

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Appellant” – The Party appealing a decision.
- b) “Case Manager” – The person designated by the President or the Board of Directors of SKY to deal with the appeal.
- c) “Days” – Days irrespective of weekend and holidays.
- d) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- e) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- f) “Parties” – The Appellant, Respondent, and any other Members or persons affected by the appeal.
- g) “Respondent” – The person or body whose decision is being appealed.
- h) “SKY” – means SKY Volleyball Club.

PURPOSE

SKY is committed to providing an environment in which all Members are treated with respect. SKY provides Members with this Appeal Policy to enable fair, affordable, and expedient appeals of certain decisions made by SKY.

SCOPE AND APPLICATION OF THIS POLICY

- 1. Any Member who is directly affected by a SKY decision has the right to appeal that decision provided that decision is within the categories set out in section 4 and there are sufficient grounds for the appeal under the ‘Grounds for Appeal’ section of this Policy.
- 2. This Policy **applies** to decisions relating to:
 - a. Eligibility
 - b. Selection
 - c. Conflict of Interest
 - d. Discipline
 - e. Membership
- 3. This Policy **does not apply** to decisions relating to:
 - a. Employment
 - b. Infractions for doping offenses
 - c. The rules of volleyball
 - d. Selection criteria, quotas, policies, and procedures established by entities other than SKY
 - e. Substance, content and establishment of team selection criteria
 - f. Volunteer/coach appointments and the withdrawal or termination of those appointments
 - g. Budgeting and budget implementation
 - h. SKY’s operational structure and committee appointments

- i. Decisions or discipline arising within the business, activities, or events organized by entities other than SKY.
- j. Commercial matters.
- k. Decisions made under this Policy.

TIMING OF APPEAL

- 4. Members who wish to appeal a decision have seven days from the date on which they received notice of the decision to submit, in writing to SKY the following:
 - a. Notice of the intention to appeal
 - b. Contact information and status of the Appellant.
 - c. Name of the Respondent and any affected parties
 - d. Date the Appellant was advised of the decision being appealed.
 - e. A copy of the decision being appealed, or description of decision if written document is not available.
 - f. Grounds for the appeal
 - g. All evidence that supports these grounds
 - h. Requested remedy or remedies.
 - i. An administration fee of \$250, which will be refunded if the appeal is successful or if the appeal is not heard for reason of not meeting the grounds for appeal
- 5. A Member who wishes to initiate an appeal beyond the seven-day period must provide a written request stating the reasons for an exemption. The decision to allow, or not allow an appeal outside of the seven-day period will be at the sole discretion of the Case Manager and may not be appealed.

GROUND FOR APPEAL

- 6. An appeal may only be heard if there are sufficient grounds for appeal. Sufficient grounds include the Respondent:
 - a. Made a decision that it did not have authority or jurisdiction (as set out in the Respondent's governing documents)
 - b. Failed to follow its own procedures (as set out in the Respondent's governing documents)
 - c. Made a decision that was influenced by bias (where bias is defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views)
 - d. Failed to consider relevant information or took into account irrelevant information in making the decision.
 - e. Made a decision that was grossly unreasonable.
- 7. The Appellant bears the onus of proof and must prove, on a balance of probabilities, that the Respondent has made an error as described in the 'Grounds for Appeal' section of this Policy and that this error had, or may reasonably have had, a material effect on the decision or decision-maker.

SCREENING OF APPEAL

8. Upon receiving the notice of the appeal, the fee, and all other information (outlined in the ‘Timing of Appeal’ section of this Policy), the Case Manager will determine whether to attempt to resolve the appeal or have the appeal heard under the Procedure for Appeal Hearing. If the appeal is not resolved, the appeal will be heard under the Procedure for Appeal Hearing.
9. If the appeal is denied on the basis of insufficient grounds for appeal, because it was not submitted in a timely manner, or because it did not fall under the scope of this Policy, the Appellant will be notified, in writing, of the reasons for this decision. This decision may not be appealed.
10. If the Case Manager is satisfied there are sufficient grounds for an appeal, the Case Manager will appoint an Appeals Panel which shall consist of a single person, to hear the appeal. In extraordinary circumstances, and at the discretion of the Case Manager, a Panel of three persons may be appointed to hear the appeal. In this event, the Case Manager will appoint one of the Panel’s members to serve as the Chair.

PROCEDURE FOR APPEAL HEARING

11. The Case Manager will notify the Parties that the appeal will be heard. The Case Manager shall then decide the format under which the appeal will be heard. This decision is at the sole discretion of the Case Manager and may not be appealed.
12. If a Party chooses not to participate in the hearing, the hearing will proceed in any event.
13. The format of the hearing may involve written submissions, an oral in-person hearing, an oral hearing by telephone, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and/or the Panel deem appropriate in the circumstances, provided that:
 - a. Written submissions only – If the hearing is to be by written submissions only, the Case Manager and/or Panel will provide the Parties with details of the procedures for the hearing.
 - b. The oral hearing will be held within the appropriate timeline determined by the Case Manager
 - c. The Parties will be given reasonable notice of the day, time and place of the hearing.
 - d. Copies of any written documents which the parties wish to have the Panel consider will be provided to all Parties in advance of the hearing.
 - e. The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense.
 - f. The Panel may request that any other Member participate and give evidence at the hearing.

- g. The Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the appeal but may exclude such evidence that is unduly repetitious and shall place such weight on the evidence as it deems appropriate.
- h. If a decision in the appeal may affect another person to the extent that the other person would have recourse to an appeal in their own right under this Policy, that person will become a Party to the appeal in question and will be bound by its outcome.
- i. The decision to uphold or reject the appeal will be by a majority vote of Panel members.

