum of three call-ups per team per game.
- No player may be called up to any one team more than twice.
- No call-ups are permitted from the Micro divisions (U7 and below) to the U8 division.
- The player in question and his/her parents must agree.
- The coach of the younger player and the convenor of that age group must be informed.
- Such a call-up will not be allowed if it interferes with a scheduled game for the younger player.

- The “normal field strength” of a house league team; seven (7) for U9 – U10, nine (9) for U11 – U12, and eleven (11) for U13 – U18, cannot be exceeded by more than two players as a result of players being called up (i.e., number of players dressed for the game in question cannot exceed 9 for U9 – U10, 11 for U11 – U12, and 13 for U13 – U18). If they do, call-ups in excess of these numbers cannot play.
- Such players will be treated as a normal part of the team. Equal play rules apply to them as they would for any other player on the older team.
- Called-up players must be indicated on the game sheet with the word “call-up” next to their names or having their names listed in the Call-up section.
- No call-ups are permitted for a play-off game.
- To prevent one team from “cherry-picking” the top players from several teams in the younger division, the Convenor of each division (U9 and up) will allocate the players from the division below to the teams in the older division, and a team in the older division may only call up players from the younger division who have been allocated to that team. (For example, if both divisions have the same number of teams, the Convenor may declare that Team 1 may only call up players from Team 1 of the division below, or the red team may only call up players from the red team in the division below.)

(g) Teams

- All House League U8 – U10 (7-a-side field strength) teams shall have a maximum of ten (10) players, U11 – U12 (9-a-side) teams shall have a maximum of twelve (12) players, and U13 – U18 (11-a-side) teams shall have a maximum of fifteen (15) players. In the event of full registration not being achieved, a lesser number may be allowed.
- One extra player may be added to age divisions up to U12, and up to 3 additional players for U13 – U18 at the discretion of the Director of House League. Team players may be re-assigned to balance teams. Once League play has begun, changes may only be made by the Director of House League, with the concurrence of the President. No changes will be considered after the third week of the regular season unless they have Board approval. Such re-assignments will be made by the Director of House League and will take into account recommendations made by the League Coaches and the League Convenor.

(h) Coach Violation of Equal Play Rules

Regular Season

1st Offence - A discussion with the League Convenor and/or the League Director. If there is a violation of equal play across the season, the coach may be asked to rectify the imbalance in upcoming games as much as possible.

2nd Offence - A reversal of the game result for the game in question if the team in question won or tied and if this has not already been done as a result of the protest. The result will be shown as a 1-0 win for the other team. The offending coach will be asked to present him/herself at a review with the League Director.

3rd Offence - Replacement of the coach.

Play-offs

1st Offence - Same as second offence above.

2nd Offence - Replacement of the Coach. The team of the offending coach will default the game.

(i) House League Players Also Playing on Select and/or Competitive Teams

The Club allows a player **all of the available options under OSA rules** in terms of playing on multiple teams. The only restriction is that the player must meet all of the normal requirements and expectations for each of the MSC teams with which he/she is registered. A player may be called up to a higher level team, subject to the following:

- All House League players are available to the Competitive Division provided that the Competitive team Coach notifies the House League coach to whom the player is assigned.
- Participation in House League games takes precedence over Competitive League games. The player is subject to the League and/or OSA rules which apply to this situation.
- A player is not obligated to accept a request to “play up” on a select or competitive team.
- Parental permission must be provided.
- The rules given above apply equally to a player playing in a “select” league division being called up to a rep team and a house league player being called up to a “select” division team.
- Should there be a conflict between two or more teams wishing to call up the same player (for the same day/night), the higher level team will take precedence.
- A player will not be penalized for missing a practice with his/her house league/select team if this was because of being called up to play with a higher level team.
- A player is not permitted to miss a house league practice in order to attend a higher level team practice, unless this has the explicit approval of the Director of House League.

NOTE: Under current competitive league rules, a recreational player may be called up a maximum of 6 times to any competitive team.

(j) Uniforms and Equipment

- Uniforms are supplied by the Club and remain Club property until the end of the year, at which time the players may keep them. All players are expected to maintain their uniforms in good, clean condition and wear full uniform (sweaters, shorts, socks) to all games.
- All players are required to wear shin pads to games and practices.
- Players should wear proper soccer shoes but this is not mandatory.

(k) Schedules

- A schedule showing dates, times and locations for all House League games shall be issued as soon as possible prior to the first League games. The Convenor shall assign team numbers at team make-up time and this is carried through the League schedule and playoffs.
- In the event of a game cancellation, ALL rescheduling shall be done by the Director of House League. If it does not affect league or play-off standings, at the discretion of the Director of House League, the game may be cancelled (not played).
- Play-off schedules shall be issued during the playing season.

(l) Game Records

- For all U8 – U18 house league games, the game sheets shall be submitted to the Club Office at the Mount Joy Sports Complex by the Referee on regulation game sheets within twenty-four (24) hours after the game.

