

## DISCIPLINE AND COMPLAINT POLICY (UPDATED)

### PURPOSE

The Sunshine Coast Volleyball Club (SCVC) expects its' club members including coaches, players, directors, managers, parents, and volunteers to fulfill their obligation and duties that are set out in SCVC's Handbook and Codes of Conduct. Irresponsible behavior can severely damage SCVC's image and integrity within the community.

### SCOPE OF APPLICATION

- This policy applies to all members of SCVC including coaches, players, directors, managers, parents, and volunteers.
- This policy only applies to discipline matters that arise from SCVC business, activities, or events, including but not limited to practices, games, tournaments, travel, and meetings.

### GENERAL

- Coaches, players, and parents are expected to follow their respective Codes of Conduct.
- All club members may be sanctioned or suspended by the club.
- During out-of-town competition, or when the Director is not available, the head coach has the discretion to temporarily suspend a player for violation of the Athlete Code of Conduct.
- SCVC is authorized to review parents' actions regarding abusive or otherwise unacceptable behavior directed towards coaches, officials, opposing players, or other spectators. Appropriate action will be taken depending on the severity of the behavior. SCVC reserves the right to deny access of parents to practice or competition facilities for inappropriate behavior.
- SCVC also reserves the right to dismiss a player based on poor attendance at practices and games. If the coach observes a continual issue of lack of attendance (with no sufficient warning), they may request the athlete be removed from the team. Any decisions will always come with a direct warning to both the athlete and the parents of the athlete from the coach and/or the club director before dismissal.

## DISCIPLINE AND COMPLAINT POLICY (UPDATED)

### **SANCTIONS**

The following disciplinary sanctions, singly or in combination, may be applied for infractions:

- Verbal or written warning;
- Verbal or written apology;
- Service or other voluntary contribution to SCVC;
- Removal of certain privileges;
- Suspension from certain SCVC events and/or activities;
- Suspension from all SCVC activities for a designated period of time;
- Payment of the cost of repairs for property damage;
- Expulsion from SCVC;
- Other sanctions as may be considered appropriate for the offense.

### **REASONS FOR SANCTIONS**

The following are reasons for possible sanctions and suspension for players:

- Use of drugs or alcohol
- Causing damage to hotels/facilities
- Bullying or hazing of teammates
- Lack of attendance
- Failure to comply with curfews, or having friends in the hotel room past curfew
- Having other team or non-club members in hotel rooms without the coach's permission
- Frequent use of foul language

## **DISCIPLINE AND COMPLAINT POLICY (UPDATED)**

### **MINOR COMPLAINT PROCEDURE**

1. A less serious complaint in nature may be communicated directly to the person involved.
2. Players are encouraged to communicate directly with their coach, parents are encouraged to help their children communicate appropriately with their coach.
3. If a parent wishes to communicate a complaint to the coach regarding controversial issues (e.g. playing time), they should discuss with the coach privately, away from the team, and ensure that the heat of the moment has passed.
4. A coach or team may choose to have a parent liaison or manager and any complaints must go through that individual.

### **MAJOR COMPLAINT PROCEDURE**

1. A member who wishes to lodge a formal and serious complaint against another individual must do so in writing addressed to the Club Director\*.
2. The Club Director will review the complaint and undertake any necessary action as they see fit. The Club Director will review each case on an individual basis.
3. The person against whom the complaint is made will be invited to discuss the circumstances surrounding the complaint with the Club Director. Parents will be included in discussion of any complaints regarding a player. The person will be given an opportunity to respond to the complaint prior to any action taken.
4. The Club Director will determine the appropriate sanction. Sanctions can include fines, suspensions, termi-nation, or removal from the organization.
5. The individual involved in the procedure will be notified verbally and in writing within 7 days of the Club Director's decision. The decision is immediately in effect once communicated to the individual. Members who refuse to abide by the Club Director's decision will have their membership permanently terminated.

*The Club Director will determine the appropriate individual to address the complaint in the event of a conflict of interest.*



## DRESS CODE POLICY (UPDATED)

### PURPOSE

The Dress Code policy is intended to ensure appropriate and professional representation of the Sunshine Coast Volleyball Club (SCVC) at practices and tournaments. This policy applies to players.