14. In fulfilling its duties, the Panel may obtain independent advice.

APPEAL DECISION

15. The Panel will issue its decision, in writing and with reasons, after the hearing's conclusion. In making its decision, the Panel will have no greater authority than that of the original decision-maker. The Panel may decide to:
- a. Reject the appeal and confirm the decision being appealed.
 - b. Uphold the appeal and refer the matter back to the initial decision-maker for a new decision.
 - c. Uphold the appeal and vary the decision.
 - d. Determine whether costs of the appeal, excluding legal fees and legal disbursements of any Parties, will be assessed against any Party. In assessing costs, the Panel will take into account the outcome of the appeal, the conduct of the Parties, and the Parties' respective financial resources.
16. The Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and SKY. In extraordinary circumstances, the Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued thereafter. The decision will be considered a matter of public record unless decided otherwise by the Panel.
17. If the appeal is not upheld, the \$250 administration fee will not be refunded to the Appellant.

CONFIDENTIALITY

18. The appeals process is confidential and involves only the Parties, the Case Manager, the Panel, and any independent advisors to the Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information to any person not involved in the proceedings.

FINAL AND BINDING

19. The decision of the Panel will be final and binding on the Parties and on all SKY Members.



CODE OF CONDUCT

Updated: July 17th, 2023

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DEFINITIONS

The following terms have these meanings in this policy:

- a) “Athlete” means a player on a SKY volleyball team.
- b) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- c) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- d) “SKY” means SKY Volleyball Club.

PURPOSE

It is important for members to recognize that SKY is a non-profit society incorporated for the benefit of all its Athletes. While SKY is a non-profit, SKY is not a charity, nor is SKY a public agency. SKY is a private corporation.

When an athlete registers with SKY as a Member for a fee(s) and has made a commitment to comply with the rules, regulations, policies, and code of conduct, SKY has agreed to deliver a program of services to that Athlete. Parents have every right to expect that their Athlete will receive a quality program. However, Parents do not have a direct part in determining what that program will be or how that program will be delivered and have chosen to participate in the program (or not).

The operation of SKY is the sole responsibility of the Board of Directors, coaches, and staff. Certainly, members are welcomed as volunteers who can make significant contributions to the delivery of those programs and voice their concerns about the quality of those programs.

We ask members to remember that we are fortunate to have so many dedicated volunteer coaches providing their services and time. Some are just beginning their coaching careers and are not as experienced as others, but all have received formal and informal training. It is never proper for members to openly challenge the decisions of coaches, nor to openly criticize the performance of coaches, athletes and/or other Members.

We all realize that there is a significant emotional element to sports. However, it is the responsibility of both Parents and coaches (the adults) to keep those emotions under control. It does not do the team, the Athlete and certainly not the coach any good if a parent over-steps the boundaries of civil behavior. If a Parent is unhappy with the actions of a coach, Athlete or other Member, they should notify the Member using the 24-hour rule.

If Members have concerns about the policy and practices of the Club, they should notify the Board of Directors via email (concerns@skyvolleyballclub.ca) through a respectful communication process. All members should be aware that they are subject to the same SKY Codes of Conduct as the Athletes.

We ask you to read the Club's Codes of Conduct so that everyone will have an enjoyable and safe club experience. If you have any questions, please direct them to the Board of Directors (contact information at www.skyvolleyballclub.ca).

CODE OF CONDUCT

SKY Volleyball Club exists for the benefit of its Members. It subscribes to volleyball's long tradition of maintaining the highest standards of good sportsmanship and ethical behavior. The club is here for the enjoyment of all Members and that no person(s) should interfere with the specific enjoyment of another Member nor the general enjoyment of all Members. Therefore, as a condition of membership, every Member must comply with the following Code of Conduct.

AGREES TO:

1. Not engage in acts of violence, abuse, or hostility in any form (physical, verbal, written, or electronic) towards another Member, Parent or the club.
2. Not engage in actions which ridicule or embarrass another Member, Parent or the club.
3. Not openly criticize another Member's performance or competence.
4. Not cheat to gain advantages in any competition, or otherwise commit illegal or unethical acts to gain an advantage in competition.
5. Not openly question, nor negatively comment on the decisions of coaches, staff, or volunteers of the club except through the proper channels and timelines.
6. Display support and encouragement for the efforts of their fellow Members, Parents and teammates.
7. Always deport themselves with dignity as representatives of their club and community.
8. Direct their grievances and complaints to the Board of Directors of SKY using the proper procedures.
9. Refrain from openly challenging the decisions of officials or criticizing the performance of officials during competition.
10. Comply with the rules, regulations, and policies of SKY and its supervisory organizations: Volleyball BC and Volleyball Canada.
11. Refrain from using abusive or offensive language either verbally or in written form in any activity in connection with SKY.
12. Display respect and courtesy for the opposition during competition.

Any disregard and/or breach of any portion of the **Code of Conduct** may result in the reprimand, suspension and/or expulsion of that Member by the Board of Directors of SKY.

Athletes are also obligated to inform their parents and/or guardians, and any other supporters of the behaviour expected of Members of SKY and that similar behaviour is expected of such parent/guardians/supporters at any competition or practice venue, or in any other environment connected to or related to SKY.



CONCERNS & COMPLAINTS POLICY

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DEFINITIONS

The following terms have these meanings in this Policy:

1. “Case Manager” – an individual or a small committee (max 3) appointed by the SKY President to oversee management and administration of complaints submitted in accordance with this Policy and such appointment is not appealable. The Case Manager is not required to be a member of SKY. The Case Manager has an overall responsibility to ensure procedural fairness is respected at all times in this Policy, and to implement this Policy in a timely manner.
2. “Complainant” – The Party alleging an infraction.
3. “Days” – Days irrespective of weekend and holidays.
4. “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
5. “Parent” means the parent(s) or legal guardian(s) of the Athlete.
6. “Parties” – The Complainant, Respondent, and any other Members or persons affected by the complaint.
7. “Respondent” – The alleged infracting Party.
8. “SKY” – means SKY Volleyball Club

PURPOSE

SKY is committed to providing an environment in which all Members involved with SKY are treated with respect. Membership in SKY, as well as participation in its activities, brings many benefits and privileges. At the same time, Members and participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with SKY’s policies, bylaws, rules and regulations, and Code of Conduct and Ethics. Irresponsible behaviour by Members can result in severe damage to the integrity of SKY. Conduct that violates these values may be subject to sanctions pursuant to this Policy. Since discipline may be applied, SKY provides Members with the mechanism outlined in this Policy so that complaints are managed fairly, expeditiously, and affordably.

