

APPROVED GCC Board of Directors  
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**GLENWOOD COMMUNITY CENTRE and  
GLENWOOD MOFFAT ARENA  
(hereafter referred to as “GCC”)**

# **Policy Manual**

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**Policy Manual**

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# **GLENWOOD COMMUNITY CENTRE and GLENWOOD MOFFAT ARENA (hereafter referred to as “GCC”)**

## **Policy Manual**

### **1.0 MEMBERSHIP**

GCC serves the Glenwood catchment area of the City of Winnipeg by providing a wide range of recreational, leisure and sporting activities. It partners with many other agencies and organizations including other community clubs, area sport organizations, provincial sport governing bodies, senior’s agencies, local recreational groups, local businesses and many others to provide these activities. Working together with partners in our community is a cornerstone to successful program delivery. Maintaining effective working relationships with our partners is an ongoing responsibility of all volunteers and staff of the GCC.

#### **1.1 Membership Policy**

You are a member of GCC if you live within the catchment area for the GCC as set from time to time by the City of Winnipeg. Members may attend and vote at annual and special meetings of the membership.

If you live outside the catchment area, you may apply to the GCC Board of Directors to become an “Associate Member”. Associate Member status is designated on a case-by-case basis usually related to unique needs of the applicant.

#### **1.2 Registration and Fee Policy**

GCC sport/programming registration fees are set by the convener, sport association and/or General Administrator. All program registration fees are subject to approval by the Board of Directors prior to publication.

All other fees, as listed below, are reviewed annually by the Board of Directors in consultation with management. Other annual fees to support major capital improvements, expansions and other extraordinary costs may also be set by the Board as part of registration fees as required.

Other related sport fees may be assigned as required by the convener and/or General Administrator.

Late fees are charged for registrations received after the registration period closes.

All fees must be paid within 7 days of the registration period closure. Any fees not paid by this time will result in a late fee being applied. Payment not received within 14 days will result in withdrawal from the activity.

### **1.3 Refund Policy**

Late Fees and other annual fees as mentioned above are non-refundable.

Request to cancel a registration within the registration period will result in full refund of the sport/program registration fees.

Request to cancel a registration within 14 days of the registration period closure will result in a 75% refund of the sport/program registration fees.

Request to cancel a registration after 14 days post registration period closure or at the commencement of the season will result in no refund.

Exceptions to this policy may be considered by the General Administrator if a program is at full capacity and there is a participant on a waiting list to fill the vacancy. Other extenuating circumstances may be considered by the General Administrator and/or Board of Directors.

### **1.4 Fee Subsidy Policy**

GCC policy is to support our children to stay healthy and active and be able to participate and engage in physical activity. Our goal is to give any and all children interested in sport and recreational programming an opportunity to play.

#### GCC Support

GCC Board of Directors assist families to participate in GCC sports and activities based on need and available resources. Families are encouraged to contact the GCC General Manager in confidence.

Below are various organizations and links for available subsidies, funding and scholarships. GCC General Manager will work with families to help meet their needs.

## KIDSPORT™

Kidsport™ provides support to children in order to remove financial barriers that prevent them from playing organized sport. Kidsport™ Canada is a national not-for-profit organization that provides financial assistance for registration fees and equipment to kids aged 18 and under. Through a confidential application process Kidsport™ provides grants so they can play a season of sport.

### How To Apply

The application deadline for all regions is the 15th - or the last working day prior to the 15th of every month by 4:30 pm. Applications must be complete, including all required financial information to be considered for funding.

Please visit the Kidsport™ website for more information! [www.kidsportcanada.ca](http://www.kidsportcanada.ca).

## General Council of Winnipeg Community Centres (GCWCC)

The GCWCC was established in 1971 and consists of a volunteer board comprised of an elected Executive Committee, a Representative Board where members are appointed by each of the five District Centre Boards, a representative of the City of Winnipeg, Community Services Department, and the Winnipeg Minor Hockey Association.

Originally the GCWCC was formed to promote and encourage cooperation and communication among the community centres and city administration, and to provide a central council for the exchange of ideas and consider solutions to common problems. Over the past decade the GCWCC has experienced changes in their mandate and the responsibilities of the Council have increased dramatically in such areas as leadership development, developing policy statements on all aspects of the operation of community centres, as well as being responsible to administer both Municipal and Provincial grant funding through the programs you will find on their website.

Visit the GCWCC website for more information and to access the Program Subsidy Form: [www.gcwcc.mb.ca](http://www.gcwcc.mb.ca).

## Jump Start

Canadian Tire Jumpstart is dedicated to removing barriers, so children can participate in organized sport and recreation. Canadian Tire Jumpstart gets kids in the game by covering the costs of equipment, registration and/or transportation. Canadian Tire Jumpstart also lends support to unique initiatives aimed at increasing access to sport and recreation programs.

## How to Apply:

The Jumpstart Individual Child Grant application (the “Application”) is an online application that a parent/guardian can use to submit a request for funding to Jumpstart on behalf of their child/children.

### Applications:

- It is recommended that applications be submitted prior to the program start date. Applications submitted where the program has concluded will not be reviewed.
- Applications must include proof of financial need. A clear, legible, and current copy of pages 1 and 2 of your Canada Child Benefit (Statement) will be required as proof of need.
- Under exceptional circumstances (e.g., recent immigrants to Canada, individuals fleeing spousal abuse, etc.) alternative confirmation of eligibility will be accepted on a case-by-case basis.

### Timelines:

- Applications may take 6-8 weeks to be processed. Please take this into consideration when submitting your application.

### Funding Details:

- Funding is up to \$300 per activity, subject to Chapter discretion and/or local demands.
- Children can be funded for successive seasons in an activity, up to a maximum of \$300 per activity.
- The annual maximum amount a child is eligible to receive is up to \$600, subject to Chapter discretion and/or local demands.
- All approvals will be determined by the local Jumpstart Chapter and designated Canadian Tire Jumpstart Regional Manager, and are subject to local demands and Chapter budgets.

### Disbursement:

- Cheques are made payable to the service organization, identified as the “payee” in the application. A payee can be a local hockey association, gymnastics club, etc., that coordinates the sports or physical activity on behalf of the qualifying youth/child.

## **2.0 PROGRAMS**

### **2.1 Fair Play Policy**

GCC is committed to providing a Fair Play sporting environment in which all individuals involved are treated with dignity and respect. Every participant’s experience should be positive; all participants should have an opportunity to contribute and every participant should experience success. Our sports programs encourage participation in the joy of the sport and the learning of good sportsmanship.

In order to keep sport fun for all, the Fair Play policy emphasizes the following:

### Athletes

Athletes need to support their teammates' efforts and to respect their coaches, the officials, and their opponents. Athletes need to harness their energy into a committed willingness to come consistently and focus and work hard in participation and games.

### Families

Families need to support their sons or daughters by helping them attend a high percentage of all practices and games, and in a timely manner. They need to encourage their children and respect referees, opponents, coaches and teammates.

### Coaches:

Coaches must guide the young athletes in their charge to move forward in fitness, skill and understanding of sport. Coaches must develop the players' appreciation for teamwork and ensure that all athletes have the opportunity to contribute to their team's performance. They need to lead the way in acting respectfully towards referees, opponents, players and parents at all times.

### GCC

GCC believes in catering to the needs of all children and young people, from beginners to the most proficient. Special provisions may be required for children and young people who are disadvantaged or whose participation is limited for any reason.

