

ARTICLE 7**OBSERVANCE - ENFORCEMENT OF CONSTITUTION - OPERATING CODE****Section 1 General Observance - Enforcement**

- 1.1 Members of the Association shall be responsible for adhering both in letter and spirit to the provisions of the Association By-laws and regulations. Violations of the Association By-laws and regulations may result in suspension, probation or expulsion from Association activities or other action deemed appropriate under the circumstances, by written order of the Board of Directors.
- 1.2 Any questions complaints and concerns by parents, coaches, or student-athletes shall be directed to the CCAA office only through their respective Athletic Directors

Section 2 Code of Ethics

- 2.1 The CCAA is committed to the highest ethical behavior in all of its activities. Inter-collegiate athletics must be infused with values that are based on a sound educational experience. The intellectual challenge and practical, educational orientation provided by all Canadian colleges should be supplemented by a variety of other opportunities to allow for the full development of the students' potential. College athletics is one such opportunity. Consequently, student-athletes are entitled to responsible professional leadership from coaches, directors of athletics and college administrators. In turn, student-athletes are expected to maintain the highest standards of personal conduct and respect for both the letter and spirit of the rules that define and govern their respective institution and their sport.
- 2.2 The following principles and guidelines are intended for all CCAA members as they reflect values, attitudes and behaviors desired and expected of CCAA members at all times: integrity, honesty, fair play, human excellence, self discipline and personal growth.

2.2.1 Leadership Expectations

2.2.1.1 Directors of athletics and coaches are expected to share with game officials the orderly conduct of any athletic events:

- 2.2.1.1.1 by acknowledging the authority of officials in a contest and by relating to them in a positive and respectful manner.
- 2.2.1.1.2 by exercising control over players in their charge and serving as a stabilizing agent during contentious moments of any game.
- 2.2.1.1.3 by exercising control of their own conduct so as to avoid inciting players, officials and spectators.
- 2.2.1.1.4 by conducting themselves at all times in a manner, which is appropriate to the responsibilities of their respective positions.

2.2.1.2 Directors of athletics and coaches are expected to maintain the academic integrity of

their programs through adherence to all academic requirements of their institutions and conference.

- 2.2.1.3 Directors of athletics and coaches shall make every effort to ensure that athletes and other participants conduct themselves in a manner that reflects a positive image of the institution they represent, their MC and the Canadian Collegiate Athletic Association.
- 2.2.1.4 It is the moral and ethical responsibility of the director of athletics and the coach to be completely cognizant of the spirit and intent of all Eligibility Rules and anti-doping policies governing intercollegiate athletics and it is their professional responsibility to convey to all student athletes the rationale and philosophical persuasion of any rule in question.
- 2.2.1.5 It is expected that representatives of an institution will treat all participants in sport equitably and abstain from and refuse to tolerate all forms of harassment.
- 2.2.1.6 Directors of athletics and coaches shall support and strive for the highest level of professional development in such areas as coaching certification.

2.2.2 Student-Athlete Expectations

- 2.2.2.1 Student-athletes are expected to act at all times with integrity when interacting with other athletes, coaches, volunteers, officials and public, in general.
- 2.2.2.2 Student-athletes must maintain the highest standards of personal conduct and support the principles of fair play.
- 2.2.2.3 Student-athletes shall be responsible in ensuring that they are not involved in any activities, which may result in the theft, or misuse of, or damage to, property of host institutions, hotels or public/private carriers.

2.2.3 Public Image of Intercollegiate Athletics

- 2.2.3.1 All CCAA members shall project an image that reflects the values of the CCAA to athletes, coaches, officials, spectators, families, alumni, media and the general public.
- 2.2.3.2 Participating teams, hosts and CCAA representatives shall conduct themselves in a manner, which reflects a positive image of the institution, and/or the association they represent.
- 2.2.3.3 It is most important for the continual development and credibility of intercollegiate athletics that all differences are settled in an appropriate and professional manner. MC, directors of athletics, coaches or student-athletes who express grievances or disagreements via sources or channels not prescribed by the CCAA should expect to be sanctioned for such action.
- 2.2.3.4 It is expected that at CCAA National Championship; Coaches, Assistant Coaches and bench personnel have an appropriate "Dress Code" during the competition.

Recommended attire for the sport of badminton, volleyball and basketball includes:

- A collared shirt (i.e. golf shirt from your College or a dress shirt)

Recommended attire for the sport of soccer includes:

- A team wind suit, jacket etc weather pending.

Unacceptable attire includes:

- T-shirts with derogatory wording/messages
- Sandals,
- Shorts
- Ball caps (except for soccer coaches)
- Jeans.

2.2.3.5 The CCAA does not support the consumption of alcohol by minors at anytime during a National Championship event. Although the CCAA recognizes that consumption of alcohol may take place outside of the competition site or at the CCAA host hotel by athletes of legal age, the CCAA strongly discourages irresponsible use of alcohol by any athletes.

2.2.3.6 The CCAA does not permit the use of tobacco products (including chewing tobacco) by any individuals at the CCAA competition site (including clubhouse, putting green, scoring tent, official scoring area - i.e., scoreboard) or during championship activities such as banquets, press conferences and interview sessions. Individuals are permitted the use tobacco products in a designated area determined by the Host committee.

2.3 Violation of Code of Ethics

2.3.1 Any individual, team, member college or Conference determined to be in breach of Code of Ethics as outlined under Article 7, Section 2 of the Operating Code, may be disciplined by the Executive Committee or its designate. The offending party shall be given the opportunity to respond (verbally and in writing) to allegations and if evidence still indicates a breach, the possible list and progressive discipline steps shall apply as follows:

2.3.1.1 by official verbal and written reprimand.

2.3.1.2 by being placed on probationary status, (a timeframe of days to a year) and which may also carry a minimum fine of \$500.

2.3.1.3 increase in length of probation, increase in fines, individual suspensions (games to a year) and other appropriate sanctions which may include, but are not limited to, monetary penalties, bonds, specific leadership expectations, and other sanctions imposed by the CCAA Executive team or program suspension for a period of time/or for specific event, including a year for a material breach, which shall also include a minimum \$1,000 fine.

2.3.1.4 expulsion from the association.

2.3.2 If the severity of the violation of the Code of Ethics dictates, an immediate suspension may be levied resulting in ineligibility. This action shall be taken by the Executive Committee or it's designate.

2.3.2.1 All decisions taken by the designate shall be reviewed within ten (10) working days by the Executive Committee and reported to the Board at the next Board meeting.

2.3.3 Once a sanction has been imposed, a further violation by the same individual, team, member college or MC shall result in a more severe sanction as selected and imposed by the CCAA Executive Committee.

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2.3.4 Decisions of the Executive Committee may be appealed to the CCAA Appeals Committee by written notice to the CCAA President (See Article 7, Section 4).

2.3.5 When an individual, team or member institution is in violation of the Code of Ethics, as determined by the Executive Committee, all communication of the discipline decision shall be copied (when the applicable window of appeal has passed) as follows:

<u>Level of Discipline</u>	<u>Addressed to</u>	<u>Copied to</u>
1. Letter of Reprimand	AD and or offender	immediate administrative supervisor, MC President to all CCAA members via email
2. Letter of Probation	AD and or offender	immediate administrative supervisor to AD, MC President to all CCAA members via email
3. Suspension, fines, bonds etc.	AD and or offender	immediate administrative supervisor to AD, MC President, President of the Institution to all CCAA members via email
4. Suspension of team/program	AD and or offender	immediate administrative supervisor to AD, MC President, President of the Institution to all CCAA members via email
5. Expulsion	AD and or offender	immediate administrative supervisor to AD, MC President, President of the Institution to all CCAA members via email

2.4 Recruiting

2.4.1 CCAA athletes currently attending a CCAA school shall not be contacted by another institution’s coach, Athletic Director or representative unless the athlete initiates the contact, in which case the athlete’s Director of Athletics be informed immediately.