(m) Use of Ineligible Players

- The use of an ineligible player during a game will result in the offending team defaulting the game. The results will be recorded as a 1-0 win for the other team. If both teams are at fault, the game will be recorded as a loss for both teams and neither team shall earn a point in the standings.
- An ineligible player is any player not assigned to the team by the Convenor, with the exception of valid called-up players, as defined in section 2.2.1(f).
- An ineligible player includes any called-up players that violate the call-up rules, as defined in section 2.2.1(f), any player not officially registered with the Club, and any players assigned to other teams in the same division.

2.2.2 Interlocking Leagues

Intentionally not included in this edition.

2.2.3 District Leagues

Intentionally not included in this edition.

2.3 Indoor Season

The Board of the Markham Soccer Club, as a “full service” community club representing both youth and adult players, hereby accepts the Town of Markham’s proposed Indoor Policy as the working arrangement under which time will be requested by us and allocated by the Town of Markham to the Club: for the Mount Joy Indoor Soccer Facility; and, any other such Town facility where we may request time. We accept this policy on the basis that it does not conflict with, or diminish any rights or privileges which the Club was granted through the 1988 Memorandum of Agreement in exchange for its original financial contribution to the Mount Joy Facility; or, with current accepted practices.

U7 indoor players will be presented with dog tags instead of participation medals.

2.4 Adult Leagues

Intentionally not included in this edition.

3 HOUSE LEAGUE “ALL-STAR” TEAMS

This policy applies to all All-Star teams or proposed All-Star teams. An All-Star team is a team drawn from one or more existing recreational teams and is primarily formed to play in recreational All-Star tournaments. This policy applies to any such team, whether or not they actually register in any tournaments.

The terms “ALL-STAR” and “SELECT” are sometimes used interchangeably. For purposes of this document and for use within the Club, they are different. The definitions are as follows:

- **All Star** – coach appointed by Technical Director. Coaches must attend Coaches’ Meetings and coaching Clinics. House League Director will be responsible for Administration. Players must be drawn from Markham Soccer Club House League and they must continue to fulfill their House League commitments.
- **Select or YRSL-Y (Tier 1 or 2)** – Teams to be formed only where there are insufficient numbers to form an internal house league. House League Director will be responsible for Administration.
- **Competitive** – Teams entered in Competitive District, Multi-Jurisdictional, Regional or Provincial Leagues.

3.1 Team Formation and Coach Selection/Application

An All-Star team may only be formed once the proposal to form the team has been approved by the Club AND once the proposed coach has applied and been accepted as the coach of the team.

3.1.1 Proposal to Form an All-Star Team

The proposal must be documented and submitted to the Director of House League a month in advance of the proposed start-up date for the team. Anything submitted with less lead-time will be an exception and no commitment is made to provide approval in less time.

The proposal should contain a proposed plan for the team including practice schedule/frequency, financing (including any fundraising plans), tournaments that the team intends to enter (number of tournaments and specifics if available). If a team existed in the previous year for the same (age) group (and was coached or organized by any of the same individuals), a history of the team's activities and record must be provided as well. The proposed staff for the team (coach, assistant coaches and manager) must also be identified. If any sponsors are already committed or have been approached, these must also be identified.

3.1.2 Coach Selection/Application

Coaches who wish to coach an All-Star team must make a formal written application (in the same manner as a competitive team coach). The Club's Technical Director will interview the applicant and a recommendation will be made to the Board to accept or reject the application.

Applicants without NCCP coaching certification will be considered for a position as an All-Star coach for their first application. Subsequent applications (e.g. for a second year) will not be considered unless the coach has a minimum of NCCP Level 1 certification and a basic referee course. It is not mandatory for assistant coaches to be certified, however, it is strongly recommended.

All coaches involved with the team must complete the form to authorize a police check of their background and agree to have this submitted on their behalf. The results are returned directly to them, however, they must submit the report in order to be confirmed in their coaching positions.

3.1.3 Player Selection

Open tryouts must be held for every All-Star team after the conclusion of the rep tryouts for that age group. These tryouts will be overseen by members of the technical committee.

3.2 Team Registration

All-Star players do not need to be registered a second time, however, the Club needs a list of players participating in the team. In addition, the players and team coaches need to be "carded" (i.e. obtain an OSA Player Identification or Coach Identification book) if they will be playing teams from other clubs (e.g. in tournaments). The carding procedure requires a current passport-size photo and a copy of the birth certificate from each player or coach. The team must purchase and fill in all of the books, then the entire team's books will be submitted to the York Region District office as a set by the Club.

3.3 Club Admin Charge and Other Costs

The Club charges a standard fee (to be determined by the Board from time to time) for administrative costs. This fee covers the cost of fields, the support of the Club's technical directors, and administrative support. The team must also pay for player books, Permission to Travel forms, uniforms and any other costs associated with the operation of that team.

3.4 Tournament Registration and Permission to Travel

Teams may register in OSA-approved tournaments once the team and the coach have been approved (as in section 1). If the team is traveling outside of York Region, a Permission to Travel form must be completed and submitted to the Club. Such forms may only be approved by the Club's Executive Director or by a Board member authorized to act on her behalf. Teams must not submit such forms to the YRSA until official Club approval is given. It is strongly suggested that teams submit Permission to Travel forms when their tournament plan is developed. Last minute rush requests are not acceptable and may result in a surcharge to process the form.

