



Croatia Norval S.C.

Operational Policies & Procedures

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Croatia Norval SC adopts and follows policies per Ontario Soccer standards and guidelines from the Peel Halton Soccer Association. CNSC also implements the following policies to assist in the fairness and equitable application of rules in the organization.



Croatia Norval S.C.-Policies & Procedures



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Sec. 1: Meetings and Definitions

- 1) Adult Members & Coaches Meetings: To be held annually in January. Place, dates and times to be published at the beginning of the calendar year.
- 2) Board Meetings: To be decided and called by the President, at such time and place as deemed necessary, or at the request of a minimum of seven (7) Executive Members.
- 3) Senior Board Meeting: To be decided and called by the President, at such time and place as deemed necessary or at the very least, once a month.
- 4) Disciplinary Meetings: To be held within seven (7) days after a written complaint is received by any of the following Executive: President, Vice President, Secretariat and/or the Disciplinary Director.
- 5) Definitions: “the Club” – Croatia Norval Soccer Club.
- 6) Procedure for adding Items to the Agenda: Board member(s) wishing to add items to the meeting Agenda, must provide the item and all related information no later than five (5) days before the scheduled meeting. Please indicate when submitting if the item is a “Discussion Item” or “Item for Board Approval”. The Board Member or Designate, bringing the Discussion Item or Item for Board Approval to the meeting must attend the voting meeting. Discussion of the item at the Board meeting will follow. If the Board Member or Designate cannot attend the meeting or does not provide sufficient information for the Board to have a credible discussion or make an informed decision, the item may be deferred to the next scheduled meeting. In all cases, the President shall review and approve Agenda items via an approved Agenda Item Request Form or Email notification to the Administrative Manager (or Designate).
- 7) Agenda Items Requiring Immediate Action: In exigent circumstances, the Board may approve items of a serious nature or of a time-sensitive nature to be heard without the required notice. This will be determined by a motion to hear the item (followed by a second) and then the majority vote to accept the addition of the item to the Agenda under Discussion Item or Item for Board Approval.



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Sec. 2: Age Limit

- 1) Age limits are set as required by the Canada Soccer/Ontario Soccer LTPD Matrix for competitive only. Recreational will be at the discretion of the Croatia Norval SC and approved by the Technical Director.
- 2) A player may be moved up only one (1) age level (additional levels must be approved by the Board of Directors and/or the Technical Director).
- 3) A player may be moved down only one (1) age level (additional levels must be approved by the Board of Directors and/or the Technical Director).
- 4) Minimum and maximum ages will be determined by the Board of Directors annually.

Sec. 3: Registration

- 1) All player's registration fees must be paid before they can play in the Club.
- 2) First time signing up with the Club, proof of age is required (e.g., a photocopy of a birth certificate, Passport, etc.) before being allowed to play.
- 3) All fees are due as follows: Recreation Registrations – Discount date March 1st of the year, full price thereafter. Competitive/Select Registrations - \$200 Deposit due November 15th, balance due March 1st.
- 4) Any player withdrawing from house league before June 1st will receive a refund less a fifty (\$50.00) administration fee.
- 5) Competitive/Select players will be subject to a two hundred (\$200) administration fee if they withdraw after December 15th.
- 6) No refunds will be given unless the uniform is returned to the coach. No refunds will be made to any player withdrawing after June 1st of the year.
- 7) Receipts for tax purposes will be issued to correspond with the calendar year of the outdoor season.
- 8) The coach must inform the Director of Soccer when a player quits a team before a replacement player will be assigned. Only the Director of Soccer can add a player to a team.
- 9) No players will be registered after July 31st.
- 10) No player shall play on both Recreational and a Competitive team except on a Trial Permit, as permitted by the Peel Halton Soccer Association.



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Sec. 4: Game Protests

- 1) All protests must be submitted in writing to the Director of Soccer or Discipline Director via the administration office, along with a twenty-five (\$25) dollar fee, no later than three (3) days after the date of the game to which it relates. Should the protest fail, the fee will not be refunded.
- 2) The Discipline Committee, dealing with such protests, shall verbally notify the party involved of the decision within 48 hours. Written notification will be given if requested.
- 3) Any member of the Board of Directors directly involved in any protest will be excluded from the meeting dealing with the protest.
- 4) No protest on a referee's decision during a game will be accepted.



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Sec. 5: Discipline

- 1) All matters within the Club will be dealt with via the Disciplinary Committee (except as prescribed by the OSA regulations). The Disciplinary Committee will be made up of the Discipline Director, who will act as chairperson, and 2 other board members in good standing with the club, who are unrelated to the incident. The club referee director may not be on the Disciplinary Committee.
- 2) The Division Convenor, the Referee Director and the Technical Director or any Board Member concerned will have the right to be present at the discipline hearing. Their presence will be as observers only unless the chairperson has a question for any one of them.
- 3) A person cautioned, booked or dismissed from a game shall present him/herself before the Disciplinary Committee if requested, by either verbal or written notice.
- 4) A person absenting him/herself from the discipline meeting will be dealt with in absentia.
- 5) A player red-carded during a Recreational game will be suspended for a minimum of one (1) game. The Discipline Director will inform the coach and player of the date(s) to serve. A player can play until informed of the date(s) of suspension by the Discipline Director; The Discipline Director will contact the involved parties within 48 hours of a decision being finalized by the discipline committee.
- 6) A player red-carded during a cup/tournament game shall serve the suspension during his/her team's next Cup/tournament game. If his/her team is out of the cup/tournament competition, the suspension will be served in the next regular league game. A member of the board of directors, with the proper credentials (P/H Discipline Course), will be chosen before the tournament open date as the Head of Discipline for the tournament only in absentia of the club Discipline Director who will remain Discipline Director for the tournament if available.
- 7) A player red-carded during the last regular-season game or the last cup/tournament game shall carry the suspension forward to the next season.
- 8) Recreational coaches that have been deemed to not conform to Club Policy regarding player substitution (Substitutions Sec.10) may be penalized. The penalty may result in a suspension of the coach and a game forfeit. A Club Director or the Technical Director must witness the deviation of the policy or have independently corroborated evidence to make out the offence.
- 9) Recreational coaches playing illegal players (non-registered or carded competitive players) will result in suspension and game forfeit once proven.