2.4.1.1 It is considered a violation of Code of Ethics for a Director of Athletics or a Coach to speak disparagingly of another person or institution, in order to persuade an athlete to attend his/her institution.

2.4.2 In the case of a potential transfer of a CCAA student-athlete to another post-secondary sport association (e.g., CIS) the initial contact shall be between the Directors of Athletics. The contact will be a consultative process to establish appropriate timelines for student-athlete contact and

eligibility . These timelines DO NOT INCLUDE National Championships. CCAA student-athletes shall not be contacted by another post-secondary sport association at anytime during their respective sport's National Championships.

- 2.4.3 Prior to approaching a high school student-athlete, it is necessary that the Director of Athletics or coach first contacts the high school or a high school representative of the prospective student.

Section 3 Inter-conference Play

- 3.1 Any matters brought to the attention of the CCAA Executive Committee involving accusations of inappropriate actions by a CCAA member college at an Interprovincial Competition that cannot be resolved by the individual colleges and/or Provincial Conferences within **21 days** may result in action being taken by the CCAA. An investigation into the allegations shall be conducted by a Disciplinary committee Comprised of the VP Governance, the Sport Convenor, and a member-at-large.
- 3.2. The findings of the Disciplinary Committee shall be presented to the accused institution(s) and/or Conference(s) with a suggested course of action.
- 3.3. If the action taken by the college or Conference is not viewed as sufficient by the Disciplinary Committee they shall recommend to the Executive Committee that sanctions be applied.
- 3.4 Notice of Interconference Tournaments
- 3.3.1 The host of any game/match/tournament involving CCAA colleges of more than one conference shall:
- 3.3.2 Notify the National Office and the respective National Sports Convenor;
- 3.3.3 Results of all exhibition play (individual games/matches/tournaments) must be forwarded by the host to the appropriate National Convenor and the National Office within 5 working days. Failure to do so, will result in **\$50.00 fine** to the host institution.
- 3.3.4 The Invitational Tournament Host' also has a responsibility to send tournament results to Provincial statisticians within 5 working days of the tournament.
- 3.4 The host of any CCAA Sanctioned Tournament involving CCAA colleges of more than one conference shall:
- 3.5.1 Forward a request to the National Office prior to the tournament describing sport, schedule, participating teams and whether or not the eligibility rules of the CCAA shall be used. A letter of acknowledgment to the tournament host from the CCAA Office declaring that the tournament be a "CCAA Sanctioned Tournament" shall follow.
- 3.5.2 It is recommended that CCAA member tournament host not accept members "Not in good standing" with the Association to Interconference Tournaments.

- 3.5.3 Sanctioned Tournaments shall carry the “CCAA sanctioned event” on media releases, tournament programs and other collateral developed for the tournament.
- 3.5.4 Tournament hosts shall be responsible for sending tournament results and highlights to the respective national convenor and the national office within 5 working days.

Section 4 Appeals Procedure

4.1 Right to Appeal

- 4.1.1 Any member of the CCAA who is affected by a decision of the Executive Director, Executive Committee or any body or individual who has been delegated authority to make decisions on behalf of the Association shall have the right to appeal that decision, except for seeding.
- 4.1.2 Appeals are not for re-deciding matters. They are for correcting errors in decision-making. An appeal policy exists to make sure that decision-makers make only those decisions they have the power to make, that decision-makers are unbiased, and that decisions are made fairly and according to the organization's policies and procedures. An Appellant cannot challenge a decision simply because he or she disagrees with it.
- 4.1.3 This policy shall not apply to matters relating to the Rules of the Game, which may not be appealed. For appeals for fines please see item 4.16.
- 4.1.4 Members who wish to appeal a decision shall have 10 working days from the date on which the decision was sent, to submit a written notice of their intention to appeal, along with detailed reasons for the appeal, listing one or more of the grounds identified in item 4 below along with a cheque for \$250 (refundable if appeal is upheld), to the Association.
- 4.1.4.1 Exception: members who wish to appeal a wildcard selection decision shall have until 10:00AM EST the day following the date on which the decision was made, to submit a written notice of their intention to appeal, along with detailed reasons for the appeal, listing one or more of the grounds identified in item 4 below along with a cheque for \$250 (refundable if appeal is upheld), to the Association.

4.2 Appeal Committee

- 4.2.1 Within 10 working days of receiving notice of an appeal, the President (or designate) shall appoint three persons, from the respective Conference Representative list, to constitute an Appeals Committee, in accordance with the following:
- 4.2.1.1 Exception: In a Wildcard Selection Appeal the President will appoint three persons to constitute an Appeal Committee prior to Wildcard selection calls in accordance with the following:
- 4.2.2 The Appeals Committee shall be comprised of members in good standing of the Association who shall have no significant relationship with the appellant, shall have had no involvement with the decision being appealed, and shall be free from actual or perceived bias or conflict. Committee members are reminded that their only role on this committee is to act as a representative of the CCAA and to interpret CCAA policy as currently detailed in the Operations

Manual. If members feel they cannot in good faith perform this singular role, they are obligated to decline the request of involvement with this process.

- 4.2.3 At least one of the Appeals Committee members shall be from among the appellant's peers (for example, if the appellant is a student-athlete one committee member shall be a student-athlete; if the appellant is a coach one committee member shall be a coach, etc.).
- 4.2.4 In appointing the Appeals Committee, consideration shall be given to the geographic location of the appellant, respondent and Committee members, in order to minimise the inconvenience and expense to all parties.
- 4.2.5 The appellant shall be given an opportunity to recommend one of the Appeals Committee members provided the member satisfies criteria 4.2.2 and 4.2.3 above and that it is not a wildcard selection appeal when an appeal committee is struck prior to the selection due to time constraints (see 4.2.1.1).
- 4.2.6 Appeal Committee members shall select from themselves a Chairperson.
- 4.2.7 A quorum shall be all three Committee members.
- 4.2.8 Decisions shall be by majority vote.

4.3 Appeal Process

- 4.3.1 Within 7 working days of its appointment, the Appeals Committee shall name a chair for the committee, review the notice of appeal and reasons for the appeal and shall participate in a conference call with the appellant and respondent to determine if there are sufficient grounds for an appeal. Normally, this process will be completed via conference call. The CCAA Executive Director will participate on this call and is allowed to provide information for either or both sides to the Appeal.
 - 4.3.1.1 Exception to timeline for a Wildcard Selection Appeal, an Appeal committee meeting will take place at 2:00 PM EST the day that notice of the appeal was given.
- 4.3.2 The Chair of the Appeals Committee will hold a conference call with the appellant, the respondent and the appeals committee members to determine if the members feel there are sufficient grounds for an appeal hearing. The decision shall be by a majority vote of the Appeal Committee. Sufficient grounds include the respondent:
 - 4.3.2.1 making a decision for which it did not have the authority or jurisdiction as set out in the governing documents;
 - 4.3.2.2 failing to follow procedures as laid out in the Bylaws or Operating Code of the Association;
 - 4.3.2.3 making 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 or that the decision was influenced by factors unrelated to the merits of the decision.
 - 4.3.2.4 exercising its discretion for an improper purpose;

4.3.2.5 making a decision that is grossly unreasonable.

4.3.3 The process for the grounds portion of the call shall include:

4.3.3.1 introductions and clarification of the process to determine if there is grounds for a full hearing

4.3.3.2 the appellant shall make a statement

4.3.3.3 the respondent shall make a statement

4.3.3.4 committee members may ask questions

4.3.3.5 the respondent and appellant shall leave the call and the committee shall deliberate to address the issue of grounds.

4.3.3.6 If the Appeal committee is satisfied that there are not sufficient grounds for an appeal, the chair shall notify the appellant of the decision immediately, with a written decision including rationale submitted to all relevant parties and the national office within 3 working days. The decision to include the reasons that the committee did not find sufficient grounds (by notation of 4.3.2.1 – 4.3.2.5), and the next step available to the appellant in the appeal process, if the committee finds grounds for an appeal, the hearing shall be conducted.