For tournaments within York Region (where Permission to Travel forms are not required), the Club must be

informed by an e-mail (to the attention of the House League Director at info@markhamsoccer.org) at least one week in advance of the team's entry into such a tournament.

3.5 Uniforms

All-Star teams may only wear a Club-approved uniform. These should be a standard design in Club colours provided by the Club's supplier.

3.6 Fields

The Club must book and pay for all field usage. The team may request a practice field for the season. If space is available on the day and at the time requested, a field will be assigned. The team will be required to pay up-front for the cost.

3.7 Fundraising

The Board must explicitly approve any fundraising activities. A proposal must be submitted for review at the next regularly scheduled recreational committee meeting. This will then be submitted to the next full Board meeting.

3.8 Rules of Conduct for Tournament Travel and Participation:

Coaches and managers must observe the following common-sense rules to protect themselves and the players. These rules are mandatory:

- Coaches and managers must not provide transport for players other than their own children.
- Coaches and managers must avoid any situation where they are alone with a player (in a non-public area).
- If the team is staying overnight at a tournament location, players must be properly supervised by an appropriate ratio of adults to players. There must be female chaperones (mothers) for female players.
- Anyone traveling outside the country must have accident/sickness insurance that provides a 24 hour emergency authorization number
- For any players under the age of 18 travelling without their parents, the coach/manager must obtain a letter authorizing any necessary medical procedures in the case of a medical emergency
- There must always be at least two adults at any tournament game. This ensures that an adult can take a child to the hospital in the case of injury and that there will be at least one adult to stay with the team. It is strongly recommended that the coach/manager always establish the location of the nearest hospital with an emergency facility at the start of any tournament.
- Teams are representing the Club and must always act with the highest standard of sportsmanship and overall conduct. Inappropriate conduct could result in disciplinary action and/or the refusal of permission to participate in additional tournaments. The coach has the responsibility for the players and parents/supporters.
- Teams, the players and players' parents are responsible for any fines or other penalties that may be imposed on the team or its players.

3.9 Player Priorities

Coaches must work within the following expectations:

- The first priority for players is their house league team. Unless the House League director (or another board

member acting on that person's behalf) explicitly gives permission, players may not skip any house league practices or games because of activities of the All-Star team.

- House League/All-star players are available for call-up to competitive teams. Such a call-up must not interfere with House League practices or games unless explicit permission is given by the House League Director.
- A call-up to a competitive team will take precedence over participation in an All-Star team. The player (and parents) are not obliged to accept the call-up request however, they should be encouraged to do so.
- It is highly inappropriate for an All-Star coach to attempt to hide or retain players by discrediting competitive soccer or specific competitive teams. All-Star coaches are confirmed in their position with the expectation that they will support the Club programs and encourage players to move to higher levels if they have the capability.

3.10 Provision of Information

- Teams should provide team results (in tournaments) to the Club webmaster
- Teams must provide a year-end summary report which shows the team activities and results for the season. This must include a statement of revenue and expenses.

4 YOUTH COMPETITIVE DIVISION

4.1 General

Competitive teams are formed to provide opportunities for the more skilled and committed players to play with and against other such players and to assist each player in reaching his or her personal potential. Competitive teams are formed, directed by, and exist at the discretion of the Club. Each year, the team officials for competitive and other representative teams shall attend a manager's meeting and shall be provided with the current version of the Rep team procedures guide.

It is the Club's objective to form the strongest possible competitive teams and to have these teams win their way to higher levels through the promotion process. It is detrimental to this process to have very good players move from their own age group to a higher age group where they may become just average. At the same time, it is not appropriate that teams within the same age group should be competing for the same players. The highest level team within an age group always has first choice of the players in that age group. Coaches of lower level teams must support this and encourage players to try out for higher level teams.

4.1.1 Tryouts and Playing Up

Players must try out for the highest level team in their own age group (or the next oldest age which exists, if one does not exist in their own age group), and be cut from that team, before they can try out for a lower level team (i.e., one entered to play at a lower level in the Pyramid for Play).

Players have the option of trying out for a team in an older age group if that team is entered to play at a higher level in the Pyramid for Play than any teams in their own or any intervening age groups.

Coaches **maynot** try out underage players without the explicit permission of the Director of Youth Competitive Teams. Permission will only be given in one of the following circumstances:

1. The player has already been cut from all younger teams for which they are eligible;
2. The player has been judged as "exceptional" under the procedure in section 4.1.3;
3. The player wishes to try out for an older team, which is entered to play at a higher level in the Pyramid for Play than any teams in the player's own age group (or any intervening age groups).

4. Underage players coming from outside club teams and applying to register to a Markham Soccer Club competitive team, will require an evaluation and approval by the Technical Director on an annual basis. Such a player will have to be assessed as being a regular starter to the team in question, but will not have to meet the exceptional player criteria.

A player who plays up in a given year does not get an automatic right to do so in the subsequent year(s). In the case of a player judged to be exceptional in the previous year, this player must be re-evaluated again every year before being given permission to try out for an older team.

Any coach who deviates from this policy may be subject to discipline.

