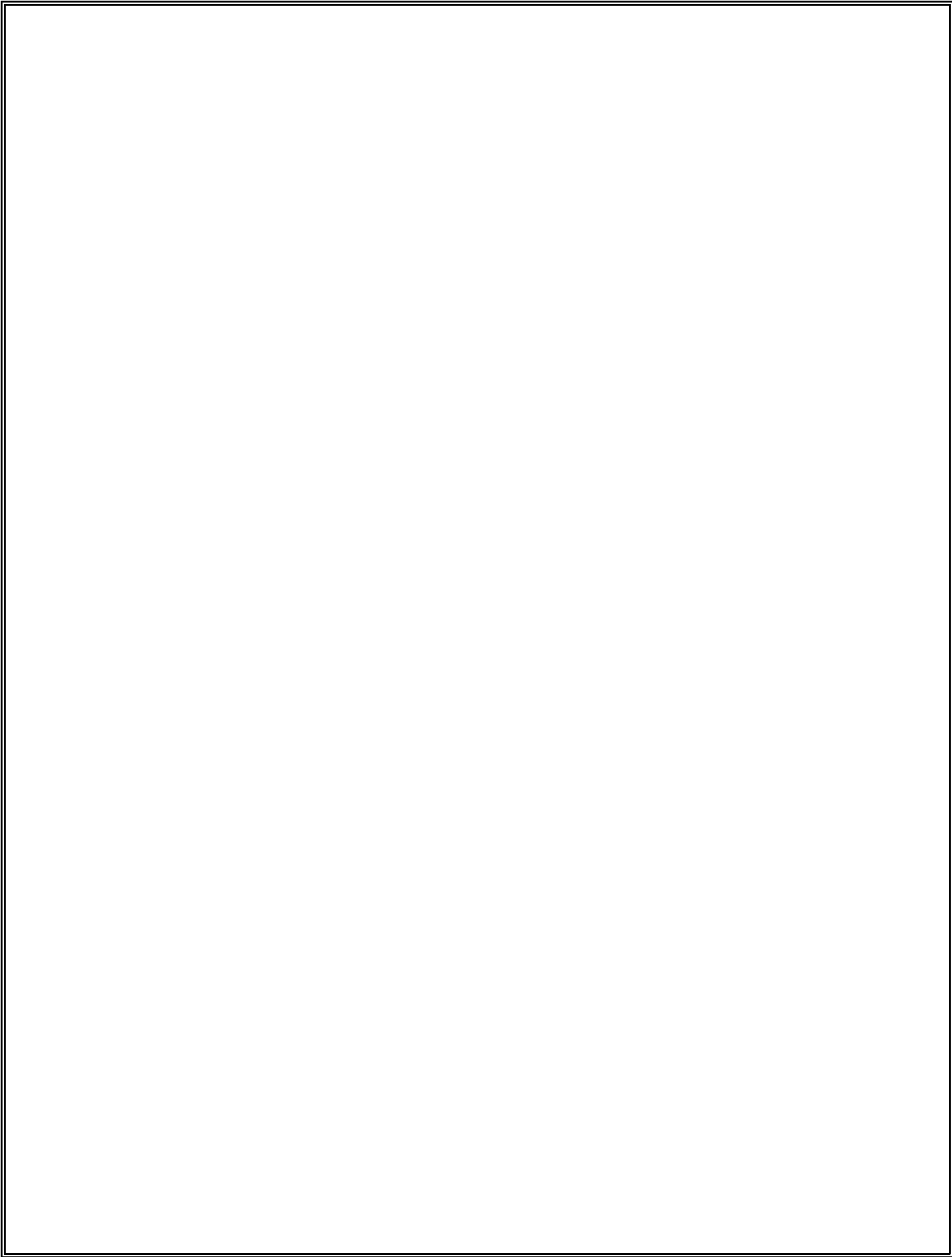


# *The Screening Handbook*

**PROTECTING SOCCER'S FUTURE**



A Program of The Ontario Soccer Association



# **VOLUNTEER SCREENING INITIATIVE**

## **GUIDELINES AND POLICIES**

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## WHY WE SCREEN?

The answer is simple. We want to do a better job protecting participants. It is much easier to ensure the right people take on the responsibilities that suit them best than to spend the resources to deal with problems that arise from poor recruiting. Organizations are not obliged to accept everyone who wants to volunteer. However, they are obliged to do everything reasonable to protect those in their care.

In recent years, concern about protecting children and other vulnerable individuals has intensified in the wake of the tragic and horrifying evidence that some family members, caregivers, volunteers, employees, and other paid and unpaid staff members in positions of trust have betrayed that trust and have abused those in their care. Substantiated examples of abuse are, unfortunately, not uncommon and range from fraud, to theft of property, to emotional, physical, sexual and psychological abuse, not just of children, but of seniors and others who are vulnerable.

A recent study in British Columbia, examined cases of child sexual abuse in that province from 1985 - 1989. The study found that 30 people abused a total of 2,099 children, an average of 70 victims per occurrence. In 80% of the occurrences, offenders occupied positions of trust; 50% were professionals in the communities. In addition, further investigations traced the offender's movements through at least 14 additional locations where they also resided and in 41% of these locations, they were suspected, investigated and/or charged with child sexual abuse.

## MYTHS

- A myth that persists in the non-profit and charitable sector is that organizations and societies are immune from liability
- If an organization doesn't know about or sanction a wrongful act, it can't be held liable for that act
- If a volunteer harms a client, the organization can't be held liable, because volunteers are not employees
- Non-profit and charitable organizations are protected by legislation against lawsuits

Educating participants, coaches, managers, leaders, and volunteers about abuse and harassment is very important. However, it is not enough! As soon as any organization opens for business - whether run by staff or volunteers - it has a responsibility to appropriately screen any person who will have access to vulnerable people. This responsibility is both moral and legal; it is not only the "right" thing to do but it is legislated under the "Duty of Care" concept.