GCC has a zero-tolerance policy regarding harassment: generally defined as comment, conduct or gesture directed toward an individual or group of individuals, which is insulting, intimidating, humiliating, malicious, degrading or offensive (see also Harassment Policy).

A successful season can be measured by the amount the athletes move forward, by the quality of their effort, by their commitment to their team, and by their joy in participating. Wins and losses fall where they may, but hopefully they've learned to love to be active.

Keep sport fun – it's why we do it!

## **2.2 Conflict (Concern) Resolution Policy**

### Conflicts related to Sports

GCC's goals include ensuring the optimal experience for all participants. Handbooks are available from the GCC office for many of the individual governing sports bodies that describe in some detail how the sport is operated.



When a **concern** arises, the following steps are to be followed:

1. Participants/parents should approach the coach/manager first in a calm, respectful manner. Coaches/managers are volunteers doing the best they can and would like nothing better than to ensure everyone enjoys their participation to the fullest.
2. If the situation remains unresolved, approach the General Manager responsible for the sport with a brief written detail of the concern. The General Manager will review the submission, contact all parties involved, suggest a remedy and if necessary, make recommendations or obtain an opinion from his/her Director and if appropriate, the GCC Board. The General Manager will respond to the concerned individual within 14 days of receipt of a written concern. This response will confirm receipt of the inquiry and provide a timeline for a formal response with respect to the inquiry. The General Manager will provide the GCC office with copies of the written concern and his or her response made within 14 days. The GCC office will maintain these communications in the appropriate file.
3. If the situation and/or suggested remedy remains unsatisfactory, the individual is welcome to address the GCC Board directly. Contact the general office in writing at least 7 days prior to a regular GCC Board Meeting to be put on the agenda for the next available meeting. Check with the office for the next meeting time. The Board will hear the submission, conduct an investigation if necessary and make recommendations with respect to the issue that are binding and final.

The process outlined above applies to all tiered sports. It does NOT apply to premier leagues or teams run by organizing bodies, or provincial authorities. Such "elite" programs have their own protocols for governance and the Board recommends that you carefully review such protocols before registering for these programs.

Though the GCC may collect registrations and fees for these leagues, we have NO representation with respect to governance. It is your responsibility, when registering for an elite program, to be sure that you are comfortable with the avenues available to you for resolution, should an issue arise. Do your homework!

### General Concerns

Members of GCC or anyone else having a complaint shall submit their complaint in writing to the Convener or Director involved.

The Convener or Director involved shall review the submission, contact all parties involved, suggest a remedy and if necessary, make recommendations or obtain an opinion from the GCC Board. The General Manager shall respond to the concerned individual within 14 days of receipt of a written concern. This response will confirm

receipt of the inquiry and provide a timeline for a formal response with respect to the inquiry. The General Manager will provide the GCC office with copies of the written concern and his or her response made within 14 days. The GCC office will maintain these communications in the appropriate file.

If the situation and/or suggested remedy remain unsatisfactory, the individual is welcome to address the GCC Board directly. Contact the GCC office in writing at least 7 days prior to a regular meeting to be put on the agenda for the next available meeting. Check with the office for the next meeting time. The Board will hear the submission, conduct an investigation if necessary and make recommendations with respect to the issue that are binding and final.

### **2.3 Sport and Program Governance Policy**

Sports include sport activities with the intent to provide a healthy, competitive team sport experience without the formality of a travelling or tiered system. Sports also include competitive/traveling programs that are tiered, formal try-out based programs. The GCC delivers sports programs under certain designated sport associations. In the case of these programs, the GCC follows the sport authority's guidelines and rules.

The GCC is responsible for the following protocols and job descriptions as defined in the GCC Bylaws and sport program requirements:

- Coaches Selection Process;
- Player's Selection Process;
- Coaches Evaluation Process;
- Player's Evaluation Process;
- Parent/Guardian Communication Process;
- select teams;
- arrange for and provide coaches and managers;
- provide a venue for competition;
- provide uniforms.

Handbooks shall be made available in the GCC office.

### **2.4 Amalgamation Policy**

Any team sport requires a minimum and/or ideal number of players to make a team viable. Depending on the sport, governing body and number of registrants we have at GCC, amalgamations with other community clubs may be required to field a viable team, using the policies set by the Sporting Body.

## **2.5 Ice Rental Policy**

The criteria for indoor ice allocation at GCC include:

**Fees** are set from time to time by the GCC Board of Directors.

### **Ice is assigned in following priority:**

1. Glenwood Programs and Events
2. District Hockey and Ringette Programs
3. High School
4. Adults Rentals
5. Casual Rentals

## **2.6 Helmet Policy**

In accordance with the City of Winnipeg guidelines, GCC strongly recommends the use of a proper fitting, CSA-approved helmet with a face mask for all age groups and specifically for those 18 and under.

## **2.6 Facility Closure Policy**

GCC reserves the right to close the facility AT ANY TIME if circumstances require with the approval of the General Manager. Aside from the above, GCC will close within operating hours should the following scenarios occur:

- Safety issues (fire, danger to patrons, mechanical failure, toxic fumes, water damage, etc.)
- Weather issues as further detailed in 2.7 below (extreme snowfall that prevents staff from attending, flooding, electrical storm, ice storm or any extreme risk posed to staff members)
- Incidents (assault, health issues, accidents, vehicular accidents, vandalism, etc.)
- Police or Fire Department request

## **2.7 Extreme Weather**

GCC reserves the right to close the facility AT ANY TIME if circumstances require with the approval of the General Manager.

### **Tornado**

Tornados can strike rapidly and without warning. Do NOT depend on seeing a funnel cloud or hearing a thunderstorm. Weather signs that may indicate a tornado is approaching:

- Dark or green-coloured sky
- Large, dark, low-lying cloud
- Large hail
- Loud roar that sounds like a freight train

If you see these weather conditions or a funnel cloud:

- Warn others in the area
- Take shelter immediately
  - Do NOT seek shelter in, or under, a motor vehicle
  - Try to go into a building, to the innermost part and lowest possible level
  - If outdoors, avoid areas with trees; lie in a ditch or low spot on the ground and cover your head with an object or with your arms
- Report to Environment Canada

After a tornado:

- Check for injuries. Do not attempt to move seriously injured people unless they are in immediate danger of further injury
- If you are trapped, try to attract attention to your location
- Do not enter any damaged structures and beware of hazards from exposed nails/broken glass
- Do not touch downed power lines or objects in contact with lines. Call 911

### Lightning

Thunder can be a good indicator of lightning – loud crackling means it is close, whereas rumbling means that it is further away. Light travels faster than sound so you will see lightning before you hear the thunder. Each second between flash and thunderclap represents approximately 300 meters. If you can hear thunder, you are within striking distance.

When you first see lightning or hear thunder:

- Head for a well-constructed building, staying away from windows, doors, fireplaces and anything that will conduct electricity like metal pipes, sinks and appliances.
- Head for an enclosed metal vehicle without touching any metal pieces of the car and remove any metal like jewelry or coin that you may have. Keep your hands on your lap. Do not park near trees or other objects that can fall on the car and be aware of downed power lines.
  - If a downed power line is touching your vehicle, do not attempt to exit until directed so by emergency personnel.
  - If the vehicle catches fire, do not step out of the car. Jump free of the car so your body clears the vehicle before touching the ground. Shuffle, keeping your feet together, for at least 150 feet. Do not help someone else from the car while you are standing on the ground.
- If outdoors, take shelter in low-lying areas such as valleys or ditches if not water-filled. Avoid water, high ground, open spaces and any metal objects. Unsafe places include canopies, sheds, picnic shelters and trees. Crouch on the balls of

your feet and put your feet together, wrapping your arms around your knees and bend forward, touching as little of the ground as possible. Spread out several metres from other people.