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Sec. 5: Discipline (cont'd)

- 10) A player or coach ejected for physical violence will receive a minimum of four (4) game suspensions or possible ejection from the Club. The incident will be reported to the Hamilton and District Soccer Association (refer to Paragraph 5). All players or coaches ejected for physical violence will be required to be present for a meeting with the Disciplinary Committee.
- 11) In all cases of alleged physical or verbal assault on a game official by a player, team staff, or parent, the person involved shall be suspended until the case has been dealt with by the Disciplinary Committee. Contact must be made to all involved parties within 48 hours of receiving the referee's report.
- 12) The Disciplinary Committee will submit a No Tolerance incident to the Peel Halton Soccer Association under the Zero Tolerance of Violence Policy.
- 13) Any team official removing his/her team from the playing field, other than specified under the Club's policy regarding Game Regulations (Recreational Coach/Team Responsibilities Sec. 9, Paragraph D), a coach may be subject to a suspension AND The game will be forfeited at the discretion of the Discipline Director.
- 14) Coaches deemed to not be conforming to Croatia Norval SC standards (upon review of the Croatia Norval SC Board Members) will be dismissed. The aforementioned could include violations against the Croatia Norval SC Coaches Code of Ethics, other applicable Croatia Norval SC policy/guidelines or a violation against any Act of Parliament or City By-Law.
- 15) Referees will be required to submit the official OSA referee reports to the Referee Director within 48 hours of the match as follows:
 - a. Dismissed Offence (Red Card, 2 Yellow Cards): OSA Dismissal Form
 - b. Cautioned Offence (All yellow cards): OSA Caution Form
 - c. Verbal/Physical Abuse: OSA Referee Assault Form

If the referee hasn't submitted the correct forms within 48 hours, the club Discipline Director may discipline the referee at their discretion. The referee director must then forward the report to the discipline director immediately, again within 48 hours.

- 16) The Croatia Norval SC disciplinary committee will follow the approved Discipline Procedure & Appeals Guide per Ontario soccer Standards and reviewed annually by the Discipline Director to ensure accurate, expeditious and fair discipline.



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Sec. 6: Appeals

- 1) The decision of the Board of Directors regarding the Club's policy on Game Protests and Discipline is binding but may be appealed to the Peel Halton Soccer Association.
- 2) Appeals against the decisions of the Peel Halton Soccer Association may be further appealed to Ontario Soccer and appeals against the decisions of Ontario Soccer's ruling may be appealed to Canada Soccer. All appeals have set fees, which are predetermined by each association (see Sec. 24 for Fee Schedule)

Sec. 7: Competitive Teams (Rep. and/or Select)

- 1) Application to coach competitive teams must be made in writing to the Club Technical Director by September 1st before the season that the application is intended. After all, applications are reviewed, the Board of Directors will be made aware of the coaches of the competitive teams. The Club Technical Director and Director of Soccer will advise the board of successful applicants.
- 2) Competitive/Select fees will be identified annually on the registration form and will not exceed 90% of annual Competitive fees.
- 3) Coaches and team officials must go through the screening process outlined by the Ontario Soccer regulations and the Club's process (Recreational Coach/Team Responsibilities Sec. 9, Paragraph 11 & 12) to coach and or manage a team.
- 4) Certification of team coaches shall be in line with Ontario Soccer requirements (refer to Sec. 9).
- 5) All Croatia Norval SC coaches and volunteers will be reimbursed for all fees related to Grassroots coaching development and certification courses and police checks (refer to Sec. 9).
- 6) All Competitive team budgets (including any balls, pinnies, equipment required, and training wear) **must** be approved by the players' parents when the budget is presented to them **before** the season start and/or upon selection of their child to the team. This amount can only be withdrawn if the current year's budget can support the amount. It cannot be transferred to the next year, nor can it be retroactive to previous years. The current year's budget must be signed by each parent/guardian and maintained by the team with their records with one copy given to the Club office.
- 7) Any player trying out for a competitive team must be registered with the Club or a waiver must be signed for non-Croatia Norval SC players.
- 8) Final installments for competitive players must be paid by April 1st.



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Sec. 7: Competitive Teams (Rep. and/or Select-cont'd)

- 9) Competitive coaches may sign recreational players at the discretion of the Technical Director. July 31st is the deadline for this move of the current season. Competitive team coaches must submit their player lists, including registration information, to the Director of Soccer by March 1st of the current season. Any changes that may occur thereafter coaches must notify the VP of Soccer.
- 10) All fines charged to any Croatia Norval SC teams by any of its governing bodies will be at the team's expense and must be paid within fourteen (14) days of receipt by the Club.
- 11) The Board of Directors must be made aware of (using a provided form) any fundraising activities of the teams in advance of the event.
- 12) Financial Statements must be filed with the VP of Finance by each team by no later than October 30th with documentation as requested by the VP of Finance or Director of Soccer. Any surplus of funds may be carried to the next season or used for winter training. The teams' funds must be returned to Croatia Norval SC if the team is disbanded (the team is no longer registered in the following year in the relative age group, regardless of the league it is registering in). These rules must be communicated to players' parents at the start of every season. There will be NO money returned to the players of any competitive team unless approved by the Board of Directors.
- 13) Each team must have three (3) signatories (2 of 3 to sign for cheques) for their team bank accounts which will not include a coach's spouse or relative. It must consist of a Coach, Assistant Coach (or coaches), Team Manager and/or a reliable parent of a player on the team. All teams must provide the bank account number and names of all signing authorities on the account to the VP of Soccer by May 1st.
- 14) All team Coaching Staff and Manager(s) will be held accountable for ALL financial activity of the team and will ensure that all parents are aware of ALL rules that apply to the players, players' parents and staff.
- 15) Failure to follow Croatia Norval SC rules, or the failure to submit financial statements to the Club, will be subject to dismissal or other disciplines as directed by the Croatia Norval SC Board.
- 16) The Technical Director will oversee the daily operation of all the competitive teams.
- 17) All Competitive/Development teams may hold discovery "Trials" each Fall and may charge a \$10 fee/player/session for each of these sessions.
- 18) All Coaches & Managers should refer to and become familiar with the Croatia Norval SC policies and procedures.



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Sec. 8: Game Duration, Ball Size, Award System & Substitution Rule for Mini Field



Ontario Soccer Grassroots Standards



Revised: October 4, 2021

Criteria	Active Start	Fundamentals		Learn to Train	
	U5 and U6	U7	U8 and U9	U10 and U11	U12 and U13
Match Format	No Formal Matches	3v3	4v4 (no GK) or 5v5 (with GK)	7v7 (including GK)	U12: 9v9 (including GK) U13: 9v9 or 11v11
Coaching Qualification	Active Start + MED + RiS + MH + EAP	Fundamentals + MED + RiS + MH + EAP	Fundamentals + MED + RiS + MH + EAP	Learn to Train + MED + RiS + MH + EAP	Learn to Train + MED + RiS + MH + EAP
Maximum Match Duration	Informal Play	30 minutes	40 minutes	50 minutes	U12: 70 minutes U13: 80 minutes
Maximum Match Time per Player per Day	N/A	60 minutes	60 minutes	80 minutes	100 minutes
Minimum Rest Time between Matches	N/A	Duration of 1 match	Duration of one match	Duration of one match	Duration of one match
Maximum Goal Size	Pop-Up Goals 0.91m (3ft) x 1.52m (5ft)	Pop-Up Goals 0.91m (3ft) x 1.52m (5ft)	1.52m (5ft) x 2.44m (8ft)	1.83m (6ft) x 4.88m (16ft)	1.83m (6ft) x 5.49m (18ft)
Field Size	N/A	Width: 18-22m Length: 25-30m	Width: 25-30m Length: 30-36m	Width: 30-36m Length: 40-55m	Width: 42-55m Length: 60-75m
Ball Size	3	3	3 (or 4 super light)	4 (or 5 light)	4 (or 5 light)
Memorable Events	N/A	N/A	*Two (2) per Year	*Two (2) per Year	**Four (4) per year
Referee or Game Leader	N/A	Game Leader	Game Leader or Small Sided Referee	Small Sided Referee	Referee
Sideline Restarts	N/A	Pass in and Dribble in	Pass in and Dribble in	Pass in and Dribble in	Throw-in
Offside	N/A	N/A	No	No	Yes