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



# VOLUNTEER SCREENING INITIATIVE

## Overview

In 1999 Sport Alliance and Volunteer Canada approached The Ontario Soccer Association to serve as a pilot organization to develop and test a Volunteer Screening Program for sport. The OSA had adopted a Harassment Policy and was in the process of developing a training program for Harassment Officers. The OSA's Board of Directors agreed that a "pro-active" volunteer screening initiative would more than compliment the "reactive" harassment policy.

A volunteer screening initiative of this magnitude could impact as many as 50,000 volunteers, i.e., coaches and managers etc., in Ontario, therefore, it was essential this initiative be developed in consultation with Clubs and able to be delivered by Clubs.

During this time period the Burlington Youth Soccer Club (BYSC) volunteered to be a pilot Club. A Task Force comprised of BYSC representatives, Volunteer Canada and The OSA met on a regular basis to create a program that would encompass the responsibilities associated with the principle of **"Duty of Care,," i.e., Soccer's legal obligation to protect its membership especially children.** The Association thanks Volunteer Canada for the use of its resources in compiling this handbook.

The Task Force reviewed the roles and responsibilities of all positions within the Club assessing a level of risk to each position. A set of screening measures was established and applied to these positions based on the level of risk.

The Screening measures included requirements such as:

- Application Forms with References
- Interviews
- Police Records Check
- Reference Checks
- Training and Education

The Burlington Youth Soccer Club tested the program in its first season with its Representative Team Program and in year two with all of its teams.

Following an evaluation of the pilot initiative, The OSA Membership approved implementation of the policy for competitive youth team officials prior to the start of the 2003 season and for all youth team officials prior to the start of the 2004 season.

The **highlighted sections of the handbook are required policy** and all other sections are recommended guidelines.



## CLUB SCREENING POLICY

The Soccer Club accepts its responsibility to children, young adults, parents, volunteers and staff involved in its programs and is committed to ensuring adherence to the following policy to support the provision of sound, safe, and healthy soccer experience in our community.

**All Clubs are required to have a Club Screening Policy that has been approved by their Board.**

Due to the positions of trust that are inherent in the provision of active, high quality sport activities, volunteers and employees shall be required to undergo a screening process based on the duties assigned by the Club. This screening process will be comprised of a variety of measures such as those listed on page 3. All volunteers/employees will be required to participate in an orientation that will introduce duty assignments as well as relevant Club policies and expectations. The Club Screening Program should be accessible to its Membership preferably via your web site. The Membership should be advised that if he/she believes they have had an experience that contravenes the Club policy, the Club's designated representative should be contacted.

It is important that Clubs prepare an organizational chart that illustrates to whom the volunteers and staff are accountable. The Club should also refer to matters like Harassment, Discipline, Zero Tolerance, and Boundaries/Limitations in their Club's Published Rules. The Chart will help folks understand the reporting lines in the event an issue needs to be investigated. A sample organizational chart is included in the appendix.

### CONFIDENTIALITY OF PERSONAL INFORMATION

Once organizations receive information about an applicant, whether from the applicant directly or from the police, the organization becomes responsible for that information and is then subject to many of the same legal requirements and regulations as other holders of personal information, in terms of confidentiality and access.

Clubs are required to safeguard the confidentiality of personal information gathered during the screening process.

Clubs should have policies that:

- A. Identify who will review personal information including police the records check,
- B. State that the information received through the screening process will only be used to determine if an applicant is suitable for a specific position,
- C. Identify where confidential information will be stored, for example in a locked cabinet, and who will have access to the information,
- D. State that the Club will take all reasonable steps to protect the confidentiality of personal information,
- E. Identify how long the Club will keep confidential information,
- F. In what circumstances, and with whom, will the information be discussed and why.

Your Club should consider if it will keep the applicant's Police Records Check or return it to the applicant once it has been reviewed. A form that can be used should you decide not to keep the original Police Records Check is included in the Appendix.

It is also recommended that those involved in the screening process should sign an Oath of Confidentiality. (See Appendix for a sample Oath of Confidentiality)



## POSITIONS AND RISK ASSESSMENT

### Definition of Risk:

The first principle of screening is risk management, which simply means “What could go wrong here” and “How do we avoid it?” Risk management involves looking at the possibilities of loss or injury that might arise in programs, activities and services and taking steps to stop, minimize, prevent or eliminate them all together. This includes the Club’s obligation to take all reasonable measures to care for and protect their participants from harm. The need to screen an applicant is dictated by the nature of the position and its inherent level of risk. When determining risk consider such factors as the participant, the environment, the nature of the activity, the level of supervision and the nature of the relationship.

For example, a high risk position is defined as a position in which staff members, volunteers, or Board members are in direct contact with, or provide direct service to, vulnerable individuals, and in particular when the applicant will be in a position of trust, power or influence and whose contact is unsupervised and/or takes place off site.

### Definition of Positions:

The various levels of play in the sport have been ranked according to the level of risk associated with that position and the appropriate screening measures have been assigned to each level of risk.

#### HIGH RISK POSITION

- ☐ Competitive Team Officials (Representative)
- ☐ All-star Team Officials
- ☐ Select Team Officials

#### MEDIUM RISK POSITION

- ☐ Recreational Team Officials (House League Officials U16-U19)

#### LOW RISK POSITION

- ☐ Recreational Team Officials (All other House League Officials)
- ☐ Mini Soccer Team Officials

### BOUNDARIES/ LIMITATIONS:

- ❖ Shall never be alone with a player
- ❖ Shall not be responsible for transportation to/from practices/games/tournaments
- ❖ Shall not be responsible for water or snacks
- ❖ Shall be a role model - no drugs/alcohol/smoking or abusive language at practices/games/tournaments
- ❖ Shall comply with the Dress Code as defined by the Club
- ❖ Shall ADHERE to OSA and Club policies
- ❖ Shall embrace Club values, principles, and policy as per Club Constitution
- ❖ Shall demonstrate the ability to set and maintain standards for players (i.e. respect, self-discipline, fair play)

### SCREENING MEASURES:

#### HIGH RISK

- ☐ Application Form (with references)
- ☐ Interview by Selection Committee
- ☐ References Checked Out
- ☐ Police Records Check
- ☐ Evaluation by Club

#### MEDIUM RISK

- ☐ Application Form (Reference Checks Optional)
- ☐ Police Records Check

#### LOW RISK

- ☐ Application Form (Reference Checks Optional)

*This section is OSA Policy*



THE ONTARIO SOCCER ASSOCIATION

## Introduction:

The following information on the Club Application Form represents the minimum inclusion under each section.