4.1.2 The Pyramid for Play and Levels of Competition

The term “Pyramid for Play” refers to the OSA-defined levels of competition within the Province of Ontario. As of April 1998, this includes three levels of Competition, District/Multi-jurisdictional District level; Regional Level; and Provincial level. Leagues may create additional levels within these three basic levels. This has generally been done at the lowest level (District) where there is the greatest number of teams. These additional levels have most commonly been termed as “A” and “B” or “A” and “Premier”. Any level which must be achieved through promotion from a lower level (whether defined by the OSA or a League) counts when the term “a higher level” is used. Thus, if an “A” and a “B” level exist in a league and the Club had a team at each level: a player would first have to try out for the “A” team (and be cut) before trying out for the “B” team.

4.1.3 Exceptional Player Policy

A player designated as “exceptional” may be allowed to play in a higher age group. Players will only be designated as exceptional once they have been evaluated as such by a panel of coaches. The evaluation process will be carried out under the direction of the Vice-President. The panel will include the Club Technical Director and one or more additional coaches selected by the Vice-President and Technical Director. None of those involved in the panel can have any direct connection with the player or the teams involved. Preferably, none of the panel members would have recommended the player for consideration.

The criteria to be used by the panel to determine if a player is “exceptional” are:

- The player must demonstrate truly exceptional skills for his/her age;
- Must have the ability to be an “impact” player (i.e., top three) in the older team and to stand out in comparison to players in the older age group (players in general - not just the specific team in question);
- Must have a high level of maturity for his/her age and be able to cope with the demands and expectations at the older age.

The panel must also be satisfied that the move to an older age group is in the best interest of the player in terms of development and enjoyment of the game.

Note: Given the very stringent expectation, it is quite likely that there would be no exceptional players in the Club at any given time. At most, we would not expect more than 1 or 2. A “very good” player is expected to play in his/her own age group and help to make his/her team successful and thus move to a higher level of competition. Where possible, such players should seek (and the Club and its coaches should help to provide) additional opportunities for training and challenge. To the greatest degree possible, each player should be stretched to perform to their maximum. This could be provided through training with older teams and call-ups to such teams to fill in for missing players and so forth.

4.1.4 Eligibility of Players to Try Out For Teams of the Other Sex

A player may try out for a team of his/her own sex or a team designated as mixed. A female player may try out and play on a team playing in a Girl’s Division. A female player may also try out and play for a team playing in a Boy’s Division. A male player may try out and play for a team playing in a Boy’s Division or a Mixed Division. A male

player may not play on a team in a Girl's Division.

All of this is based on current legal requirements and could be changed by the courts. The OSA and/or Leagues may impose additional limitations.

4.2 Outdoor Season

(a) Registration

- Players participating on Competitive teams shall abide by the rules of the Club and the Association and League in which the team is registered.
- Coaches may only include players in practices and games who are properly registered with the Ontario Soccer Association (and not under suspension).

(b) Age Groups

The age groups for Competitive teams shall be per the Association and League rules under which they play.

(c) Calling Up Players

- In the event that a Competitive team needs players, they may be called up from a younger Competitive team or from the House League. All House League players are available to the Competitive Division provided that the Competitive team Coach has advised the House League Coach to whom the player is assigned and provided the player's parents or guardian approve. Participation in scheduled House League games takes precedence over Rep League games and shall be the only reason given by the Club for not granting permission. The player is then subject to the rules of playing up outlined by the League under which he/she plays and OSA rules.
- All competitive players are available for call up to higher level and/or higher age competitive teams. Participation in games for the player's own team take precedence over a call-up to another team. This is the only reason that a coach may use to refuse to allow a player to be called up. The player is not obligated to accept and may refuse without providing a reason. Call-ups may be limited by OSA or League rules.

(d) Uniforms and Footgear

- Teams may only wear uniforms approved by the Club
- It is mandatory that all competitive teams must wear Club issued uniforms for all games. Teams must wear prime uniform for all home games unless referee requests change due to colour clash, then the team must wear their Club issued alternates. For games other than home games, teams may have the option of wearing either their prime uniform or their alternate uniforms.
- Uniforms are supplied by the Club and shall remain Club property until the end of the year, at which time the players may keep them. All players are expected to maintain their uniforms in good, clean condition and wear full uniforms (sweater, shorts, socks) to all games.
- Shin guards are mandatory for all players.

4.3 Fundraising and Financial Support

4.3.1 Team Fundraising Proposals

All team fundraising proposals must be submitted in writing to the Competitive Youth Management Committee. The Committee will review and consider each request and present recommendations to the Board of Directors for approval.

4.3.2 Requests for Financial Assistance

All requests for financial assistance must be for International tournaments of at least one week duration only.

4.4 Financial

It is absolutely mandatory that all competitive teams manage their finances through the club. The club has a “managers manual” that outlines specific documentation relating to requisitions and deposits relating to team funds.

A proposed budget and financial plan signed by both team signing officers be received and reviewed by the YC Management Committee at the beginning of each season for approval.