APPLICATION OF THIS POLICY

1. This Policy applies to all Members.
2. This Policy applies to discipline matters that may arise during the course of SKY activities at our workplace, during SKY business, activities, and events including, but not limited to, meets, tournaments, practices, tryouts, training camps, travel associated with SKY activities, and any meetings.
3. This Policy does not prevent discipline from being applied, during a game or event, according to Volleyball BC’s Protests and Event Discipline Procedure, or prevent a coach, at their discretion, disciplining the member during a game or event. Further discipline may be applied by the assigned complaint committee according to this Policy.

4. Discipline matters and complaints arising within the business, activities, or events organized by entities other than SKY will be dealt with pursuant to the policies of these other entities unless requested and accepted by SKY at its sole discretion.
5. SKY has the discretion to investigate any situation that the organization has learned about, but not officially reported to the organization. This allows SKY to look out for the best interests of the organization and its members.
6. This Policy does not prevent an appropriate person having authority from taking immediate, informal or corrective action in response to behaviour that constitutes either a minor or major infraction. Further sanctions or provisional measures may be applied in accordance with the procedures set out in this Policy.
7. Any infractions or complaints occurring within competition will be dealt with under Volleyball BC's Protests and Event Discipline Procedure. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy.
8. If the complaint falls under the scope of Safe Sport infractions, the complainant will be guided to the information regarding Volleyball BC Safe Sport Handbook, Canadian Sport Helpline – 1-888-83SPORT, Abuse Free Sport and the Office of the Sport Integrity Commissioner for support and advice.

MINOR INFRACTIONS

Minor infractions are single incidents of failing to achieve expected standards of conduct that generally do not result in harm to others, SKY, or the sport of volleyball. Examples of minor infractions can include, but are not limited to, a single incident of:

- a) Disrespectful, offensive and/or abusive comments or behaviour
- b) Disrespectful conduct such as outbursts of anger or argument
- c) Conduct contrary to the values of SKY
- d) Being late for, or absent from, SKY events and activities at which attendance is expected or required
- e) Non-compliance with SKY's policies, procedures, rules, or regulations
- f) Minor violations of SKY's Code of Conduct

All disciplinary situations involving minor infractions will be dealt with by the appropriate person who has authority over both the situation and the Member involved. The person in authority can be, but is not restricted to being, staff, officials, coaches, judges, organizers, or SKY decision-makers.

Provided that the Respondent being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident, procedures for dealing with minor

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infractions will be informal (compared to the procedures for major infractions) and will be determined at the discretion of the person responsible for discipline of such infractions (as noted above).

Penalties for minor infractions, which may be applied singularly or in combination, include the following:

- a) Verbal or written reprimand from SKY to one of the Parties
- b) Verbal or written apology from one Party to the other Party
- c) Service or other voluntary contribution to SKY
- d) Removal of certain privileges of membership for a designated period of time
- e) Suspension from the current competition, activity, or event
- f) Fines
- g) Any other sanction considered appropriate for the offense

Minor infractions that result in discipline will be recorded and records will be maintained by SKY. Repeat minor infractions may result in further such incidents being considered a major infraction.

MAJOR INFRACTIONS

Major infractions are instances of failing to achieve the expected standards of conduct that result, or have the potential to result, in harm to other persons, to SKY, or to the sport of volleyball.

Examples of major infractions include, but are not limited to:

- a) Repeated minor infractions
- b) Any incident of hazing
- c) Incidents of physical abuse
- d) Behaviour that constitutes harassment, sexual harassment or sexual misconduct
- e) Pranks, jokes, or other activities that endanger the safety of others
- f) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
- g) Conduct that intentionally damages Volleyball BC's image, credibility, or reputation
- h) Disregard for SKY's bylaws, policies, rules, and regulations
- i) Major or repeated violations of Volleyball BC's Code of Conduct and Ethics
- j) Intentionally damaging SKY property or improperly handling SKY monies
- k) Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
- l) Any possession or use of banned performance enhancing drugs or methods.

Major infractions occurring within competition may be dealt with immediately, if necessary, by an appropriate person having authority. In such situations, disciplinary sanctions will be before the duration of the competition, training, activity, or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of this Policy.

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COMPLAINT PROCESS

STEP 1: Complainant should address any concerns by dealing directly with the Member involved.

1. Wait 24 hours, but no longer than 10 days after the event has occurred (except in cases where immediate action to deal with a major infraction is concerned then the 24 hour period can be waived)
2. Anonymous complaints may be accepted at the sole discretion of SKY.
3. A Complainant wishing to file a complaint outside of the ten-day period must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the complaint outside of the ten-day period will be at the sole discretion of SKY. This decision may not be appealed.
4. Write out the facts of the conflict or concern using the form provided below.
5. The Complainant shall contact the other Member and ask to meet outside of normal practice / game times (ie after or before practices, games) as soon as possible after the event/concern allegedly took place. The parties should meet within 48 hours of the request being made to discuss the issue.
6. The Complainant requesting the meeting should bring their written, specific concerns to this meeting, not simply to complain about general issues related to the team or other Members.
7. If resolved at this meeting, then no further actions needed. The parties should document this and notify SKY at concerns@skyvolleyballclub.ca of the resolution of the issue.
8. If the alleged issue is not resolved then both parties must put their concerns in writing (or email) and forward these to concerns@skyvolleyballclub.ca within 24 hours of the meeting.

STEP 2: Involvement of one SKY Board of Director (President, Vice President, Coaching Director or Policy Committee Chair).

1. A meeting will be arranged to meet with the Parties within 5 days of receiving written statements from both Parties describing the conflict and suggested resolutions.
2. SKY will gather information as necessary to ensure they have a clear understanding of the facts which could include phone calls or follow up emails to Members directly. If there is dispute over the facts, statements from witnesses and other relevant evidence may be obtained.
3. If the alleged issue is still not resolved, then SKY will assign a Case Manager and deem the alleged issue as a major infraction.