### CLUB APPLICATION FORM SEASON

#### SECTION A:

Name \_\_\_\_\_ Tel Home ( ) \_\_\_\_\_  
Tel Business ( ) \_\_\_\_\_  
Fax ( ) \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

City/Town \_\_\_\_\_ Province \_\_\_\_\_

Postal Code \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Coaching Position Preferred: (Age Group & Gender) 1<sup>st</sup> Choice \_\_\_\_\_

2<sup>nd</sup> Choice \_\_\_\_\_

3<sup>rd</sup> Choice \_\_\_\_\_

Do you have a son/daughter currently playing with the Club? ☐ Yes ☐ No

#### SECTION B: Coaching Qualifications

N.C.C.P. Number: _____	Mini Coach _____
OSA Coach Number: _____	Community Coach Level I _____
Community Coach Senior: _____	Community Coach Level II _____
International Courses: _____	Provincial "B" Licence Part 1 OSA _____
_____	National "B" License Part II CSA _____
_____	National "A" License CSA _____

#### SECTION C: Previous Coaching Experience

If you have coached a team within the past three (3) years, please indicate: (i) Year; (ii) Club; (iii) Age Division; (iv) the League in which the team played.

1.	Club: _____ / _____ / _____ Year Club League
2.	Club: _____ / _____ / _____ Year Club League
3.	Club: _____ / _____ / _____ Year Club League

#### SECTION D: Additional Information

1. A resume outlining your qualifications for this coaching position maybe attached.



THE ONTARIO SOCCER ASSOCIATION

## SECTION E: REQUIREMENTS:

Section E is not required on applications for low risk positions.

1. A photocopy of your coaching levels attached to this application form
2. A current police records check is a requirement of this position. A copy of such should be available for review at the time of interview.
3. Personal References (3):
  1. Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_
  2. Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_
  3. Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: (H) \_\_\_\_\_ (W) \_\_\_\_\_
4. A Personal Interview
5. Coaching candidates may be required to conduct a practice prior to selection to a coaching position.

*I have reviewed and agreed to the role and position (as defined) and have accurately completed this application and understand that the above references may be contacted.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### SECTION F:

*This application is submitted and held in confidence*

For Club use only:

Date Received: \_\_\_\_\_  
Photocopy of Qualifications: \_\_\_\_\_  
Police Records Check: \_\_\_\_\_  
Personal Reference Check: \_\_\_\_\_  
Interview: \_\_\_\_\_  
Practice session: \_\_\_\_\_

Date Received: \_\_\_\_\_  
Date Completed: \_\_\_\_\_  
Date Completed: \_\_\_\_\_  
Date Completed: \_\_\_\_\_  
Date Completed: \_\_\_\_\_  
Date Completed: \_\_\_\_\_

Resume: Yes ☐ No ☐

**DEADLINE FOR RECEIVING THIS APPLICATION**



**THE ONTARIO SOCCER ASSOCIATION**

## VOLUNTEER SCREENING PANEL - SELECTION COMMITTEE

The Soccer Club shall annually appoint a Selection Committee with the responsibility to appoint team officials for the appropriate positions taking into consideration the screening criteria. The Selection Committee shall be comprised of:

- Representatives with the technical expertise and those responsible as per Club policy, plus
- One non-voting parent of the Club with human resource experience preferably familiar with screening techniques

## THE INTERVIEW PROCESS

What are the basic rules for behaviour-based interviewers?

Generally

The three or more panel members should:

- not look at an applicant's file (application, resume, etc) prior to the interview
- decide who will be responsible for each area of questioning
- take extensive objective notes and avoid subjective written comments
- not discuss any interview results until all applicants have been interviewed

Specifically

The three or more panel members should:

- ask the questions in the same order and verbatim for each applicant
- repeat if necessary, but not paraphrase
- not coach, prompt, give hints or show positive or negative response to the candidate's answer
- allow the same amount of time for each applicant to answer the question

*Bottom Line*

*Before, during, and after the interview, the panel needs to remain objective to achieve effective behaviour-based interviewing.*



## THE QUESTIONS

How do I guarantee a proper variety of questions?

Interviewers need to be aware that there are different types of questions. For example:

- Definitional - What is the Human Rights Code?
- Causal - What happens when an employer violates the code?
- Hypothetical - What would you do if you were accused of violating the code?
- Situational - Here's the situation...What would you do?

To ask the best questions, you'll have to stay out of the "woulds."

Why ask, "What would you do," when you can ask much more revealing questions that address how, when and/or where the relevant work-related situation took place?

Remember that past behaviour is the best indicator of future performance.

Our questions should encourage responses that allow you to judge a candidate's...

- relevant work related experiences
- relevant formal or informal education
- eagerness to work
- ability to work with others
- integrity
- supervision preferences
- initiative and judgement

### *Bottom Line*

*To validate the appointment process, the interview questioning process must prove that it can select the candidate who can best do the job from those who can't.*



# REFERENCE CHECK SCRIPT

## SAMPLE

The following is a sample of a reference check. In groups of two, conduct a reference check using a position discussed earlier in the workshop. You may use (adapt) the sample script below or develop your own questions. If you are working with a large group, exchange the information you collected with another group and decide whether or not you would offer a position to the application based solely on the reference check information. Discuss your decision.