5 COACHING

5.1 General

- All team officials shall conduct themselves in an exemplary manner at all times, and must not carry on displays of bad feelings in front of players. Drinking, swearing and obnoxious behaviour of any kind, while in charge of a team, will not be tolerated.
- Coaches shall be responsible for their own actions and the conduct of team members, team officials and all supporters connected with their team at all games and practices.
- The team Coach shall be responsible for any Club equipment issued to the team and shall account for any deficiencies.
- While their own team is the particular concern of the Coach and Manager, it must be remembered that the overall good of the Markham Soccer Club must be the primary concern of all team officials. Good sportsmanship and good example should be displayed at all times.

5.1.1 Recreational

- Any complaints, comments or suggestions shall be transmitted by the Coach to the League Convenor, who, in turn, reports to the Director of House League. If the matter cannot be resolved, the Director of House League will submit it to the Board of Directors, whose decision is final.
- No House League coach or other person may approach sponsors requesting additional equipment or money for his/her team, nor may he/she approach suppliers for equipment. All requests for equipment or funds must be made through the appropriate Director acting under the sanction of the Board of Directors. All-Star coaches are encouraged to actively seek sponsors as long as they do not approach sponsors already assigned to House League or competitive teams.
- All coaches/managers are required to contact their sponsors on a regular basis throughout the season to keep them informed of team schedules and progress. The Club will ensure that the sponsor receives his team photograph.

5.1.2 Competitive

- Honorariums will be given to competitive coaches as follows: A license \$2,500 per annum; B license \$1,500 per annum; C license \$1,000 per annum; Level III \$500 per annum and that half payment be made at the end of each season, Outdoor and Indoor.
- In order to qualify for a Level III Coaching honorarium, a coach must be fully accredited at each level including technical, practical and theory.

6 REFEREES

6.1 Conflict of Interest

6.1.1 Preamble

There are certain types of positions where specialized judgment is a key requirement of the job. People in these positions must make important decisions using that judgment. A judge is an obvious example and we can easily understand how important it is for a judge to apply his/her judgment correctly. A referee is in a similar position to a judge. Conflict of Interest is an important consideration for a person in this type of position. It is primarily a problem for an honest person. A dishonest person is prepared to betray the trust that is put in them. An honest person does not want to betray this trust. An honest referee (and we believe that our referees are honest) may still not understand the importance of Conflict of Interest or the impact that it can have. They may not recognize that:

- To exercise one's judgment when one has a conflict of interest is to take an unusual risk of error. Without a conscious intent to favour one team over the other, the referee can be subconsciously influenced in the split-second calls that are part of every game.
- The perception of the players, coaches and spectators is just as important as the reality. Even in the best of situations players, coaches and supporters of the losing team may be inclined to blame the loss on the referee's calls. This has the potential to bring the integrity of the referees, the league and the people who run it into question.

In other types of conflict situations, the individual usually has the option to withdraw from any specific situations where the Conflict applies. In the case of a referee, this may apply to all games involving a specific team or a specific Division.

6.1.2 Referee Conflict of Interest Policy

The intention of this policy is to avoid conflict situations. When they do occur, it ensures that the coaches understand that there is a conflict and provides them with the option to refuse a referee with a conflict.

6.1.2.1 Declaring Conflicts Prior to the Season

Referees will declare and/or update their list of potential conflicts at the start of every season in which they intend to officiate. The Club will provide a formal means to document such conflicts. A potential conflict will exist if he/she or an immediate member of his/her family (by marriage or common law) has a formal position associated with a team (player, coach, asst coach etc) in one or more divisions in the league in question. An immediate family member is a parent, a spouse, a son or daughter, a brother or sister, a grandparent or grandchild or "step" relationships such as a step-son, step-daughter, stepbrother or step-sister and so forth. Other relationships may also lead to a conflict and each of these must be considered in deciding if there is a conflict.

6.1.2.2 Avoiding Conflicts

The Club will attempt to avoid assigning a referee to a division in which he/she will have a conflict. If a referee is assigned to a Division in which he/she has a conflict, then the referee must refuse such an appointment.

6.1.2.3 Exception Procedure

In the situation in which a game has been made available and no referee has claimed it with 24 hours or less time until the start of the game: a referee with a conflict may claim the game. The other exception is if the referee is at the field and no referee is scheduled or the appointed referee does not arrive by 5 minutes after the scheduled game time. In either of these cases, the referee will proceed as follows:

1. The referee must approach each coach before the start of the game, explain the conflict and ask if the coach has an issue with the referee officiating/assisting in the game. If either coach has a concern, then the referee cannot officiate/assist in that game. It is then up to the coaches to officiate themselves or find someone else to do it. The referee must notify the Referee Scheduler of what happened.
2. If the coaches are in agreement with the referee officiating/assisting in the game, then this must be noted on the game sheet (on the back if necessary) and the coaches must sign below the note before the game begins. The note should say: "The coaches have agreed to accept (your name) as the referee/assistant for this game and they have been advised of the referee's conflict of interest."

If a referee (with a conflict) claims a game because no one was scheduled to referee that game with 24 hours or less until game time, then goes to the field for the game but one or both coaches do not want him/her to referee/assist in that game, the referee will still be paid the regular fee for the game (by the Club).

