PCFA

Handbook

POLICIES & PROCEDURES

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1. INTRODUCTION

MISSION STATEMENT

Port Coquitlam Fastpitch Association aspires to be an outstanding softball organization that provides a high-quality experience to every athlete. As a House and Rep Program, our mission is to provide a positive, supportive and competitive environment where players of all levels can grow and excel.

A high-quality experience is one in which every athlete:

- It is coached using the principles of positive coaching.
- Is competitive at practices and games while still having fun.
- Feels like an important part of the team regardless of performance.
- Learn 'life lessons' that have value beyond the playing field.
- Learns the skills, tactics and strategies of softball and improves as a player.

We recognize that coaches are the people who most directly make this possible. It is our goal to provide each coach with the tools to succeed. We are committed to creating a positive culture, in which coaches, parents, fans, officials and athletes work together to achieve our mission.

VALUES

Integrity

We are committed to the highest sense of integrity encompassing every aspect of our behavior as members of the Tri-City community. We will take ownership of our actions, on and off the field.

Strength in Community

We are a community encompassing our teams, coaches, players, parents, fans, officials, alumni, and the surrounding area. We serve as role models, mentors, and leaders seeking not only to teach others but also to learn from them. We take pride in creating and fostering life enhancing relationships, which lead to a strong and vibrant community.

Respect

Respect for the game. Respect for our opponents. Respect for officials. Respect for our families. Respect for our community. Respect for each other. Respect for ourselves.

Competitive Spirit

We use the competitive spirit and sportsmanship we develop as teammates to do our best to become the very best. Our goal is to compete and to excel no matter our level while acting and competing in a way that reflects our core values.

Resilience

We understand as an association that this sport, like all high-level sports, have their highs and lows. Teaching players to learn to bounce back from setbacks and persevere through challenges. This also means that we 100% support multisport athletes, on and off the Softball field.

2. GOVERNANCE

PORT COQUITLAM FASTPITCH ASSOCIATION PCFA EXECUTIVE BOARD

The Port Coquitlam Fastpitch Executive Board comprises members who meet regularly, depending on the need.

Voting Members

Port Coquitlam Fastpitch Association has a total of six voting positions:

- President
- Vice President, Softball Operations
- Vice President, Governance
- Secretary
- Director of Coaching
- Director of Communication

The initial board will also include the Treasurer as an Officer, who is non-voting member of the executive.

Definition of a Director

A Director is an individual who is duly elected or appointed in accordance with the Association's Constitution and Bylaws and who serves as a voting member of the Executive Board. Directors collectively hold responsibility for the governance of the Association, including strategic oversight, financial stewardship, policy approval, and legal compliance, and owe fiduciary duties to act honestly, in good faith, and in the best interests of the Association.

Directors serve without remuneration for their services on the Board. Reasonable expenses incurred in carrying out Board duties may be reimbursed with supporting receipts and approval by the Board. A Board member shall not participate in approving their own reimbursement.

Non-Voting Members (appointed by the board members, can be removed at anytime)

Port Coquitlam Fastpitch have a varying number of non-voting positions, including:

- Treasurer
- Umpire in Charge (Head Umpire)
- Field Maintenance
- Equipment Manager
- Rep Coordinator
- House Coordinator
- U9 Coordinator
- U11 Coordinator
- U13 Coordinator
- U15 Coordinator
- U17 Coordinator
- U19 Coordinator
- Clinic Coordinator
- Parent Liaison

- Registrar
- Scheduler
- Marketing/Website Coordinator

CONSTITUTION AND BYLAWS

Port Coquitlam Fastpitch Association and the PCFA Executive Board are governed by PCFA Constitution and Bylaws, as amended from time to time. A copy of the constitution and bylaws can be found on the PCFA website.

ANNUAL GENERAL MEETING (AGM) AND ANNUAL ELECTIONS

PCFA AGM is held yearly, either in person or using an online platform. It is usually held in the fall. PCFA must advertise the AGM in accordance with the BC Societies Act. A copy of the bylaws can be found on the PCFA website.

3. LEVEL OF BALL AND GAME NIGHTS

C DIVISION (House - Learn to play)

Division	Game Nights
U9	Mondays and Wednesdays

B DIVISION (REP)

Division	Game Nights
U11 *	Monday and Wednesday
U13	Tuesday and Thursday
U15	Monday and Wednesday
U17	Tuesday and Thursday
U19	Monday and Wednesday

*No A/B designation for U11 rep.

A DIVISION (REP)

Division	Game Nights
U13	Monday and Wednesday
U15	Tuesday and Thursday
U17	Monday and Wednesday
U19	Tuesday and Thursday

HOUSE

Division	Game Nights
U11	Tuesdays and Thursdays
U13	Monday and Wednesdays
U15	Tuesday and Thursday
U17	Monday and Wednesday
U19	Tuesday and Thursday

* Note additional practices will or may be set per coach discretion for U9 and up *

ADULT PROGRAM

PCFA also supports an adult program for adult players which these policies & procedures apply to as well.

BOYS PROGRAM

PCFA also supports a boys fastpitch program for which these policies & procedures apply to as well.

4. REGISTRATION

HOUSE PLAYERS

Registration for the house program opens January 1. An early bird rate will apply until January 31. Registration for house teams closes at different times for each division. Please note that divisions will be capped, registrants are encouraged to register early to guarantee a spot.

REP PLAYERS

Registration for rep players opens once try-outs and team selection has occurred. All rep players must be registered by October 1; those who have not registered by the deadline, will not be able to practice with their team until they are fully registered.

Please check the registration webpage for specific details.

Expectations

	Rep	House
Regular Season	April 1st – July 5th	April 1st - June 20th
Team formation	September 1st – 10th	January 1st - March 15th
Off-season training	September 15th - March 30th	Not Applicable
Attend Practices	Regularly (priority is expected during the season of April-July) Multi-sport athletes are always supported and encouraged.	Regularly
Focus	Competitive (and fun)	Fun and learning new skills
Cost (approx.)	$450 - $600 league fees plus team fees	$180 league fees pulse team fees
Volunteer Hours	Team fundraising and finding sponsorship	Possible tournament hosting
Tournaments & Travel	4-6 home tournaments, 2-4 away tournaments	1 home tournament (Paid for by PCFA), possibly other

Team Selection	Try-outs – selection by ability and team fit	Open to everyone – teams formed by evaluation and designed to be balanced

PROCESS FOR REGISTRATION

Players will be able to register online on the PCFA website. At the time of registration, players will be asked to sign online forms and provide payment. Players and Parents will have to agree and sign the code of conduct to complete their registration.

FEES

The fees may vary from year to year. They are determined by the PCFA Executive Board after evaluation of what the association can offer each season. Fees are published on the PCFA website.

REGISTRATION REFUNDS

Rep Players - 50% refund will be provided to players that need to withdraw due to unavoidable circumstances prior to March 15. After this date no refunds will be provided. Team Snap processing fee of $25 may apply.

House Players - full refund will be provided to players that need to withdraw prior to March 21. 50% refund will be provided to players that need to withdraw prior to April 5. Team Snap processing fee of $25 may apply.

Fundraising for player/team accounts - Refunds

Prior to April 1st, team fees paid by a player of their family will be reimbursed if the player is required to withdraw due to unavoidable circumstances. Sponsorship and fundraising money will stay with the team and CAN'T be paid out to a player's family.

PERFORMANCE CHEQUES

All rep teams must provide (2) performance cheques of $150 to PCFA treasurer by March 15 of each season.

These cheques are guarantees against performance cheques PCFA must provide LMSC for all rep teams.

If LMSC finds a team guilty of an infraction (e.g. unreasonable cancellation of a league game) then the PCFA board members will contact the coaches and managers to get the details of the situation. If after meeting with the coaching staff, if the team was guilty of an infraction, the PCFA treasurer will cash the team cheque to offset the penalty.

PCFA Executive may also cash a team's cheque if specific policies are not followed (e.g. uniform guidelines, repeatedly not following directives that cost PCFA money- late

cancellations of games, failure to notify all parties of cancellations, damage or loss of PCFA equipment).

A team's head coach and manager will be notified prior to a cheque being cashed.