Ontario Soccer Grassroots Standards



Revised: October 4, 2021

Criteria	Active Start	Fundamentals		Learn to Train	
	U5 and U6	U7	U8 and U9	U10 and U11	U12 and U13
Retreat Line	N/A	Yes (Halfway Line)	Yes (Halfway Line)	Yes (One Third)	Yes (One Third)
Substitutions	N/A	Unlimited (any stoppage or during play)	Unlimited (any stoppage or during play)	Unlimited (any stoppage)	Unlimited (any stoppage)
Season Length	6-16 weeks	6-16 weeks	6-22 weeks	10-22 weeks	10-22 weeks
Team Travel Time	Within Organization	***Within Organization	Under 60 minutes each way	Under 60 minutes each way	Under 60 minutes each way
Playing Time	Players all play	Fair time in all positions	Fair time in all positions	Fair time in all positions	Fair time in all positions
Player-to-Coach Ratio	Ideal (4:1) Maximum (8:1)	Ideal (6:1) Maximum (8:1)	Ideal (8:1) Maximum (10:1)	Ideal (10:1) Maximum (12:1)	Ideal (12:1) Maximum (16:1)
Practice-to-Match Ratio	N/A	1:1	1:1 or 2:1	2:1 or 3:1	2:1 or 3:1
Structured Practice Duration	30-45 minutes	30-45 minutes	45-60 minutes	60-75 minutes	60-75 minutes
Match Day Roster (Game day only)	N/A	Ideal: 6 Maximum: 8	Ideal: 8 Maximum: 10	Ideal: 10 Maximum: 12	Ideal: 12 Maximum: 16
Match Day Format	N/A	Festival Format	Festival Format	Festival or League Format	Festival or League Format
Number of competition days per week	N/A	One (1)	One (1)	One (1)	One (1)



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Sec. 9: Recreational Coach/Team Responsibilities

- 1) If a coach can't field a team at game time, he/she shall be allowed a 20-minute grace period from the scheduled kick-off time. If after the 20-minute grace period, a team cannot be fielded, the game shall be awarded to the opposing team. This rule does not apply to the U3 to U12 divisions.
- 2) In the U9-U10 age division five (5) players shall constitute a team. In the U12 division and older, seven (7) players shall constitute a team (not applicable for U3 to U8 age divisions).
- 3) If a league referee is not present, both coaches must agree upon a referee (tournament games excluded). In the event both coaches cannot agree on a substitute referee, both teams will be required to provide a referee for one-half (1/2) of the game each. The game will not be rescheduled.
- 4) Games may be suspended at the field by the referee only (or Team Coaches in the U3 to U8 Divisions) due to electrical storms, hail, heavy rain, insufficient light or other unsafe field conditions as deemed by the referee. Only in these cases will the game be rescheduled. However, if a game including cup/tournament games is stopped by the referee after three quarters (3/4) of the match has been played, the score at the time of suspension of play shall stand and the game will be considered complete. No points will be awarded for a game postponed for any other reason, other than by the referee.
- 5) In all divisions (except U3, 4, 5, 6, 7 & 8 age divisions) coaches shall do their coaching from the sidelines only. Opposing coaches will coach from the same side of the field as their own team's first-half side (centerline to top of the penalty area). Coaches are to use their half of the field's sidelines and they must remain on opposite halves.
- 6) The Referee will be responsible for submitting the game results.
- 7) The home team shall provide a game ball and six (6) cones to mark the field sidelines. The cones will be placed in each of the 4 corners and at the centerline of each sideline.
- 8) All team Coaches and Managers are responsible for informing players, team staff and parents/guardians of the Club's Policies and Procedures.
- 9) All spectators should remain a minimum of one (3) meters away from the sidelines on the opposite side of the players' bench always during the game. Spectators are not permitted to stand or sit behind the goal lines during the game.



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Sec. 9: Recreational Coach/Team Responsibilities (cont'd)

- 10) All Croatia Norval SC coaches that complete an Ontario Soccer Active Start, Fundamentals, Learn to Train or Soccer for Life coaching certification course, NCCP requirements and Vulnerable Sector Police Checks will have all associated fees reimbursed by the Club.
- 11) Any Croatia Norval SC coach that applies for any Canadian National Coaching license through Ontario Soccer or Canada Soccer, will have half (1/2) of the registration fee paid when proof of payment is submitted to the club. The remaining amount will be paid upon Successful Completion of the National License and must have been a Coach within the Club for a minimum of 2 years. Applications for National Licenses will be at the approval of the Technical Director and/or the Director of Soccer.
- 12) All coaches (including assistant coaches) and team managers must clear the Vulnerable Sector Police screening process to be involved with any Croatia Norval SC team. The Club reserves the right to ask any volunteer to provide a police screening if warranted. The club policy for coach/manager screening is the same as the OSA. Once a screen has been processed, a copy must be submitted to the club via the Technical Director or Director of Soccer and logged. Any coach who does not submit a police check can be removed as a coach and member of the Club. Any coach who has not submitted a police clearance report by May 1st of the current season will be asked to immediately provide one or he/she could be asked not to participate as a coach in Croatia Norval SC.
- 13) All coaches will be required to sign the Privacy Agreement for the Club and the coaches' protection.
- 14) All youth teams (U5 to U18) will be subject to Peel Halton District League or GHSL Rules and Regulations.
- 15) All men's and women's teams will be subject to Peel Halton District Soccer League (PHDL Adult) Rules and Regulations.



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Sec. 10: Call Ups

- 1) In the U12 and older divisions, teams may call up a maximum of four (4) players for any one game to a maximum total of 13 players per game except for the U19 Division which will be allowed five (5) call-ups to a maximum of 15 players per game.
- 2) In the U8, U9 & U10 divisions, coaches may call up to three (3) players for any game to make nine (9) players per game.
- 3) Call-ups are permitted from a team 1 year younger within Croatia Norval SC.

Sec. 11: Dress Code

- 1) Games-All Coaching Staff & Managers (if sitting on the bench during games) must wear club-approved apparel with the club logo.
- 2) Practices-All Coaching Staff must wear club-approved apparel with the club logo.
- 3) All Coaching Staff must always wear appropriate footwear during training sessions and games (flip-flops are NOT acceptable at any time).
- 4) All players must wear the uniform supplied by the Club for games.
- 5) All players must wear the uniform supplied by the Club for training (if applicable).
- 6) All players must wear shin pads and soccer shoes during all games and training sessions (metal cleats are prohibited).
- 7) For safety reasons, players cannot play with the following;
 - a) An exposed hard arm casts.
 - b) Stiff-rimmed baseball caps.
 - c) All items of jewelry (necklaces, rings, studs, bracelets, earrings, leather bands, etc. are forbidden and must be removed). **USING TAPE TO COVER JEWELRY IS NOT ACCEPTABLE!**
 - d) **Anything the referee and coach feel might endanger any player on the field.**



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Sec. 12: Home and Practice Fields

- 1) A team shall have the right to play regular-season games on a field, only on the dates and times that are on the schedules that they receive from the Club.
- 2) A team shall have the right to play rescheduled or exhibition games on a field, only on the date and times that are cleared through the Director of Soccer, the Field Scheduler, or the Technical Director.
- 3) Practices will be scheduled according to the practice fields allotted for each team. All coaches and players are encouraged to use this schedule and location as provided. If two or more teams are practicing on one field, the fields should be shared.