- Players can wear SCVC, Volleyball BC or Volleyball Canada clothing if available, otherwise members shall wear an appropriate athletic t-shirt.
- Appropriate t-shirts cannot have the sleeves cut off or contain wording or logos that are:
  - » ***Sexually explicit***
  - » ***Contain alcoholic or drug advertisements, or offensive material***
  - » ***Bearing logos from other clubs***
- Tank tops are prohibited.
- Mid riffs must be covered.
- Appropriate athletic shoes must be worn at all times during practice and competition. Volleyball specific court shoes are encouraged.
- No jewelry, including watches, earrings, bracelets, necklaces during practice or competition.  
(If needed you may cover a piercing with tape).
- Spandex shorts are permitted but must fully cover the buttocks and underwear.
- Before and after practice or competition, players must change out of their playing attire in a change room, or if unavailable discretely and quickly to not draw any unwanted attention to the player or SCVC.

## PERSONAL INFORMATION PROTECTION POLICY

The club is committed to safeguarding the personal information entrusted to us.

This privacy statement outlines the practices we follow in protecting personal information. This privacy statement applies to the club and to any person providing services on our behalf.

### What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

### What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our members, including personal information needed for communication, promotion, and risk management.

We normally collect member information directly from our members. We may collect your information from other persons with your consent or as authorized by law.

We inform our members, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a member volunteers' information for an obvious purpose (e.g. producing a credit card to pay a membership fee when the information will be used only to process the payment).

### How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with the club. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information. We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

## **PLAYTIME POLICY (NEW) 13/14U**

- At this age, the developmental focus is on training and to provide opportunities for participation.
- Teams will follow the Fair Play Rule developed by Volleyball Canada and Volleyball BC for the entire club season.

### **Fair Play Rule (Volleyball Canada, 2017):**

12U, 13U and 14U Substitution Rules: All players listed on the score sheet must start the first or second set. Substitutions are not permitted in the first or second set. In the case of injury, an Exceptional Substitution may be made. The injured/ill player may not return to the same set but may return to play in subsequent sets. If there is a 3rd set, the coach has the choice of starting any player and there is no minimum number of points needed prior to substitutions being made.

Implementation of rule: Referee checks score sheet between sets to confirm players not starting in the 1st set are on the score sheet at the beginning of the 2nd set. Coaches that intentionally leave athletes off the score sheet, or misrepresent an athlete's playing status (injury, illness, etc) to avoid compliance with the Fair Play Rule, will be subject to sanctions.

#### **Rationale:**

1. Provincial Games competitions that exist for the 15U age categories currently use the Fair Play rule.
2. Provincial Associations cite significant positive feedback from athletes and parents using the Fair Play rule during the Provincial Games competitions.
3. DDC (Volleyball Canada's Domestic Development Committee) cited the importance of simplifying rules and keeping rules consistent across age groups when possible.
4. DDC cited the Fair Play rule strikes a balance between mandating playing time and providing the coach the freedom to choose players in the 1st and 3rd set.
5. Compulsory substitutions ensure that every athlete participates in every game. The DDC believes that it is critical that players be given the opportunity to play and develop early in their career, as any one of them, regardless of their ability, could be a future star. Additionally, virtually every study researching why kids leave sport identifies playing time as one of the top three reasons children quit playing.

## **PLAYTIME POLICY (NEW) 15-18U**

- At this age, the developmental focus is transitioning from training to competition.
- Each team's head coach is responsible for determining the composition of the team at tournaments, which includes the starting line-up and substitutions.
- Coaches will provide opportunities for play to all players during all non-provincial ranking events such as play days and other exhibition events.
- During Volleyball BC provincial ranking tournaments and provincial championships, the head coach will make their decision regarding playing time based on the following:
  1. Performance in practice (including skills, attitude, and dedication).
  2. Attendance/level of commitment to the team.
  3. Ability to perform specific skills needed or play specific position during competition.
  4. Ability to execute these skills during competition.
  5. Overall contribution, in whatever capacity, to the success of the team.
- If a player is concerned or unclear about her role on the team, they should initiate a meeting with their coach to discuss the matter either before or after practice.
- Under no circumstances is it permissible for a parent or player to approach a coach during competition or at a tournament site to discuss playing time. Players and parents are required to wait 48 hours after a tournament before initiating any type of communication with a coach regarding playing time issues.

## REFUND POLICY

The Sunshine Coast Volleyball Club (SCVC) operates on a tight budget without any leeway for refunds. We purposely budget team and program fees with little or no margin to keep player fees as low as possible.

For each team, we calculate the cost of tournament entry fees, uniforms, gym rentals, coaching costs, equipment, and administrative costs. Once we add up the total costs for the team or program, we divide that cost by the number of players that are expected to join the team.