5. TEAM FORMATION

REP TEAM TRYOUTS

- Tryouts for U11-U19 are held in early September. The schedule may be synchronized with LMSC
  tryout dates across the region. PCFA will post the final tryout schedule on PCFA website.
- Players must pre-register through the PCFA website for an applicable tryout session.
- Players can make it clear when they register if they are trying out for "A" or "B" or both.
- Final tryout lists will be provided to coaches and evaluators prior to sessions.
- A mixture of coaches, executive members, and unaffiliated evaluators will be used for tryouts.
- Tryouts will occur by birth year; "A" and "B" rep tryouts will occur together where applicable.
- Evaluation sheets will be kept for transparency purposes for the coaches and PCFA board members.
- Age division tryouts (e.g., U11, U13, U15, U17, U19) will occur on individual nights.
- Players must register for tryouts for the team of their birth year. Exceptions will be made for those players rostered on older teams from the prior season; these players will be able to try out for their prior teams again. Any other considerations must follow PCFA's 'Play Up' Application Process. Failure to follow the 'Play Up' Application Process will result in removal from the tryout list. Any approval is the exception and not the norm.
- Coaches will not send out any communications to players ahead of the tryout to confirm their selection or non-selection to the team. The coach must consider each player's tryout performance and skill evaluation before making a final decision.
- Where there is a birth year with an "A" and "B" team, the "A" team will get to select their team first and the "B" team will select second.
- When there is a birth year where the tryout evaluators feel there is an insufficient skill level to form a competitive "A" rep team, all players will have the opportunity to enroll on a "B" rep team. This decision will be made by the PCFA executive members.
- After tryouts, players that are not offered spots on their birth year team are

eligible to be offered a spot on the younger or older team in their division. If a player plays on an older team, in this situation, they would not qualify for the age exemption the following year and would need to attend the tryout of their own birth year or apply for the 'Play Up' Application Process.

- If the lower birth year team in a division offers a spot to a player of the corresponding birth year after tryouts and they decline, that player is not eligible to be rostered on the older birth year team in the division.
- Once tryouts are finished, a list of allocated roster spots must be submitted to PCFA.

HOUSE TEAM FORMATION

- House teams will be formed around February/March
- It is important to register early to secure a spot, every effort will be made to find a team for each player.
- If multiple teams are formed for the same division, priority will go to birth year, friendships and balanced teams.

PLAYING UP APPLICATION PROCESS FOR REP PLAYERS

- A player's parent or guardian must submit an email to the PCFA Executive Board (info@PCFA.com) two weeks prior to the start of tryouts stating the reasons why the player should be given the opportunity to try out for a team older than their birth year.
- PCFA Executive board members will review each request and make a final decision after reviewing registration numbers of both birth years, speaking with rep coaches of both birth years, and any previous coaches and / or division coordinators. A player evaluation may also be required
- A decision will be provided to the player's parent or guardian prior to tryouts. Skill level must be a primary factor in the application.
- Any player that receives approval by PCFA Executive Board to attend a tryout for an older team and does make that team, will not have to repeat this process for the following year for that same team.

6. COACHING

COACHING APPLICATION PROCESS

All head and assistant coaches must submit an online coaching application located on PCFA's website. A call for applications will occur in July for REP teams and a call in January for HOUSE teams. All applications will be reviewed by the PCFA's Executive. Interviews may be required. Coaches will be appointed in August for REP teams and in March for HOUSE teams. Head coaches will appoint their own assistant coaches, but the list of assistant coaches must be approved by the PCFA Executive by September 30.

All U9 and U11 head coaches must submit an online coaching application located on PCFAs website. Coaches will be paired before the start of the season, taking into consideration coach pairing requests and number of teams per division.

COACHES CODE OF CONDUCT

PCFA expects all coaches to represent PCFA in a professional and respectful manner. All coaches must abide by Softball Canada/Softball BC Coaches Code of Conduct or risk possible disciplinary action.

In addition to Softball Canada/Softball BC Code of Conduct; PCFA Coaches must:

- Be dressed in PCFA attire for all games.
- NOT subject any child to neglect or to mental, verbal, physical, or sexual abuse.
- Never leave any player/child unsupervised while under your care.
- No member of a coaching staff shall be contacting players/parents from another team for any reason, including a callup situation or recruitment, without prior consent of that player's head coach.
- All coaches must maintain self-control at all times; showing respect for umpires, players, opposing teams and coaches
- All coaches must ensure that their players and parents show respect for umpires, opposing teams, coaches and teammates; player and parent conduct on and at the field are the responsibility of their coach(es)
- Always follow the rule of 2 when having conversations with players and parents.
- Attend PCFA Softball Coaches meetings to familiarize myself with PCFA Softball policies.
- Provide a playing environment that is safe from physical and emotional harm, always placing the emotional and physical well-being of players ahead of any personal or parental desire to win.
- Be a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity, and lead by example by demonstrating fair play and sportsmanship in all on- and off-field actions.
- Ensure that behavior issues and/or disputes are handled calmly.
- NO USE of tobacco, vaping, alcohol and drugs at any and all youth sports practices and games or team/club activities.

- Maintain healthy coach/player boundaries by refrain from sharing intimate details of my personal life. This would include Refraining from using profanity, making inappropriate jokes or engaging in inappropriate conversations.
- Establish an equitable and fair environment where all participants/parents can raise questions or concerns
- Understand the scope of your role and skills and call upon others with specialized skills when needed to support your players
- Treat each player as an individual, keep in mind the wide range of physical and emotional development within

  the same age group, while treating all players equally without respect to gender, race, religion, culture, or ability**.**

Coaches must sign the PCFA code of conduct at the start of the season.

COACHES REQUIREMENTS

All coaches must progress through the NCCP coaching certification process to ensure that they have completed all required courses for their competition level. PCFA requires all Coaches to have the following courses. The following courses have been carefully selected to support coaches and players. Subjects like, Softball Skills, Communication Skills, Health/Injuries, Respect, Making The Best Decisions For The Players and Mental Health

- *Mandatory - Fundamentals of Coaching 1 and 2 (NCCP Course)
- *Mandatory - Making Ethical Decisions (NCCP Course)
- *Mandatory - Respect in Sport for Activity Leaders (Softball BC Course)
- *If Required - Softball Competition - Weekend 1, 2 and onfield evaluation (Only covered if a team needs this for Provencals, Westerns and Nationals)

More information about NCCP Pathways and what is needed for attending Provincials, go to **www.softball.bc.ca and click on "Coach".**

COACHES CLINIC REIMBURSEMENT

If a coach needs to take a clinic for certification. The coach must email the Coaching Director for approval before enrolling into any clinic. This is to ensure that the clinics and training are inline with the NCCP Pathway. PCFA will reimburse the Coach for the clinic. The coach will be reimbursed upon completion of the clinic.

Process for Reimbursement of Coaches Clinic Fee

1. Upon the completion of the Coaches Clinic, the Coach will have 30 days to submit the receipt to the Director of Coaching for reimbursement.
2. The Director of Coaching will review the receipt, approve, or deny the reimbursement
   a. If the receipt is denied, the Director of Coaching will contact the Coach, via email, with the reason as to why this receipt was denied.
   b. If the receipt is approved, the Director of Coaching will contact the Coach to inform them that it has been approved.
3. The Director of Coaching will forward the receipt to the PCFA Treasurer,

along with the following information:

1. Coach's full name and address
2. The team the Coach is coaching for at the time
3. Receipt of the attended clinic

4. The Treasurer will send out the reimbursement to the coach.

CRIMINAL RECORD CHECK

All Criminal Record Checks (CRCs) are administered in accordance with the Softball BC Volunteer and Staff Screening Policy. CRCs and screening results are handled confidentially by the Association's designated Screening Officer. The contents of Criminal Record Checks will not be shared with the Executive Board or other volunteers.

The Screening Officer will notify the appropriate Association representative only of an individual's clearance status (approved / not approved) for the purpose of role eligibility and compliance tracking:

- The Registrar is responsible for maintaining records of screening compliance.
- The Coaching Director will be notified of the clearance status of coaches solely to determine coaching eligibility.