Sec. 13: Mini Soccer Rules (Ages 7 to 10)

The Team

- 1) A maximum of five (5) players are on the field at one time (U7 & U8).
- 2) A maximum of seven (7) players on the field at one time (U9 & U10).
- 3) If a team can't field a minimum of three (3) players (U7 & U8) and five (5) players (U9 & U10), the team with more players will share its players with the other team so the players can play a game (no scores, no standings).

Offside

- 4) This rule does not apply.

Penalty Kicks

- 5) The ball will be centred at 7m in front of the net.
- 6) All the players will stand 5m behind the ball, except the penalty kicker.
- 7) The goalie shall stand on the goal line.

Goals

- 8) A goal can be scored from anywhere from within the field of play.

Goal Kicks

- 9) The ball shall be placed anywhere on the goal box line.
- 10) Opposing players must stand 5m from the ball.



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Sec. 13: Mini Soccer Rules (Ages 7 to 10) cont'd

Free Kicks

- 11) Opposing players must stand a minimum of 5m from the ball.
- 12) All free kicks are indirect (two touches).
- 13) If the ball is passed back to the goalie by a teammate and the goalie touches it with his/her hands, a free kick will be awarded to the opposing team. The ball will be placed on the penalty box line, closest to where the infraction took place.

Pass-In & Slide Tackles

- 14) U7, 8, 9 and 10 divisions will be performing pass-ins. In the U9 & 10 divisions, if the player takes the kick, and kicks the ball directly into the opponent's goal box, an indirect free kick will be awarded to the opposing team.
- 15) The player must face the field of play and kick the ball from on or behind the touchline.
- 16) The opposing players must be at least 3 meters from the ball.
- 17) If the player performing the kick in plays or touches the ball a second time before it has been played or touched by another player, a free-kick will be awarded to the opposing team.
- 18) A goal may not be scored directly from a kick-in.
- 19) Slide tackles are not permitted in micro or mini soccer.

U3 to U10 Divisions

- 20) No points are awarded for a win or a tie in these divisions.
- 21) Referees are not assigned to the U3 to U8; therefore, coaches should share in the responsibility of coaching/refereeing games.
- 22) Only one coach per team is allowed on the field to direct his/her team.
- 23) Referees will be assigned to the U9 & U10 Division games to introduce players, coaches and parents.



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Sec.14: Board of Directors Job Descriptions

Past President

The Past President is responsible for ensuring that the mission of the Croatia Norval SC is executed.

Duties and Responsibilities (Non-Voting) Senior Board Member

The Past President will:

- Provide guidance and leadership to the current President and act as a mentor for the growth and development of the Club and Board of Directors as a whole.
- Attend as required CNSC Board / Senior Board meetings.
- At all times, represent the values of the Club.

Time Commitment: 5 hours/month.

President (Voting Privileges) Senior Board Member

The President is responsible for ensuring that the mission of the Croatia Norval SC is carried out as outlined as follows:

We are committed to the sport of soccer, Mississauga/Norval/Georgetown Soccer and the community. We will provide a safe and healthy environment that enables players, coaches and officials to achieve their optimum goals. We promise to foster the values and ethics of true sportsmanship through ongoing skill development, training and encouragement of players, coaches and officials.

Duties and Responsibilities – Senior Board Member

The President will:

- Set a leadership tone that clearly outlines to all Board members the primary objectives of Croatia Norval SC.
- To ensure that the infrastructure of the Club allows all levels of soccer, including officiating and coaching development to be available to all members within the recreational, competitive and any affiliated programs.
- Chair monthly Board meetings and with the assistance of the Board, prepare agendas, clarify business and follow up with board members on action items.
- Chair Executive Committee (Senior Board) meetings and approve agenda topics.
- Attend District and OSA meetings as a member of the Croatia Norval SC Board and carry out business and decision-making requirements on behalf of the Croatia Norval SC.



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Sec.14: Board of Directors Job Descriptions (cont'd)

President (cont'd)

- Respond in a timely and appropriate manner to all emails and phone calls received directly from the membership.
- Review reports from Vice Presidents and other board members as required for the efficient operations of the Club. Bring forth the appropriate recommendations to board meetings.
- Appoint Committees as appropriate.
- Together with the Board, regularly review the Croatia Norval SC Mission, Vision and Core Values and communicate this to the membership. Periodically review goals and objectives with each director.
- Assign tasks to Board members as required.
- Preside and chair AGM and other special meetings as required.
- Attend and preside no fewer than 80 % of Croatia Norval SC Board / Senior Board meetings.
- At all times, represent the values of the Club.

Special Knowledge and Skills

- Lead a group and provide direction to others.
- Ability to steer meetings, prioritize Club business, organize action plans, establish committees and focus groups on tasks at hand.
- Ability to communicate with the membership and the general public via written and interpersonal communication methods. Establish a positive working environment.
- Ability to use sound judgment and hold others accountable for the Club business.

Time Commitment: 20 - 30 hours/month.



Croatia Norval S.C.-Policies & Procedures



Sec.14: Board of Directors Job Descriptions (cont'd)

Vice President

The Vice President is responsible for the execution of the Croatia Norval SC Mission Statement.

Duties and Responsibilities (Voting Privileges) Senior Board Member

The Vice President will:

- Be the Primary actor in the absence of the President for any official club-related activities as directed by the President.
- Serve, with the President, Vice Presidents, Directors & Senior Board of Directors.
- Will direct and receive reports from:
 - Director of Soccer, Director of Finance (Treasurer), Secretary and any Directors at Large.
- Support any other committees as requested.
- Assist in the future direction of the Club including planning and oversight.
- Perform tasks as requested by the President.
- Chair committees on major projects.
- Identify potential risks to the Club and its members. Develop and implement potential solutions
- Attend scheduled Board meetings and provide Vice President Board Reports.
- Attend and preside (when required) no fewer than 75 % of Croatia Norval SC Board / Senior Board meetings.
- At all times, represent the values of the Club.

Special Knowledge and Skills

- Lead a group and provide direction to others.
- Ability to steer meetings, prioritize Club business, organize action plans, establish committees and focus groups on tasks at hand.
- Ability to communicate with the membership and general the public via written and interpersonal communication methods. Establish a positive working environment.
- Ability to use sound judgment and hold others accountable for the Club business.

Time Commitment: 20 - 30 hours/month.



Croatia Norval S.C.-Policies & Procedures



Sec.14: Board of Directors Job Descriptions (cont'd)

Director of Soccer

The Director of Soccer is responsible for the execution of the Croatia Norval SC Mission Statement.