STEP 3: SKY will appoint a Case Manager

1. The Case Manager has the responsibility:
 - a. If complaint is determined frivolous or vexatious and within the jurisdiction of this Policy, the complaint will be dismissed immediately. This decision is at the sole discretion of the Case Manager and may not be appealed.

- b. If the complaint is determined to be outside the jurisdiction of this Policy, it will be referred to the appropriate investigating body and the complainant will be provided with information on whose jurisdiction it falls. If referred, the complainant will be informed in a timely manner of whom the concern has been forwarded to for consideration and follow up.
- c. Appoint the Panel, in accordance with this Policy, unless a dispute resolution procedure contained in a contract, employee agreement or other formal written agreement takes precedence.
- d. Provide administrative assistance and logistical support to the Panel as required.
- e. Provide any other service or support that may be necessary to ensure a fair and timely proceeding.

PROCEDURE FOR MAJOR INFRACTION HEARING

- 1. The Case Manager shall notify the Parties that the complaint is potentially legitimate, and the incident shall be dealt with as a major infraction. The Case Manager shall then decide the format under which the complaint will be heard. This decision is at the sole discretion of the Case Manager and may not be appealed.
- 2. The Case Manager will appoint a Discipline Panel, which shall consist of three persons appointed to hear the complaint. In this event, the Case Manager will appoint one of the Panel's members to serve as the Chair.
- 3. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Panel will determine the appropriate disciplinary sanction. The Panel may still hold a hearing for the purpose of determining an appropriate sanction.
- 4. If a Party chooses not to participate in the hearing, the hearing will proceed in any event.
- 5. The Case Manager will determine the format of the hearing, which may involve an oral in person hearing, an oral hearing by telephone, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager deems appropriate in the circumstances, provided that:
 - a. The Parties will be given appropriate notice of the day, time, and place of the hearing.
 - b. Copies of any written documents which the parties wish to have the Panel consider will be provided to all Parties in advance of the hearing.
 - c. The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense.
 - d. The Panel may request that any other individual participate and give evidence at the hearing.

- e. The Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious and shall place such weight on the evidence as it deems appropriate.
 - f. The decision will be by a majority vote of Panel members.
6. If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the complaint in question and will be bound by the decision.
7. In fulfilling its duties, the Panel may obtain independent advice.

DECISION

After hearing the matter, the Panel will determine whether an infraction has occurred and, if so, the sanctions or provisional measures to be imposed if complaint to be referred to a higher complaint administering body. Within fourteen days of the hearing's conclusion, the Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and SKY. In extraordinary circumstances, the Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen-day period. The decision will be considered a matter of public record unless decided otherwise by the Panel.

SANCTIONS

The Panel may apply the following disciplinary sanctions, singularly or in combination, for major infractions:

- a) Verbal or written reprimand from SKY to one of the Parties
- b) Verbal or written apology from one Party to the other Party
- c) Service or other voluntary contribution to SKY
- d) Expulsion from SKY
- e) Removal of certain membership privileges
- f) Suspension from certain SKY teams, events, and/or activities
- g) Suspension from all SKY activities for a designated period of time
- h) Withholding of prize money or awards
- i) Payment of the cost of repairs for property damage
- j) Suspension of funding from SKY or from other sources
- k) Any other sanction considered appropriate for the offense

Unless the Panel decides otherwise, any disciplinary sanctions will begin immediately. Failure to comply with a sanction as determined by the Panel will result in automatic suspension until such time as compliance occurs.

Major infractions that result in discipline will be recorded and records will be maintained by SKY.

SUSPENSION PENDING A HEARING

SKY may determine that an alleged incident is of such seriousness as to warrant suspension of a Member pending the decision of the Panel, a decision of a discipline process of a higher level following a referral or upon completion of criminal proceedings.

CRIMINAL CONVICTIONS

A Member's conviction for any of the following Criminal Code offenses will be deemed a major infraction under this Policy and will result in expulsion from SKY and/or removal from SKY competitions, programs, activities and events upon the sole discretion of SKY:

- a) Any child pornography offences
- b) Any sexual offences
- c) Any offence of physical or psychological violence
- d) Any offence of assault
- e) Any offence involving trafficking of illegal drugs
- f) Any other offense of a serious nature

CONFIDENTIALITY

The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Panel, and any independent advisors to the Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

TIMELINES

If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Panel may direct that these timelines be revised.

RECORDS AND DISTRIBUTION OF DECISIONS

Minor and major infractions that result in discipline, as well as decisions of any appeals, may be recorded and maintained by SKY.

Volleyball Canada and any other provincial volleyball association may be advised of any decisions and, if there was an appeal, the appeal decision.

Decisions and appeals are matters of public interest and shall be publicly available with the names of the Members redacted. Names of persons disciplined may be disclosed to the extent necessary to give effect to any sanction imposed. Pursuant to SKY's Confidentiality Policy, the Panel may determine that disclosing the person's identity would unduly violate the person's privacy and may decide that the decision, or part of the decision, shall be kept confidential.

APPEAL PROCEDURE

The decision of the Panel may be appealed in accordance with SKY's Appeal Policy.

CONFIDENTIALITY POLICY

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- b) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- c) “SKY” – means SKY Volleyball Club

PURPOSE

SKY is committed to protecting the Confidential Information that is proprietary to SKY

SCOPE AND APPLICATION OF THIS POLICY

This Policy applies to all Members.

CONFIDENTIAL INFORMATION

1. The term “Confidential Information” includes, but is not limited to, the following:
 - a. Personal information of Members including:
 - i. Home address
 - ii. Email address
 - iii. Personal phone numbers
 - iv. Date of birth
 - v. Financial information
 - vi. Medical history
 - vii. Police Vulnerable Sector Checks
 - b. SKY intellectual property, proprietary information, and business related to SKY programs, fundraisers, procedures, business methods, forms, policies, marketing and development plans, advertising programs, creative and training materials, trade secrets, knowledge, techniques, data, products, technology, computer programs, manuals, registration lists, software, financial information, and information that is not generally or publicly known or distributed.
5. Confidential Information does not include the following: name, title, business address, work telephone number, or any other information widely available or posted publicly.
6. Members voluntarily publishing or consenting to the publication of basic personal information in a public forum (such as the listing of an e-mail address on a website) forfeit the expectation to confidentiality for that personal information for as long as it is available publicly.