Individuals who do not complete the required screening process or who do not receive approval through the Criminal Record Review Program are ineligible to participate in designated roles or attend team activities.

All criminal record checks must be in by August 31st for rep coaches. U9 coaches January 1st for teams that are practicing starting in January and March 31 for the teams that will be starting April 1st.

Coaching Development Grant for but not limited to"Canada Futures" or "BC Summer Games"

This program is an opportunity for 2 Coaches to travel with Canada Futures down to the USA and get a better understanding of the development path for PCFA athletes. Coaches will learn about hitting, pitching, Game Strategy, Resilience, Recruiting and Mental Performance. The Coaches will bring this information back to the club to better help athletes refine their skills and reach their highest potential on and off the field.

To qualify for this grant you must have the following.

- In good standing with PCFA and Softball BC
- Been coaching for 3 years with PCFA
- Selected as part of the Coaching staff
- You are currently an active Coach with PCFA
- You have completed - Fundamentals of Coaching Softball level 1 and 2
- You have completed - Softball Competition weekend 1 and weekend 2 Introduction
- You have completed - Making Ethical Decisions
- You have completed - Respect in Sport For Activity Leaders

PCFA will set aside a MAX of $5,000.00 each year. If the funds are not used it will be

reset to $5,000.00 at the start of the next year.

If a coach would like to apply for the grant then the coach must email the Coaching Director with the reasons why He or She would like to attend the extra coaching. The decision will be made by the PCFA Executive.

7. VOLUNTEERS

PCFA relies on volunteers to support its programs and operations and is committed to providing a safe environment for all participants.

Volunteer Application and Screening

Individuals interested in volunteering with PCFA may express their interest by emailing **info@pcfa.com**.

All volunteers are subject to a **screening process in accordance with the Softball BC Volunteer and Staff Screening Policy**, which applies to Softball BC and its affiliated associations. Screening requirements will vary by role and may include, where applicable:

- Criminal Record Check through the **BC Criminal Record Review Program**
- Completion of a Screening Disclosure Form
- Verification of required training, certifications, or qualifications

Volunteers in designated positions of trust or authority, including those who interact with minor participants or handle financial matters, **must complete the required screening before assuming their role**, as outlined by Softball BC.

Appointment of Volunteers

Once screening requirements are satisfied, the Association will assign the volunteer to the appropriate role and reporting structure. Failure to participate in, or comply with, the required screening process will result in ineligibility to volunteer.

8. UMPIRES

All umpires must have the appropriate level of training through Softball BC (SBBC) or Softball Canada. All umpires must attend yearly clinics and be recertified by Softball (SBBC) or Softball Canada.

More details- (Umpires@PCFA.com)

Anyone interested in becoming a PCFA umpire should contact us at- umpires@PCFA.com

9. EQUIPMENT

House teams will be provided with team equipment for the year which will include a set of catcher's gear, 2-4 bats, a tee, bownet, a bucket of used balls, a set of game balls, line up cards and scorebooks.

Rep teams will be provided with team equipment to get them started if they are a new team. Any gear over and beyond this must be purchased by the team. Game balls, score books and line up books will be provided by the association at the beginning of your session.

U9 teams will be provided necessary gear to run practices, games, and outfit catchers. The association will also provide a T- Shirt.

All specialty gear for any PCFA team must be signed out by coaches, and returned promptly at the end of their training session. A list of equipment can be found on the PCFA website for Coaches to sign out, please contact for specific details, for more information please email support@pcfa.ca for more information.

Should a team dissolve, or age out of the PCFA program, all equipment that was obtained and purchased while participating within the association, through sponsorships, fundraising, and team fees, are property of PCFA and will be surrendered to the equipment manager.

10. UNIFORMS

PCFA REP UNIFORM STANDARDS

Primary Uniform HOME GAMES (dark uniforms)

-

Primary Uniform AWAY GAMES (white uniform

-

Tournament Uniform (Optional)- Pinstripe

AWAY

-

HOME

-

Practice

- PCFA dry–fit practice shirt with black leggings/short for indoor practices
- PCFA dry-fit practice Shirt (Blue or Navy) with Navy softball pant

UNIFORM RESPONSIBILITIES

Association Responsibilities

- PCFA will pay for the Primary Uniforms for the U9 teams a T-Shirt.
- House teams (to be decided)

Team Responsibilities

- Full Rep uniforms
- Practice uniform
- Anything extra that the team wants to purchase, e.g., backpacks, hoodies, etc.

All items worn on the field for games MUST be purchased through the official PCFA online store that will be available to all teams in the Fall and Spring. When the store opens, each team will be notified by email.

Failure to adhere to the uniform policy will result in performance cheques being cashed, and possible discipline of the head coach of the team involved and/or cancellation of games.

11. PCFA TOURNAMENTS

U11 and older PCFA teams may be required to provide a committee of helpers to facilitate the organization and execution of a tournament in their division. Duties may include, but are not limited to: running of concession stand- if available, running scoring table, handing out welcome packages to teams, and potentially assisting with field preparation.

PCFA executives will connect with teams and coordinators prior to the LMSC tournament meeting to see if teams are committed to hosting the tournament in their age division. PCFA teams will be reimbursed the entry fee for their divisions tournament if hosting commitments are met.

12. DISTRICT PLAYDOWNS AND PROVINCIALS

PCFA (U13-U19) represents District 6 at provincial tournaments. All Rep B teams must compete in a playdown to decide which team will represent District 6 at each year's provincial tournament All 'A' teams in the province are eligible for provincials.

Details and rules regarding district playdowns can be found on SBBC's website.

DISTRICT PLAYDOWNS

- Playdowns consist of a best of 3 series between the teams on a second weekend in June and D5 minor coordinators designation.
- Only teams set on attending the provincial tournament are allowed to participate in playdowns.
- Only teams with a coach, in attendance, with the required NCCP training for the applicable division will be allowed to participate in playdowns.

PROVINCIAL TOURNAMENTS

- Host cities could vary throughout the province for a given division. Announcements are usually made early in the year.
- Tournaments are usually held in the first 3 weeks of July.
- Teams register on SBBC website after playdowns and PCFA will reimburse the registration fee for all teams attending provincials.
- PCFA pays the registration fee for all teams attending Provincials.

WESTERNS AND NATIONALS

- Any teams submitting an intent to play in Westerns and Nationals please reach out to PCFA Coaching Director to notify them of your intent, and to inquire about possible registration subsidies.
- PCFA pays the registration fee for all teams attending Nationals and Westerns.
- Failure to show up to Nationals or Westerns after you have put in your letter of intent in. The consequences can be $3,000.00+ fine and head Coaches being suspended for a year. The consequences are all clearly laid out when you put your letter of intent in. The fine will be paid by the team and come out of your team funds. Please make sure you have read and you understand, if you have any questions you can reach out to the PCFA Coaching Director.

13. FIELD AND INDOOR FACILITIES - ALLOCATION

To book a field, indoor and/or batting cage for your team, the coach must do the following:

- Check the website to see field availability (resources tab)
- Email the Scheduler to request a specific time and location that is available scheduling@pcfa.com
- Wait to hear confirmation from the Scheduler to announce your team

If you are cancelling a scheduled practice for any reason, please be sure to email the Scheduler as soon as possible to indicate you will not be using your practice time. This will allow for other teams to utilize the field so your team does not incur any fees.

14. RAINOUT POLICY

PCFA has 6 parks (Maclean, Cedar, Evergreen, Terry Fox, Aggie and Citadel) to review when the weather is in question. Each park will be evaluated no later than 3pm the day of the game. You can check the Port Coquitlam City website to find out what fields are closed. At that time, a decision will be made as to whether the games will be cancelled. If the fields are deemed the Head Coach must contact the following parties.

- Opposing teams head coach
- The Umpire scheduler (Umpires@pcfa.com)

The umpire may cancel the game at the home plate meeting or during play if they deem the field to be unplayable.

It is the home team's responsibility to reschedule a regular scheduled league game. If the home team does not make an effort to reschedule then their performance cheque of $150 will be cashed.

15. HEAT POLICY

PCFA is committed to protecting the health and safety of all participants during hot weather conditions. PCFA adopts and follows the Heat Policy established by Softball BC, which uses the Wet Bulb Globe Temperature (WBGT) as the primary standard for assessing heat-related risk.