Duties and Responsibilities (Voting Privileges) Senior Board Member

The Vice President of Soccer will:

- Be the secondary actor in the absence of the President or Vice President for any official club-related activities or as appointed by the President or Acting President (VP).
- Serve, with the President and Vice President on the Senior Board of Directors.
- Will direct and receive reports from:
 - Technical Director, Scheduling & Field Director, Discipline Director, Equipment Director, House League Coordinator, and Directors at Large.
- Support any other committees as requested.
- Oversee background check system for all coaches.
- Identify potential risks to the Club and its members. Develop and implement potential solutions.
- Ensure appropriate training and resources are available for coaches and /or officials.
- Assist in the future direction of the Club including planning and oversight.
- Perform tasks as requested by the President and Chair committees on major projects.
- Attend scheduled Board meetings and provide Vice President Board Reports.
- Attend and preside (when required) no fewer than 75 % of Croatia Norval SC Board / Senior Board meetings.
- At all times, represent the values of the Club.

Special Knowledge and Skills

- Lead a group and provide direction to others.
- Ability to steer meetings, prioritize Club business, organize action plans, establish committees and focus groups on tasks at hand.
- Ability to communicate with the membership and general the public via written and interpersonal communication methods. Establish a positive working environment.
- Ability to use sound judgment and hold others accountable for the Club business.

Time Commitment: 20 – 30 hours/month.



Croatia Norval S.C.-Policies & Procedures



Sec.14: Board of Directors Job Descriptions (cont'd)

Finance Director (Treasurer)

The Finance Director (Treasurer) is responsible for the execution of the Croatia Norval SC Mission Statement.

Duties and Responsibilities – Voting privileges

The Finance Director (Treasurer) will:

- Maintain ongoing reports and accounting of all the Club's financial matters.
- Produces a budget plan at the start of each year and a year-end financial statement for the Annual General Meeting (AGM). The AGM Budget report must be prepared and presented to the Board 60 days before the AGM.
- Co-ordinate annual audit and report any significant matters to the Senior Board.
- Maintain an accurate record of all transactions via ethical and proper accounting practices.
- Report financial status to the Board monthly.
- Advise and guide the Executive on matters associated with finance and accounting.
- Present a reviewed financial report to the membership at the AGM.
- Prepare financial presentations as required for requests for funding and grants.
- Attend no fewer than 75 % of Croatia Norval SC Board meetings.
- At all times, represent the values of the Club.

Special Knowledge and Skills

- Strong accounting and bookkeeping knowledge.
- Economic foresight and preparedness concerning financial objectives.
- Solid written and accurate reporting.
- Ethical fiscal and accounting practices

Time Commitment: 20 hours per month.



Croatia Norval S.C.-Policies & Procedures



Sec.14: Board of Directors Job Descriptions (cont'd)

Secretary

The Secretary is responsible for the execution of the Croatia Norval SC Mission Statement.

Duties and Responsibilities (Voting Privileges)

The Secretary will:

- Keep an accurate record of meeting minutes at Board and Senior Board meetings. When absent for meetings, ensure an alternate is available to attend and record the Club's business.
- Have available and provide, when necessary, any copies of previous minutes as soon as practicable but no later than THREE (3) BUSINESS DAYS of the request.
- Collection and dissemination of approved agenda topics and presenting the agenda before meetings.
- Dissemination of meeting minutes for review and correction if needed as soon as practicable or within three (3) THREE BUSINESS DAYS of the previous meeting.
- Collecting reports from committees and keeping them on file at the Club office and to be accessible by Board members.
- Ensure that a schedule of ACTION ITEMS is recorded and disseminated to the affected board members assigned to the action item. Request updates THREE (3) BUSINESS DAYS before the due date of any action item.
- Receive reports on the completeness of assigned action items delegated to the applicable Director, Board Member, Staff and/or non-board Members. Report non-compliance(s) to the Senior Board.
- Attend no fewer than 75 % of Croatia Norval SC Board meetings.
- At all times, represent the values of the Club.

Time Commitment: 20 hours per month.



Croatia Norval S.C.-Policies & Procedures



Sec.14: Board of Directors Job Descriptions (cont'd)

Equipment Director

The Director of Equipment is responsible for the execution of the Croatia Norval SC Mission Statement and to provide & manage the necessary equipment required by Croatia Norval SC to operate its soccer program.

Duties and Responsibilities (Voting Privileges)

The Equipment Director will:

- Work with the Director of Soccer & the Technical Director to establish their yearly requirement for equipment and uniforms.
- Establish an equipment budget for each fiscal year.
- Plan the future requirements of all coaches' equipment at end of each season, facilitate inventory and establish reorder requirements.
- Evaluate and establish relationships with equipment suppliers as required.
- Place equipment orders.
- Purchase and arrange delivery of all award trophies.
- Place competitive, summer house league and winter program uniform orders (if required).
- Attend Senior Board meetings when requested/invited for reporting purposes.
- Attend no fewer than 75 % of Croatia Norval SC Board meetings.
- At all times, represent the values of the Club.

Special Knowledge and Skills

- Ability to provide direction to others.
- Ability to negotiate.
- Ability to establish and manage the execution of plans.
- Ability to use sound judgment

Time Commitment: 10 -12 hours/month off-season. 25 - 40 hours/month during pre-season/full-season periods (February to April & May to September).



Croatia Norval S.C.-Policies & Procedures



Sec.14: Board of Directors Job Descriptions (cont'd)

Discipline Director

The Discipline Director is responsible for the execution of the Croatia Norval SC Mission Statement

Duties and Responsibilities (Voting privileges)

Discipline Director will:

- Monitor and coordinate any discipline that is generated by club & District officials during recreational and competitive games promptly, or as soon as practicable.
- Schedule hearings as required and administer fines/suspensions as outlined by Ontario Soccer Disciplinary guidelines & policies.
- Demonstrate impartial behaviour, good communication skills and understanding to concerned parties.
- Gather all relevant information to report and enable Board of Directors members to make impartial decisions on matters concerning discipline, Club reputation and Zero Tolerance policy when required.
- Notify the party of the decision rendered and inform the officials to ensure that discipline will be enforced.
- Ensure that the Croatia Norval SC office holds all discipline documentation annually and maintains proper records.
- Maintain, review and amend the Discipline policy as required or at the very least annually to ensure other relevant legislation is implemented and regulated (Zero Tolerance / new OSA policy guidelines).
- Lead by example through ethical behaviour and a good demonstration of impartiality.
- Notify the Board when there is a conflict of interest.
- Attend no fewer than 75 % of Croatia Norval SC Board meetings.
- At all times, represent the values of the Club.

Special Knowledge and Skills

- Demonstrate a good understanding of the rules of the game, Ontario Soccer discipline policy and any relevant legislation which governs discipline and procedures.
- Good communication skills to diffuse potential escalation in inappropriate conduct
- Good networking ability with OSA, Peel Halton Soccer Association (PHSA) and Board members to facilitate excellence in discipline delivery.

Time Commitment: Time commitment significantly increases during May – September, with peak times in August. 20 -30 hours/month during this peak time.



Croatia Norval S.C.-Policies & Procedures



Sec.14: Board of Directors Job Descriptions (cont'd)

The Technical Director

The Technical Director is responsible for the execution of the Croatia Norval SC Mission Statement.