4.3.3.7 If a Hearing is to be conducted; the original penalty shall not be enforced until the hearing/decision is complete.

4.4 The Hearing Procedure

4.4.1 If the Appeals Committee conducts a Hearing, it shall govern the Hearing by such procedures as it deems appropriate in the circumstances, provided that the Hearing shall be held within 21 working days of the Appeal Committees appointment.

4.4.1.1 Except in a Wildcard Selection Appeal the Hearing will be conducted no later than 12:00 PM EST the day following Notice of the Appeal.

4.4.2 The Chairperson shall seek agreement by the Appeal Committee to the time of the hearing.

4.4.3 The appellant and respondent shall be given 10 working days written notice of the day, time and place of the Hearing. Should all parties involved agree to a shorter timeline the appellant must agree in writing to the shorter timeline.

4.4.3.1 Exception - In a Wildcard Selection Appeal the date and time is to be predetermined during initial appeal conference call with appellant and respondent.

4.4.4 The Appeals Committee may request that any other individual participate or affected party and give evidence at the Hearing. Normally, the Executive Director will be included and will be allowed to participate and give information for either side.

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- 4.4.5 Copies of any written documents which either the appellant or respondent wish to have the Committee consider shall be provided to all parties at least 2 days in advance of the Hearing. To the greatest possible extent, all relevant reports and written materials shall be disclosed. If one party is representing a written submission to the Hearing, a copy must also be provided to the other parties. The Appeals Committee must not consider evidence from one party in the absence of the other parties and must not accept any written materials, which are not shared.
- 4.4.5.1 In a Wildcard appeal written documents must be submitted immediately following the initial appeal call and no later than 2 hours after the initial appeal call.
- 4.4.6 Both the appellant and respondent may be accompanied by a representative or advisor including legal counsel. If either side so chooses, only one person may speak on their behalf, either the legal counsel or the appellant / respondent. The respective speakers shall be identified prior to the start of the Hearing;
- 4.4.7 The procedure for the hearing shall be as follows:
- 4.4.7.1 Introductions
- 4.4.7.1.1 Formal introductions shall be the first activity directed by the Chairperson.
- 4.4.7.2 Explanation of Procedure
- 4.4.7.2.1 The Chairperson shall explain the procedure to be followed - the purpose of the Hearing is to ensure that all the evidence needed to make the decision is brought forward.
- 4.4.7.3 Oath/Affirmation
- 4.4.7.3.1 The Chairperson shall ask the parties to give evidence under oath or affirmation.
- 4.4.7.4 Appellant's Argument
- 4.4.7.4.1 The appellant shall be asked to go first and explain their reasons for appeal.
- 4.4.7.5 Respondent's Rebuttal
- 4.4.7.5.1 The respondent shall be asked if they have any questions or comments to highlight or clarify points arising from the appellant's submission.
- 4.4.7.5.2 The rebuttal shall be directed through the Chairperson. The Appeals Committee members may also ask questions of the appellant at this point.
- 4.4.7.6 Respondent's Argument
- 4.4.7.6.1 When the Hearing is satisfied that the appellant has presented all their evidence, and that all questions have been answered, the Appeals Committee shall turn to the respondent for their submission.
- 4.4.7.7 Appellants Rebuttal
- 4.4.7.7.1 The appellant is then given an opportunity for rebuttal. The Committee members may also ask questions of the respondent.
- 4.4.7.8 Other Information
- 4.4.7.8.1 The Chairperson shall then ask any other affected parties to provide their argument or position.

- 4.4.7.8.2 The Chairperson shall then ask both the appellant and the respondent if they have further comments.
- 4.4.7.9 Closing Statements
 - 4.4.7.9.1 All parties shall make a closing statement before the hearing is adjourned. The respondent shall go first, affected parties, leaving the appellant to the last.
 - 4.4.7.10 Deliberation and Decision
 - 4.4.7.10.1 Once the Hearing is concluded, both parties shall be asked to leave the room/conference call while the Committee deliberates in private. If at all possible, the Appeals Committee shall give its decision immediately.
 - 4.4.7.10.2 Every decision will be written and shall be accompanied by reasons.
 - 4.4.7.11 Written Records
 - 4.4.7.11.1 The Canadian Collegiate Athletic Association shall keep a record of all written decisions.
- 4.4.8 In order to keep costs to a reasonable level, the Appeals Committee may conduct the Hearing by means of a conference call or videoconference.
- 4.4.9 Within 3 days of concluding the Hearing, the Appeals Committee shall issue its written decision, with reasons. In the case of a wildcard selection appeals the Chair shall notify all relevant parties of this decision immediately by telephone, with a written decision, with reasons submitted to all relevant parties and the National Office within 3 working days. The Committee may choose to :
 - 4.4.9.1 To void, vary, or confirm the decision being appealed.
 - 4.4.9.2 To make any decision its feels the respondent should have made.
 - 4.4.9.3 To refer the matter back to the respondent for a new decision, correcting any errors that were made; and/or
 - 4.4.9.4 To determine how costs of the appeal hearing shall be allocated
 - 4.4.9.4.1 Up to 50% of Hearing costs may be the responsibility of the appellant.
- 4.4.10 A copy of this decision shall be provided to the appellant, the Athletic Director of the member institution involved, the respondent and the President (or designate) of the Conference. If the Athletic Director and the appellant is the same person, the CCAA President may communicate the decision to the President of the member institution. Three days following the above release, the decision shall be released to all Conference Representatives to the Association and if warranted to the media.
- 4.5 If the circumstances of the dispute are such that this policy will not allow a timely appeal, the President (or designate) may direct that these timelines be shortened. Should this be the case, the appellant, respondent and members of the Appeal Committee will make every reasonable effort to comply with the revised timetable in order to conclude the appeal in a timely manner.

- 4.6 If the circumstances of the dispute are such that an appeal cannot be concluded within the timelines of this policy, the President (or designate) may seek agreement from the appellant and respondent to extend the timelines.
- 4.7 The appellant shall have the right to decline a Hearing in favour of a documentary review. Should this be the case, the Appeals Committee shall request both appellant and respondent to provide written submissions, upon which the Appeals Committee shall make its decision. The Appeals Committee may direct such timelines as it deems appropriate in the circumstances in order to conclude the appeal in a timely manner.
- 4.8 The decision of the Appeals Committee shall be final and binding within the CCAA Appeal Process, however affected parties may choose to submit the decision for review to the Sport Dispute Resolution Centre of Canada (SDRCC).
- 4.9 The Sport Dispute Resolution Centre of Canada (SDRCC)
- 4.9.1 All differences or disputes shall first be submitted to appeal pursuant to the appeal process set out in the CCAA Policy;
- 4.9.2 Any final decision made by the CCAA Appeal Committee, which may lead to irreversible consequences for one of the parties may be exclusively submitted by way of review to the Sport Dispute Resolution Centre of Canada (SDRCC), which will resolve definitively the dispute in accordance with the Canadian Sport Dispute Resolution Code, as amended from time to time;
- 4.9.3 Should a matter be referred to Arbitration or Mediation, all parties to the original appeal may be parties to this Arbitration or Mediation;
- 4.9.4 The award rendered by the Sport Dispute Resolution Centre of Canada (SDRCC) shall be final and binding upon the parties.
- 4.10 Appeal of Fines
- 4.10.1 Members wishing to appeal fines shall have 10 working days from the date on which the decision was sent, to submit a written notice of their intention to appeal, along with detailed reasons for the appeal.
- 4.10.2 Within 10 working days of receiving notice of an appeal for a fine, the President (or designate) shall appoint three persons to constitute an Appeals Committee.
- 4.10.2.1 The Appeals Committee shall be comprised of 3 members of the Executive.
- 4.10.3 The Appeals Committee shall arrange a time, via conference call, to hear the appellant and the respondent, and to review and rule on all appealed fines.
- 4.10.4 Within 3 working days of reaching a decision, the Appeals Committee (or designate) will issue its written decision.
- 4.10.5 The decision of the Appeals Committee is final and binding.