Heat Monitoring

- Heat conditions must be monitored prior to and during all games, practices, and events.
- WBGT readings, where available, are the primary measure used to determine appropriate activity modifications.

Activity Modifications and Cancellations

- Where WBGT levels indicate increased risk, PCFA will implement activity modifications in accordance with Softball BC guidelines, which may include increased hydration breaks, reduced intensity or duration of activity, schedule adjustments, or cancellation.
- When WBGT levels reach thresholds identified by Softball BC as unsafe, games, practices, and training must be postponed, rescheduled, or cancelled.

Authority

- The Umpire in Charge (UIC), game officials, Tournament Director, or Association officials have the authority to modify, suspend, or cancel activities due to heat conditions.
- The UIC or game officials have final on-field authority regarding heat-related safety decisions.

Athlete Health Considerations

- Regardless of WBGT or temperature readings, any athlete showing signs of heat illness or distress must be removed from activity immediately.
- PCFA encourages a conservative, safety-first approach, particularly for younger athletes and those with known medical conditions.

Relationship to Governing Body Policy

- This policy is intended to align with and implement the Heat Policy of Softball BC. Where a conflict exists, Softball BC policy shall prevail.
- PCFA may cancel teams field use based on extreme weather conditions. Below is a chart for consideration when playing in extreme heat events.

16. AIR QUALITY SAFETY GUIDELINES

Player health and safety is a high priority for PCFA; thus, it is recommended to err on the side of caution if ever in doubt in any situation regarding the health and safety of players, coaches, and officials.
Softball BC has adopted an air quality policy that incorporates the Air Quality Health Index (AQHI) to determine whether training, practices, games and tournaments should be postponed or rescheduled.

HOW TO USE AIR QUALITY HEALTH INDEX (AQHI) TO DETERMINE SAFETY

Step 1- Information on Air Quality

- PCFA will use the Air Quality Health Index (AQHI) published by Environment and Climate Change Canada for British Columbia.
- AQHI levels should be monitored prior to and during all games, practices, and events.
- Go to https://weather.gc.ca/airquality/pages/provincials_summary/bc_e.html (app also available AQHI Canada through the App Store). Note: use the BC website and links to BC cities.

Step 2– Games and Tournaments:

- If the AQHI is "7" or higher, postpone / reschedule or if necessary, cancel games or tournaments.
- If the AQHI is still above "7" at the rescheduled start time, tournament director (or team officials if league game) and umpires should consider delaying or cancelling the game. Note: if the UIC or Umpire in Charge reserves the right to cancel the game if the conditions are considered dangerous, in their opinion.
- If air quality changes dramatically during a game (e.g., Sudden smoke event caused by wind direction change) umpires and team officials are advised to use their discretion

Step 3 – Training and Practices:

- If the AQHI is "7" or higher, postpone / reschedule or cancel training practice.

Athlete Health Considerations

Regardless of AQHI level, any athlete experiencing respiratory distress or with a known respiratory condition may be withheld from participation.

PCFA encourages a cautious approach and prioritizes athlete health in all air quality decisions.

MAKE UP GAMES

If a league game has been cancelled, due to lack of players, poor air quality, or weather condition, it will be up to the PCFA Head Coach of that team to organize a make-up game, if required.

The PCFA Head Coach will need to:

- Contact the Scheduler to find out if a field is available
- Contact the PCFA Umpire Scheduler to find out if umpires can be booked
- Contact the PCFA Field Scheduler to find out what field can be booked

17. DISPUTE RESOLUTION POLICY

This is the PCFA Policy to resolve any disputes, issues, or concerns in an efficient and fair manner. PCFA Executives are always ready to hear comments, suggestions, and ideas.

The Dispute Resolution Policy is intended to resolve disputes or concerns. PCFA encourages all members to follow the procedure outlined in sequence, starting with number one.

The members of PCFA can withdraw their dispute at any stage of the dispute resolution process. If the member withdraws their dispute, the matter will be considered closed, and no further dispute resolution will be allowed with respect to the same matter.

PROCEDURE FOR DISPUTE RESOLUTION

Purpose

PCFA is committed to resolving disputes, concerns, and conflicts in a timely, respectful, and fair manner that prioritizes athlete well-being, positive team environments, and volunteer sustainability. This policy establishes a clear, structured process for addressing concerns while encouraging early, informal resolution wherever possible.

Guiding Principles

- Issues should be addressed **at the lowest appropriate level**
- All parties will be treated with **respect, fairness, and confidentiality**
- The process emphasizes **communication, mediation, and de-escalation**
- Members may withdraw a dispute at any stage, at which point the matter will be considered closed

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DISPUTE RESOLUTION PROCEDURE

Members are expected to follow the steps below **in sequence**, unless the concern involves Safe Sport, discrimination, or participant safety.

Step 1 — Informal Resolution (Required First Step)

Members are strongly encouraged to address concerns through informal discussion at the earliest opportunity.

- Parents and athletes must wait **at least 24 hours** after an incident before initiating discussion
- Under no circumstances may a parent approach a coach during a game, practice, or tournament
- Athletes should, where appropriate, raise concerns directly with the coach
- If needed, parents and athletes may request a scheduled meeting with the coach

A meeting should be requested and held within **3–5 business days** where reasonably possible.

Step 2 — Parent Liaison (Primary Resolution Mechanism)

If the concern is not resolved at Step 1, or if the athlete or parent is uncomfortable proceeding directly with the coach, the matter must be brought to the **Parent Liaison**.

Role of the Parent Liaison

The Parent Liaison serves as a neutral intermediary and will:

- Acknowledge receipt of the concern within **48 hours**
- Gather relevant information from involved parties
- Assess the nature and scope of the concern
- Facilitate respectful discussion and mediation
- Seek mutually acceptable, practical resolutions
- Document the concern, actions taken, and outcomes

Where appropriate, the Parent Liaison may convene a mediated meeting involving the parent(s), athlete, coach, and/or Club representatives.

The Parent Liaison **does not impose discipline** and **does not override coaching decisions**, but may recommend adjustments or communication strategies to resolve concerns.

Step 3 — Escalation to Vice President

If the concern cannot be resolved through the Parent Liaison process, the Parent Liaison will escalate the matter to the **PCFA Vice President**.

- The Vice President will review all documentation
- Additional meetings may be convened as required
- A determination on next steps will be made within **5 business days**

The Vice President may:

- Confirm the resolution reached

- Recommend further mediation
- Refer the matter to the President where appropriate

Step 4 — Escalation to President (Final Internal Review)

If the member remains dissatisfied after Step 3, the concern must be submitted in writing to the **PCFA President**.

- The President will review all documentation
- A meeting may be convened with relevant parties
- Within **10 business days**, the President will determine whether:
    - The concern is not substantiated, or
    - The concern is substantiated in whole or in part

The member will receive a written summary of the decision.
This determination is **final** within the Association.

Special Circumstances

Safe Sport & Serious Allegations

Concerns involving:

- Abuse or harassment
- Discrimination
- Child protection
- Criminal behaviour

Must bypass this process and be reported immediately in accordance with PCFA Safe Sport and reporting policies. These matters are not mediated by the Parent Liaison.

Confidentiality

All disputes, discussions, and documentation will be handled confidentially and shared only with individuals who require the information to perform their role.

Documentation & Records

The Parent Liaison will securely maintain records of:

- Concerns raised
- Actions taken
- Outcomes achieved
- Escalation decisions

Records will be retained in accordance with Association policy and applicable legislation.

Review

This policy will be reviewed annually by the Board to ensure effectiveness, clarity, and alignment with Safe Sport and governance best practices.

18. DISCIPLINE POLICY

If an action from a coach, umpire, player, spectator, or any member of PCFA (including executives) is deemed unprofessional or inappropriate, the discipline process will be followed.
The discipline committee will consist of, but not limited to, President, Vice President, Coaching Director, Treasurer and Secretary.

PROCESS FOR DISCIPLINE POLICY

Purpose

The purpose of this policy is to ensure that allegations of misconduct or inappropriate behaviour are addressed in a **fair, transparent, and consistent manner**, while prioritizing participant safety, respect, and the integrity of the Association.