RESPONSIBILITIES

7. Members will not, either during the period of their involvement/employment with SKY or any time, thereafter, disclose to any person or organization any Confidential

Information acquired during their period of involvement/employment, unless expressly authorized to do so.

8. Members will not publish, communicate, divulge, or disclose to any unauthorized person, firm, corporation, or third party any Confidential Information without the express written consent of SKY.
9. Members will not use, reproduce or distribute Confidential Information without the express written consent of SKY.



FUNDRAISING FORM

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This application must be completed **14 days before** the fundraising activity taking place. Please email the completed form to fundraising@skyvolleyballcub.ca

Once your application is received, it will be reviewed by the Sky Fundraising Committee.

Team Details

Team:		Team Contact:	
Phone:		Email:	
		Date:	

Fundraising Activity

Type of Activity and Information: (describe the type of fundraising you would like to do).

Date(s) of Activity:	
Company/business name:	
Participants (beyond team):	
Projected profit:	
What will the proceeds be used for:	
Can other teams participate in the activity for their team?	YES NO
If yes, who is the contact / number:	

SKY Use Only (SKY will return this form within 3 days of receiving form)

Approved	Date:	Rationale if NO:
YES NO		

Financials (Teams to return this form 7 days after activity)

Gross Revenue:		Expenditures:		Profit:	
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DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Days” – Days irrespective of weekend and holidays
- b) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- c) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- d) “SKY” – means SKY Volleyball Club

PURPOSE

All teams may raise funds for their respective team. It is recognized that the funds raised are to be used for the betterment of the entire team. When raising funds, Members are also representing SKY and must project a positive image of SKY therefore fundraising activities must adhere to the guidelines outlined in this Fundraising Policy. Reminder that teams belong to SKY, not the parents or coaches.

GUIDELINES FOR FUNDRAISING ACTIVITIES:

1. All fundraising activities must be approved by SKY Fundraising Committee before taking place.
2. The activity must be to raise funds that meet the permitted expenditures as stated later in this policy.
3. All fundraising activities must be discussed at a team parent meeting (may be via email) and approved by the majority including coaches’ support.
4. Any fundraising activity that targets the wider Membership may require a percentage back to SKY or any monies raised over and above an agreed target amount will go to SKY.
5. Any use of the SKY logo/name must be approved in advance.
6. Issues of liability or insurance approvals must also be considered (e.g., a BBQ) especially where sign-off is required by a representative of SKY as only board of directors can sign off agreements/orders on behalf of SKY.
7. Fundraising events/options must not conflict with other SKY sponsorships or fundraising activities.
8. If the fundraising activity be extended/offered to other teams to maximize the impact, the name and contact are to be added to the Fundraising Form.
9. Fundraising activities cannot be conducted at SKY events/activities/games etc. without prior SKY approval.
10. All excess funds at the end of the season must be forwarded back to SKY. If funds are raised and not spent on approved expenditures (i.e. funds are raised for a tournament, but the team does not go, or expenditures do not amount to the funds raised), then 100% of the remaining funds are to be donated back to SKY.
11. A simple accounting of funds raised, and expenditures paid for the fundraising event will be required to be produced to team parents and SKY no later than seven days following the end of the fundraising event using the Fundraising Form.

12. Merchandise sales are not an approved fundraising activity. All merchandise sales are done by SKY exclusively.

FAILURE TO COMPLY OR ADHERE TO CLUB POLICY

If any team is deemed by SKY to have failed to comply with the above guidelines, the following may apply:

1. Possible removal of practice time.
2. Possible removal of the Coach or persons (either from the team or club) or suspension.
3. Possible forfeiture of the funds raised.
4. Any other punishment SKY deems necessary.

SKY, at its discretion, will decide on a case-by-case basis if any team has failed to comply with the policy, and what, if any, action needs to be taken against the offending team or party.

APPROVAL PROCESS:

1. Team meeting for majority approval, including coaches' support.
2. Complete the Fundraising Form **14 days** before the activity.
3. Email form to: fundraising@skyvolleyballclub.ca
4. Once submitted, the SKY Fundraising Committee will review each application within 3-days and will return the form as approved or provide rationale on why the fundraising activity was not approved.

PERMITTED EXPENDITURES:

1. Tournament registration fees.
2. Hotel expenses for registered roster players and registered coaches.
3. Team meals for registered roster players and registered team coaches.

Teams wishing to raise funds for anything not listed must receive permission from SKY.

PROHIBITED ACTIVITIES:

1. Teams are not permitted to raise funds through raffles, bingo, gambling or other games of chance.
2. Breweries, wineries, distilleries, or tobacco companies shall not sponsor any team.
3. Establishments that have adult entertainment as their primary business are not to sponsor any team.
4. 50/50 draws are prohibited.
5. Alcoholic beverages are not permitted as prizes.
6. Monies raised through fundraising cannot be dispersed or used to benefit team parents (except parent-coach team accommodations/team meals and or approved parent costs approved by the majority of the team).

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Athlete” means a player on a SKY volleyball team.
- b) “Family” means a group consisting of Parents and Athletes living together in a household.
- c) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- d) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- e) “SKY” means SKY Volleyball Club
- f) “Fair Play Rule” as defined in the latest VBC Handbook. [Volleyball-BC-2020-Club-Appendix-B-Rationales.pdf \(volleyballbc.org\)](#) Please refer to the latest VBC Handbook for the latest rules.

PURPOSE

SKY’s philosophy is to provide as many athletes as possible the opportunity to compete and participate in the sport of volleyball. SKY teams will compete and train at the highest appropriate developmental level possible, to ensure that our teams are continually being challenged and growing. SKY and the coaching staff will determine the abilities and level of play for each team. During Volleyball BC, Volleyball Canada, Provincial and National events, SKY will compete to place as high as possible.