Section 5 Coaching Certification Standards

5.1 Preamble

The CCAA took part in an extensive organization review in 1988-89. The review identified the CCAA's contribution to coaching development in the post-secondary system and the potential to take a leadership role in coaching development in Canada.

5.2 Goal

To establish a minimum coaching certification standard in the theory, technical and practical components of the National Coaching Certification Program (NCCP) for all CCAA Head Coaches.

5.3 Role of the CCAA in Implementation

- 5.3.1 The CCAA shall establish an active partnership with the CAC and provincial governments, coaching coordinators, sport organizations and national sport organizations to deliver coaching programs.
- 5.3.2 The CCAA shall utilize the CAC Database to track the NCCP certification status of all CCAA Coaches.
- 5.3.3 The CCAA, with the assistance of the CAC and Provincial Coaching Coordinators shall develop alternate delivery systems to ensure member institution coaches have access to NCCP.
- 5.3.4 The CCAA shall facilitate participation in the NCCP program while acknowledging coaching skill, expertise and experience.

5.4 Regulations

- 5.4.1 **Three (3)** years shall be the timeline set to achieve the complete **Level II** certification in theory, technical and practical from employment as head coach at the institution, to the coach's third anniversary.
- 5.4.2 **Five (5)** years shall be the timeline set to achieve **Level III** certification in theory, technical and practical from the time of employment as head coach at the institution, to the coach's fifth anniversary.
- 5.4.3 **Two (2)** years shall be the timeline set to achieve **Level I** certification in theory, technical and practical from the time of employment as assistant coach at the institution, to the **assistant** coach's second anniversary.

5.5 Responsibilities:

5.5.1 Institutions

- 5.5.1.1 ensure coaches become certified;
- 5.5.1.2 provide financial support to coaches for professional development opportunities;
- 5.5.1.3 submit coaches' names to CCAA each September to be inserted in the CCAA Directory.

5.5.2 Conferences

- 5.5.2.1 coordinate coaching development opportunities for member institution coaches in collaboration with Conferences;
- 5.5.2.2 establish an official link with the provincial coaching coordinators;
- 5.5.2.3 distribute and share provincial coaching information;
- 5.5.2.4 ensure that members are advised to create a network system of opportunities to access certification programs;
- 5.5.2.5 provide the name of a Conference Representative to sit on a CCAA coaching development committee and coordinate the above initiatives and liaise with CCAA Executive Chair.

5.5.3 National Office

- 5.5.3.1 act as the liaison between the NSO and CAC;
- 5.5.3.2 ensure that the CAC Database is current;
- 5.5.3.3 confirm CAC Database statistics with member institutions;
- 5.5.3.4 assist MC's when applicable;
- 5.5.3.5 distribute CAC information to member colleges;
- 5.5.3.6 assist with the delivery and promotion of coaching clinics in conjunction with National Championships.

5.6 Qualification

- 5.6.1 Head Coaches participating in the CCAA Championships shall be certified **Level II** NCCP Coaches (see **Regulations**).
- 5.6.2 Head Coaches participating in the CCAA Championships shall be certified **Level III** NCCP coaches (see **Regulations**).
- 5.6.3 Recommended Assistant Coaches participating in the CCAA Championships be certified **Level I** NCCP coaches (see **Regulations**).

5.7 Sanction

- 5.7.1 Head Coaches that do not meet the certification regulations for Level II and Level III certification shall be fined \$250. The fine shall be assessed to the Athletic Department of the respective institution.

5.8 Appeal

- 5.8.1 Institutions whose head coaches have failed to meet the qualifications may appeal to the VP Programs of the CCAA. Appeals must be submitted within **two (2) weeks** of the receipt of the letter of sanction.
- 5.8.2 *Appeals shall be granted only if;
 - 5.8.2.1 there are documented difficulties in accessing courses;
 - 5.8.2.2 other extenuating circumstances may be considered.

Section 6 Equity Policy

- 6.1 The Canadian Collegiate Athletic Association supports the principle of equity of opportunity within sport. In so doing it promotes the concept of inclusiveness, sport for all, in its programming as well as within its administrative structure.
- 6.2 The CCAA will actively pursue the goal of equity and encourage its member conferences and institutions to do the same by taking the following actions where appropriate.
 - 6.2.1 Promoting awareness within the athletic departments of the needs of minority groups.
 - 6.2.2 Include the advancement of sport opportunities for all as part of the strategic planning.
 - 6.2.3 Ensure the continual review of the strategic plan with respect to equity and inclusion.
 - 6.2.4 Develop policies for the establishment of equal participation opportunities for women and men within CCAA sport programming and the administrative structures.
 - 6.2.5 Promote equal skill level opportunities within CCAA sport programming.
 - 6.2.6 Promote the development of sport opportunities between member institutions and conferences.
 - 6.2.7 Ensure equitable national championship opportunities for women.
 - 6.2.8 Promote non-traditional sports with respect to the cultural heritage of indigenous, ethnic and visible minority groups.
 - 6.2.9 Provide a physical environment, which does not discourage participation and is free of harassment.
- 6.3 The CCAA promotes the following objectives within the Association:
 - 6.3.1 Gender equity on all committees.
 - 6.3.2 Sport Convenor positions shall normally be held by persons of the same gender as the sports.
 - 6.3.3 Hiring for staff positions shall be free of gender bias.
 - 6.3.4 There shall be equal opportunities for women and men in national championship programming.
 - 6.3.5 The strategic plan will be reviewed annually and contain action plans for the promotion of equity.

Section 7 Harassment Policy

7.1 Policy Statement

It is the objective of the CCAA to provide a safe environment in which members may pursue their sport, academic, and administrative goals. In keeping with the spirit of this statement, the Association is committed to providing a sport and work environment that prohibits discriminatory practices. Everyone engaged in activities sponsored by or on behalf of the Association is entitled to a harassment-free environment. Harassment is unacceptable and will not be tolerated.

7.2 Purpose

Harassment is a form of discrimination and is prohibited by Human Rights legislation in each province of Canada. The CCAA does not tolerate any form of harassment and through the application of this policy undertakes to protect its members and student –athletes who participate or who act on behalf of the CCAA from a hostile sport and/or working environment.

7.3 Application

The application of this policy is intended to be strictly interpreted and limited in scope. This policy applies to those members of CCAA over whom the Association has a significant element of direct authority and control by reason of the member of the CCAA acting on behalf of or representing the Association in a professional, athletic or volunteer capacity. In addition, this policy applies to all members engaged in activities on behalf of the CCAA or employed by the CCAA. Members include officers and staff of the association, sport personnel of member institutions such as athletic directors, other sport administrators, coaches and sport therapists, student-athletes and volunteers.

This policy only applies to allegations of harassment which may occur during the course of authorized CCAA business, activities and events, including but not limited to:

- CCAA national championships;
- activities sponsored by CCAA including coaching clinics, seminars;
- CCAA business activities: AGM, Board meeting, committees;
- the CCAA national office.

Harassment allegations arising against persons not described above or within the business, activities and events of PCAA's or member institutions of the CCAA shall be dealt with using the policies and mechanisms of the applicable organization.

7.4 Responsibility

BOARD OF DIRECTORS

The Board shall ensure that all revisions to the Human Rights Legislation; definitions, penalties and procedures on harassment are reflected in the CCAA policy.

The Board shall play a positive role in raising the awareness and understanding of the limited scope and application of the Harassment Policy and encourage a similar approach among provincial sectors and all member institutions. The Board shall also make it clear that harassment will not be tolerated at any level of the collegiate sport community.

EXECUTIVE DIRECTOR

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1. Shall make sure every person defined within the scope and application of the Harassment Policy, together with all CCAA employees, understands the policy and procedures for dealing with harassment;
2. Shall ensure that Member Institution sport administrators are aware of their responsibility to provide a harassment-free sporting and work environment;
3. Identify, where necessary, CCAA Representatives as Harassment Officers.
4. Assist Harassment Officer with Informal and formal resolutions.
5. Assist President with carrying out formal resolution process.