This policy applies to **all members of PCFA**, including players, parents/guardians, coaches, umpires, volunteers, and Directors.

Relationship to Dispute Resolution (ADR)

PCFA utilizes a **tiered approach** to addressing concerns:

- The **Dispute Resolution Policy** (ADR) is intended to address **interpersonal issues, misunderstandings, and operational concerns** through communication and mediation.
- The **Discipline Policy** applies where conduct may warrant **formal corrective action, sanction, or restriction**.

When a Matter Moves from ADR to Discipline

A concern may be referred from ADR to the Discipline process when:

- Informal resolution or mediation is unsuccessful
- The conduct involves repeated or escalating behaviour
- The conduct represents a breach of the Code of Conduct or PCFA policies
- Corrective action or sanction may be required

The Parent Liaison, Vice President, or President may initiate this referral.

When a Matter May Bypass ADR

A matter may **bypass ADR** and proceed directly to Discipline where:

- Participant safety is at risk
- The conduct involves harassment, discrimination, or intimidation
- The conduct is severe, disruptive, or intentional
- Immediate action is required to protect participants, officials, or the Association
- The concern involves an Executive or governance-related misconduct

- The matter falls under Safe Sport or criminal reporting obligations

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Initiating a Discipline Complaint

How a Complaint Is Brought Forward

A discipline complaint may be initiated by:

- A coach, official, volunteer, or Director
- The Parent Liaison (following ADR review)
- A member submitting a written complaint

Complaints must be:

- Submitted **in writing**
- Include a clear description of the conduct, dates, and individuals involved
- Submitted to the **PCFA President or Vice President**

Anonymous complaints will be reviewed at the discretion of the Association but may limit the ability to proceed.

Discipline Committee

Composition

The Discipline Committee will consist of a minimum of three (3) individuals and may include:

- President
- Vice President(s)
- Director of Coaching
- Treasurer
- Secretary

The Board may appoint alternate members as required to ensure impartiality.

Conflict of Interest

- Any individual who is the subject of a complaint, or who has a **real or perceived conflict of interest**, must **recuse themselves** from all aspects of the review, discussion, and decision-making process.
- Where the complaint involves a member of the Executive, that individual will not participate in the Discipline Committee.
- If multiple Executive members are conflicted, the Board may appoint **independent or neutral representatives** to serve on the Discipline Committee.

Discipline Process

1. **Preliminary Review**
   The Discipline Committee will review the complaint to determine whether:

   - It falls within the scope of this policy
   - Interim measures are required to protect participants or the Association

2. **Fact-Finding Meeting**
   The Discipline Committee may convene a meeting with the individual(s) subject to the complaint to:

   - Gather information
   - Ask questions
   - Provide an opportunity for the individual to respond

3. **Determination**
   Following review, the Discipline Committee will determine whether the complaint is:

   - Substantiated
   - Substantiated in part
   - Not substantiated

4. **Written Decision**
   A written decision will be issued outlining:

   - The findings
   - Any corrective action or sanction imposed
   - Expectations for future conduct, if applicable

Notice Requirements

The member subject to discipline will receive:

- A minimum of **7 days' written notice** of proposed disciplinary action; or
- A minimum of **48 hours' written notice** where expedited action is required to protect participant safety or the integrity of the Association

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Sanctions and Corrective Actions

Sanctions may include, but are not limited to:

- Written warnings

- Required education or corrective actions
- Restrictions on participation or attendance
- Suspension
- Removal from role or membership

Failure to comply with corrective action may result in further discipline, up to and including removal.

Relationship to Governing Bodies

Where applicable, discipline matters will be handled in coordination with **Softball BC** policies and reporting requirements. In the event of a conflict, Softball BC policies shall take precedence.

Confidentiality

All discipline matters will be handled confidentially and shared only with individuals who require the information to fulfill their responsibilities.

19. PANDEMIC POLICY

In the event of a pandemic, the PCFA's Website will be updated with current information, safety protocols and best practices.

20. RESPECTFUL WORKPLACE ENVIRONMENT POLICY

DFA Executives, Volunteers, Coaches, Umpires, Players, and guardians of the players will demonstrate respect towards other PCFA Executives, Volunteers, Coaches, Umpires, Players, and Guardians of the players. Abusive language, gossip, profanity, intimidation, etc., or any other behavior that creates a negative or unprofessional environment in any parks, at any PCFA softball events, or SBBC sanctioned events, and social networks will not be tolerated. PCFA Executives, Volunteers, Coaches, Umpires, Players, and Guardians of the players will respect the premises and equipment of PCFA.

CONSEQUENCES OF NON-COMPLIANCE

Any breach of this policy will be investigated in accordance with our discipline policy.

SOCIAL MEDIA POLICY

PCFA is committed to maintaining a safe, respectful, and positive online environment for all participants. All members—including players, parents/guardians, coaches, officials, directors, and volunteers—are expected to use social media responsibly when referencing PCFA, its teams, or its participants.

Social media content must:

- Reflect respect, sportsmanship, and the values of Safe Sport
- Not include harassment, bullying, discrimination, or abusive behaviour
- Respect the privacy and dignity of all participants, particularly minors
- Not undermine the integrity of players, coaches, officials, volunteers, or the Association

PCFA reserves the right to review and request removal of any social media content that references the Association and is inconsistent with PCFA policies or Codes of Conduct. Official team and Association social media accounts are subject to Association oversight.

Any concerns or breaches of this policy will be addressed in accordance with PCFA's discipline and complaints processes.

Relationship to Softball BC Policy

PCFA's Social Media Policy is intended to align with the Social Media Policy and Codes of Conduct established by Softball BC. Where applicable, the Softball BC policy shall apply and take precedence over this policy.

21. HARASSMENT, SEXUAL HARASSMENT AND BULLYING

It is PCFA's policy to provide all PCFA Executives, Volunteers, Coaches, Umpires, Players with an environment that is free from all forms of harassment or discrimination. We will make every reasonable effort to prevent all forms of harassment/discrimination of our Executives, Volunteers, Coaches, Umpires and Players.

The Merriam-Webster Dictionary defines the word "harassment as "to annoy persistently." Any PCFA Executive, Volunteers, Coaches, Umpires, or players who personally feel harassed or discriminated against by a PCFA Executive, Volunteer, Coach, Umpire, or another Player are encouraged to make a report in writing to PCFA President, president@pcfa.com.

Sexual harassment is an unwelcome comment or conduct of a sexual nature that is uncomfortable for the person on the receiving end of this; anything that causes embarrassment or offense.

Sexual harassment includes, but is not limited to, unwanted physical contact, sexual advances requests for sexual favors, suggestive or offensive comments or gestures emphasizing sexuality, sexual identity or sexual orientation.

Any sexually oriented conduct: verbal, physical, or by innuendo, constitutes sexual harassment. Behavior constituting sexual harassment will not be tolerated and will be reviewed in accordance with our discipline policy.

Bullying is the use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others. PCFA will not accept any form of bullying or harassment by Executives, Volunteers, Coaches, Umpires, Players, or Guardians of the players and will be reviewed in accordance with our discipline policy The following examples illustrate the types of behavior, displayed through personal interactions and/or through electronic or social media communications, which PCFA considers to be forms of cyberbullying:

- Maliciously spreading rumors, lies or gossip
- Intimidating or aggressive behavior
- Offensive or threatening comments or content
- Posting comments/photos etc. deliberately mocking an individual with the intent to harass or humiliate them

22. HUMAN RIGHTS POLICY

Consistent with the Human Rights Code of BC, PCFA does not discriminate on the basis of race, color, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, or age.

Discrimination is an unwelcome comment or conduct that denigrates others. PCFA celebrates the rich diverse backgrounds of all. Any form of discrimination will not be tolerated and will be reviewed in accordance with our discipline policy.

CONSEQUENCES OF NON-COMPLIANCE

Harassment, discrimination or bullying of PCFA Executives, Volunteers, Umpires, Players, or Guardians of Players, will not be tolerated and will be grounds for suspension. Any breach of the policies outlined Sections 17-22 will will be reviewed in accordance with our discipline policy.