6.2 Referee's Authority and Responsibilities

- The Referee shall have sole authority on the field and shall work under the direction of the Chief Referee. Designated Referees shall be paid a fee for each game in which they officiate. The amount of the fee shall be in accordance with the scale established by the Board of Directors.
- If a game is shortened or abandoned by the Referee due to darkness, bad weather or any unforeseen circumstances, both Coaches shall be advised of any such change but the decision of the Referee shall be final.
- For Competitive games, it is the responsibility of the Referee to complete his portion of the League game sheet, supplied by the home Coach, fully and properly.
- For Competitive games, the Referee's copy of the game sheet must be submitted to the Club Office within twenty-four (24) hours after the game. Any disciplinary problems must be recorded on the game sheet and a report filled in, on proper disciplinary report sheets, and submitted, along with the game sheet, to the Club Office.
- Referees shall abide by all applicable sections of the Policies and Procedures.

7 VOLUNTEERS

7.1 Conflict of Interest

The Club recognizes that, due to chronic shortages of volunteers, some volunteers may step forward to fill more than one volunteer position at a time. While the Club appreciates the dedication of these hard-working volunteers, care must be taken to avoid any potential conflict of interest that could arise from holding multiple positions.

A conflict of interest is a situation in which someone in a position of trust, such as an executive or director of an organization, has competing professional or personal interests. Such competing interests can make it difficult to fulfill his/her duties impartially. Even if there is no evidence of improper actions, a conflict of interest can create an appearance of impropriety that can undermine confidence in the ability of that person to act properly in his/her position.

A person with two roles may experience situations where those two roles conflict ("conflict of roles"). An example is the coach-convenor-house league director reporting structure in the house league programs. If one person occupies two of these three positions in a direct reporting relationship, he/she is effectively supervising himself/herself and is in a conflict of interest.

The best way to handle conflicts of interest is to avoid them entirely. Ideally, a convenor should not also coach in the same division, and an indoor/outdoor/micro house league director should not also be a convenor or coach in the same program.

If it is impossible to avoid a conflict of interest (e.g., a position has not been filled after a thorough search, and the only alternative to disbanding a team or division is to accept a volunteer with a conflict of interest), then the best way to deal with them is one or more of the following mitigation measures:

- a) **Disclosure** – The person with the conflict of roles must disclose the conflict to the next supervisory level and explain why there is no alternative. All conflict of roles in the Club must be approved by the Board.
- b) **Recusal** – Those with a conflict of interest are ethically expected to recuse themselves from (i.e., abstain from) decisions where such a conflict exists. For example, if there is a dispute about the outcome of a house league game, and the convenor of the division is also a coach in that division, the convenor should defer any decisions to the house league director or Recreational Committee (and must abstain from voting if he/she is a member of the committee).

Note: Technically speaking, house league directors and convenors who have children playing in their divisions or programs have a conflict of interest, since they could theoretically make decisions that benefit their children unfairly. The Club recognizes that, due to the nature of minor sports volunteerism, it would not be practical to bar parents from volunteer positions supervising their own children's programs. However, should these volunteers find themselves in situations where they have to make decisions that could be perceived to benefit their children unfairly, they are required to recuse themselves from these decisions.

7.2 Criteria for Vulnerable Sector Screening

All High Risk positions within the club shall be subject to an initial Vulnerable Sector Screening in accordance with the guidelines as outlined in the list of appendices. This will include all rep team and all-star team officials, technical staff and employees. House League coaches, convenors, game officials and field convenors are considered low-risk.

8 DIRECTORS

8.1 Conflict of Interest

Club Directors may not hold any paid position within the Club. All directors must sign the Conflict of Interest declaration at the first meeting of the board of Directors following the Annual General Meeting. The club shall ensure that all directors are in compliance with the conflict of interest guidelines as published by the OSA.

8.2 Attendance at Monthly Board Meetings

Board members are expected to attend monthly board meetings. In those cases where a member is unable to attend a monthly meeting, the Club Administrator must be advised at least 24 hours in advance.

If a Board Member fails to attend two successive Board meetings without prior notice and a valid reason, the member may be asked to step down by a motion of the Board. If a member fails to attend three successive Board meetings without prior notice and a valid reason, the member will be considered to have resigned and this will be recorded in the minutes of the (third) such meeting.

8.3 Board Members Not Fulfilling the Responsibilities of their Position

A member who fails to carry out the duties of his or her position or actions assigned by the Board may be removed by a two-thirds majority vote of the remaining members of the Board.

April 10th, 2003 moved, seconded, carried that the Board adopt the statement of General Indemnity shown below as a binding policy for 2003 and effective immediately, adopt an interim measure to indemnify Board members, pending inclusion of such a statement of indemnity in the MSC constitution, at the next Markham Soccer Club Annual General Meeting

General Indemnity: Every Officer or Member of the Board of Directors, or other servant of the Club shall be indemnified by the Club against all costs, losses and expenses incurred by them respectively in or about the discharge of the respective duties, except such as happens from their own respective wilful neglects or defaults.

9 HARRASSMENT AND ABUSE

The Club supports the right of all its members to respect and dignity. The Club will not accept actions on the part of members or others which violate this. Coaches must avoid any words or actions which would violate this and do their best to ensure that their players, parents and spectators do likewise. If they have a situation which they do not feel capable of controlling, they must report this to the responsible Club Director. Any incidents of this type must be reported to the Operations Manager of the club who shall direct to the appropriate authorities.