### Sample Reference Check

(Can be used for telephone, person-to-person, mail, or fax checks)

Adapted from *The Seven RS of Volunteer Development: A YMCA Resource Kit* by Celeste J.Wroblewski

This form gives you a good indication of the kinds of questions to ask the references who are listed by the candidate.

### To Start

- Identify yourself and your organization
- Verify that you are speaking to the person named as a reference.
- Tell the person that (name of applicant) gave you permission to call for a reference and that you will keep the conversation confidential.
- Ask if this particular time is suitable and indicate how long the conversation will take.
- Explain what the applicant would be doing for your organization and the participant group they would be working with.



## Sample Script

Applicant Name: \_\_\_\_\_

Please list a minimum of two references (personal, business, volunteer-related)

Name	Home Number	Work Number	Occupation

Interviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Name of reference: \_\_\_\_\_ Phone Number: \_\_\_\_\_

(Describe position applied for and why reference is being sought)

Hello, my name is (your name) and I am calling on behalf of (name of organization). (Name of applicant) has applied to be a volunteer with us doing (job definition). Your name has been provided as a reference. Do you have a few minutes to answer some questions now?

1. How long have you known (name of applicant)? \_\_\_\_\_
2. What is your relationship to (name of applicant)? \_\_\_\_\_
3. It is important that our volunteers are reliable. Tell me about your experiences with (name of applicant) in regard to reliability. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. What are (name of applicant's) strengths and weaknesses in regard to working with (indicate specific participant group: age, gender, playing level etc.) \_\_\_\_\_  
\_\_\_\_\_
5. How would you feel about having (name of applicant) work on a one-to-one basis with your (child)? \_\_\_\_\_  
\_\_\_\_\_
6. It is important to us that (name of organization)'s volunteers are comfortable with being (supervised or are able to work independently with little or no supervision). What is your experience with (name of applicant's) ability to accept (being supervised or working independently)? \_\_\_\_\_  
\_\_\_\_\_
7. This volunteer position requires handling many tasks at once and can be stressful at times. How does (name of applicant) deal with stressful situations? \_\_\_\_\_  
\_\_\_\_\_
8. Is there anything else you would like to tell me about (name of applicant)? \_\_\_\_\_  
\_\_\_\_\_
9. Is there any reason you know of why (name of applicant) would not be able to perform the duties necessary for this volunteer position? \_\_\_\_\_  
\_\_\_\_\_
10. Would you ever consider re-appointing (name of an applicant)? \_\_\_\_\_  
\_\_\_\_\_



## POLICE RECORDS CHECK

Certain positions are required to submit a Police Records Check prior to appointment with the Club

### POLICE RECORDS CHECKS (PRC) AND UNACCEPTABLE BEHAVIOURS

Clubs need to have clear guidelines that identify how your Club will deal with an applicant's Police Records Check that shows a previous conviction or police contact.

Your Club may decide that an individual whose PRC establishes any of the unacceptable behaviours identified by your Club, will automatically preclude them from filling a volunteer position and may be rejected as an applicant or dismissed from any volunteer position from the Club.

Clubs also need to decide how they will handle a volunteer's PRC that shows a conviction outside of the specified unacceptable behaviours, (cases that fall in the "grey area"). A decision may be made by the Screening Committee that for certain cases that fall in the "grey area" conditions may be placed on the applicant's acceptance.

Clubs should determine what behaviours they will consider to be unacceptable when reviewing PRCs.

These unacceptable behaviours may include, but are not necessarily limited to, the following:

- ★ Sexual Offences
- ★ Violent or threatening behaviour against children or adults
- ★ Conduct against public morals (i.e., prostitution)
- ★ Substance or chemical abuse
- ★ Violation of a position of trust including theft or fraud
- ★ Criminal driving offences, including but not limited to impaired driving.

It is suggested that Clubs have policies that indicate that the Club will examine PRC's that reveal any criminal code conviction, charge without disposition or police contact, to determine the acceptability of the applicant for a staff or volunteer position within the Club.

Applicants whose PRC reveal a criminal conviction outside of the unacceptable behaviours or police contact should be given the opportunity to discuss the information revealed in their PRC with the Club's designated individual, perhaps with the President of the Club.



Consideration should be given to the following:

- ★ The nature of the offence for which the applicant was convicted (details including how long ago it took place),
- ★ Relevance to the position (is it a bon a fide requirement of the nature of the position),
- ★ Efforts made at rehabilitation (if any),
- ★ Achievements for the applicant since receiving the conviction,
- ★ The character and degree of vulnerability of the client group served and the organization's duty of care to the participants, to the staff and to the community,
- ★ The potential risks involved in the position the individual is applying for, based on the group being served, the nature of the position and its activities, the setting in which it takes place, and the way in which it is supervised.

If a decision is made to accept an applicant with a criminal record, the police check is returned to the applicant. No information other than the fact that a check was done is recorded.

If an applicant is not accepted because of the information received from the police check, the applicant should be told why and the information is returned to the applicant. In either case, both the decision and the discussion should be documented.

Clubs will also have to decide how often they will require a PRC. Clubs may decide to request a PRC every year, every two years, or may decide that following the initial appointment to a position within a Club which requires a PRC, no additional PRC's will be required as long as one serves with the Club without interruption. However the Club should reserve the right to request a current PRC if there are reasonable grounds to suspect that the PRC is no longer accurate or the individual's position within the Club changes significantly. Clubs may also elect to have a "refresher" policy.

The Selection Committee will ensure that an acceptable Police Records Check was submitted for applicants for positions with the Club.

Clubs need to check with their local Police Department on the process employed for Police Records Check. Some departments allow Clubs to submit on behalf of team officials and some do not. Some departments have no fee or a non profit/charity fee.



## EVALUATION PROCESS

It is recommended that Clubs develop an Evaluation Process that works within their structure and it is communicated to all players, parents and coaches.