23. RULE OF TWO

All PCFA Coaches will always use the rule of two. At the core of coaching is creating a safe environment and modelling healthy interactions with all participants and a softball environment that is safe and fosters growth and personal development on and off the field of play.

The goal of the Rule of Two is to ensure all interactions and communications are open, observable and justifiable. When following the Rule of Two, two responsible adults (a coach, parent, or screened volunteer) are present with a participant. There may be exceptions in emergency situations.

The Rule of Two also applies to all participants in the virtual environment. For every virtual session, the Rule of Two requires 2 adult coaches be present, or 1 coach and 1 adult (parent, guardian, volunteer, sport organization administrator) with the participants. One-on-one sessions are strongly discouraged.

Coaches should limit communication with participants outside of the scheduled virtual sessions and make sure any communications align with the Rule of Two. While online tools and social media make communication really easy, coaches should keep the Rule of Two in mind in those virtual environments as well.

Prohibit one-on-one texting, emailing or online contact between coach and participants. Texting, emailing or online contact should

- be limited to group text and group email
- include at least 2 adults
- be limited to coaching matters
- include minor participants' parents and guardians (or provide them with the

opportunity to receive these texts and emails)

- Save or download text messages and make them available to parents and guardians

Social media contact by the coach

- must be related to the sport program
- must not contain personal information or references
- must not happen in private messages to participants
- It isn't recommended to use Snapchat or other applications that have disappearing features. That isn't public communication. It's private and can't be tracked. It isn't open, nor observable, nor justifiable

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24. TEAM BUDGET AND BUDGET APPROVAL PROCESS

- All teams will have a team bank account opened under the umbrella of PCFA.
- Any team coach, assistant coach, family member of the coach or assistant coach, member of PCFA executive (except treasurer) or member of the Poco Sport Alliance may not have signing authority for any PCFA team account.
- There must be two people on each team with signing authority, the treasurer of PCFA will be listed on the account and will oversee all budgets and spending.
- Team budgets will vary between each team based on level of competition, travel plans, the amount of tournaments and equipment needed that year.
- A typical House team will have a budget between $5000-$7000 which would have individual fundraising goals/team fees around $400-$600 for the season
- A Rep team budget will vary between age groups and level (A or B). Fundraising is an integral part of the team to help lower the costs.

BUDGET APPROVAL PROCESS & TRANSPARENCY

- All teams are required to prepare and present an annual budget by October 1st of the current season for rep teams and April 30th for House teams. The budget must clearly outline and include all anticipated costs for the team.
- All parents must sign off on the approved budget for their team at a parent's meeting.
- Once the team's budget is signed off by all parents, it must be submitted to the PCFA treasurer for approval.
- All monies spent must follow the budget throughout the year. If the coaches wish to make any changes throughout the season, the changed budget must be once again signed off by all parents and resubmitted to the PCFA treasurer.
- Once the season is over, all bank accounts must be zeroed and a finalized budget showing what is spent as well as the bank account documents must be

sent to the PCFA treasurer.

Typical Budget Items

Team Expenses

- Coaches' apparel
- Indoor practice balls
- Outdoor practice balls
- Bownets
- Pitching screens
- Batting tees
- Pitching, Hitting, Catching Clinics (Team Pay or Private Pay)
- Team banners
- Coaches' travel expenses
- Tournament fees (average $600 per tournament in Canada — teams must estimate how many tournaments they plan to attend)
- Pop-up tents
- Team bonding events
- Coaches' gifts
- GameChanger subscription fee
- Note: TeamSnap is included by the association

Player/Team - Optional Items

- Helmets
- Uniforms
- Socks
- Ball bags
- Belts

Budget Preparation & Approval Process

1. Research & Documentation
    - All costs must be researched, itemized, and recorded in a team spreadsheet.
2. Presentation to Families
    - The completed draft budget must be presented to all families by October 1st (REP) April 30 (HOUSE)
    - All parents/guardians must review, agree, and sign off on the budget.
3. Association Review
    - Once parent approval is secured, the budget must be submitted to the association's designated reviewer for approval.
    - The team will be notified once the budget has been formally approved.

Additional Purchases

- Any revised purchases over $250 requires parent review and approval.
- Any revised, added purchases over $1,000 requires association approval.

End-of-Season Review

- At the end of the season, the final budget must be reviewed with player families and forwarded to the association 52for final approval.
- Any remaining funds will be dispersed in accordance with the Gaming Rules Application.

Fundraising & Sponsorships

- Families are not permitted to profit from fundraising or sponsorships. All funds must be used strictly for team purposes in compliance with association and gaming regulations. Teams may individually go out to solicit sponsorship for their team. 75% of each sponsorship can go towards individual fundraising goals, the other 25% must go to the overall team fundraising goals.

25. TEAMSNAP

PCFA summary, and usage of TeamSnap as an operating tool for Teams and Association. (PCFA, minor softball chooses to participate and purchase the club version of TeamSnap. In previous years, PCFA has used other forms of data collection, such as Sports Engine. and at that time, every team would individually purchase their own version of TeamSnap to communicate with their Teams. Effective 2026, we will be converting to a data collection system based through Softball BC called Ramp. TeamSnap is NOT an official Roster System - there are grandparents, auntie's uncles, cousins and friends who also are listed in TeamSnap, those individuals are not considered rostered either. They are merely part of the communication process. SoftballBC limits the amount of players and coaches that can be on our official roster, TeamSnap does not cap our participants per team again, why this is not a roster.

TeamSnap is mainly used as an all-in-one communication, scheduling, and

player management tool for sports organizations, whether at the association level (multiple teams, leagues) or the individual team level. There is no direct correlation through TeamSnap that registration = Rostered. Official rosters are submitted to Softball BC once a year. The only person who can approve the roster is Softball BC, and the only person who can remove or deny a player from a roster is Softball BC Here's how the purpose and uses break down for each TeamSnap plan:

For Associations/Clubs/Leagues

Main Purpose:

To centralize administration and streamline coordination across multiple teams, age groups, or divisions. Key Uses:

Registration and Payments: Collect player sign-ups, waivers, and fees in one place. Player/Team **Management**: Automatically place players and coaches into the correct teams.

Scheduling: Publish master game/practice schedules that sync to each team's calendar. **Communication**: Send announcements to all teams, specific divisions, or the whole organization. **Document Sharing:** Post rules, policies, and forms in one accessible location.

Reporting: Track payments, attendance, and compliance across the organization.

For Individual Teams Main Purpose:

To simplify team communication and scheduling so coaches, managers, parents, and players stay on the same page. Key Uses:

Game and Practice Schedules: See all events in a shared calendar that updates in real time.

Availability Tracking: Players/parents can mark if they'll attend games or practices.

Messaging: Send group chat, direct messages, or alerts for last-minute changes.

Player/Team Details: Keep contact info for players, coaches, and families handy.

File and Photo Sharing: Share lineup sheets, game plans, or team photos.

Push Notifications: Quick updates for weather delays, field changes, or urgent news.

In short:

Associations use TeamSnap to manage the big picture—registration,, scheduling, and communication across multiple teams. Teams use TeamSnap to manage day-to-day operations—who's coming, where you're playing, and how to get everyone the info fast. Being part of a TeamSnap program—whether at the association or team level—is a privilege, not a right. Here's why: TeamSnap is a service/tool provided by the organization you belong to. Your association or team pays for it (or receives it as part of their league membership) and decides who gets access. Access is typically tied to your status as a registered, in-good-standing member (e.g., player, coach, manager, parent). If you leave the team, fail to meet requirements, or violate policies, the organization can remove your access at any time. It's not a public entitlement—it's part of the resources your club chooses to offer as a convenience to its members. Players and coaches do not individually pay for the TeamSnap Platform – the association does and reserves the right to remove anyone at any time from accessing the confidential/sensitive information as it pertains to minors.

26. REMOVAL OF A COACH, PLAYER, FAMILY MEMBER, OR DIRECTOR

Policy: Removal of a Player from a Team

PCFA recognizes that in rare circumstances, a player may need to be removed from a team. This policy outlines the process and requirements for removal while ensuring fairness, transparency, and compliance with Softball BC (SBBC) rules and regulations.