### Extreme Temperatures

#### Heat

Heat stroke occurs when the body cannot control its own temperature and its temperature rises rapidly. Sweating fails and the body cannot cool down. Warning signs include:

- Red, hot and dry skin
- Rapid, strong pulse
- Throbbing headache
- Dizziness, nausea, confusion or unconsciousness
- Extremely high body temperature (above 103F)

If you suspect that someone has heat stroke, follow these instructions:

- Immediately call for medical attention
- Get the person to a cooler area and cool by immersing in cool water, shower or sponging with cool water. If the humidity is low, wrap the person in a cool wet sheet and fan vigorously.

#### Cold

Hypothermia is when a person's core body temperature drops below 95F. The person may be disoriented and less awake. It can be caused by cold temperature, improper clothing, wetness, fatigue or poor fluid intake.

To prevent hypothermia, wear several layers of dry clothing and move around. If someone is suffering from hypothermia:

- Do not rub or massage the skin
- Do not warm with direct heat or hot water as rewarming must be gradual
- Give the person warm beverages to drink
- No alcohol or cigarettes as they slow blood flow

### **3.0 GOVERNANCE**

Mandated by the City of Winnipeg and guided by the General Council of Winnipeg Community Centres (GCWCC) to provide facilities and related programming and sport activities for the people in the community, the GCC is governed by a Constitution and By-Laws.

### **3.1 Constitution**

GCC is governed by a constitution which sets out the purpose, objectives, governmental powers of the Members, Board of Directors, and Executive Committee, and provides overall direction how the business and other affairs of the GCC shall be conducted.

The Constitution is a separate document that is approved by the Members at annual or special meetings of the Membership. It is not part of this Policy Manual. It can be located in the GCC office or on the GCC website.

### **3.2 By-Laws**

GCC is further governed through By-Laws which set out more specific governance requirements for GCC.

The By-Laws is also a separate document that is approved by the Members at annual or special meetings of the Membership. It is not part of this Policy Manual. It can be located in the GCC office or on the GCC website.

### **3.3 Board of Directors**

Board of Directors meetings are to be held monthly.

In addition to the powers and responsibilities of Directors as set forth in the Constitution and By-Laws:

- Directors are to submit written reports prior to Board meetings. Written reports shall at a minimum contain a brief update of activities since the last report.
- Each Director is responsible to keep accurate and up to date information related to their position on file and that information should be considered the property of GCC and shall be relinquished upon request or within fourteen (14) days of change of Director.
- The General Manager also submits a written report to each Board meeting.

### **3.4 Volunteers**

#### Volunteers Make the Difference!

The GCC strives to recruit, screen, train and place, orient, recognize, appreciate and manage performance of volunteers as outlined in the GENERAL COUNCIL OF WINNIPEG COMMUNITY CLUBS "Building Volunteer Organization" guide booklet.

The GCC delivers successful recreational programming in large part because of the dedication and perseverance of our volunteer coaches, managers, officials, projects and events volunteers, conveners and members of the Board. Here is how you can get involved.

### Coaching and Managing

In order to coach or manage a team, submit your name to the Convener responsible for that sport. General rules that apply include:

- Coaches and Managers shall be required to clear a Criminal Record and Child Abuse Registry search in order to participate (as required by the sporting association). The search record is to be submitted and then retained on record in the office of the General Manager. GCC shall reimburse the fee to obtain the search record upon presentation of the search record and proof of payment (receipt).
- Coaches and managers shall take training or certification to coach, manage or act as a trainer/safety person as required by the applicable sport governing body.

### Officials

Officiating sporting events requires appropriate certification in accordance with the requirements of the applicable sport governing body.

- Sport Manitoba is one of the best resources for details on official accreditation.
- The GCC office can also assist you in obtaining the necessary certifications.
- Most officiating roles are paid positions; with the governing body setting the wage. Officials can be paid by leagues, individual community centres and team or tournament organizers depending on which is responsible for the program. GCC will pay officials directly only for recreation league activities we host and tournaments we may hold.

### Directors

Directors are responsible for the overall organization of a group of like sports and/or activities within the GCC:

- Preparing (with the assistance of the GCC office) and maintaining a current budget for their assigned sports and programs;
- Supporting any volunteers in managing issues and concerns;
- Reporting to the Board on a regular basis; bringing forward the unresolved matters for consideration.

Directors volunteer for their positions or are recruited by the Board. An individual interested may submit his or her name to the GCC office or a Board member. The Board will review all interested candidates and make a recommendation for the Annual General Meeting held in April of each year.

### Board Members

The Board oversees the operation of the GCC with the intent of providing recreational programming that meets the community's needs and wants within its By-Laws and Constitution and those of the sporting bodies we represent or are a part of.

Board membership is not an onerous task, but requires a desire to maintain and grow the programming we offer to the families and individuals in the Glenwood catchment area.

Board positions are as listed in the Constitution and By-Laws. Board members include the Directors described above. Board positions are elected positions with varying terms. A copy of the Club Constitution and By-Laws is available for review from the GCC office or on the GCC website. These documents contain the details on board positions and responsibilities.

Members may make the GCC Executive aware of their intent to stand for the next election in writing at any time during the year. They will then be added to the slate of candidates that will be presented at the April Annual General Meeting. The second way to run is to attend the April Annual General Meeting and be nominated from the floor.

### **3.5 Employees**

The General Manager reports through the President to the Board of Directors. All other employees are supervised by the General Manager.

The General Manager and other employees of GCC are there to ensure that the structure is in place to safely run the programs we, as a community, decide we require. They will take registrations, advise as best they can on suitability of programs, provide you with the right contact for further information on any program or sport and convey notice of a concern to the Board.

Employees including the General Manager cannot approve transfers, change team assignments, or waive fees.

Employees provide the facility management and office administration that make our programs possible. Running the programs is the collective responsibility of the GCC volunteer coaches and managers, Conveners and the Board of Directors.

Policies pertaining to employees of the GCC are contained in a separate document referred to as the Employee Handbook. The policies in this handbook are approved by the GCC Board of Directors and administered by the General Manager. The Employee Handbook is available in the GCC office.

### **3.6 Conflict of Interest Policy**

Volunteers and staff shall conduct themselves consistent with the Volunteer/Staff Code of Conduct provided by the General Council of Winnipeg Community Centers (GCWCC).



Specific to GCC:

All persons volunteering for GCC are encouraged to do so as a way to support their community. Volunteering as a means of advocating for personal gain is discouraged and specifically not permitted under this policy. Volunteers who insist on personal privileges or perks as a result of their appointment shall be removed from the position and denied perks.

Similarly, staff shall be compensated in accordance with pay rate and employee benefit policies in the GCC Employee Handbook and shall not be entitled to other personal privileges or perks as a result of their position.