MEMBER CONFERENCE

Each member conference must ensure that they have their own harassment policy in place.

INDIVIDUAL MEMBER

Each member institution must ensure that they have their own harassment policy in place.

Each member is responsible for assisting with the prevention of harassment by:

- adhering to the principles of this policy;
- not behaving in a manner contrary to the policy;
- not allowing or condoning behaviour contrary to the policy;
- taking all complaints of harassment seriously and assisting with the implementation of the investigation procedure;
- educating staff, coaches and students regarding their rights and responsibilities with respect to all forms of harassment, including sexual harassment.

7.5 Definitions

This procedure uses the term "Complainant" to refer to the person who experiences harassment, even though not all persons who experience harassment will make a formal complaint. The term "Respondent" refers to the person against whom a complaint is made.

1. Harassment can generally be defined as comments or conduct, directed toward an individual or group of individuals, which is insulting, intimidating, humiliating, malicious, degrading or offensive.
2. For the purposes of this procedure, sexual harassment is defined as unwelcome sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature when:
 - submitting to or rejecting this conduct is used as the basis for making decisions which affect the individual; or
 - such conduct has the purpose or effect of interfering with an individual's performance; or
 - such conduct creates an intimidating, hostile or offensive environment.
3. Types of behaviour which constitute harassment include, but are not limited to:
 - written or verbal abuse or threats
 - the display of visual material which is offensive or which one ought to know is offensive
 - unwelcome remarks, jokes, comments, innuendo or taunting about a person's looks, body, attire, age, race, religion, sex or sexual orientation
 - leering or other suggestive or obscene gestures
 - condescending, paternalistic or patronizing behaviour which is intended to undermine self-esteem, diminish performance or adversely affect working conditions
 - practical jokes which cause awkwardness or embarrassment, endanger a person's safety or negatively affect performance

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- unwanted physical contact including touching, petting, pinching or kissing
- unwelcome sexual flirtations, advances, requests or invitations
- physical or sexual assault

7.6 Procedure

7.6.1 The concern should be brought to the attention of the CCAA Harassment Officer (V.P. Governance). Once contacted by a Complainant the role of the Harassment Officer is to serve in a neutral, unbiased capacity in receiving the complaint and assisting in its informal resolution. If the V.P. Governance considers that he/she is unable to act in this capacity, the Complainant shall be referred to another CCAA officer who will perform a similar role.

7.6.2 The Harassment Officer will work with the individual/group with the concern, in absolute confidentiality, to determine the appropriate procedure to be followed to produce a resolution. This may include the following:

7.6.2.1 If the concern applies to allegations of harassment which occurred outside the authorized CCAA business, activities and events, but associated with a member PCAA or institution, the Harassment Officer will assist the individual/group by providing Contact information for the Harassment Officer of the respective PCAA or member Institution.

7.6.2.2 If the concern applies to allegations of harassment which occurred within the authorized CCAA business, activities and events, the Harassment Officer will assist the individual/group by following process.

7.6.3 Informal Resolution

7.6.3.1 The Harassment Officer will meet with the individual/group with the concern to review and educate individual/group to the process and definition of harassment, and to determine an acceptable course of action. This individual/group will be advised of:

7.6.3.1.1 The policy and procedures.

7.6.3.1.2 The informal options, which may include:

7.6.3.1.2.1 meeting with the respondent, with or without the Harassment Officer, to ask that the harassment cease;

7.6.3.1.2.2 writing a letter to the respondent asking that the harassment cease;

7.6.3.1.2.3 examine avenues of redress outside the association.

If the individual/group with the concern wishes to pursue the matter internally the following will occur:

1. The individual/group with the concern will provide the Harassment Officer, with a detailed written concern. A copy will be presented by the Harassment Officer to the respondent.
2. the Harassment Officer will provide the respondent an explanation of the policy and procedures, and, an opportunity to discuss the nature of the concern.

Mediation may be requested by either party as part of the informal resolution process. The mediator, an individual acceptable to both parties, shall attempt to seek resolution of

the problem by mutual agreement. Both parties must agree to cooperate with the mediation process.

The individual/group may at any time withdraw the concern. If that occurs, all records of the concern will be destroyed and the respondent so notified in writing. No further action will be taken on this concern.

Should the informal process not satisfy either party, either may file a formal complaint.

7.6.4 Formal Resolution

The formal resolution process will begin when:

- a) The respondent does not reply to a formal complaint.
- b) The informal resolution does not satisfy one or both parties and a request for formal resolution is filed with CCAA Office.

7.6.4.1 Such a request shall be presented to the president, who shall appoint an independent individual to conduct an investigation of the complaint. Ideally, the Investigator should be a person experienced in harassment matters and investigation techniques, and may be an outside professional. He/she shall carry out the investigation in a timely manner and at the conclusion of the investigation shall submit a written report to the President.

The Investigator shall:

7.6.4.1.1. Interview all parties to the complaint as soon as possible. The Investigator shall conduct interviews with the primary parties, the complainant and the respondent as well as with any others who, in the Investigator's opinion, can provide factual information about the alleged incident (s).

7.6.4.1.2. Request information from both parties, which may help identify supporting evidence or witnesses. The Investigator may review any documents which he/she deems pertinent including, but not limited to, the Association's by-laws, policies of the Association (e.g., code of conduct, discipline policy, harassment policy, etc.) and any other documents (e.g., athlete's agreement, coaches contract, etc.).

7.6.4.1.3. Report findings and recommendations to the president. At the conclusion of the investigation, the Investigator shall compile a written report setting out their findings and shall provide recommendations to the President of the Association for further action, if any.

Within 7 days of receiving the written Investigator's report, the President shall appoint three individuals to serve on a review committee. The review committee shall be comprised of at least one male and one female member and at least one Executive member. The Executive Director will sit on the committee to support the process and in an administrative role.

7.6.4.2 Hearing

A Hearing of the Review Committee shall take place in accordance with the CCAA Appeal Procedure Hearing Process, and in addition:

- The Complainant and the Respondent shall each receive a copy of the Investigator's report.
- The Investigator may attend the hearing at the request of the Review Committee.

As soon as possible but in any event within 5 days of the hearing, the Review Committee shall render its Decision. A copy shall be provided to the President and to both the Complainant and Respondent. This Decision shall contain:

- a summary of the relevant facts;
- a determination as to whether the acts in question constitute harassment as defined in this policy;
- disciplinary action against the Respondent, if the acts constitute harassment; and
- measure's to remedy or mitigate the harm or loss suffered by the Complainant, if the acts constitute harassment.

If the Review Committee determines that the allegations of harassment are false, vexatious, retaliatory or frivolous, the Review Committee may recommend that disciplinary action be taken against the Complainant.

7.6.4.3 Sanction

When deciding on appropriate disciplinary sanction, the Review Committee shall consider factors such as:

- the nature and severity of the harassment
- whether the harassment involved any physical contact
- whether the harassment was an isolated incident or part of an ongoing pattern
- the nature of the relationship between the Complainant and Respondent
- the age of the Complainant
- whether the Respondent had been involved in previous harassment incidents
- whether the Respondent admitted responsibility and expressed remorse and a willingness to change
- whether the Respondent retaliated against the Complainant

In deciding on disciplinary sanctions, the Review Committee may consider the following options, singly or in combination, depending on the nature and severity of the harassment:

- verbal apology
- written apology
- letter of reprimand from the organization
- a fine or levy
- probation
- referral to counselling
- removal of certain privileges of membership or employment
- suspension of membership or employment with or without pay
- termination of employment or contract
- expulsion from membership
- publication of the decision

Failure to comply with a sanction as determined by the Review Committee shall result in automatic suspension in membership from CCAA until such time as the sanction is fulfilled.

Notwithstanding the procedures set out in this policy, any member of CCAA who is convicted of a criminal offence involving sexual exploitation, invitation to sexual touching, sexual interference, sexual assault, shall face automatic suspension from participating in any activities of CCAA for a period of time corresponding to the length of the criminal sentence imposed by the Court.