1. Communication

- Initial communication must take place between the minor player's parent/guardian and the coach, or, in the case of an adult player, directly between the player and the coach.
- Efforts should be made to resolve concerns at this stage prior to escalating the matter.

2. Formal Request

- If resolution cannot be reached, a written request for removal must be submitted to the Association.
- This request must be made by the adult player or the minor's parent/guardian and be acknowledged/signed by the coach.

3. Association Review

- The Association Executive will review the request and consider the reasons provided.
- If the Association supports the removal, the formal SBBC application will be completed, and the matter will proceed through the appropriate channels with the District Coordinator.

4. Governing Authority

- The final decision regarding removal of a player rests with SBBC in accordance with their rules and regulations.

5. Caveat: Prior to Roster Submission

- If a player's formal roster has not yet been submitted, PCFA may address the matter directly with the parent/guardian (for minors) or directly with the adult player.

6. Code of Conduct Breaches

- If a player, parent, or coach breaches PCFA policies or the Code of Conduct, the Association may immediately remove their access to the TeamSnap (Association Version) platform.
- This measure is intended to protect the safety, well-being, and privacy of all other team members.

Policy: Removal of a Coach

PCFA follows the principles and procedures outlined by Softball BC (SBBC) when addressing concerns regarding coach conduct. Removal of a coach is considered a serious matter and will be handled with fairness, transparency, and respect for all parties involved.

1. Grounds for Removal

A coach may be removed for reasons including (but not limited to):

- Non-compliance with SBBC or PCFA bylaws, policies, or procedures.
- Breaches of the Code of Conduct, including inappropriate behavior, lack of respect for athletes, parents, officials, or peers.
- Violations of Safe Sport principles, including suspected unsafe, abusive, or discriminatory conduct.

2. Reporting Process

- Concerns regarding a coach must be submitted through a formal complaint to the SBBC

Executive Director in accordance with the SBBC Discipline and Complaints Policy.

- For suspected unsafe sport conduct, the Safe Sport reporting process must also be followed.
- Complaints should be submitted in writing, with supporting details where possible.

3. Principles of Discipline

- Code of Conduct: Coaches must demonstrate good sportsmanship, respect, and integrity at all times.
- Fair Process: All complaints will be reviewed under the SBBC Discipline and Complaints Policy to ensure fairness and consistency.
- Investigation & Resolution: A structured process will be followed, which may include interviews, evidence review, and fact-finding.
- Appeals: Coaches retain the right to appeal decisions as provided in SBBC policy.

4. Interim Measures

- SBBC may impose a 30-day pro tem suspension while investigating a complaint.
- During this period, the coach will not be permitted to coach or interact with athletes under the Association's authority.

5. Return-to-Play Contract

- Following a confirmed breach, a Return-to-Play contract may be issued by SBBC or the Association.
- The coach must agree to and sign the contract, which will outline specific conditions, expectations, and behavioral standards.
- Failure to sign or comply with the contract will result in the coach's formal release.

6. Association Discretion

- Even if SBBC issues clearance for the coach to return, PCFA will issue a Return-to-Play agreement, PCFA reserves the right to determine whether the coach will be permitted to return to the field within the Association.
- This discretion ensures that the safety and confidence of players, families, and volunteers are prioritized.

7. Formal Release

- If removal is confirmed, the Association will issue a formal letter to the coach acknowledging their release from duties.
- Notification will also be made to SBBC and the District Coordinator as required.

Policy: Removal of a Director

This section establishes the notice and procedural requirements for the potential removal of a Director, ensuring compliance with the BC Societies Act and adherence to principles of fairness, transparency, and Safe Sport. This policy applies to all Directors of the Association, whether elected or appointed.

1. Grounds for Removal

A Director may be considered for removal for reasons including, but not limited to:

- Breach of the Association's Bylaws or Policies
- Conduct inconsistent with Safe Sport principles
- Failure to meet eligibility requirements
- Conflict of interest violations
- Failure to fulfill Director's duties
- Behaviour prejudicial to the Association or its participants

This list is illustrative, not exhaustive.

2. Notice Requirements

2.1 Standard Notice

A Director who may be removed by the Board must receive a minimum of 7 days' written notice of:

- The proposed removal
- The grounds for the proposed action
- The date, time, and format of the Board meeting at which the matter will be considered
- Their right to be heard

Notice must be delivered via email to the Director's registered address and is deemed received when sent unless returned undeliverable.

2.2 Emergency Situations

If the matter involves:

- Participant safety,
- Child protection concerns,

- Serious policy breaches, or
- Situations requiring expedited action

…the Board may provide not less than 48 hours' written notice.

A shorter notice period should be used only when necessary to protect participants or the Association.

3. Right to be Heard

The Director subject to possible removal must be given a meaningful opportunity to be heard, including:

- Speaking at the Board meeting
- Submitting a written statement
- Attending electronically if required

A committee or designated individual may conduct a preliminary review or fact-finding, but only the Board may make the final removal decision.

4. Decision Process

After providing notice and hearing the Director, the Board may vote on removal. Removal requires a two-thirds (2/3) vote of all Directors currently in office, excluding the Director under consideration. The decision and rationale must be recorded in the minutes.

7. Suspension Pending Review

Where necessary to protect participants or the integrity of the Association, the Board may temporarily suspend the Director's authority pending the outcome of the removal process.

8. Confidentiality

All information, discussions, and documents related to Director removal must be handled confidentially and shared only with those who require access to perform their duties.

9. Post-Decision Steps

If removal is approved:

- The Board will notify the Director in writing within 48 hours.
- The vacancy will be filled according to the bylaws

The Association's records and filings will be updated accordingly.

Policy: Removal or Restriction of a Family Member (Parent / Guardian)

Purpose

PCFA is committed to providing a safe, respectful, and positive environment for all participants. In rare circumstances, a parent, guardian, or family member's conduct may undermine this environment. This policy establishes a fair and transparent process for addressing such behaviour, including the potential restriction or removal of a family member from Association activities.

1. Scope

This policy applies to any parent, guardian, or family member of a registered player while:

- Attending practices, games, meetings, or events
- Communicating with coaches, officials, volunteers, or other families
- Participating in Association platforms (e.g., TeamSnap, email, social media)

2. Grounds for Action

A family member may be subject to restriction or removal for conduct including, but not limited to:

- Verbal abuse, harassment, or intimidation
- Disrespectful behaviour toward players, coaches, officials, volunteers, or other families
- Interference with coaching decisions or game officials
- Violation of the Association's Code of Conduct or Safe Sport principles
- Repeated failure to comply with reasonable direction from Association representatives
- Behaviour that compromises participant safety or the reputation of the Association

3. Progressive Response Framework

Where appropriate, PCFA will apply a graduated approach:

1. Informal Warning – Verbal or written notice outlining expectations
2. Formal Warning – Written notice documenting the concern and required corrective action
3. Restriction – Limiting attendance (e.g., no sideline access, supervised attendance only)
4. Suspension or Removal – Temporary or permanent prohibition from Association

activities

PCFA reserves the right to bypass steps where immediate action is required to protect participants or officials.

4. Interim Measures

Where necessary, the Association may immediately:

- Restrict a family member's attendance at games or practices
- Remove access to TeamSnap or Association communications
- Require communication to occur only through a designated Association representative

These measures may be imposed pending review.

5. Review and Decision Process

- Concerns may be brought forward by coaches, officials, volunteers, or Board members.
- The Association Executive (or designate) will review the matter and determine appropriate action.
- Where a significant restriction or removal is contemplated, the family member will be:
    - Notified in writing of the concerns
    - Given an opportunity to provide a written response

The Executive's decision will be documented and communicated in writing.

6. Relationship to Player Participation

No player will be penalized solely as a result of a family member's conduct unless:

- Safety cannot reasonably be assured through other measures, or
- The conduct materially interferes with team operations despite mitigation efforts

The Association will make reasonable efforts to support continued player participation wherever possible.

7. Appeals

A family member may request a review of the decision by submitting a written appeal to the Board within 7 days of notification. The Board's decision on appeal is final.

8. Confidentiality

All matters under this policy will be handled confidentially and shared only with individuals who require the information to perform their duties.