Examples of perks and personal privileges not available to volunteers and staff include but not limited to:

- Waived or reduced fees for activities and sports;
- Access to best/better ice or field locations and times;
- Preferential booking or fees for facilities such as social/banquet hall;
- Waiver of applicability to any other GCC policies.

### **3.7 Viewing or Releasing Security Video**

GCC does not allow for security footage to be viewed by the general public. However, security footage MAY BE PROVIDED TO POLICE, MPI or OTHER GOVERNMENT BODIES DEEMED APPROPRIATE BY GCC. In these cases, the protocol for requesting security footage is as follows:

- a) The requesting individual must first fill out a Security Footage Request form.
- b) A member of the GCC Board of Directors or otherwise appointed facility members will review the footage requested.
- c) If the security footage displays information that is relevant to the requesting individual's request (vehicle break-in, assault, theft, vandalism, etc.), then the member will contact the requesting individual and inform them that the security footage contains information relevant to the request, and the GCC would be willing to provide copies of the footage to police or Manitoba Public Insurance. However, the requesting individual SHALL NOT BE GRANTED PERMISSION to view the footage.
- d) The requesting individual will be notified by a GCC representative if no relevant information is discovered.
- e) Depending on the information discovered in the security footage, GCC Board members or otherwise appointed facility members MAY describe the contents to the requesting individual.

- f) Once it is confirmed that security footage relevant to the requesting individual exists, the requesting individual shall make a police report or open an MPI claim.
- g) The relevant security footage will be provided directly to police or MPI (or in some cases other governing bodies such as schools or government agencies) upon request. SECURITY FOOTAGE WILL NOT BE RELEASED TO INDIVIDUALS. REQUESTING INDIVIDUALS MAY VIEW THE SECURITY FOOTAGE THROUGH POLICE, MPI OR OTHER GOVERNING BODIES DEEMED APPROPRIATE BY GCC BOARD MEMBERS OR APPROVED FACILITY MEMBERS.

\*NOTE: GCC Board members and approved facility members reserve the right to view security footage at any time in an effort to ensure security and safety to all participants at the facility and surrounding grounds, and to monitor day-to-day operations as required to improve efficiency.

## **4.0 FINANCES**

### **4.1 Budgeting Policy**

The General Manager and Secretary/Treasurer will oversee the budget process and give direction to the Directors and Conveners as required.

Each Director and/or Board Member will receive their budget from the General Manager.

Budget Guidelines:

- There cannot be a deficit;
- Breakdowns of revenues and expenses are necessary, with, as much detail as possible;
- No surpluses shall be carried forward;
- Money is not to be spent until the budget is approved. Ideally, money should not be spent until there are revenues to cover the expense;
- All GCC expenses including large projects are to be included in the budget;
- Each sport and program budget is to include any approved GCC administration and overhead fees;
- Explanation is required as to how the individual sport or program registration fees were determined. Past fees and other club fees should be included.

## 4.2 Financial Reporting Policy

All financial transactions shall be properly recorded, maintained and reported in accordance with the Standardized Financial Reporting and other guide booklets of the GCWCC.

- It is the responsibility of the General Manager to oversee the record keeping and reporting for financial information.
- It is the responsibility of the Secretary/Treasurer to provide direction on the proper recording and reporting of financial transactions and to approve reports prior to submission to the Board of Directors.

The Secretary/Treasurer, together with the General Manager, shall provide and explain income statements and balance sheets to the GCC Board of Directors on a monthly basis that includes all the accounts of the GCC. The income statements shall include the financial activity for the month and for the year to date that compares financial results to the approved budget.

The Secretary/Treasurer, together with the General Manager shall ensure that all monthly and annual financial reporting requirements by the GCWCC, the City of Winnipeg, lending agencies and so on are met.

## 4.3 Cash Receipts Policy

When monies are received for any GCC activity, a receipt shall be provided to support the transaction.

- The receipt will indicate method of payment (whether cash, cheque, bank or credit card), what the payment is for, and the date and amount of payment;
- Distribution of the two-part receipt will be: one copy to the payer, one retained in the GCC office under the Supervision of the General Manager;
- Exceptions shall include small cash transactions including canteen purchases and payments at various events or other special fundraising activities.

A schedule of all ice, hall and room rentals shall be maintained by the General Manager and distributed to the Board of Directors at least monthly.

- Receipts for rental payment can be reconciled to these schedules, by virtue of each deposit and/or final payment being accounted for and in the schedule.

All GCC payments can be made by Interact, Visa, MasterCard, e-transfer and cash.

- Cheques are to be made payable to Glenwood Community Centre.

## 4.4 Purchasing Policy

### Authority to Purchase

Each GCC Director together with the General Manager and within their approved annual budget, is authorized to commit funds to support the programs, provide the services and maintain the facilities within their current domain of responsibility.

- All purchases shall be coordinated by the office of the General Manager.
  - o Conveners may investigate products and services they may require for their sport/activity but shall not initiate purchases on their own with the following exception:
    - o Purchases that are emergency in nature may be made by a Director but are not to exceed \$100.00.
- Any purchase made for more than \$2,000.00 shall require quotes from authorized suppliers before Board approval.
- Purchases of more than \$5,000.00 shall require written quotes and require approval of the Board of Directors prior to purchase unless specifically itemized in the approved budget of the GCC.
- The General Manager may approve any purchases up to \$1,000.00.

Expenditures beyond the current year's approved budget require approval of the Board of Directors.

All financial documents and contracts shall carry a minimum of two (2) signatures either, the General Manager and one Executive Committee Manager or (2) Executive Members.

#### Supplier Relations

Suppliers play an important role in day-to-day operations and have always been a vital link within our community. GCC expects to receive quality goods, service and reasonable prices, but in turn, the suppliers should expect to receive accurate payment within the terms of their agreement.

#### **4.5 Fundraising Policy**

All fundraising events done in the name of **Glenwood Community Centre** must comply with the following rules. Anyone fundraising without the approval of the Board of Directors will be subject to discipline.

- Any GCC sport team, program, etc. fundraising in the name of the GCC must receive written approval from GCC Executive/Board for **ALL** fundraising events prior to the event being run.
- Approval of such fundraising, outlining the event, the purpose of the event and the method of accountability must be recorded in the GCC minutes.
- **All** fundraising income must be remitted to the GCC Treasurer (or designate) and deposited in the GCC account. The GCC Executive/Board of Directors will determine how the funds will be disbursed i.e. payment upon receipt of invoices related to the event. The GCC may agree to advance monies in order that the group may operate their event. Accountability of the advance must be received before further funds are released.
- All fundraising events must be reported to the Community Centre Treasurer within 14 days of the completion of the event. Each report must have two signatures of verification. **Copies of all events must be kept on file and forwarded to the City**

**of Winnipeg Licence Branch with the yearly Civic Charities Report due on February 28 of each year.**

- Application for events that are not covered under the Civic Charities permit (i.e. tag day, raffles) require a City of Winnipeg Permit or Licence, **must be obtained from The City of Winnipeg Licencing Services Branch** and must be accompanied with a letter stating the board's approval of the event. The letter must be written on GCC stationery and signed by an authorized executive member. The letter should identify the name of the person authorized to obtain the permit, the team/committee that will be running the event, description of the fundraising event, dates of the event and the purpose for which the event is being held.
- A written financial report of the event shall be submitted to the GCC at the next regular Board Meeting. These reports must be kept on file as they may be required if the License Branch wishes to perform an audit on the GCC's fundraising activities. As per GCC By-Law, GCC is required to keep the reports on file for a period of five years.