7.6.4.4 Appeals

Both the Complainant and Respondent shall have the right to appeal the decision of the Review Committee and sanctions imposed by the Review Committee, in accordance with CCAA's Appeal Policy.

Harassment complaints occurring at a competition or where there is otherwise a critical lack of time to resolve the complaint may be dealt with immediately, if necessary, by members of the on site Grievance Committee (see On site Grievance committee Article 9 for breach of code of Ethics), provided this policy applies and provided the individual being disciplined is told the nature of the alleged infraction and has an opportunity to provide information and to respond concerning the incident prior to any discipline being imposed. In such situations, sanctions shall be for the duration of the competition only.

Further sanctions may be applied but only after a full review of the matter in accordance with the procedures set out in this policy. The subsequent full review does not replace the appeal provisions of this policy.

Section 8 Policy Concerning the Protection of Personal Information

8.1 COMMITMENT TO PROTECTING PERSONAL INFORMATION

8.1 Canadian Collegiate Athletic Association is committed to protecting the privacy of the student-athletes and others who participate in its events and use its services. This policy is based on the standards required by the Personal Information Protection and Electronic Documents Act and the Canadian Collegiate Athletic Association's interpretation of these responsibilities.

8.2 DEFINITIONS

Definitions – The following terms have these meanings in this Policy:

- a) *Act* – Personal Information Protection and Electronic Documents Act
- b) *Commercial Activity* – any particular transaction, act or conduct that is of a commercial character.
- c) *Organization* – includes an association, a partnership, a person, an unincorporated association, a trust, a not for profit organization, a trade union and a corporation.
- d) *Personal Information* – any information about an identifiable individual
- e) *Personal Health Information* – any health information about an identifiable individual.
- f) *Representatives*- Directors, officers, employees, committees, members, volunteers, coaches, contractors and other decision makes within Canadian Collegiate Athletic Association.

8.3 APPLICATION

8.3.1 This Policy applies to directors, officers, employees, committee members, volunteers, coaches, contractors, and other decision-makers within Canadian Collegiate Athletic Association in connection with personal information that is collected, used or disclosed in connection with any commercial activity.

8.3.2 Statutory Obligations – Canadian Collegiate Athletic Association is governed by the *Personal Information Protection and Electronic Documents Act* in matters involving the collection, use and disclosure of personal information.

8.3.3 Additional Obligations – In addition to fulfilling all requirements of the *Act*, Canadian Collegiate Athletic Association and its Representatives will also fulfill the additional requirements of this Policy. Representatives of Canadian Collegiate Athletic Association will not:

- a) Disclose personal information to a third party during any business or transaction unless such business, transaction or other interest is properly consented to in accordance with this Policy;

- 8.5.5 Inquiries – The Privacy Officer will be responsible to respond to all requests and inquiries in regards to personal information.
- 8.5.6 Principles – Canadian Collegiate Athletic Association will implement policies and practices to secure all personal information during collection, use and disclosure.
- 8.5.7 Disclosure to Third Parties - A contract made with a third party having access to personal information held by Canadian Collegiate Athletic Association will include a clause that ensures the third party does not breach the Canadian Collegiate Athletic Association’s privacy policies.
- 8.5.8 Information- Information will be made available to the public via the Canadian Collegiate Athletic Association’s web site explaining privacy policies and procedures.
- 8.5.9 Annual Review – This Policy will be reviewed annually by the Privacy Officer and necessary changes will be made to ensure the protection of personal information and compliance with the law.

8.6 COLLECTING AND USING PERSONAL INFORMATION

- 8.6.1 Canadian Collegiate Athletic Association receives personal information from Canadian Collegiate Athletic Association members who collect that information from individuals who wish to participate in sporting events, programs, and other events organized or sponsored by Canadian Collegiate Athletic Association. Consent is obtained from individuals prior to the Canadian Collegiate Athletic Association receiving this personal information.
- 8.6.2 Personal information will only be collected by the Canadian Collegiate Athletic Association to meet and maintain the highest standard of organizing and programming. The Canadian Collegiate Athletic Association collects personal information from prospective members, members, student-athletes, coaches, referees, participants, managers, fans and volunteers for purposes that include, but are not limited to, the following:
- a) Name, address, phone number, cell phone number, first language, fax number and e-mail address for the purpose of receiving information from the Canadian Collegiate Athletic Association, processing registration with the Canadian Collegiate Athletic Association, organization and administering Canadian Collegiate Athletic Association events, processing donations and issuing tax receipts.
 - b) Banking information, social insurance number, criminal records check, resume, and beneficiaries for the Canadian Collegiate Athletic Association’s payroll, company insurance and health plan.
 - c) Personal health information including provincial health card numbers, allergies, emergency contact and past medical history for use in the case of medical emergency.
 - d) Coach information including name, telephone number, e-mail, school, year of coaching, experience, qualifications and performance results for media relations and publishing sports information to fans and other coaches.
 - e) Student-athlete information including name, height, birth date, hometown, school, year of program, year of eligibility/coaching, uniform number, feedback from coaches and trainers, performance results, academic transcripts and biography information for monitoring eligibility of student-athletes, selection of athletic and academic excellence awards, media relations, publishing sports information to fans and coaches and ensure compliance with Canadian Collegiate Athletic Association regulations, including Canadian Collegiate Athletic Association Eligibility and Drug Education - Testing program.

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- f) Student-athlete whereabouts information including sport/discipline, training times and venues, training camp dates and locations, travel plans, competition schedule, and disability, if applicable, for Canadian Centre for Ethics in Sport inquiries for the purpose of out-of-competition doping testing.
- g) Marketing information including attitudinal and demographic data on individual members to determine membership demographic structure, and program wants and needs.
- h) Passport numbers and Aeroplan/frequent flyer number for travel purposes.
- i) Individuals providing their addresses or e-mail addresses to the Canadian Collegiate Athletic Association will receive advertising from Canadian Collegiate Athletic Association sponsors, the Canadian Collegiate Athletic Association flyer, a newsletter, an e-mail bulletin and donation request for the purpose of fundraising.

8.6.3 If a purpose has not been identified herein, the Canadian Collegiate Athletic Association 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.

8.7 DISCLOSURE OF PERSONAL INFORMATION

8.7.1 The Canadian Collegiate Athletic Association only discloses personal information upon obtaining consent from the individual for the following circumstances:

- a) Administration and registration of student-athletes and coaches wishing to participate in Canadian Collegiate Athletic Association sanctioned events organized by athletic personnel associated with the Canadian Collegiate Athletic Association.
- b) Administering its Drug Education and Testing Program, the Canadian Collegiate Athletic Association discloses personal information of student-athletes to the Canadian Centre for Ethics in Sport.
- c) Via Canadian Collegiate Athletic Association' website and other Canadian Collegiate Athletic Association publications for the purpose of honouring student-athletes for athletic and academic excellence through awards and other honours.
- d) Publishing of sporting event programs.

8.7.2 Student-athletes wishing to participate in Canadian Collegiate Athletic Association sporting events or competitions cannot withdraw their consent to disclose information to Canadian Centre for Ethics in Sport. If a student-athlete withdraws his or her consent to such a disclosure, the Canadian Collegiate Athletic Association cannot determine the student-athlete's eligibility and therefore the student-athlete cannot participate in the sporting event or competition.

8.8 CONSENT

8.8.1 Consent – The Canadian Collegiate Athletic Association will obtain consent from individuals at the time of collection prior to the use or disclosure of this information.