27. PCFA CONCUSSION/INJURY PROTOCOL

WHAT IS A CONCUSSION?

A concussion is a brain injury that can't be seen on x-rays, CT or MRI scans. It affects the way an athlete thinks and can cause a variety of symptoms. Any blow to the head, face or neck, or somewhere else on the body that causes a sudden jarring of the head may cause a concussion. Examples include getting body-checked in hockey or hitting one's head on the floor in gym class.

WHAT ARE THE SYMPTOMS OF A CONCUSSION?

A person does not need to be knocked out (lose consciousness) to have had a concussion. Common symptoms include:

- Headaches or head pressure
- Dizziness
- Nausea and vomiting
- Blurred or fuzzy vision
- Sensitivity to light or sound
- Balance problems
- Feeling tired or having no
- Easily upset or angered
- Sadness
- Nervousness or anxiety
- Feeling more emotional
- Sleeping more or sleeping less
- Having a hard time falling asleep
- Difficulty working on a computer

energy

- Not thinking clearly
- Feeling slowed down
- Difficulty reading
- Difficulty learning new information

WHAT ARE THE VISUAL SIGNS OF A CONCUSSION?

Visual signs of a concussion may include:

- Lying motionless on the playing surface
- Slow to get up after a direct or indirect hit to the head
- Disorientation or confusion or inability to respond appropriately to questions
- Blank or vacant stare
- Balance, gait difficulties, motor incoordination, stumbling, slow labored movements
- Facial injury after head trauma
- Clutching head

WHAT SHOULD I DO IF I SUSPECT A CONCUSSION?

If any athlete is suspected of sustaining a concussion during sports they should be immediately removed from play. Any athlete who is suspected of having sustained a concussion during sports must not be allowed to return to the same game or practice.

It is important that ALL athletes with a suspected concussion undergo medical assessment by a medical doctor or nurse practitioner, as soon as possible. It is also important that ALL athletes with a suspected concussion receive written medical clearance from a medical doctor or nurse practitioner before returning to sport activities.

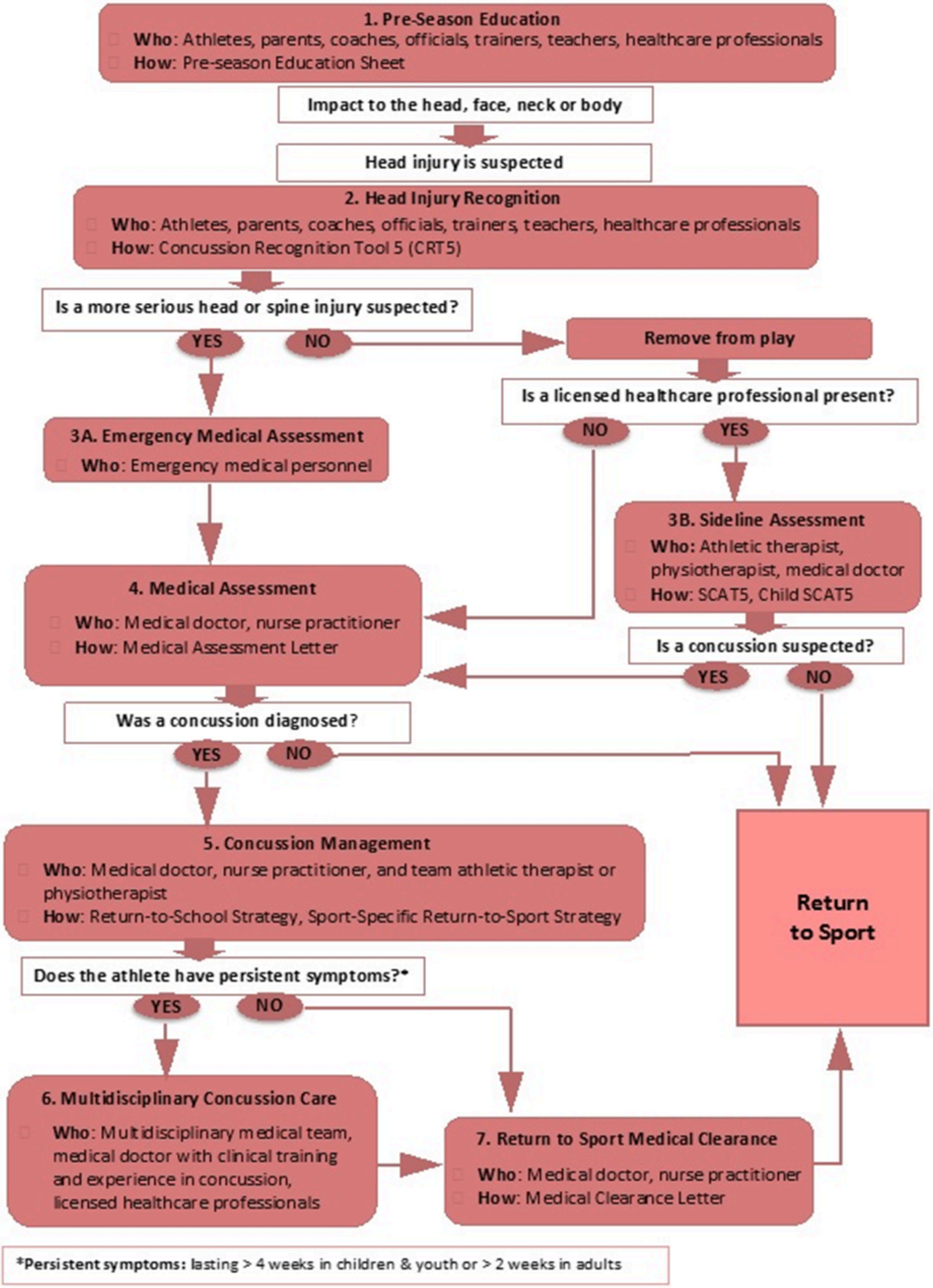
HOW LONG WILL IT TAKE FOR THE ATHLETE TO RECOVER?

Most athletes who sustain a concussion will make a complete recovery within 1-2 weeks while most youth athletes will recover within 1-4 weeks. Approximately 15-30% of patients will experience persistent symptoms (>2 weeks for adults; >4 weeks for youth) that may require additional medical assessment and management.

HOW CAN I HELP PREVENT CONCUSSIONS AND THEIR CONSEQUENCES?

Concussion prevention, recognition and management require athletes to follow the rules and regulations of their sport, respect their opponents, avoid head contact, and report suspected concussions.

All PCFA players that have sustained a concussion or injury must have medical clearance (medical doctor or nurse practioner, per chart below) before returning to as PCFA. This protocol is in place to protect the athlete. Please see the flow chart below.


1. Pre-Season Education
Who: Athletes, parents, coaches, officials, trainers, teachers, healthcare professionals
How: Pre-season Education Sheet
Impact to the head, face, neck or body
Head injury is suspected
2. Head Injury Recognition
Who: Athletes, parents, coaches, officials, trainers, teachers, healthcare professionals
How: Concussion Recognition Tool 5 (CRT5)
Is a more serious head or spine injury suspected?
YES
NO
Remove from play
Is a licensed healthcare professional present?
NO
YES
3A. Emergency Medical Assessment
Who: Emergency medical personnel
3B. Sideline Assessment
Who: Athletic therapist, physiotherapist, medical doctor
How: SCAT5, Child SCAT5
4. Medical Assessment
Who: Medical doctor, nurse practitioner
How: Medical Assessment Letter
Is a concussion suspected?
YES
NO
Was a concussion diagnosed?
YES
NO
5. Concussion Management
Who: Medical doctor, nurse practitioner, and team athletic therapist or physiotherapist
How: Return-to-School Strategy, Sport-Specific Return-to-Sport Strategy
Return to Sport
Does the athlete have persistent symptoms?*
YES
NO
6. Multidisciplinary Concussion Care
Who: Multidisciplinary medical team, medical doctor with clinical training and experience in concussion, licensed healthcare professionals
7. Return to Sport Medical Clearance
Who: Medical doctor, nurse practitioner
How: Medical Clearance Letter
*Persistent symptoms: lasting > 4 weeks in children & youth or > 2 weeks in adults

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