Duties and Responsibilities (Non-voting Privileges)

Player Development Director will:

- Design, develop, revise and implement developmental programming & curriculum.
- Monitor & mentor, all club Coaches concerning timely delivery of Croatia Norval SC developmental programming & curriculum (LTDP Pyramid-Grassroots, Developmental, Competitive).
- Facilitate club Coaching Clinics.
- Run team training sessions upon request.
- Interview and select grassroots, development & competitive, coaches for club programming on an annual basis with the Director of Soccer.
- Review the competitive guide on an annual basis and ensure scheduled events occur on time.
- Steer Club Technical Committee.
- Liaise with Equipment Director.
- Attend no fewer than 75 % of Croatia Norval SC Board meetings and provide reports to the board.
- Contact person for 3rd party developmental partnerships & opportunities.
- Assist in the annual review of team Coaching Staff and any paid Mentor Coaches.
- Other duties assigned by the Director of Soccer.
- At all times, represent the values of the Club.

Special Knowledge and Skills

- Minimum Canada Soccer National “C” Coaching License, intimate knowledge of LTPD and the Ontario Soccer player pyramid and relationships with major developmental stakeholders.
- Lead a group and provide direction to others.
- Ability to steer meetings, prioritize business, organize action plans, establish committees and focus groups on tasks at hand.
- Ability to communicate with the competitive membership and general public via written and interpersonal communication methods. Establish a positive working environment.
- Ability to use sound judgment and hold others accountable for the Club business.

Time Commitment: average of 50-60 hours/month



Croatia Norval S.C.-Policies & Procedures



Sec. 15: Voting Procedure for Changes to Policies & Procedures

1st Board of Directors Meeting

The proposed change (motion) is recorded into the minutes and handed out to the Directors. No discussion will take place at meeting #1. Email can be used to distribute but a hard copy must also be provided.

2nd Executive Meeting

At this meeting, the motion presented in meeting #1 will be tabled and discussed. The voting quorum from the Hamilton Croatia SC Constitution will apply to any changes to the Policies and Procedure.

Sec. 16: Club Expenses

All Board of Directors will be entitled to expense reimbursement from the Club for Club business work with the Club. The limits and parameters will be determined by the Board of Directors. An official expense report must be submitted to the board for approval.



Croatia Norval S.C.-Policies & Procedures



Sec. 17: Conflict of Interest Policy

Directors and the Executive Committee members of Croatia Norval Soccer Club (CNŠC) are bound to act honestly, in good faith and in the best interest of the CNŠC, its members, partners and supporters.

Consistent with such standards of conduct, conflicts of interest and the appearance of conflicts of interest are to be avoided where possible and acted upon openly and appropriately when encountered. The basis for a Conflict-of-Interest Policy is to provide for the “unconditional loyalty” of Directors and the Executive Committee, which is to keep the CNŠC and its members’ best interests first in their decision-making. This includes any situation in which Directors and the Executive Committee have a private or personal interest sufficient to appear to influence the objective exercise of his/her official duties.

Decision-Making Process when Conflict of Interest is Present

When a potential conflict of interest is relevant to a decision being considered by the Directors and the Executive Committee, the following process shall occur:

1. The interested party shall call it to the attention of the Board.
2. Such a person shall not be allowed to vote on the matter.
3. In some cases, the President can request and have a majority vote by the Board to determine if such person should leave the room and shall not participate in the final deliberation. However, before their exiting, questions may be asked of her/him.
4. A contract or transaction shall be considered binding if the interest is disclosed and the Board approves, authorizes or ratifies the action in good faith by a majority of directors (not counting the interested board member) at a meeting where a quorum is present.

After this action, the official Minutes shall reflect that these requirements have been met.

The Directors are subject to the Conflict-of-Interest Policy as per The Ontario Soccer published rules and are referred to this document. Club Constitutions are also required to state this rule.



Croatia Norval S.C.-Policies & Procedures



Sec. 18: Volunteer Screening Policy

The Croatia Norval Soccer Club supports the initiative of Ontario Soccer and adopts its policy and procedures for Volunteer Screening.

Educating participants, coaches, managers, leaders, and volunteers about abuse and harassment is very important. The Croatia Norval Soccer Club recognizes that the organization 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.”

The CNSC is proactive in keeping up to date on Volunteer Screening procedures and maintains a professional working relationship with the local police, the Peel Police Service. CNSC ensures that all screening requests are validated as appropriate and acceptable forms of screening confirmation by the Hamilton, Peel, RCMP and surrounding Police Services, including the accuracy of information and expiration of the screening information provided.

The CNSC Board of Directors has approved the Volunteer Screening Policy and supported the initiatives to ensure a safe and risk-minimized environment by having such a policy.

Volunteers report directly to their respective CNSC Board of Directors responsible for that portfolio. The CNSC Director of Soccer and Technical Director collectively review volunteer eligibility and performance as required.

Information obtained as a result of a volunteer screening process is held in strict confidence, separately filed and safeguarded against public access. CNSC Board of Directors has taken an Oath of Confidentiality to maintain the integrity of the privacy of information.



Croatia Norval S.C.-Policies & Procedures



Sec. 19: Zero Tolerance Policy

Any coach, parent, grandparent or guardian judged by the Discipline Board to be guilty of abusive conduct toward a referee during any of the Club's games 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 referee feels that they are being abused, as per the scope of this policy, by either a coach or supporter, the referee is 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 Referee 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 referee 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 supporter, the appropriate coach will provide the referee with the name of the supporter and the coach must advise the fan that the next occurrence of a similar nature will result in the abandonment of the game. A report to the Club's Discipline Board will be sent in for review. If the supporter is not associated with either team, both coaches are asked to speak to the supporter and ask the individual to leave.

See the next page for the continuance of the Policy.



Croatia Norval S.C.-Policies & Procedures



Sec. 19: Zero Tolerance Policy (cont'd)

Once the prescribed action 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 referee 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 Incident Report will be forwarded to the Club's Discipline Board. The official must indicate on the game sheet that the game was abandoned due to abuse and if abandoned:

- 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.

Note. In the case where the alleged abuse is physical, the referee should contact the local police service and file a formal complaint.



Croatia Norval S.C.-Policies & Procedures



Section 20: Harassment & Discrimination Policy

CROATIA NORVAL SOCCER CLUB (CNSC) recognizes the dignity and worth of every member of the community and provides for equal rights and opportunities, free of discrimination and harassment, in the understanding that excellence can only be achieved when all members of the community are free to work, teach, and learn in an environment which does not exclude or discriminate against them. Accordingly, this Policy establishes that harassment and discrimination are never acceptable and will not be tolerated.

This Policy applies to:

- Registered players, coaches and referees;
- Adult members in good standing.
- CNSC employees; and,
- CNSC Board of Directors

Each member of the CNSC community should be aware of and shares the responsibility for, creating and maintaining an environment free from discrimination, as defined by the *Human Rights Code of Ontario*, which states that every person has a right to freedom from discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, handicap (physical or mental disability), age, marital status, family status, the receipt of public assistance, or record of offences.