Once a player commits to a team season, it is assumed that the player will complete the season. If a player withdraws, we are unable to give a refund because it would put the financial burden on the remaining members of the team. The money collected for fees has already been spent as described above.

If a player is injured prior to the beginning of a club season or commencement of a program and wishes to withdraw from the team or program, a refund may be granted if that spot can be filled by another suitable player. Each situation will be handled on an individual basis.

In the event a program must be suspended or cancelled for any reason (including COVID-19) prior to its scheduled conclusion, the club will provide a pro-rated refund for any recoverable costs associated with the registration fee (e.g. if the club is refunded for tournament fees, parents will receive a refund for those fees. However, costs for things like uniforms/clothing are generally not recoverable for the club, therefore no refunds would be given for uniforms/clothing).

Fundraising may be done by SCVC teams, but this will be coordinated by the team itself and not through the SCVC organization. Funds raised will belong to that team and may be used to offset costs as that team deems appropriate.

Thank you for understanding and for supporting your volleyball club.

## **SOCIAL MEDIA POLICY**

Sunshine Coast Volleyball Club (SCVC) understands that advancements in technology are enabling new forms of social interaction and social media is a popular communication tool for players, parents, and coaches. SCVC is also aware that social media is a venue where inappropriate behavior and misconduct can occur. The following policies are meant to ensure the appropriate use of social media and online communication.

### **TEXTING, EMAIL AND SIMILAR ELECTRONIC COMMUNICATIONS**

If it is necessary for a coach or staff member to send a direct text message or email to a player, the following guidelines must be followed

- A parent (or guardian) must be copied.
- It must be signed so it is clear as to whom or what organization is sending the message. Just using the number or email address for identification is not sufficient.
- It should be non-personal and for the purpose of communicating information about team activities.
- It should never include or contain offensive, sexual, or inappropriate language or photos.
- The time of day and the number of messages sent should be considered.
- Records should be kept of every coach's current cell number and email accounts.

When a player feels the need to text or email a coach or staff member, the following guidelines must be followed:

- A parent (or guardian) must be copied.
- It should be sent only with information regarding the organization or team or club activities.

### **SOCIAL MEDIA (Facebook, Twitter, Instagram, Snapchat, Blogs and/or Similar Sites)**

- Coaches are not to have contact with players on any social media site.
- Players are never to post pictures of other club members or players that can be hurtful or embarrassing or without their permission.
- The use of any device of recording or transmitting visual images is strictly prohibited in showers, restrooms, changing rooms or other areas where participants expect privacy.
- Protecting the identity and privacy of all SCVC players is required.
- Do not post names, photos or identifying information at any time.
- Players, parents/guardians and coaches can join any SCVC social media sites, but social media sites should not be used to abuse or criticize the organization, members, players or other parties.

## TRAVEL POLICY (UPDATED)

The Sunshine Coast Volleyball Club (SCVC) recognizes the importance of travel for competitive volleyball and expects respectable and mature behavior from its members both at home and away.

### GENERAL

1. Travel to and from any local games or practices will be responsibility of parents.
2. Travel to and from away events will be the responsibility of parents.
3. Coaches and parent drivers may drive team members using personal vehicles or rental vehicles, hire a transportation company, or use a combination of these options.
4. Team chaperones and/or drivers are volunteer members of SCVC and therefore must have read the Volunteer Code of Conduct, and completed the Volunteer Driver Authorization Form.

### PARENT/GUARDIAN DRIVERS

1. Drivers must have a valid driver's license, a clean driver's abstract, and third-party liability insurance to be able to transport members of the team.
2. Drivers are required to have emergency contact information for each passenger, as well as the Club
3. emergency contact information.
4. Drivers must ensure all passengers wear seat belts.
5. Drivers will operate the vehicle in a safe, legal manner, and operate consistently with any driver license or insurance restrictions.
6. Drivers will not permit smoking in the vehicle.
7. Drivers will not use any handheld devices while operating the vehicle.

### PERSONAL VEHICLES

1. If the Club chooses to travel using personal vehicles, the driver must provide all necessary information to the Club in the Volunteer Driver Authorization Form prior to transporting any club members.
  - a. License plate number:
  - b. Year and make/model of vehicle
  - c. Last date it was serviced
  - d. Insurance coverage
  - e. Seat capacity
2. The vehicle must be in a safe operating condition.