Players and parents should be made aware that designated Club Representatives may contact them by telephone for informal interviews on the performance of team staff. Clubs can also use an Evaluation Form that covers topics such as Coach's training and education for future appointment purposes and to assess the understanding of the Boundaries and Limitations.

### **SUMMARY:**

Although screening may be time-consuming, organizations must address this issue. Any organization working with vulnerable people must take on this responsibility.

Steps can be taken to reduce your organization's workload while still ensuring the protection/safety of your participants. An orientation session on policies and expectations can serve a large number of low-risk personnel who have limited access to participants. By introducing the concept of screening in this format, these volunteers will understand the policies that protect their participants and themselves without going through the individualized screening processes. This approach will serve two purposes. Initially, it will put the group on guard giving them the skills to watch for abusive and harassing behaviours, and secondly, it will put them at ease by helping them understand that the rules are not a "witch hunt" but a responsibility to protect all vulnerable participants. Medium and high-risk positions require a more in-depth screening process.

The Association's Volunteer Screening and Harassment Committee regard this as an evolving topic, continually looking to improve the process.

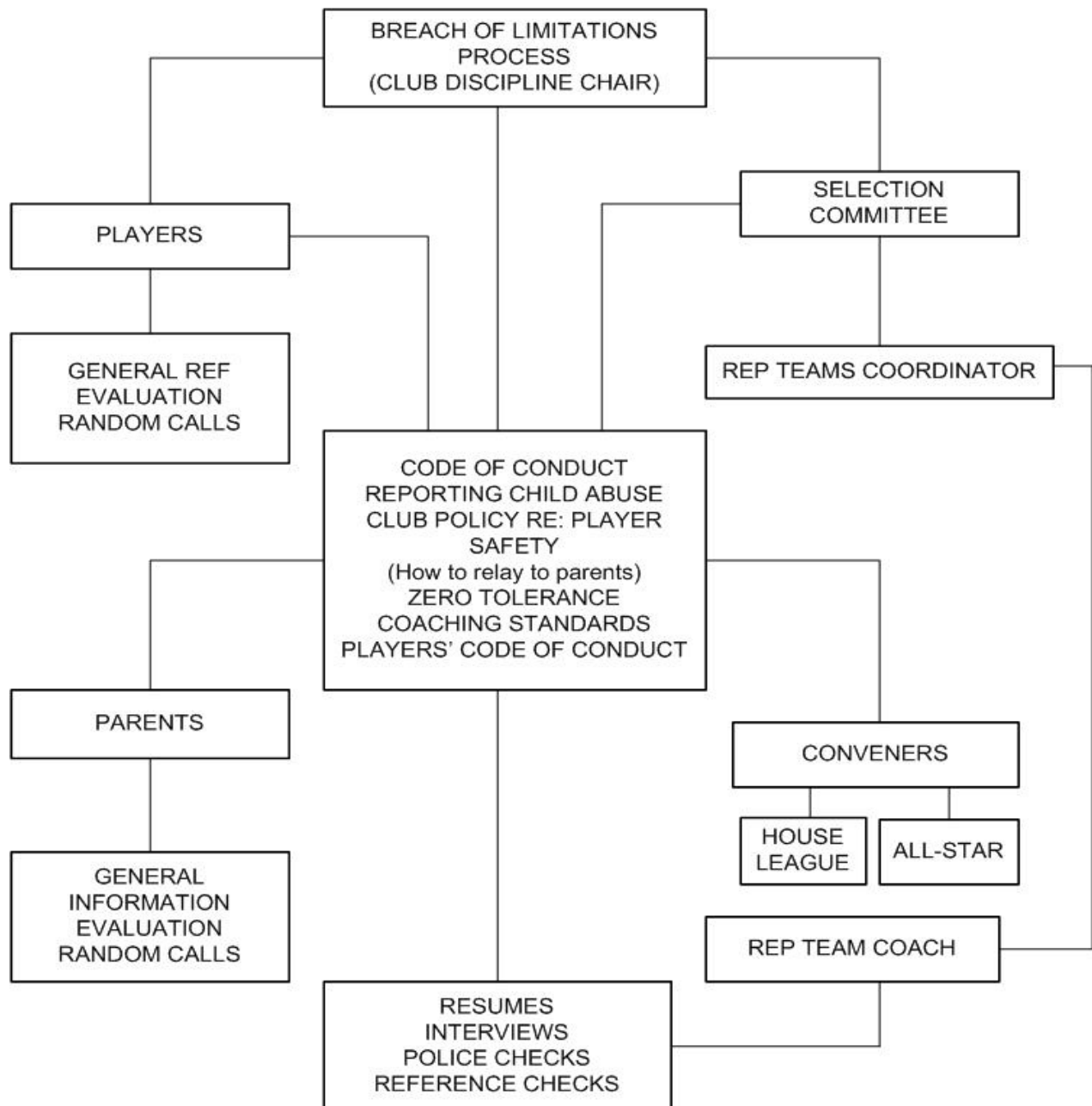
On behalf of The Association Thank you for doing your part in protecting our participants.



## SOCCER CLUB ORGANIZATIONAL CHART

It is important that Clubs prepare an organizational chart that illustrates to whom volunteers and staff are accountable. The Club will refer to matters like Harassment, Discipline and Zero Tolerance combined with Responsibilities and Boundaries/Limitations. The Chart will help folks understand the reporting lines in the event an issue needs to be followed-up.

### CLUB VOLUNTEER SCREENING COMMUNICATIONS PLAN



## APPENDIX B

### ***CLUB CONSTITUTION***

## SECTION I HARASSMENT POLICY

1:1 Harassment:

The Soccer Club will abide by the Harassment Policy of The OSA.

In the event someone in the Club wishes to lodge a harassment complaint such shall be submitted in writing to the District's Harassment Officer(s).

The Harassment policy is available through the Club.