Implicit in the duty not to harass or discriminate is a positive duty to accommodate. That duty includes a specific responsibility on the part of all identified above, to strive to create an environment free of harassment and discrimination in their areas of responsibility. Included within the ambit of the responsibility is an awareness of what constitutes harassment and discrimination based on human rights, knowledge of the procedure in place for dealing with allegations of harassment and discrimination, and cooperation in the processing of complaints made under this Policy. It also means that members will not condone or ignore activities within their areas of responsibility that violate the rights of any member of the CNSC community and that they will ensure that all those for whom they have responsibility are aware that any form of harassment or discrimination is prohibited and that any complaints will be addressed immediately and effectively.



Croatia Norval S.C.-Policies & Procedures



Section 20: Harassment & Discrimination Policy (cont'd)

The Ontario Human Rights Commission generally follows a policy of not pursuing an investigation until Internal remedies have been undertaken. However, notwithstanding that the club has procedures in place to protect the rights of all parties, this Policy does not preclude the right of any person to seek assistance from more appropriate external agencies, such as the police if an assault is alleged to be involved, or the Human Rights Commission.

Definitions

Harassment: a series of, vexatious comment(s) or a course of conduct related to one or more of the provisions of the Ontario *Human Rights Code* that is known, or might reasonably be known, to be unwelcome, unwanted, offensive, intimidating, hostile, or inappropriate. Examples include, but are not limited to, gestures, remarks, jokes, taunting, innuendo, display of offensive materials or offensive graffiti, threats, verbal or physical assault, imposition of academic penalties, hazing, stalking, shunning or exclusion related to the provisions of the Code.

Sexual Harassment: A series of comment(s) or a course of conduct of a gender-related or sexual nature that is known, or might reasonably be known, to be unwelcome, unwanted, offensive, intimidating, hostile, or inappropriate. To constitute sexual harassment, the conduct complained of must detrimentally affect the complainant's environment by creating a hostile atmosphere in which the victim is made to feel inferior, inadequate, or offended. Examples include, but are not limited to, gestures, remarks, jokes, slurs, taunting, innuendo, threats, physical, verbal or sexual assault, unwanted physical contact, invitations, leering, solicitation, demands, penalties related to sexual orientation, marital, or family status, unwanted attention, implied or express promise of reward or benefit in return for sexual favours, implied or expressed threat or act of reprisal if sexual favours are not given, or sexual assault.



Croatia Norval S.C.-Policies & Procedures



Section 20: Harassment & Discrimination Policy (cont'd)

Definitions (cont'd)

Discrimination: The negative valuing, stereotyping, or discriminatory treatment of individuals and/or groups as defined by the provisions of the *Ontario Human Rights Code*. Discrimination directed at any individual or group is unacceptable. Discrimination can be detected by its effects and can be manifested in both personal attacks and insults, and in the structure of social institutions. It may be intentional or unintentional, the result of acts or arrangements that set out to discriminate or harm, or of ignorance or inadvertence. Discrimination may include, but is not limited to, behaviour such as the dissemination of hate literature, graffiti, racial slurs and jokes, derogatory remarks and gestures, and physical attacks; bias in administrative decisions, employment and workplace practices, tenure, promotion, appointment, leave, and salary increases; bias in academic decisions such as marks, in the choice of scheduling of academic activities, and decisions related to the content of courses and course materials; behaviour which could reasonably be interpreted as offensive and patronizing and as undermining self-respect or adversely affecting performance or working conditions; discrimination in the provision of goods and services or access to premises, accommodation, and other facilities.

Negative Environment: One or a series of, offensive, hostile, or intimidating comment(s) or conduct violating provisions in the *Ontario Human Rights Code* that creates a “poisoned” environment for individuals or groups. A complainant does not have to be a direct target to be adversely affected by a negative environment. Examples include, but are not limited to, exposure to graffiti, signs, or cartoons, remarks, exclusion, or adverse treatment related to one or more of the provisions in the Code. The Public & Members Relations Director’s position has been designated to handle inquiries regarding the CNSC’s non-discrimination policies.



Croatia Norval S.C.-Policies & Procedures



Section 21: Privacy Policy

The Croatia Norval Soccer Club is committed to protecting your privacy. You can visit most pages on our site without giving us any information about yourself. This privacy statement only applies to The Club and its members related to registration, as well as soccer.on.ca. It does not apply to other online or offline sites, products or services.

COLLECTION OF YOUR PERSONAL INFORMATION

We will ask you when we need information that personally identifies you (personal information) or allows us to contact you. Generally, this information is requested when you are registering, before entering a promotion, ordering e-mail communication, signing up for an event or training, or when registering for CNSC programs. Personal information collected by The Club often is limited to e-mail address, or location, but may include other information when needed to provide a service you requested.

For example: If you choose a service or transaction that requires payment, such as registering for a soccer program, we will request personal information necessary for billing and/or shipping, such as name, address, telephone number, date of birth.

USE OF YOUR PERSONAL INFORMATION

We use your personal information for the following purposes:

- To ensure our site is relevant to your needs.
- To deliver services, such as communication, events, training or service, that you request or purchase.
- To help us create and publish content most relevant to you.
- To alert you to program changes, special events, updated information and other new services, if you so request.
- To ensure that you are registered in the correct category for play.
- To ensure that you are adequately covered for insurance purposes through Ontario Soccer and the Peel Halton Soccer Association.



Croatia Norval S.C.-Policies & Procedures



Section 21: Privacy Policy (cont'd)

USE OF YOUR PERSONAL INFORMATION (cont'd)

We may occasionally hire other companies to provide limited services on our behalf including packaging and mailing. We will only provide those companies with the information they need to deliver the service, and they are prohibited from using that information for any other purpose. The CNSC may disclose your personal information if required to do so by law or in the good-faith belief that such action is necessary to; a) conform to the edicts of the law of complying with legal process served on the CNSC or the site; b) protect and defend the rights or property of the CNSC and its website(s), c) act in urgent circumstances to protect the personal safety of the CNSC employees, users of CNSC programs or services, or members of the public; d) to ensure that you are registered with Ontario Soccer and the Peel Halton Soccer Association.

CONTROL OF YOUR PERSONAL INFORMATION

When you register or otherwise give us personal information, the club will only share your information with the governing bodies of the soccer association at the time through their own or third-party resources that have been contracted by them (currently it is the Ontario Soccer (AIMS) and the Peel Halton Soccer Association) and coaches will be given phone numbers, e-mail addresses, and birth dates of players on their assigned team(s). Other information will not be shared with third parties without your permission, other than for the limited exceptions already listed. It will only be used for the purposes stated above. Registering also allows you to tell us how or whether you want the club to communicate with you.

ACCESS TO YOUR PERSONAL INFORMATION

We will provide you with the means to ensure that your personal information is correct and current.

SECURITY OF YOUR PERSONAL INFORMATION

The club is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. For example, the personal information you provide is stored in computer servers with limited access that is in a controlled facility. The Club will occasionally update this privacy statement. When we do, we will also revise the last updated date at the bottom of the privacy statement.