Any adults with responsibilities for children (who are not their own) must be careful to maintain both the appearance and the reality of a very proper relationship with the children in their care. Individual standards and cultural standards vary, so good judgment must prevail. In general, coaches should try to avoid situations where they are with children but not in public view. This is their best protection from any potential misunderstandings or accusations.

10 PURCHASING AND SUPPLIERS

Purchases will be approved in advance by the Board, through the budget process or individually, as required.

Proposed changes of suppliers for major items such as uniforms, equipment and trophies must be approved in advance.

Web site addresses on HL shirts should be just beneath the neckline at the back. Location of web site address on competitive team shirts will need to remain flexible in accordance with the design and the semi or tri-annual change of that design and will be at the discretion of the Rep Director.

The following types of items must be approved by the Board with respect to design, colour and so forth before any recommendation or commitment is made to purchase:

- Uniforms
- Trophies
- Track Suits
- Any other items containing the Club name or logos and/or items proposed as standard for use by Club members.
- Club colours are black, gold and white.

11 FUNDRAISING

The Club's policy is not to run any general Club fundraising events/campaigns. If necessary, registration price will be raised instead.

Individual teams or groups of teams may run fundraising events/campaigns. These must be approved, in advance, by the Board. Those running such fundraising must have proper controls for any funds raised to ensure that they are used for approved purposes.

12 SPONSORSHIP

The Markham Soccer Club will accept promotional consideration from private companies to assist in the development of the game. In all cases the club shall determine the appropriate relationship prior to acceptance of sponsorship. The Board shall review all sponsorship applications as required.

13 COMMUNICATION AND SOCIAL MEDIA POLICY

The club recognizes its role in the promotion of the game of soccer and its social contract with its members. All official club statements shall be communicated through the club office through the Operations Manager. The Operations Manager shall exercise the necessary discretion to determine when and where the Board of Directors or the Executive Committee need to be involved in the development of the official club position.

The club shall post all relevant information to our membership via the club website. The primary club website is the only official online presence of the soccer club. Any additional online communications tools must be approved by the Board of Directors.

Where appropriate, the club shall communicate to its members via email. Email communications to all members shall be blind copies so as to protect the integrity of the email addresses of our membership.

Any use of other social media (Facebook, LinkedIn, Twitter, Flickr, YouTube, etc.) by employees, directors and volunteers of the Markham Soccer Club shall be governed by the inherent values of the club. Employees, directors and volunteers are subject to this policy to the extent that they identify their relationship to the club (other than as a incidental mention of place of employment in a personal blog on topics unrelated to the Club).

The fundamental guidelines for social media are as follows:

- Maintain confidentiality.
- Protect your privacy and that of the club's internal information.
- Respect copyright laws
- Respect the club, your colleagues and your audience
- Protect our membership, business partners and suppliers
- Avoid controversial issues and point out differences with respect and with facts.
- Utilize disclaimers where appropriate, indicating that what you publish is your personal opinion and not necessarily that of the club

Policy violations may result in disciplinary action in accordance with club policy.

14 CLUB EQUALITY POLICY

This policy is to ensure that all members are treated fairly and the club is accessible to all. The club is responsible for setting standards and values to apply throughout the club at each level. Our commitment is to eliminate all forms of discrimination by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunity.

The club, in all its activities, will not discriminate or treat anyone less favourably on the grounds of these differences. The club will not tolerate any forms of harassment, bullying, abuse or victimization of any individual which, for the purpose of this policy, is regarded as discriminatory. This includes sexual or racially based harassment, whether physical or verbal.

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

15 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

It is understood that the Markham Soccer club utilizes facilities owned by the City of Markham. In all cases, the club shall promote the effective application of this policy in conjunction with policies adopted by the City.

Accessibility Standards for Customer Service Policy
Providing Goods and Services to People with Disabilities

DEFINITIONS

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

- a) “Assistive Devices” – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ie: canes, crutches, wheelchairs, or hearing aids).
- b) “Disabilities” – As per the Ontario Human Rights Code, disability means:
 - i. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - ii. a condition of mental impairment or a developmental disability;
 - iii. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv. a mental disorder; or
 - v. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safe and Insurance Act, 1997; (“handicap”)
- c) “Employees” – Every person who deals with members of the public or other third parties on behalf of [insert name of organization], whether the person does so as an employee, agent, volunteer or otherwise.
- d) “Organization” – Markham Soccer Club
- e) “Persons with Disabilities” – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above).
- f) “Service Animals” – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- g) “Support Persons” – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

PURPOSE

2. The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act, 2005, and to establish an Organizational policy for governing the provision of its goods and services to persons with disabilities.

SCOPE AND APPLICATION

3. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Organization whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy may result in disciplinary action up to and including termination.

COMMITMENT

4. The Organization is committed to excellence in serving all customers/members including people with disabilities. As such, the Organization will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person’s disability.

PRACTICES AND PROCEDURES

5. To implement this Policy, the Organization shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

Assistive Devices

6. The Organization will ensure that staff is trained and familiar with various assistive devices that may be used by customers/members with disabilities while accessing our goods or services. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.