## SECTION II DISCIPLINE POLICY

## PLAYING/COACHING WHILE UNDER SUSPENSION

1. Any player who participates in any games or practices involving the Soccer Club teams while under suspension will be subject to further discipline.
2. A team will forfeit any points accumulated during games in which a suspended player participated in any fashion
3. A coach who allows a suspended player to participate in any games or practices while under suspension will be subject to further discipline.

## COACH'S RESPONSIBILITIES

1. The Coach or Team official in charge at the game in which an ejection occurs must notify the League Convenor or Discipline Chairman or designate within 24 hours.

## LEAGUE CONVENOR'S RESPONSIBILITIES

1. Upon being notified of an ejection, the League Convenor will notify the Discipline Chairman and League Coaches of the player or coach who is subject to an automatic suspension
2. Notification to the Coaches need not be given until the night before the next regularly scheduled game.

## DISCIPLINE BOARD - CHAIRMAN

The Club shall appoint a Discipline Chairman who shall reside over discipline matters referred to him by the Club. The Discipline Chairman shall appoint two other persons to assist with discipline matters.

Volunteers not adhering to the Terms of Reference set out for their position shall be referred to the Discipline Board.

All discipline matters shall be handled in writing.



## SECTION III

## ZERO TOLERANCE POLICY

The Soccer Club is a strong supporter of making sport safe for our youth. Over the last couple of years, verbal abuse directed toward referees has been a particular problem. Accordingly, the Soccer Club has set up the following program to help ensure the safety and enjoyment of all.

### Policy

Any coach, parent, grandparent or guardian judged by the Discipline Board to be guilty of abusive conduct toward a game official during a Club's House League game will be reprimanded in writing. 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 within the Club. In extreme cases, as determined by the Discipline Board, a member may be reinstated subject to a review hearing.

### Policy Procedures

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

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

Once the prescribed action in step two has been completed, the game will restart with a dropped ball between the two teams at the location where the play was stopped.

If the abuse continues, the official will be allowed to stop any further playing of the game and advise the coaches that the game has been abandoned and that a special incidence report will be forwarded to the Club's Discipline Board. The official must clearly indicate on the game sheet that the game was abandoned due to abuse.

- 4.1 The game official must contact either their Referee Coordinator or a member of the Executive to verbally report the incident within 24 hours.
- 4.2 A Special Incident Report, with the assistance of the Referee Coordinator or a member of the Executive, if required, must then be forwarded to the Club within 72 hours.
- 4.3 The Club's Discipline Board will then review and deal with the report as per their guidelines.
- 4.4 If the game was abandoned due to the conduct of a fan not associated with either team, the Executive will determine the status of the game.

If the game continues without any further incident, the game official is advised to inform their Referee Coordinator that the game was temporarily suspended due to abuse toward a game official.

Further, a note should be made on the game sheet.



SECTION 4:

Policy to be determined by the Club

**DRESS CODE**

SECTION 5:

**TRAVEL CODE:**



## APPENDIX C

### POSITION DESCRIPTIONS

**POSITION:** **COMPETITIVE/ALL STAR/SELECT TEAM OFFICIALS**

**RISK LEVEL:** **HIGH RISK POSITION**

**RESPONSIBLE TO:** \_\_\_\_\_ **COMPETITIVE TEAM CO-ORDINATOR**

**GOALS:**

- Instruction in advanced soccer skills
- Positional play and individual roles on a team
- Competition at a high level of play
- Building and maintaining team chemistry while fostering individual excellence
- Encouraging commitment and self-discipline
- Playing for the 'love of the game'

**ACTIVITIES:**

- Weekly practice & game(s) for players (maximum number of players as set by the league)
- Tournament play - travelling and overnight stays
- Upgrading qualifications through coaching certification clinics as mandated by the Club and the League

**RESPONSIBILITIES:**

\_\_\_\_\_

- Establishment of a Coaching staff: Assistant(s), Manager, Trainer in accordance with Club policy
- Team Committees with assigned responsibilities as determined by Coach and facilitated through the Team Manager
- Establish behaviour expectations on part of players
- Extensive knowledge of the Game
- Attendance at Competitive Coaches' meetings
- Participation in all related coaching clinics as established by the Club
- Familiarity with Club policies pertaining to Competitive teams
- Familiarity with the Club's Competitive Coaches' Code of Conduct
- Background in injury prevention and management
- Adherence to coaching standards as set by the Head Coach

### BOUNDARIES/ LIMITATIONS:

- ❖ **Shall never be alone with a player**
- ❖ **Shall not be responsible for transportation to/from practices/games/tournaments**
- ❖ **Shall not be responsible for water or snacks**
- ❖ **Shall be a role model - no drugs/alcohol/smoking or abusive language at practices/games/tournaments**
- ❖ **Shall comply with the Dress Code as defined by the Club**
- ❖ **Shall adhere to OSA and Club policies**
- ❖ **Shall embrace Club values, principles, and policy as per Club Constitution**
- ❖ **Shall demonstrate the ability to set and maintain standards for players (i.e. respect, self-discipline, fair play)**



**SKILLS/QUALIFICATIONS/EXPERIENCE:**

- As set by the Club and the League in the team plays
- Knowledge of all aspects of the Game
- Experience as a player with ability to instruct through demonstration
- Ability to relate to the 'age' of the player
- Minimum age requirement - 18

**PERSONAL TRAITS/QUALITIES:**

- Interest
- Positive role model
- Fair-minded, sportsmanlike approach
- Ability to communicate with players, parents, and officials
- Patience, understanding and a sense of humour
- Ability to exercise good judgement and to discipline in accordance with Club General Policy and Competitive Coaches' Code of Conduct

**ORIENTATION TRAINING:**

- Maintaining coaching levels as established by the OSA/ Club/ League
- Awareness of personal health issues and safety practices
- Clear understanding of Club policy regarding Competitive team matters