#### **4.6 Donations Policy**

The GCC is partially funded by the City of Winnipeg. However, each year GCC must rely on fundraising and donations in order to continue to meet the needs of our community.

Donations which qualify for a charitable donation for income taxation purposes may be made to the GCC.

Members of the community and general public interested in making a donation to GCC are invited to contact the GCC General Manager who will assist with arrangements for donating.

There are numerous forms of donations that can be made:

- Direct donation of money is the most common;
- GCC also accepts gifts on behalf of a loved one and of course as part of your own personal estate plan.
  - o Estate gifts, which can be of any amount, are received after a donor's lifetime. Support can take several forms, such as the following:

BEQUESTS, where Glenwood Community Centre is the beneficiary in your Will;

LIFE INSURANCE, where Glenwood Community Centre is the beneficiary of a current policy or new policy purchased with Glenwood Community Centre named as owner and beneficiary.

PUBLICLY TRADED SECURITIES, with a donation of stocks, bonds, mutual funds, and segregated funds (as part of an estate or gifted during a person's lifetime).

Anyone wishing more information about planned giving opportunities, please call the GCC General Manager at 204-250-3066.

#### **4.7 Program and Sport Bank Accounts**

Anyone opening up a bank account under Glenwood Community Centre must get written approval from the Board of Directors of GCC.

### **5.0 PHYSICAL PLANT AND OPERATIONS**

#### **5.1 Hours of Operation**

GCC strives to be open seven (7) days a week all year. There are, however, some holidays when the Centre is closed.

GCC hours are normally 8 am to 10 pm. This is also subject to the needs of the community. For example, some activities occasionally begin at 6 am. Other activities may extend on occasions past 10 pm including socials. The Centre may occasionally reduce its hours when no activities are scheduled or as otherwise required.

#### **5.2 Respectful Environment Policy**

See Harassment Policy.

#### **5.3 Fire Safety Policy**

There shall be a fire safety plan in effect at all times. The fire safety plan shall be approved by the Board of Directors and administered by the General Manager and shall consist of:

- A fire evacuation plan;
- Staff and volunteer training;
- Fire evacuation practice drills;
- Effective signage for evacuation procedures;
- An annual compliance audit and related report to the Board of Directors.

#### **5.4 Safety and Risk Management**

##### Workplace Safety and Health

GCC is committed to providing a safe and healthy work environment for all employees and volunteers, herein referred to as "workers". GCC supports, participates in and is dedicated to the research, education and promotion of safety and health, cooperates with regulatory agencies, and complies with applicable regulations to maintain a safe and healthy workplace. Persons granted access to GCC property are required to comply with applicable policies, standards and procedures.

GCC is committed to ongoing identification, communication and control of all known and potential hazards. Therefore, GCC will maintain a system that will strive to:

- Use regularly hazard assessments to assist in the selection of tools and equipment, and to decide how jobs will be completed safely;
- Control incident loss to workers, property, equipment and the environment through hazard reporting, workplace inspections, Job Hazard Analysis and implementation of Safe Work Procedures.

GCC requires that all incidents be reported to determine root cause, implement controls, take prompt corrective action and revise procedures where necessary in order to prevent recurrences. Near misses with a potential to be serious and serious incidents must be investigated for the same reasons.

GCC will develop and maintain an Emergency Response Plan (ERP) and will train and educate workers in its use to ensure timely and appropriate response to emergencies. The ERP will identify potential emergencies and will include procedures to mitigate the effects of an emergency or disaster.

Procedures and guidelines are located in the Employee Handbook, based on the City of Winnipeg Community Centres Safety Management System. All aspects of the Safety Management System will be reviewed, at minimum, every three years.

#### Risk Management

Any planned activity that is irregular or infrequent to normal GCC operations and has a risk component, must be reported by the applicable Director or Worker to the General Manager not less than ten business days prior to the commencement of the event.

GCC shall ensure it communicates all rules and regulations in the most appropriate means (verbal, written, posted signs, online) so as to prevent injuries and accidents. It is the responsibility of parents, volunteers and Conveners to ensure that participants are adhering to all related rules and regulations. Visitors to GCC property are responsible to adhere to all rules and regulations.

GCC does not assume any responsibility for loss or damage to personal property of any participants or visitors. GCC does not assume any responsibility for damage caused by participants to neighbouring properties.

Any incident within GCC programming or property involving serious injury, property loss or potential third-party liability must be immediately reported to the General Manager. Under no circumstance may a sport, program or any other unauthorized individual/group initiate a claim or negotiate settlements on behalf of GCC.

GCC insurance is provided through the City of Winnipeg. Its comprehensive coverage is outlined in the GCWCC Community Centres Accountability Manual. Any inventory stored on GCC property that is owned by a third party must be insured by the owner group with a copy of the insurance agreement provided to the GCC Office.

## 5.5 Lost and Found Policy

Personal items found and turned in the GCC office shall be handled as follows:

### Personal items for which the owner can not be identified

Each lost and found item in this category shall be documented in a log in the GCC office. Items shall be kept for 90 days. If still unclaimed, it becomes the property of GCC. Examples of items in this category include:

- iPods
- Cell Phones
- Computer devices (laptops, Ipads, etc.)
- Keys
- Glasses
- Jewellery
- Other similar items to above

### Credit/Debit cards, Driver's Licence and similar items for which the owner can be identified

Each lost and found item in this category shall be documented in a log in the GCC offices. A reasonable attempt shall be made to contact the owner of such items. The items shall be held for 90 days, after which staff will dispose of the item.

### Unattended Personal Items

Any item which may be a health, safety or security concern shall be discarded.

### Clothing and Equipment

Lost and found clothing is placed in a Lost and Found box located in arena office within the community centre. Patrons are encouraged to search this box for misplaced clothing.

### Claiming Items

Before each lost and found item is returned, a patron must give a detailed description and staff must verify the description matches the item in the lost and found.

## 5.6 Key Control Policy

Key control will be regulated by the GM or by the Designated Person, should the GM not be available.

## 5.7 Smoking Policy

Smoking is not permitted in or on any GCC property in accordance with the City of Winnipeg No-Smoking By-Law.



### **5.8 Lending Equipment and Furniture Policy**

No equipment or furniture (tables, chairs, etc.) is to be given out without an equipment agreement form to be signed by the recipient/parent and kept on file by the respective Convener or Director.

Participants not returning equipment within 30 days from termination of program or other prescribed time will be charged the replacement cost of the equipment.

A block with the sporting association will be implemented. Replacement fee or return of equipment will resolve .

### **5.9 Food Services Policy**

GCC provides a Canteen and Vending Machines to ensure food and beverages are available to patrons. GCC's goal is to provide a balance of healthy choices and personal choices for patrons.

No external vendor is permitted to sell food or beverages on the GCC property without the express written consent of the Board of Directors.

Food and Beverages for Socials is provided under the Manitoba Liquor Control Commission licence granted for each event.

### **5.10 Room Usage Policy**

Rental of the Meeting Room, Multi-Purpose Room and Gymnasium is processed by the GCC Office Staff. Room bookings (excluding socials) follow the guidelines outlined in the **Room Rental Agreement**. This form is subject to confirmation and must be signed by both parties. Rental rates are subject to change and reviewed annually, prior to the start of the fiscal year.