APPLICATION OF THIS POLICY

Below are the guidelines SKY coaches use to facilitate the distribution of playing time. Coaches will have final decision-making in all playing time situations. These are only guidelines. A few other factors may also contribute to playing time decisions, including but not limited to:

1. Commitment Level. Athletes are expected to be committed to attending all practices and competitions. Athletes should demonstrate a strong work ethic, growth mindset, positive attitude, team cohesion, and coachability.
2. Skill Development. All athletes develop at different paces and while most skill growth happens at practice; coaches shall attempt to match the skill level of the opponent when possible. All players should have a role on a team and contribute to the best of their abilities, however, coaches will make final decisions on court time.

12-14U AGE GROUPS

3. Playing time will follow the Fair Play Rule developed by Volleyball Canada and Volleyball BC for the entire club season.

15-18U AGE GROUPS

4. Playing time will look to follow the recommendations developed by Volleyball Canada and Volleyball BC around fair play during exhibition matches, and the round robin of all non-provincial ranking and seeding events. However, playing time during the playoffs at these events will be at the discretion of the coaching staff, and may not be equal. There are also situations where coaches will be exploring lineups, rotations etc. Coaches have final discretion regarding playing time choices and will manage the roster as they deem necessary.
5. Playing time will be at the coach's discretion during all Volleyball BC Events, Provincial Ranking Tournaments, Provincial Championships and National Championships.

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Athlete” means a player on a SKY volleyball team.
- b) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- c) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- d) “Playing-up” or “Play-up” means an athlete playing in an older age group.
- e) “SKY” means SKY Volleyball Club

PURPOSE

SKY discourages athlete's to Playing-up and is expected to play within their birth year age groups. Occasional exceptions may occur and criteria for Playing-up will be outlined in this policy.

CRITERIA

1. SKY will consider all requests on a case-by-case basis
2. Players wishing to “Play-up” must email info@skyvolleyballclub.ca 7-days prior to their 1st age group tryout date and state their intentions.
3. The play-up athlete must attend their 1st age group tryout, where the evaluators will recommend to SKY whether the player can try out with the older age group.
4. During the tryouts at the older age level, the play-up athlete must
 - a. Exceeded the technical abilities of other participating players withing the older age category,
 - b. Must be rated as part of the starting 6 of the older age group to be further considered.
5. The play-up athlete will not replace a player of equal or higher skill level at the intended age category.
6. The play-up athlete must demonstrate a high degree of individual skill which must be transferrable to competitive match situations.
7. The play-up athlete must have the ability to blend in with athletes of the older age group and be able to interact on and off the court.
8. The play-up athlete must meet or exceed other athletes within the older age category in game awareness and general knowledge of the game. This includes the mental strength and maturity that will be necessary when dealing with older and physically superior opponents.

DECISION

9. SKY will take into consideration what is the best for SKY as a whole, which includes the impact to the team(s) within the actual athlete's age group.
10. Within 1-day of the older age group's final tryout date, the play-up athlete will be notified of team placement.
11. The decision from SKY to allow the athlete to play-up is not appealable.

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Athlete” - player on a SKY volleyball team.
- b) “Red Shirt” – An Athlete that is not placed on the playing roster of a team but wants to continue to learn the game of volleyball by practicing with the team.
- c) “SKY” – means SKY Volleyball Club

RULES REGARDING RED SHIRT ATHLETES

1. Athlete must attend tryouts.
2. Red shirt placements will be based on player numbers in age group and minimum playing level ability suitable for age group. There is no requirement to take Red Shirts on a team. This is determined between SKY and the coaches for the specific teams.
3. Where multiple teams exist at the same age group and those teams are tiered, Red Shirts will be placed on the lower tiered teams. Age groups where teams are not tiered, Red Shirts may be selected for either team.
4. The Athlete should be given every opportunity to learn the game of volleyball and develop their skills as a volleyball player by participating in skill development drills/practices.
5. If the team suffers an injury/illness/absence and the decision is made by SKY/coaching staff to temporarily activate a Red Shirt to become a roster player for a specific event, an extra fee may be required before playing in competition to cover their costs.
6. Additional Fees or requirements (ie. Athlete Competitive Insurance, roster change fees) will also be required prior to playing in any competition.

FEES REGARDING RED SHIRT ATHLETES

7. Fees for Red Shirt Athletes are calculated alongside all other Member’s cost to belong to SKY, but rather is scaled back and covers the following:
 - a) Associated administration costs (ie. Coaches, SKY Coordinator)
 - b) Facility operating costs (flat hourly fee for all Members for the year)
 - c) Modified Athlete Apparel kit.
 - d) Other costs as determined during the budgeting process.
8. Fees for Red Shirts are not eligible for any type of refund.
9. Volunteer Policy does not apply to Red Shirt Parents.

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Athlete” – means a player on a SKY volleyball team.
- b) “Case Manager” – A decision maker(s) chosen by the SKY..
- c) “Days” – Days irrespective of weekend and holidays
- d) “Eligible Fees” – A portion of the overall fees paid to SKY that would exclude costs associated with Athlete apparel, Coordinator fees, evaluations, coaches or costs already incurred which could be but not limited to practices, travel, meals, tournaments that occurred prior to the Refund Request Form being submitted. All Eligible Fees will be subject to the discretion of SKY.
- e) “Life Changing Event” - A life changing event will be considered as;
 - a. A move where travel to make practices would not be logical.
 - b. Unforeseen financial change (ie loss of job, loss of parent, divorce).
- f) “Petitioner” – The Athlete requesting a Refund.
- g) “Refund” - The Eligible Fees paid to SKY by the Athlete.
- h) “Roster Lock Schedule” – As per the Volleyball BC (VBC) Handbook (published annually) the date set out that SKY is required to meet for all Athletes to be registered in VBC’s database and submission of each team’s final roster for the season.
- i) “SKY” - means SKY Volleyball Club.

PURPOSE

SKY operates on a tight budget with limited leeway for refunds. SKY purposely budgets team and program fees with little or no margin to keep Athlete fees as low as possible. Furthermore, SKY is a not-for-profit organization. Funds used to cover expenditures for the year are primarily sourced from club/program fees paid by the Athletes and partially subsidized by a grant(s) from BC Gaming and some corporate fundraising.

