

In respect of its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*, the Board commits to ensuring that:

- All reasonable efforts are made to ensure that all policies, practices and procedures from the date of this policy forward are consistent with the principles of independence, dignity, integration and equality of opportunity to all with particular attention for persons with disabilities;
- All participants, parents and the broader community are welcomed to our facilities to provide services that respect the independence and the dignity of persons with disabilities, such service may incorporate measures such as the use of assistive devices, service animals and support persons.
- Appropriate training for all staff who deal with the participants, public, or other third parties on behalf of FAB will be provided with greater awareness and responsiveness to the needs of a person with disabilities.
- Training as identified above will be provided to all staff and to our coach volunteers. As new staff are hired, or new coaches are recruited, the training will become a component of their orientation training and will be provided within a reasonable timeline.
- These policies and procedures related to the *Accessibility for Ontarians with Disabilities Act, 2005* are made available to the public and also ensure there is a capacity to provide communication about these policies and procedures in a format that takes into account a person's disability.
- A process for receiving and responding to feedback is set out below under our Complaints Procedures.
- When developing new programs, or planning a new initiative, the impact on persons with disabilities will be taken into account.

ANTI-HARASSMENT

FAB is committed to providing an environment in which all individuals are treated with respect and dignity. Harassment is a form of discrimination and is prohibited by the Canadian Charter of Rights and Freedoms and by Human Rights legislation. It is offensive and degrading and in its extreme forms can be a criminal offense. Members found to have engaged in conduct constituting harassment / discrimination may be disciplined / sanctioned by this policy and if applicable, the law. This policy applies to all participants, staff and volunteers. All members shall avoid and discourage others' expressions, communications or displays of bigotry, prejudice, sexual comments and racial slurs. Harassment on the basis of race, ancestry, place of ancestry, colour, ethnic origin, citizenship, sex, sexual orientation, age, marital status, family status, ability or religious affiliation will not be tolerated. Notwithstanding this policy, every person who experiences harassment has the right to seek assistance from government and the legal system. Harassment is improper behaviour by any person towards another person which a person knows or ought to know would be unwelcome. This behaviour may include conduct, comments or gestures that are insulting, intimidating, hurtful, degrading, or otherwise offensive or embarrassing. Examples include but are not limited to:

- written or verbal abuse or threats
- physical assault
- unwelcome remarks, jokes, innuendos, or taunting about a person's body, sexual orientation, attire, age, status, ethnic or racial origin, religion, etc...
- displaying of sexually explicit, racist or other offensive or derogatory material / graffiti
- practical jokes which cause awkwardness or embarrassment
- hazing or initiation rights
- leering or obscene gestures
- intimidation or threats of retaliation for reporting harassment
- condescension or patronizing behaviour which undermines self-respect or adversely affects performance
- false accusations of harassment motivated by malice or mischief

Sexual abuse is when a young person is used by an older child, adolescent or adult for his or her own sexual stimulation or gratification. Ontario has mandatory reporting laws regarding abuse and neglect of children and youth. Thus any member or the FAB who has reasonable grounds to suspect may be suffering from sexual abuse, physical abuse, emotional abuse or neglect has an obligation to report the suspicion and information to the Children's Aid Society and / or local police service. Failure to report an offense may result in charges under the law. See FAB's Child Protection Policies & Implementation for further information.

QUALITY ASSURANCE

FAB is guided by a set of commitments and actions that assist the organization to improve the quality of services delivered. Success will be measured on the basis of our participants retention throughout the program, participation in the weekly sessions and non-weekly events and volunteer activates, participants goal setting progress using the FAB goal setting guidelines. We provide each participant, employee, volunteer and other interested parties with the opportunities at various stages of our program to provide feedback on our program. All feedback is reviewed by our administration and may be escalated to the attention of the Board. The Board has at all times the right to spot review any and all feedback. FAB encourages participant, volunteer and parental feedback to improve program quality. Volunteers and Staff are monitored for quality control.