There may be a reduced rate or no charge for the use of rooms by:

- GCC-run programs and services
- GCWCC or similar governing bodies
- Municipal Government-mandated events
- Other users at the discretion of Management and/or Board of Directors

### **5.11 Social Occasion and Bartending Policy**

GCC is an excellent facility to hold your social and fundraising functions. Our social hall can be licensed to hold up to 347 people. GCC provides many services (bartenders and security) and supplies for your social event. People using our facility must adhere to the LGCA (Liquor, Gaming and Cannabis Authority of Manitoba) guidelines.

GCC relies on qualified staff for all operations of the facility. As part of our ongoing efforts to continue to service our community in a safe, secure and accountable fashion, GCC has recently revised and improved our Bartending policy. EFFECTIVE APRIL 2020: All new bartending staff are required to produce the following:

- A current Child Abuse Registry check;
- A current Criminal Records check;
- A current Vulnerable Persons check;
- A current Smart Choice certificate.

If you are interested in joining our bartending staff, please pick up (or download and print from our website) an application form and submit it along with the above required documents. Prospective candidates will be contacted for an interview by the Facility Administrator (Coralie Charbonneau) and Facility Manager (Peter Champagne, Board Member). All bartenders will be paid through payroll at a salary of \$15.00 per hour. Tips collected during the shift will be shared among bartending staff.

#### Assignment of Duties:

The General Manager and Vice President are responsible for hiring a crew for each event. A crew will consist of:

- Three (3) bartenders;
- Two (2) security personnel (provided security by Impact Security);
- All duties will be offered by order of seniority, and assigned accordingly. Each crew will have:
  - A designated supervisor for each event;
  - At least one person who is fully trained in facility operations.

In addition, each crew member must:

- Never consume alcohol or any cannabis products 12 hours before or during a shift;
- Apply all LGA rules to their conduct before and during an event;
- Be punctual and professional.

Rental of the Gymnasium for the purpose of holding a social is processed by the GCC Office Staff. Social bookings follow the guidelines outlined in the **Social Rental Agreement**. This form is subject to confirmation and must be signed by both parties. Rental rates are subject to change and reviewed annually, prior to the start of the fiscal year.

Bartending Staff is required to take the Liquor, Gaming and Cannabis Authority of Manitoba (LGCA) course "Smart Choices" and must know their responsibilities as set out by the LGCA. A copy of the certification must be retained in the office. Bartending Staff is required to dress in a respectful manner, appropriate to the event.

## **5.12 Parking Policy**

GCC provides parking for its patrons free of charge.

All parkers are expected to obey all signage and park only where designated (and between the lines).

GCC will have vehicles towed for parking in fire lanes or other no parking or restricted parking stalls/areas.

## **5.13 Accessible Customer Service Policy**

GCC is committed to complying with the Accessibility Standard for Customer Service under the Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities. This policy applies to all GCC employees, volunteers and management.

## **6.0 HARASSMENT POLICY**

### **6.1 Statement of Commitment**

- a) GCC is committed to providing a sport, volunteer and work environment where all individuals are treated with dignity and respect. Everyone has the right to participate and work in an environment that promotes equal opportunities and prohibits discriminatory practices.
- b) Every member of this organization has a responsibility to not engage in, condone or ignore harassing behaviours. Any member who believes that another member is experiencing harassment is encouraged to notify the appropriate authorities as designated in the Policy.
- c) Harassment is a form of discrimination and it is against the law. Harassment is prohibited by the Canadian Charter of Rights and Freedoms, the Manitoba Human Rights Code and the Manitoba Occupational Health and Safety Act.
- d) GCC is committed to providing a sports environment free of harassment on the basis of race, nationality, ethnicity, colour, religion, creed, age, gender, sexual orientation, marital status, disability, being in receipt of public assistance, or a pardoned conviction.

### **6.2 Definition of Harassment**

- a) Harassment is a form of discrimination, and refers to conduct based on a prohibited ground, that creates an insulting, intimidating or humiliating environment which the perpetrator knew or ought reasonably to have known would be unwelcomed.

b) Harassment can take many forms. It may be verbal, physical, visual or psychological. It can include but is not limited to:

- Written or verbal abuse or threats;
- The display of racist, sexist or other offensive material;
- Unwelcome remarks, jokes, comments, innuendo, or taunting about a person's looks, body, attire, age, intellectual ability, race, religion, gender or sexual orientation;
- Leering or other suggestive, obscene gestures;
- Condescending, paternalistic, or patronizing behaviour, which undermines self-esteem, diminishes performance, or adversely affects working conditions;
- Practical jokes, which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance;
- Unwanted physical contact, including touching, petting, pinching or kissing;
- Unwelcome sexual flirtations, advances, requests, or invitations;
- Physical or sexual assault (sexual or physical assault are criminal offences and the appropriate police authorities should be contacted).

### **6.3 Application**

- a) This policy applies to all employees, directors, officers, volunteers, coaches, athletes, officials and members of the GCC. The GCC encourages the reporting of all incidents of harassment, regardless of who may be the offender.
- b) This Policy prohibits harassment that occurs during the course of all GCC business, activities, and events, such as tournaments, clinics, practices, social events, etc.

### **6.4 Complaint Procedure**

#### Information Options

- a) A person who experiences harassment is encouraged to make it known to the harasser that the behaviour is unwelcome, offensive and contrary to this Policy.
- b) If confronting the harasser is not possible, or the behaviour continues, a person may wish to inform the General Manager who will arrange for an executive to speak informally to the alleged harasser as a means of resolving the problem, and who can provide you with additional information.

#### Formal Options

- a) If informal options are inappropriate or unsuccessful, an individual can file a formal written complaint with the GCC Executive Board Members.

## 6.5 Dealing with a Complaint

### Confidentiality

- a) The GCC recognizes the interests of both complainant and respondent in keeping the matter confidential, except as necessary to investigate and resolve the situation.
- b) The GCC shall not disclose to outside parties the name of the complainant and respondent, or the circumstances giving rise to a complaint, unless such disclosure is required for a disciplinary or other remedial process.

### Investigation

- a) An investigation shall be undertaken within 14 days. The alleged harasser will be notified immediately upon receipt of the complaint.
- b) Both the complainant and respondent will be interviewed, along with any other individuals who may have information relevant to the situation.

### Discipline/Compensation

- a) If the investigation reveals evidence to support a complaint of harassment, the harasser will face appropriate discipline. The following options, singly or in combination, may be considered depending on the nature of the harassment:
  - Verbal apology;
  - Written apology;
  - Letter of reprimand from the GRA Executive Committee;
  - Referral to counselling;
  - Removal of certain privileges of membership or employment;
  - Demotion or pay cut;
  - Temporary suspension with or without pay;
  - Termination of employment or contract;
  - Expulsion from membership.
- b) In the case where the harasser is under the age of 18 years, they are considered a minor; therefore, their parents/guardians will be notified and will be required to become involved in the process.
- c) Compensation to the complainant will also be considered, including reimbursement for lost wages or registration fees, transfer to a new coach or supervisor, etc.
- d) Because false accusations can have serious repercussions on innocent individuals, the willful misuse of this Policy may also be grounds for disciplinary action ranging from a reprimand, membership revoke or dismissal.