## TRAVEL POLICY (UPDATED)

### RENTING VEHICLES

1. If required at an out of province event, Club parents and coaches will drive members using rental vehicles.
2. Parents, coach spouses, player siblings, or any other passengers may ride with the team if there is extra room in a rented vehicle.
3. Drivers must ensure they have Rental Vehicle Insurance.

### HIRING TRANSPORTATION

1. Parents, coach spouses, player siblings, or other passengers may ride with the team on a chartered bus if seats are available and approved by administration. Additional passengers will pay for the cost of a seat.

### ACCOMMODATION AND VENUE

1. Safety comes first for all participants; nobody goes alone to any destination.
2. The team must stay together at a designated hotel while at tournaments. Rooms are to be assigned by coaches or managers. Players are not allowed to switch rooms. Each room must have a parent chaperone staying in the room.
3. Curfews are set by the coaches and must be strictly adhered to by all players.
4. Players are not permitted in a coach's room alone, only as a team.
5. Regardless of gender, a coach shall not share a hotel room or other sleeping arrangement with an athlete (unless the coach is the parent/guardian of that athlete).
6. There will be NO male players in female player's rooms and NO female players in male player's rooms (an exception may be made for siblings).
7. Meals will be taken as a team. Parents are welcome to join the team.
8. Players are not to leave the competition venue, the hotel, a restaurant, or any other place at which the team has gathered without the permission of the Coach.
9. Use of any illegal or controlled substance (alcohol, drugs, tobacco) will not be tolerated in any form whatsoever. Such use will be cause for immediate dismissal from the team and arrangements will be made for the athlete to return home with their parents or guardians as soon as possible, at their own expense.
10. Players will be respectful to all teammates, parents, officials, coaches, and players from other teams when travelling with SCVC.

## CONFLICT OF INTEREST POLICY

### PURPOSE

The purpose of this policy is to protect the integrity and reputation of the Sunshine Coast Youth Volleyball Club ("the Club") and to ensure that all decisions are made in the best interest of our athletes and community. This policy provides guidance to identify, disclose, and manage any situations where personal interests could conflict, or appear to conflict, with the Club's mission and values.

### SCOPE

This policy applies to all board members, coaches, volunteers, staff, and any individuals acting on behalf of the Club.

### DEFINITION OF A CONFLICT OF INTEREST

A conflict of interest occurs when an individual's personal interests—financial, familial, or otherwise—could compromise or appear to compromise their ability to make fair, objective, and impartial decisions on behalf of the Club.

Examples include (but are not limited to):

- A board member or coach who may personally benefit from a Club decision or contract.
- Family members of decision-makers being considered for paid or volunteer roles.
- Accepting gifts, favors, or services from individuals or organizations seeking to do business with the Club.
- Using Club resources or information for personal gain.

### DUTY TO DISCLOSE

All individuals covered by this policy must:

- Disclose any potential or actual conflict of interest as soon as it arises.
- Provide full and honest information about the nature of the conflict to the Club Director
- Refrain from participating in related discussions or decisions until the conflict is reviewed and resolved.

Disclosures should be made in **writing** and recorded in the minutes of board meetings where applicable.

## CONFLICT OF INTEREST POLICY

### PROCEDURES FOR MANAGING CONFLICTS

- Disclosure Review:** The Director will review the disclosure and determine whether a conflict exists.
- Recusal:** If a conflict is confirmed, the individual must abstain from discussion, or decision-making on the matter.
- Documentation:** The decision and steps taken to address the conflict will be documented.
- Ongoing Monitoring:** Any potential conflicts should be reviewed periodically, especially if circumstances change.

### GIFTS AND BENEFITS

Individuals representing the Club must not accept gifts, favors, or hospitality that could influence—or appear to influence—their decisions.

Modest tokens of appreciation (e.g., thank-you cards, small-value items under \$25) are acceptable when given in the spirit of goodwill and not linked to any decision-making.

### CONFIDENTIALITY

All discussions and records regarding conflicts of interest will be treated with confidentiality, consistent with the Club's values and applicable laws.

### CONSEQUENCES OF NON-COMPLIANCE

Failure to disclose or appropriately manage a conflict of interest may result in disciplinary action, including termination of a volunteer role, or other measures as determined by the Club.

### COMMITMENT TO INTEGRITY

The Sunshine Coast Youth Volleyball Club is built on trust, fairness, and community spirit. Every member of our team shares the responsibility to uphold these values in all decisions and interactions.