APPLICATION OF THIS POLICY

This Policy applies to all Athletes and refund requests during the course of the SKY season.

CLAIMS

- 1. Any Athlete may petition to SKY for a Refund by submitting a refund request form to refunds@skyvolleyballclub.ca.
- 2. The Case Manager will only consider Refunds for Athletes who:
 - a. Request a Refund before the Roster Lock Schedule as determined by VBC,
 - b. In the event of a serious injury or medical condition, or
 - c. Unforeseeable Life Changing Event that prevents the Athlete from participating in SKY’s program.
- 3. Refunds are granted at the sole discretion of the Case Manager.

DECISION

4. Within 20 days of the Refund Request Form being submitted to SKY, the Case Manager will determine whether a Refund is granted.
5. In the event, that a Refund is granted:
 - a. the Case Manager will notify the Petitioner and SKY of the decision.
 - b. SKY will then have 15 days from the date they were notified of the decision to refund the Athlete.
6. In the event, that a Refund is denied:
 - a. the Case Manager Will notify the Petitioner and SKY of the decision.
7. The decision of the Case Manager is not appealable.

	REFUND REQUEST FORM	
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Please email the completed form to refunds@skyvolleyballcub.ca

Once your application is received, it will be reviewed by the Case Manager(s) as chosen by the SKY Board of Directors.

Contact Details			
Athlete Name:		Phone:	
Email:			
Address:			

Refund Information					
Date:		Sky Team:	_____ (age) _____ (B/G) _____	Team (Blue, White, T&P)	
Rationale for Refund (check which one(s) apply):					
Injury	☐	Medical Condition	☐	Life Changing Event	☐
Volunteer Fee	☐	Other	☐		
Details for rationale (specify injury, medical condition, life changing event, Volunteer activities), attach all necessary information, ie doctors notes, etc					
The information above is sworn to be true and accurate					

Name

Signature

SKY Use Only (SKY will return this form within 7 days of receiving form)		
Date:	Approved:	Rationale if No
	YES NO	

**Decision of Case Manager is not appealable*

Rules

“Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.

“Parents” means the parent(s) or legal guardian(s) of the Athlete.

1. All members of SKY Volleyball Club (SKY), athletes, coaches, the board of directors, and their volunteers, agree to comply with the rules, regulations, policies and codes of conduct of SKY Volleyball Club, Volleyball BC and Volleyball Canada.
2. Club fees must be paid by the due dates as set by the Board of Directors. Players who are in arrears will be suspended from club activities until fees are fully paid.
3. The instructions of coaches concerning practice procedures and event behavior must be followed by the players. Failure to follow such instructions may result in expulsion from the club.
4. It is the responsibility of players to inform the coach of any injury they have suffered which will affect their ability to participate.
5. Players are expected to be punctual, cooperative, and considerate while they are participating in SKY activities.
6. Players are expected to be physically fit enough to safely participate in club activities. Players with chronic injuries will require clearance from their family physicians before they can participate.
7. Players may not leave venues or team accommodations without the expressed permission of the coach or supervisor. In general, parents, other relatives, and friends may visit you at the venue, but you may not leave to visit them without your coach's permission.
8. Attendance at practices, meetings, and competitions is mandatory however SKY recognizes that many members are multi-sport athletes and at times scheduling conflicts arise. When scheduling conflicts arise, it is SKY's expectation that sacrifices need to occur from all sports. Attendance should be as follows: Games over practices, tournaments over games, championships over tournaments.
9. **The 24-hour rule:** if you have something to say to the coach, or they have something to say to you (that could be contentious) wait 24 hours after the event or the game before discussing it. By this time, you have a better perspective, they have a better perspective, and a lot of disagreements are naturally eliminated in the process.

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Athletes” means all players on SKY volleyball teams.
- b) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- c) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- d) “SKY” means the SKY Volleyball Club

PURPOSE

SKY recognizes and supports its Members’ right to freedom of speech and expression including the use of social networks. In this context, however, each Member must remember that playing and competing for SKY is a privilege, not a right. As a Member you represent SKY and you are expected to portray yourself, your team, and SKY in a positive manner at all times. Any online postings must therefore be consistent with SKY policies, guidelines and Code of Conduct.

APPLICATION

In the event that you intend on posting or commenting online:

- 1. We ask that you keep the following things in mind:
 - a. Everything you post is public information – any text or photo placed online is completely out of your control the moment it is placed online – even if you limit your access to your site.
 - b. Information (including photos, videos, comments, and posters) may be accessible even after you remove it.
 - c. What you post may affect your future. Many university school admissions officers, scouts, professional teams, national governing bodies, volunteer organizations and employers review social networking sites as part of their overall evaluation of a candidate or employee. Carefully consider how you want people to perceive you before you give them a chance to misinterpret your information (including photos, videos, comments, and posts).
- 2. We ask that you ask yourself these following questions before posting online:
 - a. Would I send this message or photo to my parents?
 - b. Would I send it to my coach or teachers?
 - c. Would I send it to my pastor, priest, religious leader or mentor?
 - d. Does this message or photo help me be a positive member of SKY?
 - e. Does this message or photo breach any of the SKY Policies or Guidelines?
 - f. Am I willing to be expelled from SKY and forfeit any refunds for breaching any SKY policies and/or guidelines?

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Athlete” means a player on a SKY volleyball team.
- b) “Family” means a group consisting of Parents and Athletes living together in a household.
- c) “Members” – All individuals employed by, or engaged in activities with, SKY including, but not limited to, athletes, coaches, coordinators, judges, officials, volunteers, managers, administrators, committee members, Parents, directors, and officers of SKY.
- d) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- e) “SKY” means SKY Volleyball Club

APPLICATION OF THIS POLICY

All local and out of town travel to tournaments, matches, play days, etc.

TRANSPORTATION

1. Athletes and/or their Parents are responsible for making all arrangements for transportation. Team Snap can be used to coordinate travel and determine who needs a ride. It is the responsibility of the parent to ensure the person transporting the athlete maintains the proper safety and legal requirements.