### Documentation

- a) Where the investigation results in a finding of harassment, any documentation will be placed in the personnel or membership file of the respondent. Unless the findings are reversed upon appeal, this documentation shall be retained for the period of 7 years.
- b) Where the investigation does not result in a finding of harassment, a copy of the documentation will be retained in GCC files which are kept strictly confidential with access restricted to the GCC Executive Committee.

### Retaliation

- a) Retaliation against any individual for harassment, providing information or associating with someone who has filed a complaint or participated in an investigation will not be tolerated and will be treated as harassment.

### Appeal Process

- a) Both complainants and respondents can appeal a decision on the grounds that procedures were not followed; investigators were biased in their review of the situation; or the investigation will not be tolerated and will be treated as harassment.
- b) The intent to appeal must be made in writing, within 14 days of the decision, and include the grounds on which the appeal is being made. Persons named above for registering formal complaints will receive the appeal, assess its merits and make a decision whether to proceed within 14 days of its receipt.

## **6.6 Other Options**

- a) Notwithstanding this Policy, every person constitutes to have the right to file a complaint with the Human Rights Commission, or if appropriate, to pursue criminal charges with the Police.

## **6.7 Including a Harassment Complaint**

- a) The GCC will implement and administer the Harassment Policy. The GCC Board may wish to consider implementing a committee composed of individuals who will fulfill the following functions:
  - Play a leadership role in discouraging and preventing harassment from occurring;
  - Provide information and support to individuals who are experiencing or have experienced harassment;
  - Make accurate information available to all individuals involved in the GCC about the Harassment Policy and Procedures;

- Receive informal harassment complaints and attempt to resolve the situation to the satisfaction of the parties involved;
  - Receive formal harassment complaints and ensure that cases are satisfactorily resolved.
- b) Upon initially meeting with the complainant, the following information should be communicated:
- Options for pursuing an informal resolution of the complaint;
  - The right to lay a formal written complaint under this Policy when an informal resolution is inappropriate or not feasible;
  - The availability of counselling and other support;
  - The confidentiality provisions of this Policy;
  - The right to be represented by a person of choice (including legal counsel) at any point in the complaint process;
  - Options for mediation/arbitration;
  - The right to withdraw from any further action in connection with the complaint at any stage (even though the organization may continue to investigate the complaint);
  - Other options for seeking resolution via the Human Rights Commission, or the policy.

#### Informal Complaint Procedure

- a) Informal complaints are those complaints which are brought to General Manager or Board of Directors attention, but which are not written and do not necessarily result in an investigation;
- b) Informal procedures are often an effective and less costly means of dealing with less serious harassment situations;
- c) If the alleged harasser is not named, you may offer to handle the complaint by arranging for educational sessions or the distribution of informational materials.

This could include conducting a workshop; showing a video; inviting a guest speaker in to make a presentation; discussing your policy at a meeting.

- d) If the alleged harasser is named, he or she must be informed of the concern and be provided with an opportunity to respond. In this case, you may offer to handle the complaint by arranging for:
- Separate discussions with the complainant, and the respondent;
  - Subject to the agreement of both parties, a meeting between the complainant and the respondent. The meeting should be conducted by a mutually acceptable individual and allow the complainant and the respondent to address concerns

about one another's behaviour. The facilitator may be two (2) members of the GCC Executive Board Members and/or General Member.

- e) At any point in the formal process, either the complainant or the respondent can choose to proceed with an investigation as part of the formal complaint procedure.

#### Formal Complaint Process

- a) A formal complaint is written and signed by the complainant. It should contain the following information:
- Name of complainant;
  - Home and work addresses and phone numbers;
  - Nature of complaint, i.e. grounds on which harassment is being claimed
  - Alleged harasser's name;
  - Details of complaint, i.e. description of behaviour or incidents, what was said or done, circumstances surrounding incident and names of witnesses.
- b) Once a formal complaint has been received it is essential to respond in a timely manner, i.e. within 14 days.
- c) The alleged harasser is to be officially notified upon being named in a harassment complaint.

#### Conducting an Investigation

- a) Those responsible for investigating the complaint should be impartial and therefore, should not have a significant personal or professional relationship with either the complainant or the respondent. In some cases, it may be appropriate to arrange for an outside person to conduct the investigation.
- b) The investigator should do the following:
- Interview the complainant, the alleged harasser and potential witnesses;
  - Take notes during every interview;
  - Determine whether others have experienced similar problems;
  - Assure confidentiality, as much as possible;
  - Prepare a written report.
- c) Within 14 days of having received the complaint, the investigation shall be completed and a report prepared and presented to the GCC designate, as well as to the complainant and the respondent. The report should include the following information:
- A summary of the relevant facts;



- A determination as to whether the behaviours in question constituted harassment;
- Recommended disciplinary action against the complainant if the complaint is determined to be vexatious or retaliatory.

#### Determining Appropriate Disciplinary Action

- a) When determining appropriate consequences and proactive measures, the following factors should be considered:
- the nature of the harassment;
  - whether the harassment involved any physical contact;
  - whether the harassment was an isolated incident or part of an ongoing pattern of behaviour;
  - the nature of the relationship between the respondent and complainant;
  - the age of the complaint;
  - whether the harasser admitted responsibility and expressed a willingness to change;
  - whether the harasser retaliated against the complaint in any way.

#### **6.8 Concluding a Harassment Complaint**

- a) There are a number of details that will be specific to the GCC Executive Committee and should be considered as a checklist.
- Who will make a final and binding decision regarding whether or not harassment took place?
  - Who will decide what disciplinary action will be taken?
  - Who will implement and monitor the disciplinary action?
  - How long will the material surrounding the case be kept and where?
  - What information, if any, will be included in an individual's personal file?
  - How will you ensure confidentiality is maintained?
  - Who will follow-up with the complainant to ensure that the harassing behaviour has stopped and to allow for any subsequent concerns to be addressed?

#### **6.9 Appeal Process**

- a) In the event that a notice of appeal is filed, the GCC Executive Committee shall appoint an appeal team of a minimum of two people to review the case.
- b) The appeal teams shall base its decision solely on a review of the documentation surrounding the complaint, including the complaint and respondent's statements, the investigation report and the notice of appeal.
- c) Within 14 days the appeal shall be completed and a report prepared which outlines their recommendation. The appeal team has the ability to uphold the original

decision resulting from the investigation; to reverse the decision of the original investigation; or to modify the recommendations for disciplinary action or compensation.

- d) Within 7 days, the GCC Board of Directors shall review the report and make a final and binding decision.
- e) Both respondent and complainant will be officially notified of the final decision regarding the appeal process.

For further educational resources on harassment, there are resource materials such as booklets; pamphlets and videos provided by Sport Manitoba that are available to the public to order for their personal use.

You can also contact the GCC Office for further information.

## **7.0 PRIVACY POLICY**

### Purpose of this Policy

Privacy of personal information is governed by the *Personal Information Protection and Electronics Documents Act* (PIPEDA). This policy describes the way that GCC collects, uses, retains, safeguards, discloses and disposes of personal information, and states GCC's commitment to collecting, using and disclosing personal information responsibly. This policy is based on the standards required by PIPEDA, and GCC's interpretation of these responsibilities.

### Background

Our organization, GCC, is a community centre in the northern section of the district of St. Vital, in Winnipeg, and provides recreation services and programs to the families of Glenwood:

- To provide opportunities for wholesome recreation;
- To provide opportunities for through which each individual can achieve personal growth and take part in the life of the Association and in the Community;
- The facilities of the centre are open to all residents of Winnipeg but the centre shall be specifically concerned with the needs of those residents residing within the above designated boundaries.