8.8.2 Lawful Means – Consent will not be obtained by deception.

8.8.3 Requirement – The Canadian Collegiate Athletic Association 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.

- 8.8.4 Form – Consent may be written, oral or implied. In determining the form of consent to use, the Canadian Collegiate Athletic Association will take into account the sensitivity of the information, as well as the individual's reasonable expectations. Individuals may consent to the collection and specified used of personal information in the following ways:
- a) By completing and signing an application form;
 - b) By checking a check off box;
 - c) By providing written consent either physically or electronically;
 - d) By consenting orally in person; or
 - e) By consenting orally over the phone.
- 8.8.5 Withdrawal – 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's notice of such withdrawal. The Canadian Collegiate Athletic Association will inform the individual of the implications of such withdrawal.
- 8.8.6 Legal Guardians – Consent will not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore consent will be obtained from a parent, legal guardian or person having power of attorney.
- 8.8.7 Exceptions for Collection – The Canadian Collegiate Athletic Association is not required to obtain consent for the collection, of personal information if:
- a) it is clearly in the individual's interests and consent is not available in a timely way;
 - b) knowledge and consent would compromise the availability or accuracy of the information and collection is required to investigate a breach of an agreement or contravention of a federal or provincial law;
 - c) the information is for journalistic, artistic or literary purposes;
 - d) the information is publicly available as specified in the *Act*.
- 8.8.8 Exceptions for Use - The Canadian Collegiate Athletic Association may use personal information without the individual's knowledge or consent only:
- a) if the Canadian Collegiate Athletic Association has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial or foreign law and the information is used for that investigation;
 - b) for an emergency that threatens an individual's life, health or security;
 - c) for statistical or scholarly study or research (the Canadian Collegiate Athletic Association must notify the Privacy Commissioner before using the information);
 - d) if it is publicly available as specified in the *Act*;
 - e) if the use is clearly in the individual's interest and consent is not available in a timely way; or
 - f) if knowledge and consent would compromise the availability or accuracy of the information and collection was required to investigate a breach of an agreement or contravention of a federal or provincial law.
- 8.8.9 Exceptions for Disclosure – The Canadian Collegiate Athletic Association may disclose personal information without the individual's knowledge or consent only:
- a) to a lawyer representing the Canadian Collegiate Athletic Association;
 - b) to collect a debt the individual owes to the Canadian Collegiate Athletic Association;

- c) to comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
- d) to a government institution that has requested the information, identified its lawful authority, and indicated that disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, provincial or foreign law; or that suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or provincial law;
- e) to an investigative body named in the Act or government institution on the Canadian Collegiate Athletic Association's initiative when the Canadian Collegiate Athletic Association believes the information concerns a breach of an agreement, or a contravention of a federal, provincial, or foreign law, or suspects the information relates to national security or the conduct of international affairs;
- f) to an investigative body for the purposes related to the investigation of a breach of an agreement or a contravention of a federal or provincial law;
- g) in an emergency threatening an individual's life, health, or security (the Canadian Collegiate Athletic Association must inform the individual of the disclosure);
- h) for statistical, scholarly study or research (the Canadian Collegiate Athletic Association must notify the Privacy Commissioner before disclosing the information);
- i) to an archival institution;
- j) 20 years after the individual's death or 100 years after the record was created;
- k) if it is publicly available as specified in the regulations; or
- l) if otherwise required by law.

8.9 ACCURACY OF PERSONAL INFORMATION

- 8.9.1 Accuracy – Personal information will be accurate, complete and up to date 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 the individual.
- 8.9.2 Update – Personal information will only be updated if it is necessary to fulfill the purposes for which the information was collected unless the personal information is used on an ongoing basis. Advising the Canadian Collegiate Athletic Association's Privacy Officer of any inaccuracies you notice will aid in keeping personal information current.
- 8.9.3 Third Parties – Personal information disclosed to a third party will be accurate and up-to-date.

8.10 LIMITING RETENTION OF PERSONAL INFORMATION

- 8.10.1 Canadian Collegiate Athletic Association retains personal information for certain periods of time in accordance with the following:
 - a) Personal information including address, phone number, cell phone number, first language and fax number will be retained for a period of three years after an individual has left the Canadian Collegiate Athletic Association in the event that individual chooses to return to the Canadian Collegiate Athletic Association;
 - b) Personal health information will be immediately destroyed in the event that the individual chooses to leave the Canadian Collegiate Athletic Association;
 - c) Coaching information will be retained for a period of three years after an individual has left the Canadian Collegiate Athletic Association in the event that individual chooses to return to the

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Canadian Collegiate Athletic Association, and in order to communicate programs and conference dates;

- d) Student-athlete information including name, hometown, school, height, , date of birth, uniform number, statistics and performance results will be retained indefinitely for media relations, fan information and historical purposes.
- e) Qualifications and certifications of coaches will be retained for a period of twenty years after a coach has left the Canadian Collegiate Athletic Association in the event that the individual requires confirmation of qualification and certifications.
- f) Employee information will be retained for a period of seven years in accordance with Canada Customs and Revenue Agency requirements;
- g) Marketing information will be immediately destroyed upon compilation and analysis of collected information.
- h) E-mail addresses will be retained for a period of 20 years in order to communicate with fans, student-athletes and members.
- i) Credit Card information will be destroyed immediately upon completion of a financial transaction.
- j) As otherwise may be stipulated in federal or provincial legislation.

8.10.2 Exception – 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 after the decision has been made.

8.11 SAFEGUARDING PERSONAL INFORMATION

8.11.1 Safeguards – The Canadian Collegiate Athletic Association is responsible for all personal information under its custody and control, including personal information sent to third parties. The Canadian Collegiate Athletic Association will protect personal information by implementing security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.

8.11.2 Sensitivity – The nature of the safeguards will be directly related to the level of sensitivity of the personal information collected. The more sensitive the information, the higher the level of security employed.

8.11.3 Methods of Protection – 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.

8.11.4 Employees – Employees will be made aware of the importance of maintaining personal information confidentiality and may be required to sign confidentiality agreements.

8.11.5 Storage – The Canadian Collegiate Athletic Association stores and processes personal information in Cornwall, Ontario, Canada.

8.12 OPENNESS

8.12.1 Openness – Canadian Collegiate Athletic Association will make publicly available information about its policies and practices relating to the management of personal information. This information will be in a form that is generally understandable.

8.12.2 Information – The information made available will include:

- a) the name or title, and the address, of the person who is accountable for the organization's policies and practices and to whom complaints or inquiries can be forwarded;
- b) the means of gaining access to personal information held by the organization;
- c) a description of the type of personal information held by the organization, including a general account of its use;
- d) a copy of any brochures or other information that explain the organization's policies, standards, or codes; and
- e) organizations in which personal information is made available.

8.13 ACCESS TO PERSONAL INFORMATION

8.13.1 Individual Access – Upon written request, and with assistance from the Canadian Collegiate Athletic Association, an individual will be informed of the existence, use, and disclosure of his or her personal information and will be given access to that information.

8.13.2 Amendment – An individual will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

8.13.3 Denial – An individual may be denied access to his or her personal information and provided a written explanation as to why if:

- a) the 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 reasons, and
- d) the information is subject to solicitor-client or litigation privilege.

8.13.4 Contents of Refusal - If the Canadian Collegiate Athletic Association determines that the disclosure of personal information should be refused, the Canadian Collegiate Athletic Association must inform an individual the following:

- a) the reasons for the refusal and the provisions of the *Act* on which the refusal is based;
- b) the name, position title, business address and business telephone number of the Privacy Officer who can answer the applicant's questions; and
- c) that the individual may ask for a review within thirty (30) days of being notified of the refusal.

8.13.5 Source – Upon request, the source of personal information will be disclosed along with an account of third parties to whom the information may have been disclosed.

8.13.6 Identity – Sufficient information will be required to confirm an individual's identity prior to providing that individual an account of the existence, use, and disclosure of personal information.

8.13.7 Response – Requested information will be disclosed within 30 days of receipt of the request at minimal expense for copying or no cost to the individual, unless there are reasonable grounds to extend the time limit. The requested information will be provided in a form that is generally understandable.