**SUPPORT/SUPERVISION & EVALUATION:**

- Club Head Coach will be in attendance at random practices and/or games
- Respond to directives from Competitive Team Co-ordinator
- Player/ Parent evaluation forms as per Club policy

**MANDATORY ACTIVITIES:**

- Clinics as mandated by the Club
- Weekly practice(s) and game(s)/tournaments
- Player evaluation and selection
- Communication with parents

**WORKING CONDITIONS:**

- Indoors/Outdoors - variety of practice conditions
- Times for practices
- Commitment from approval by Selection Committee to end of season

**BENEFITS (VOLUNTEER):**

- Working with young people
- Imparting the values of active participation, team work, and fair play
- Overseeing the development of players to their potential
- Assisting athletes in trying to be the best that they can be
- Community contribution

**SCREENING MEASURES:**

- Competitive team application form with personal references to be checked
- Interview(s) with Competitive Team Selection Committee
- Mandatory Police Records Check
- Documented monitoring by Club Representative(s) such as Club Head Coach



## POSITION DESCRIPTION

**POSITION:** **RECREATIONAL TEAM OFFICIALS**  
(HOUSE LEAGUE U16 - U19)

**RISK LEVEL:** **MEDIUM RISK POSITION**

**RESPONSIBLE TO:** **AGE GROUP CONVENOR**

**GOALS:**

- Instruction in soccer skills as set out by the Club
- Positional play and individual roles on a team
- Competition at an appropriate level of play
- Encouraging self-confidence and individual skill development through positive reinforcement
- Building and maintaining team chemistry
- Establish codes of 'fair play' and reinforce values of 'good sport'

**ACTIVITIES:** - Weekly practice & game(s) for players as mandated by the Club

**RESPONSIBILITIES:**

- \_\_\_\_\_ - Communication with players, parents (i.e. practice/game schedules; half time snacks;) and Club
- Player information forms (team roster; medical concerns; injury authorization) on hand for all practices & games
- Familiarity with guidelines for reporting Child Abuse
- Ability to set and maintain standards for players relating to respect, discipline, and fair play
- Prepared to referee(or designate) if necessary
- Attendance at meetings and clinics as organized by the Club
- Awareness of Club policies relating to player safety (i.e., weather advisories, heat policies, field conditions)
- Familiarity with Recreational Coaches' Code of Conduct
- Distribution of player equipment as issued by Club

**BOUNDARIES/ LIMITATIONS:**

- ❖ **Shall never be alone with a player**
- ❖ **Shall not be responsible for transportation to/from practices/games/tournaments**
- ❖ **Shall not be responsible for water or snacks**
- ❖ **Shall be a role model - no drugs/alcohol/smoking or abusive language at practices/games/tournaments**
- ❖ **Shall comply with the Dress Code as defined by the Club**
- ❖ **Shall adhere to OSA and Club policies**
- ❖ **Shall embrace Club values, principles, and policy as per Club Constitution**
- ❖ **Shall demonstrate the ability to set and maintain standards for players (i.e., respect, self-discipline, fair play)**



**SKILLS/QUALIFICATIONS/EXPERIENCE:**

- As required by the Club
- Knowledge of games and playing experience an asset
- Ability to relate to the players based on age, gender, and ability
- Minimum age as set by Club (with coaches under 18 requiring written permission per Club policy)

**PERSONAL TRAITS/QUALITIES:**

- Interest
- Positive role model
- Fair-minded, sportsmanlike approach
- Ability to communicate with players and parents
- Awareness of personal limitations and a willingness to seek assistance when necessary
- Patience, understanding and a sense of humour
- Ability to exercise good judgement

**ORIENTATION TRAINING:**

- Attending mandatory clinics as set by the Club
- Awareness of personal health issues and safety practices
- Clear understanding of Club policy regarding Recreational Team matters

**SUPPORT/SUPERVISION & EVALUATION:**

- Convenor responsibility
- Random calls to parents to monitor coaching
- Convenor attendance (optional) at practice(s)/game(s)

**MANDATORY ACTIVITIES:**

- Clinics/Orientation sessions
- Weekly practice and game
- Events as scheduled by Club
- Administrative work as set down by Club (i.e., game sheets, player grading)

**WORKING CONDITIONS:**

- Outdoors according to Club policy re: weather & field conditions

**BENEFITS (VOLUNTEER):**

- Working with young people
- Imparting the values of active participation, team work, and fair play
- Developing individual soccer skills and introducing game skills and rules
- Community contribution

**SCREENING MEASURES:**

- **Completion of Recreational Coaching Application Form including personal references**
- **Other policies referenced in the Club's Support/Supervision/Evaluation section**
- **A Police Records Check is required**



## **POSITION DESCRIPTION**

**POSITION:** **RECREATIONAL TEAM OFFICIALS**  
**MINI-SOCCER TEAM OFFICIALS**

**RISK LEVEL:** **LOW RISK POSITION**

**RESPONSIBLE TO:** **LEAGUE CONVENOR**

**GOALS:**

- Instruction in basic soccer skills
- Active participation
- Introduction of team skills
- Enjoyment
- Establish codes of 'fair play' and reinforce values of 'good sport'

**ACTIVITIES:**

- Weekly practice & game(s) for players
- Coaching in game situations with equal participation
- As mandated by the Club

**RESPONSIBILITIES:**

- Communication with parents (i.e., practice/ game schedules; half-time snacks;) and Club
- Record-keeping - player information (team rosters; medical concerns; injury authorization) on hand for practices and games
- Knowledge of Club policies re: player safety - heat/weather conditions during practice/ games; field conditions
- Familiarity with guidelines for reporting Child Abuse
- Distribution of player equipment as issued by Club
- Ensure players are properly outfitted relative to personal safety, and, as required by the Rules of the Games
- Familiarity with Mini-Soccer rules as issued by the Club
- Participation in all related orientation and coaching clinics sponsored by the Club
- Refereeing commitment for ½ of each game
- Playing background and/or work with children an asset