Communication

7. The Organization will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

Service Animals

8. Service animals offer independence and security to many people with various disabilities. The Organization welcomes people with disabilities and their service animals on the parts of our premises that are open to the public.

9. Examples of service animals include:

- Dogs used by people who are blind
- Hearing alert animals for people who are deaf, deafened or hard of hearing
- Animals trained to alert an individual to an oncoming seizure and lead them to safety.

10. Every employee will allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with a disability. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

11. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behavior), an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.

Support Persons

12. Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the customer/member.

13. Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are non-participants allowed free admission to the good and/or services being accessed by the person with a disability they are accompanying.

Notice of Temporary Disruption

14. In the event of a planned or unexpected disruption to services or facilities for customers/members with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, the Organization will notify customers/members promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

15. The notice will be placed on the club website and posted at the venue.

Training for Staff

16. The Organization will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of goods and services shall receive training on the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Organization's Accessibility Standards for Customer Service Policy
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the Organization's goods and services

17. Current employees, agents, volunteers, management, etc. shall receive training by December 31, 2013. New employees, agents, volunteers, management, etc. shall receive training as soon as "practicable" after been assigned their role. Ongoing training to changes of policies, procedures and new equipment shall be provided.

18. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

Feedback Process

19. Anyone who wishes to provide feedback on the way the Organization provides goods and services to people with disabilities can address an email to the Operations Manager via info@markhamsoccer.org

Complaints will be addressed according to the Organization's regular complaint management procedures.

PROVISION OF DOCUMENTATION

20. The Organization will upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person, in a format agreed upon by the parties.

REVIEW AND AMENDMENTS

21. Any policy of the Organization that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

16 ZERO TOLERANCE POLICY

Any coach, parent, grandparent or guardian judged by the Discipline Committee to be guilty of abusive conduct towards a referee during a club House League game will be reprimanded in writing in accordance with the club's discipline procedures. A second conviction, during the same season, will result in the member being restricted from all services rendered by the club including attendance at all soccer activities with the club.

PROCEDURE

If a referee feels that they are being abused under this policy, the referee has the ability to suspend the playing of the game if the offender refuses to leave the field of play. If the abuse is physical, the referee is to advise the team officials immediately that the game has been abandoned. The referees should contact the authorities and file a complaint.

The referee shall submit a Special Incident Report to the club's Discipline Chair for follow-up.

17 SHOW YOUR RESPECT POLICY

The club is committed to promoting positive behavior on and off the field through the support of all of its members. Respect is the responsibility of each participant in the game.

The club will create a safe and enjoyable environment for all who take part through the enforcement of the OSA's Show Your Respect initiatives.

This will include Codes of Conduct for all players, coaches, parents/guardians and officials, Respect in Soccer Certification for all Rep coaches and full compliance with OSA Discipline policies and procedures.

18 TOBACCO FREE POLICY

The club is committed to providing a healthy environment for all members of our organization. We recognize the significant evidence demonstrating the negative impact on health of tobacco products consumption and exposure and that no level of exposure is safe. We also recognize that youth gain positive images of remaining tobacco-free when they see role models and community leaders respecting tobacco-free living. We believe that soccer is a sport that promotes physical activity and healthy living and is not compatible with tobacco product use. Our organization has a responsibility to provide a healthy environment for all members and to model positive health behavior with regard to tobacco use.

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

The club will not accept any support or funding from the tobacco industry.

Tobacco-free means no consumption of any tobacco product by any member within a 9 metre radius of any club activity. This policy will apply to all locations while the sanctioned event is ongoing.

We will endeavor to promote the policy at all our activities by:

- Providing a copy of the policy in all orientation and information packages for coaches, parents, officials, volunteers and employees.
- Posting our policies and procedures on the club website.
- Sharing our policy with other organizations and groups who may participate or attend our facilities/events.
- Making all of our policies visible throughout the year whenever afforded the opportunity.

We will enforce the policy to ensure that all those attending and participating in the club's activities has access to a tobacco-free environment. This will be achieved with the following steps:

- Signs posted about our policy where our activities take place using signs, banners and include in information materials available at the facility where not prohibited.
- Train our members on how to inform individuals who are using tobacco products about the club's tobacco-free policy and encourage them to speak up to ensure a tobacco-free environment.
- The club will be prepared to provide one verbal warning to individuals who repeatedly do not follow the policy. Members are to advise the club Operations Manager so that a club official can deliver the warning to the individual consistently ignoring the policy.
- In the event that the individual fails to heed the verbal warning, the club will provide a formal written warning. Further violation will result in formal discipline proceedings.

20 HEALTHY SNACK POLICY

The club has adopted a healthy living position effective January 29, 2013. While the club does not promote the managed distribution of snacks by our teams and/or officials, our leaders should be encouraging the consumption of healthy foods and beverages.

Healthy foods and beverages are those that fall within Canada's Food Guide and align with links on our coach resources website portal. The Markham Soccer Club healthy snack policy is to be maintained regardless of playing level, location or purpose.

APPENDIX A - Standard Forms

This section intentionally not included in this edition.