Croatia Norval S.C.-Policies & Procedures



Section 22: Communication Policy

Proper communication within the Croatia Norval Soccer Club is vital to our success. These policies have been created to ensure that a minimum level of communication is maintained within the club. Efforts should be made to ensure that where possible, the standards and frequency of communication meet the requirements of the club members.

- 1) Annual General Meetings (AGM)/ Special General Meetings (SGM) will be posted, and members notified at least one (1) month before an AGM or SGM. In both cases, members shall be notified by all forms of communication endorsed by the CNSC including, Email, Website and other social or print media.
- 2) Board of Directors: Board meeting minutes will be made accessible to the club members within two (2) weeks of their approval at the next scheduled board meeting. Minutes should be accessible in hard copy format (Binder within the club office) and the 'Members-only' section of the Croatia Norval Soccer Club website, if possible. Where possible, the agenda for the upcoming board meeting should be made available to the membership before the meeting.
- 3) Sub Committees: Committee Chairs shall report on the decisions, proposals and discussions of the specified Committee, providing minutes of the last Committee meeting. These minutes will be provided to the membership in the manner outlined under the Board of Directors.
- 4) Additional committees: Any other committees formed as sub-sections of the board must report as outlined above.
- 5) CNSC Bylaws, Policies and Rules: The club bylaws, policies and rules must be made available to club members. Hard copies should be maintained in a binder within the club office and where possible, should be placed on the Club website.
- 6) Membership Communication: Informally, throughout the year, there will be a cause to communicate club activities and events to the general membership. To facilitate this, the club maintains a master email distribution list. Where possible, a hard copy of any communications should be maintained at the club for member access. Members should be kept abreast of:
 - i. Club events (Tournaments, field changes, social activities, meetings, etc.).
 - ii. Volunteer requirements and Communications from Canadian Soccer and/or Ontario Soccer.
 - iii. Notices of equipment allocations, clarifications on club rules, when necessary, etc.



Croatia Norval S.C.-Policies & Procedures



Section 22: Communication Policy(cont'd)

- 7) Portfolio Contacts: Contact information for the Board of Directors, Sub Committees, Working Groups and club staff should be provided to the members. This contact information should be posted at the club and made available on the website where possible.
- 8) Website Guidelines: The website must update and maintain these elements as a minimum requirement. Additional development is encouraged but is not necessarily vital to the club's needs. The posting to the site must be amended (Within a reasonable timeframe) when changes are made.



Croatia Norval S.C.-Policies & Procedures



Section 23: Guidelines for Participation for Members with Disabilities

CNSC reminds members (players, coaches and officials) that more than 15% of Ontarians have a disability (that's more than 1 in every 7 people living in Ontario). The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) seeks to remove barriers and achieve accessibility for persons with disabilities in several key areas. CNSC is an inclusive organization and does not discriminate against persons with disabilities. Several issues may explain why so few people with a disability have participated in soccer as players, administrators or coaches. Issues of perception cost, timetabling, accessibility and transport are typical challenges for a soccer club but there are some related specifically to participants with a disability including:

- The general public's lack of understanding of people with a physical or learning disability and the stigma often associated with disabilities.
- Lack of awareness of the activities, opportunities and options available to people with a disability and the programming that CNSC can offer to be more inclusive.
- Isolation is sometimes experienced by people with a disability.
- Lack of confidence in a personal or skill area.
- Access to community activities including sport is sometimes difficult resulting from lack of physical access and more commonly, attitudinal problems such as those listed above.

CNSC Strategies for Overcoming Barriers:

- Contact the CNSC Director of Soccer or Technical Director for advice on how to attract and include people with a disability in your team. Specialized training and programming is available to ensure development and inclusiveness where possible.
- CNSC will also provide equal opportunity to welcome and accommodate those members of prospective employees to apply, work and contribute to the CNSC.
- Coaches are asked to focus on what the person with a disability can do. Never assume that people with disabilities cannot do things. Always see what they can do and start from there. Asking the person with a disability what they can do is a great starting point.
- Don't assume that people with a disability want (or need) to play in a segregated competition or training session—find out how they want to participate in our Club. If required a meeting will be held with the disabled person and/or family to work through levels of participation and needs of both the competitor and the Club to ensure maximum participation and fulfillment.



Croatia Norval S.C.-Policies & Procedures



Section 23: Guidelines for Participation for Members with Disabilities

CNSC Strategies for Overcoming Barriers (cont'd):

- Don't assume that people with a disability want (or need) to play in a segregated competition or training session—find out how they want to participate in our Club. If required a meeting will be held with the disabled person and/or family to work through levels of participation and needs of both the competitor and the Club to ensure maximum participation and fulfillment.
- Where it is necessary to adapt skills or activities to include a person with a disability it is important to maintain the integrity of the game and ensure equal participation by all provided.
- Whilst some participants will only want to play the game, encourage them or their family members (who are versed and experienced in dealing with issues related to disabilities) to get involved in non-playing roles as well. Like anyone else, a person with a disability may not want to play but bring their specific skill or skills to another role within the club.
- CNSC will advertise programming as open to all, regardless of disability, again ensuring the safety and integrity of the game to all is at the forefront.

CNSC encourages coaches, players and officials to seek assistance in providing inclusive activities and opportunities to persons with disabilities. Helpful Contacts include:

- Special Olympics Ontario at <https://www1.specialolympicsontario.com> or at (416) 447-8326.
- Ontario Cerebral Palsy Sports Association at <https://www.ocpsa.com> or at (1-866) 286-2772.
- Ontario Blind Sports Association at <https://blindsports.on.ca> or at (416) 426-7244



Croatia Norval S.C.-Policies & Procedures



Section 23: Guidelines for Participation for Members with Disabilities (cont'd)

Ontario Soccer’s Commitment to Accessibility

Ontario Soccer encourages the inclusion of all participants in soccer as players, coaches, referees and administrators. The growth at the grassroots is exciting and we continue to collaborate with Clubs, Districts & National Associations. Ontario Soccer is committed to achieving barrier-free accessibility for all persons with disabilities that seek services or products of soccer in Ontario. The expectations of the Customer Service standard are consistent with providing the best soccer experience and the best experience for all who seek services within soccer organizations. Ontario Soccer aims to provide all members with information about accessibility-related resources as well as to inform all customers of Ontario Soccer’s policies & procedures. By law, all organizations with at least 1 staff, contractor & volunteer are required to complete accessibility training. For more information, please visit the OS Accessibility Act webpage:

<https://www.ontariosoccer.net/page/show/3174262-all-abilities-soccer>

Section 24: Discipline Fines & Fee Schedule

- 1) Admin Fee for Discipline by Review - **\$25.00**
- 2) Admin Fee for Game Appeal - **\$50.00**
- 3) Request for Hearing Fee - **\$25.00**
- 4) Request for Postponement Fee - **\$50.00**
- 5) Failure to pay an administration fee by the stipulated date - **\$25.00**
- 6) Failure to bring the player book in within 48 hrs. after discipline review/hearing - **\$50.00**

Note: All fees will be charged at the discretion of the Discipline Committee and/or the Executive of the Croatia Norval SC.

<u>Rev. #</u>	<u>Date</u>	<u>Revisor</u>	<u>Comments</u>
.001	Dec 1, 2022	A. Radosevic	New Document