### **BOUNDARIES/ LIMITATIONS:**

- ❖ **Shall never be alone with a player**
- ❖ **Shall not be responsible for transportation to/from practices/games/tournaments**
- ❖ **Shall not be responsible for water or snacks**
- ❖ **Shall be a role model - no drugs/alcohol/smoking or abusive language at practices/games/tournaments**
- ❖ **Shall comply with the Dress Code as defined by the Club**
- ❖ **Shall adhere to OSA and Club policies**
- ❖ **Shall embrace Club values, principles, and policy as per Club Constitution**
- ❖ **Shall demonstrate the ability to set and maintain standards for players (i.e., respect, self-discipline, fair play)**



**SKILLS/QUALIFICATIONS/EXPERIENCE: \_\_\_\_\_**

- As required by the Club
- Minimum age as set by Club (with coaches under 18 requiring written permission per Club policy)

**PERSONAL TRAITS/QUALITIES:**

- Interest
- Positive role model
- Fair-minded, sportsmanlike approach
- Ability to communicate with players and parents
- Patience, understanding and a sense of humour

**ORIENTATION TRAINING:**

- Attending mandatory clinics as established by the Club
- Awareness of personal health issues and safety practices
- Working in best interests of players and the game of soccer

**SUPPORT/ SUPERVISION & EVALUATION:**

- Convenor responsibility
- Random calls to parents to monitor coaching

**MANDATORY ACTIVITIES:**

- Clinics/Orientation sessions
- Weekly practice and game
- Player evaluation (U-8's only)
- Communication with parents

**WORKING CONDITIONS:**

- Indoors/ Outdoors - variety of practice conditions
- Appropriateness of weather/ field conditions for practices/games
- Times for practices

**BENEFITS (VOLUNTEER):**

- Working with young people
- Imparting the values of active participation, team work, and fair play
- Introducing games skills and rules
- Community contribution

**SCREENING MEASURES:**

- \_\_\_\_\_ - Completion of a simplified application form
- Initial group meeting outlining safe practices
- As per Support/Supervision & Evaluation guidelines



## APPENDIX D

### COACHING CODE OF CONDUCT

#### **Commitment:**

A coach's commitment is to improve the performance of the players and the team physically and mentally.

A player needs to participate in a high quality soccer program in a positive atmosphere. (Suggest: A coach needs to provide a high quality soccer program for players within a positive environment/atmosphere.)

#### **Know Your Subject:**

A Coach must be thoroughly acquainted with FIFA Laws of the Game and they must keep attuned to the sound principles of Coaching.

#### **Respect:**

Coaches must respect all human beings ie, players, and officials. Opponents and officials must be treated with respect.

Players must be coached to win within the laws of the Game.

#### **Enthusiasm:**

Coaches must be enthusiastic and positive. They must ensure that they are generous with their praise when deserved.

#### **Personal Conduct:**

A Coach must maintain the high standards of personal conduct and fair play. Coaches should never be involved in any circumstance which is offensive or suggests sexual connotations.



## APPENDIX E

### REFEREE CODE OF CONDUCT

To ensure a safe environment for all Soccer participants, referees have been given special responsibilities and are therefore expected to act with professionalism and courtesy at all times. There is an OSA Board approved "Code of Conduct" for Ontario Referees contained in the following document

Game officials having certain privileges through and by The Association, with respect to the game, shall realize and respect their responsibilities and duties to The Association and the game. The Association endorses the Canadian Soccer Association's "Code of Ethics" for Game Officials.

Specifically Game Officials shall:

- a) Conduct themselves with dignity both on and off the field of play and shall, by example, endeavour to inspire the true principles of fair play and earn the respect of those whom they serve;
- b) Not cause The Association to become involved in any controversial matters and shall abide by the rules and regulations of the jurisdiction in which they officiate;
- c) Adhere to all standards and directives;
- d) Always be neat in appearance and maintain a high level of physical and mental fitness;
- e) Study the Laws of the game and be aware of all changes, and shall enforce all said Laws and changes;
- f) Perform their designated responsibilities, including attending organized clinics and lectures, etc., and shall assist their colleagues in upgrading and improving their standards of officiating, instructing and assessing;
- g) Honour any appointments made for and accepted by them unless unable to do so by virtue of illness or personal emergency;
- h) Not publicly criticize other officials or any soccer association nor shall they make any statements to the media related to any game in which they were involved;
- i) Be subject to disciplinary action for not complying with this Code of Conduct.



APPENDIX F

**POLICE RECORDS CHECK  
APPLICANT DECLARATION AND REVIEW FORM**

**To (Name of Club):**

**SECTION A: (to be completed by the Applicant)**

Name of Applicant: \_\_\_\_\_

Date of Police Records Check: \_\_\_\_\_

Police Service Providing Check: \_\_\_\_\_

I declare that the Police Records Check of the Police Service noted above, does in fact relate to me.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

**SECTION B: (to be completed by the screening individual)**

Date of Review of the Police Records Check: \_\_\_\_\_

The Police Records Check did not include any information about any criminal code convictions, charges without disposition or police contacts which would prevent this individual from being accepted for a volunteer or staff position with the (name of Club), according to current policies.

\_\_\_\_\_  
Screening Officer's Signature

\_\_\_\_\_  
Date



APPENDIX G

THE ONTARIO SOCCER ASSOCIATION

OATH OF CONFIDENTIALITY

This agreement made this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
(Day) (Month) (Year)

Between:

Soccer Club

and

\_\_\_\_\_  
(Name)

I understand that all information directly or indirectly received through my involvement with the Soccer Club, is to be kept strictly private and confidential. This would include all business related to the Club (i.e., financial information, personnel issues relating to staff and other volunteers, and participant/family information).

A break in this oath of confidentiality may result in my being asked to leave my position with the Club.

I have read and understand all of the above.

\_\_\_\_\_  
Dated:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Dated:

\_\_\_\_\_  
Name:

November 2003