## Personal Information

Personal information is information about an identifiable individual. Personal information includes information that relates to their personal characteristics (e.g. gender, age, income, home address or phone number, ethnic background, family status), their health (e.g. health history, health conditions, health services received by them) or their activities and views (e.g. religion, politics, opinions expressed by an individual, an opinion or evaluation of an individual). Personal information, however, does not include business information (e.g. an individual's business address and telephone number), which is not protected by privacy legislation.

## Accountability

The General Manger is the Privacy Officer and is responsible for the monitoring of information collection and data security, and ensuring that all staff receive appropriate training on privacy issues and their responsibilities. The Privacy Officer also handles personal information access requests and complaints. The Privacy Officer may be contacted at the following address: Glenwood Community Centre, 27 Overton, Winnipeg, Manitoba, R2M 2X8 or email: [GlenwoodCC@shaw.ca](mailto:GlenwoodCC@shaw.ca).

## Purpose

Personal information will only be collected by GCC to meet and maintain the highest standard of organizing and programming the activities of GCC. GCC collects personal information from prospective members, members, coaches, referees, participants, managers and volunteers for purposes that include, but are not limited to, the following:

- a) Name, address, phone number, cell phone number, fax number and email address for the purpose of communicating about GCC's programs, events and activities.
- b) NCCP number, education, resumes and experience for database entry at the Coaching Association of Canada to determine level of certification and coaching qualifications.
- c) Credit card information for registration at conferences, travel administration, and purchasing equipment, coaching manuals and other products and resources.
- d) Date of birth, athlete biography, and member club to determine eligibility, age group and appropriate level of play.
- e) Banking information, social insurance number, criminal records check, resume and beneficiaries for GCC's payroll, company insurance and health plan.
- f) Criminal records check and related personal reference information for the purpose of implementing GCC's volunteer screening program.
- g) Personal health information including provincial health card numbers, allergies, emergency contact and past medical history for use in the case of medical emergency.
- h) Athlete information including height, weight, uniform size, shoe size, feedback from coaches and trainers, performance results for athlete registration forms, outfitting uniforms, media relations, and various components of athlete and team selection.

- i) Marketing information including attitudinal and demographic data on individual members to determine membership demographic structure, and program wants and needs.
- j) Name, address, phone number, cell phone number, fax number and email address for the purpose of providing insurance coverage, managing insurance claims and conducting insurance investigations.

If a purpose has not been identified herein, GCC will seek consent from individuals when personal information is used for a purpose not already consented to. This consent will be documented as to when and how it was received.

### Consent

Consent is required to be obtained by lawful means from individuals at the time of collection, prior to the use or disclosure of the personal information. If the consent to the collection, use or disclosure was not obtained upon receipt of the information, consent will be obtained prior to the use or disclosure of that information. GCC may collect personal information without consent where reasonable to do so and where permitted by law.

By providing personal information to GCC, individuals are consenting to the use of the information for the purposes identified in this policy.

GCC will not, as a condition of a product or service, require an individual to consent to the collection, use or disclosure of information beyond that required to fulfill the specified purpose.

An individual may withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions, provided the individual gives one week notice of such withdrawal to GCC. The Privacy Office will advise the individual of the implications of such withdrawal.

### Limiting Collection

All personal information will be collected fairly, by lawful means and for the purposes as specified in this Policy. GCC will not use any form of deception to obtain personal information.

### Limiting Use, Disclosure and Retention

Personal information will not be used or disclosed by GCC for purposes other than those for which it was collected as described herein, except with the consent of the individual or as required by law.

Personal information will be retained for certain periods of time in accordance with the following:

- a) Registration data and athlete information will be retained for a period of three years after an individual has left a program of GCC, in the event that the individual chooses to return to the program;
- b) Parental/family information will be retained for a period of three years after an individual has left a program of GCC, in the event that the individual chooses to return to the program;
- c) Information collected by coaches will be retained for a period of three years after an individual has left a program of GCC, in the event that the individual chooses to return to the program;
- d) Employee information will be retained for a period of seven years in accordance with Canada Customs and Revenue Agency requirements;
- e) Personal health information will be immediately destroyed when an individual chooses to leave a program of GCC;
- f) Marketing information will be immediately destroyed upon compilation and analysis of collected information.
- g) As otherwise may be stipulated in federal or provincial legislation.

Personal information that is used to make a decision about an individual will be maintained for a minimum of one year of time to allow the individual access to the information about the decision which has been made.

GCC may disclose personal information to a government authority that has asserted its lawful authority to obtain the information or where GCC has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court or otherwise as permitted by applicable law.

Documents will be destroyed by way of shredding and electronic files will be deleted in their entirety. When hardware is discarded, GCC will ensure that the hard device is physically destroyed.

### Accuracy

GCC will use accurate and up-to-date information as is necessary for the purposes for which it is to be used, to minimize the possibility that inappropriate information may be used to make a decision about an individual.

### Safeguards

Personal information is protected by security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.

Methods of protection and safeguards include, but are not limited to, locked filing cabinets, restricted access to offices, security clearances, need-to-know access and technological measures including the use of passwords, encryption and firewalls.

The following steps will be taken to ensure security:

- a) paper information is either under supervision or secured in a locked or restricted area;
- b) electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on computers;
- c) Paper information is transmitted through sealed, addressed envelopes or in boxes by reputable courier/delivery companies;
- d) Electronic information is transmitted either through a direct line or is encrypted;
- e) Staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with this policy;
- f) External consultants and agencies with access to personal information will provide GCC with appropriate privacy assurances.

### Openness

GCC will publicize information about its policies and practices relating to the management of personal information. This information is available through this policy, on GCC's website or upon request by contacting the Privacy Officer.

The information available to the public includes:

- a) the name or title, address and telephone number of GCC's Privacy Officer;
- b) the forms that may be used to access personal information or change information;
- c) a description of the type of personal information held by GCC, including a general statement of its approved use.

### Individual Access

Upon written request, and with assistance from GCC, an individual may be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. As well, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.

Requested information will be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal cost relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.

If personal information is inaccurate or incomplete, it will be amended as required.

An individual may be denied access to his or her personal information if:

- a) this information is prohibitively costly to provide;
- b) the information contains references to other individuals;
- c) the information cannot be disclosed for legal, security or commercial proprietary purposes;
- d) the information is subject to solicitor-client or litigation privilege.

Upon refusal, GCC will inform the individual the reasons for the refusal and the associated provisions of PIPEDA.

### Challenging Compliance

An individual may challenge GCC's compliance with this policy and PIPEDA, by submitting a challenge in writing.

Upon receipt of a written complaint, GCC will:

- a) record the date the complaint is received;
- b) notify the Private Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
- c) acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three days of receipt of the complaint;
- d) appoint an investigator using GCC personnel or an independent investigator, who will have the skills necessary to conduct a fair and impartial investigation, and who will have unfettered access to all files and personnel, within ten days of receipt of the complaint;
- d) upon completion of the investigation and within 25 days of receipt of the complaint, the investigator will submit a written report to GCC;
- e) notify the complainant of the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures, within 30 days of receipt of the complaint.

An individual may appeal a decision made by GCC under this Policy, in accordance with GCC policies for appeals.

For further information, individuals may contact the GCC offices.