HOTELS

2. Hotels for Nationals:
 - a. SKY will book coaches rooms for Nationals and then send Team Managers the hotel details so they can book rooms for their team.
 - b. Players do not have to stay in “team rooms” but must stay at the hotel designated by SKY as it is a Stay to Play tournament.
3. Hotels for Provincials:
 - a. SKY will book hotel rooms for coaches ONLY.
 - b. Team Managers and parents must coordinate rooms for the team and families.
 - c. SKY will communicate coach hotel room as early as possible so team manager and parents can plan their bookings. Teams can choose to use hotels, VRBOs, or other accommodation options. This is a team decision.
4. Hotels for Volleyball BC events:
 - a. Team Managers and parents are responsible for booking the coach accommodation and collecting payment for their rooms.
 - b. Team Managers and parents are responsible for arranging player accommodation. Hotels, VRBOs, and other accommodation options can be used.
 - c. SKY is available for information and guidance if required.
5. It is the team’s responsibility to ensure that players, coaches, and parents adhere to all SKY policies and code of conduct and Safe Sport Policies governing team travel.
6. No fooling around or inappropriate behavior allowed as you represent SKY at all times.
7. Only SKY members are allowed in athlete rooms.
8. Respect and abide by the rules, expectations, timeframes, and curfew set out by coaches /

team managers.

9. Members' Code of Conduct applies to travel, which could include suspension or termination from the club for activities that happen while travelling.
10. Members that cause any damage to their rooms or common areas within hotels, VRBOs, or other accommodations while on SKY travel, will be responsible for those costs. Teams will not be allowed to compete until those costs have been reimbursed to SKY or paid to the accommodation.

TRAVEL COSTS

11. Athletes/Families will be responsible for covering costs associated with team travel. These costs include (but not limited to):
 - a. Costs covered in Club Fees:
 - i. Coaches' per diems for VBC events or as outlined in the Club Fees sheet.
 - ii. Coaches' accommodations for Provincials and Nationals (if attending)
 - b. Costs NOT covered in Club Fees:
 - i. Athlete accommodations
 - ii. Flights / ferries / rental vehicle costs for the team including coaches' costs
 - iii. Parent Rooms
 - iv. Coaches' per diems for extra tournaments added beyond the Club Fee sheet.
 - v. Coaches' accommodations other than Provincials and Nationals. Based on one room for each coach, unless otherwise agreed upon by the coaches and team manager.
12. Expenses not included in Club Fees will be calculated and divided by the full team roster, excluding any red shirt athletes
13. In cases where the coach / team manager has been notified of extenuating circumstances where an athlete is not able to attend, the athlete will still be required to cover their cost of the coaches' expenses (flights/ferries/rental vehicle/per diems and accommodations).

DEFINITIONS

The following terms have these meanings in this Policy:

- a) “Athlete” means a player on a SKY volleyball team.
- b) “Case Manager” means a decision maker chosen by the SKY board of directors.
- c) “Days” means days irrespective of weekend and holidays
- d) “Exception” means a means the exception described in section 8 of this policy.
- e) “Family” means a group consisting of Parents and Athletes living together in a household.
- f) “Parent” means the parent(s) or legal guardian(s) of the Athlete.
- g) “Petitioner” means the Parent requesting an Exception
- h) “SKY” means the SKY Volleyball Club
- i) “Volunteer Fee” means the fee described in Section 4 of this policy.

PURPOSE

SKY operates on a tight budget and relies on volunteers to ensure that all aspects of the organization are managed efficiently. We depend on volunteer support to keep player fees as low as possible.

APPLICATION OF THIS POLICY

This Policy applies to all Parents and Athletes.

VOLUNTEER FEE

- 1. Each Athlete is required to pay \$200.00 (to a maximum of 2 Athletes per Family) via a postdated cheque dated April 15th, of the current calendar year.
- 2. The Volunteer Fee shall be returned to the Athlete on proof of the Parent obtaining 10 points of volunteer services per Athlete in the Family (maximum of 2 Athletes Family). In the event the Parent obtains less than the required amount of Points the Volunteer Fee will be forfeited to SKY.
- 3. Each SKY team manager will provide the Case Manager with the Parent’s proof of points. The Case Manager will have sole discretion to determine whether the Parent obtained the required points.
- 4. Notwithstanding section 1 of this Policy in the event a Family consists of only one Parent the Parent will only be required to pay for a maximum of one Athlete.

POINTS

- 5. Points will be calculated in the following ways:
 - a. A parent will obtain 10 Points for being the Head Coach of a SKY team.
 - b. A Parent will obtain 10 points for being the Assistant Coach of a SKY team.
 - c. A parent will obtain 10 points for being the Team Manager of a SKY team.
 - d. A parent will obtain 10 points for being the Team Photographer of a SKY Team.
 - e. A Parent will obtain 1 point per match when acting as a scorekeeper or linesman during a game.

- f. A Parent will obtain 2 points per shift if acting as an evaluator during the registration of Athletes.
- g. A Parent will obtain 2 points per shift for assisting in various fundraising events;
- h. A Parent will obtain 2 points per shift for assisting in various club events, including but not limited to the SKY Launch, SKY Year End, SKY Grad, SKY Banquet, Team Photo Day, etc.
- i. A parent will obtain 2 points per shift for assisting in various team events, which could include team bonding activities, team dinners, leading team coolers, or others as needed and determined by the Team Manager

EXCEPTION

- 6. Any Parent may petition the Case Manager for an Exception to the Volunteer Fee by filing a Refund Request Form.
- 7. The Case Manager will only consider Exceptions for parents who:
 - a. Are in serious financial hardship;
 - b. In the event of a serious injury or medical condition: or
 - c. Unforeseeable life change that prevents the Parent from volunteering.
- 8. Exceptions are granted at the sole discretion of the Case Manager.

DECISION

- 9. Within 20 days of the Refund Request Form being submitted to SKY, the Case Manager will determine whether an Exception is granted.
- 10. In the event that an Exception is granted SKY will then have 15 days from the date they were notified of the decision to return the postdated cheque to the Parent.
- 11. In the event that a Refund is denied the Parent will be required to complete the volunteer services to have the Volunteer Fee returned.
- 12. The decision of the Case Manager is not appealable.