COMPLAINTS PROCEDURE

If problems do arise, in most situations the coaching volunteers and instructional staff will be able to guide and counsel participants (and their parents if minors) and resolve the problem by mutual discussion. The resolution of the problem

could involve the imposition of disciplinary measures in consultation with other staff or FAB's Board.

If an informal approach fails to solve the problem, a formal complaint should be made to our Executive Director, Sharon Gallant, and for consistency purposes, we encourage but do not require the use of our Incident Reporting Form. The formal complaint must be preceded by notification of the participant, volunteer or staff member who is affected, The formal complaint should include:

1. the date of the problem
2. the place the problem occurred
3. the name and contact information of the person making the complaint
4. the names of persons who may have been wronged
5. the name of the person alleged to have broken the code of conduct or harassment rules
6. the guidelines / rules which have been broken plus any other relevant information

A copy of the formal complaint will be forwarded to the Chair of FAB's Board who will set up a time and place for a review panel. The parents of the minor (under 18) involved will be informed. The panel will include the president (or designate from the FAB board of directors), the head coach or instructor and an additional representative of the board of directors. In the event of a conflict of interest, an additional member of the board of directors will replace the recused panel member. The person alleged to have committed the offense and / or their representative will be allowed to call evidence, testify personally or bring further arguments to light. A written record of the proceedings will be kept. The panel must decide whether the charges are proven and may decide to withdraw privileges of that person or impose some other appropriate penalty. Information on the case is confidential and may not be released by the participants.

A review panel may be convened if in the view of the president and two other members of the board of directors, the incident report of the coach / instructor warrants further action. This course of action may only be taken where the participant, volunteer or employee as the case may be, is informed by the volunteer coach or Executive Director that the incident will form a part of the report to the board of directors. The participant, volunteer or employee is to be informed within two weeks of the end of the event by the president or designate that a review panel will be convened. In all but extremely serious situations, the length of time required to set up the review panel and conclude its proceedings will preclude suspension from competition or the team while at the event at which the formal complaint was lodged. In extremely serious situations, suspension from the program may only be considered after at least a telephone review with the president or designate (and in the case of minors, their parent(s)), except for infractions which contravene any laws or put other participants, members or employees at risk, in which case suspension may enforced immediately.

Note that in complaints of a criminal nature, FAB will defer to the appropriate provincial or federal authority to investigate.

VOLUNTEER/STAFF SCREENING

All volunteer coaches and employees must complete the Volunteer application form in details and include an accompanying reference letters and documentation.

All candidates for the Board of Directors must provide a copy of their latest C.V. or resume and complete an application for consideration.

It is mandatory for persons who are affiliated with FAB, and whose role places them in a position of authority, or involves regular supervisory contact with children, to complete and submit a copy of an approved police records check for vulnerable sector screening to FAB. This policy applies to the following identified roles within FAB:

- Child Focal Person;
- Coaches and assistant coaches;
- Volunteers and Staff;
- Board of Directors, Executive officials and administrators;
- Trainers, physiotherapists, and athletic therapists working in conjunction with FAB.

CONFLICT OF INTEREST

As a charitable organization, it is important to recognize that conflict of interest can arise whether financial, personal or otherwise. Examples might include purchasing of equipment from a family member who has a retail or manufacturing enterprise or hiring of or contributing to fundraising for a relative of a board member. Often people are unaware that their activities are in conflict with the best interests of the collective or group or in our case the paddling FAB. Thus, it is important to cultivate a culture of openness and candor. Where a potential conflict of interest arises, the FAB requires that the board member who is potentially in conflict, disclose the conflict. If it is concluded by the other members of the board that a conflict or potential conflict exists between the individual and the FAB's interest, the interested board member must recuse him or herself from participating in the decision or motion at hand. An opportunity should exist for board members without a conflict to speak freely about the decision at hand without the presence of the recused (or interested or conflicted) individual in the

passion for
helping young girls become strong women

room. Board members and staff are requested to disclose any potential conflict of interest at the commencement of board meetings and annual general meetings or at the very least, when they become aware of them.