- 8.13.8 Costs - Costs may only be levied if an individual is informed in writing in advance of the approximate cost and has agreed to proceed with the request.
- 8.13.9 Inaccuracies – If personal information is inaccurate or incomplete, it will be amended as required and the amended information will be transmitted to third parties in due course.
- 8.13.10 Unresolved Complaints – An unresolved complaint from an individual in regards to the accuracy of personal information will be recorded and transmitted to third parties having access to the information in question.

8.14 CHALLENGING COMPLIANCE

- 8.14.1 Challenges – An individual will be able to challenge compliance with this Policy and the *Act* to the designated individual accountable for compliance.
- 8.14.2 Procedures – Upon receipt of a complaint the Canadian Collegiate Athletic Association will:
- Record the date the complaint is received;
 - Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
 - Acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three (3) days of receipt of the complaint;
 - Appoint an investigator using Canadian Collegiate Athletic Association personnel or an independent investigator, who will have the skills necessary to conduct a fair and impartial investigation and will have unfettered access to all file and personnel, within ten (10) days of receipt of the complaint.
 - Upon completion of the investigation and within twenty-five (25) days of receipt of the complaint, the investigator will submit a written report to the Canadian Collegiate Athletic Association.
 - Notify the complainant of the outcome of the investigation and of any relevant steps taken to rectify the complaint, including any amendments to policies and procedures within thirty (30) days of receipt of the complaint.
- 8.14.3 Appeal – An individual may appeal a decision of the Canadian Collegiate Athletic Association in accordance with its appeal policy.
- 8.14.4 Assistance – The Canadian Collegiate Athletic Association will assist an individual in preparing a request for information.
- 8.14.5 Whistle blowing – The Canadian Collegiate Athletic Association must not dismiss, suspend, demote, discipline, harass or otherwise disadvantage an employee of the Canadian Collegiate Athletic Association, or deny that employee a benefit because the employee, acting in good faith and on the basis of reasonable belief:
- has disclosed to the commissioner that the Canadian Collegiate Athletic Association has contravened or is about to contravene the Acts;
 - has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene these Acts;
 - has refused to do or stated an intention of refusing to do anything that is in contravention of the *Act*.

8.15 WEBSITE

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- 8.15.1 The Canadian Collegiate Athletic Association provides information and some services via its website. By using the Site, users agree that information may be collected, used and disclosed in accordance with this Policy.
- 8.15.2 Our web server tracks general information about visitors such as their domain name, time of visit and which pages are being accessed. This information is used internally, only in aggregate form, to better serve visitors by helping us to:
- a) Manage our site;
 - b) Diagnose any technical problems; and
 - c) Improve the content of our website.
- 8.15.3 In browsing the web, you will encounter a technology known as “cookies”. “Cookies” are files or pieces of information that may be stored in a computer’s hard drive when an individual visits a website. Most Internet browsers are initially set to accept cookies. If you do not wish to accept cookies, you can set yours to refuse cookies or to alert you when cookies are being sent. We do not share Personal Information obtained through cookies with any third parties.
- 8.15.4 We have no control over the content of third party websites that individuals may access through hyperlinks at our website. We encourage everyone to read the privacy policy of every website they visit.
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- 8.16 For further information about this Policy or the practices of the CCAA related to personal information, or to make a complaint, please contact CCAA's Privacy Officer at 1-613-937-1508. The CCAA will investigate all complaints and take appropriate action as a result of such investigation

Section 9 Official Languages Policy & Official Languages Hosting Requirements

9.1 Introduction:

The Canadian Collegiate Athletic Association is committed to complying with the spirit and intent of Part IV of the Official Languages Act of Canada when offering or providing services to both its external and internal constituents.

9.2 Objectives:

The Official Languages Policy of the Canadian Collegiate Athletic Association (CCAA) has two primary objectives:

- a) To state the Canadian Collegiate Athletic Association's commitment to the promotion and use of the two official languages of Canada in its activities; and
- b) To guide the Canadian Collegiate Athletic Association decision-making process by providing clear direction in both official languages in our communications and services.

These communications and services may be for members of the English-speaking and French-Speaking communities in Canada or for the Canadian Collegiate Athletic Association staff, membership and associates.

9.3 Applications

This policy applies to the Canadian Collegiate Athletic Association and its activities.

9.4 Implementation of Official Language Policy

The Canadian Collegiate Athletic Association recognizes English and French as its official languages and is committed to ensuring that any person who wishes to communicate with the Canadian Collegiate Athletic Association can do so in either official language.

9.4.1 Advertising

Any advertising initiated by the Canadian Collegiate Athletic Association (print, radio, video, television, electronic/internet) is to be produced in the language appropriate for the type of media.

9.4.2 Contracts

Contracts are to be prepared in the preferred language of the contracted person. Examples of such contracts are Staff Contracts, Athlete and Coach Consent Agreements, Sponsor Agreements and Host Contracts.

9.4.3 External Activities

The following documents when published, will be available, simultaneously, in both official languages:

- All Media Releases

- Newsletter
- Media Guide
- Website

9.4.4 Internal Activities

The following documents when published, will be available, simultaneously, in both official languages:

- All member, athlete and & coach forms
- Championship Tournament Information Packages
- Operating Code
- Workbooks
- AGM and Board minutes
- Reports (Executive, Convener, Staff and Conference Representatives)

While the majority of the internal functioning of the CCAA will, for purposes of practicality and economy, be in English, any member requesting materials, information or explanations in French, will receive such either in written or oral format.

During Annual General and others meetings, members will have the opportunity to use the language of their choice to communicate. The CCAA shall provide simultaneous translation (French & English) at its Annual General meeting if a request is received from a conference, by the preceding Winter Board Meeting.

When recruiting and selecting staff and volunteers, bilingualism is preferred, where such candidates are not available, the CCAA will strategically ensure bilingual representation/contacts such that it can respond effectively to the needs of its members.

9.4.5 Championship Events

In respect to Championships the Canadian Collegiate Athletic Association will ensure that the Organizing Committee has team host/hostess at the event that are able to communicate in both English and French.

Materials, events, functions and other communications at Championships will be subject to the guidelines contained in the OFFICIAL LANGUAGES - HOSTING REQUIREMENTS CHART found in the CCAA Operating Code.

All reports from the Championship, which are to be endorsed by the Canadian Colleges Athletic Association's Board of Directors, must be produced by the host committee in both official languages. Basic forms for bids and reports will be developed by the CCAA to streamline this process and reduce potential costs to hosts in meeting this language requirement.

9.5 Complaint Process

The Canadian Collegiate Athletic Association is committed to responding to any complaint on the application of its "Official Languages" policy either complaint directly from its membership, from its employees, or from the public. These matters will be directed to the Chair of the Official Languages Committee for investigation and recommendation for action to Executive committee.

9.6 Official languages – Hosting Requirements

The following is the minimum standard for each host resource and/or activity.

9.6.1 Tournament Package/Event Bulletins

- Includes all Championship information and details provided to institutions and participating teams; and
- All Hosts for National and Open Championships are required to translate Tournament Package,.

9.6.2 Event Poster

- To be completely bilingual including:
- Event title and logo;
- Logo – Host must incorporate both CCAA and ACSC;
- Sport title, gender and month must be presented in both English and French;
- All Location and time information;
- The Canadian Collegiate Athletic Association must be written in full in both official languages; and
- Title – To ensure consistency in both English and French, CCAA will establish specific titles for each CCAA Championship.

9.6.3 Event Program

- To be completely bilingual including:
- All Welcome messages;
- Cover;
- Schedule and information surrounding special events – tournament draw/schedule and related text;
- To ensure consistency in both English and French, CCAA will develop a glossary of terms for information surrounding tournament draw, schedule and special events; and
- *Title* – To ensure consistency in both English and French, CCAA will establish specific titles for each CCAA Championship.

9.6.4 Opening/Closing Ceremonies

- Welcome and introductions
- Medal Presentations

9.6.5 Banquets/Receptions/Awards Ceremony

- Welcome and introductions;
- National Anthem
- Invitations and Banquet Program
- Awards Banquet scripts should be presented in both English and French.
- To ensure consistency in both English and French, CCAA will develop a glossary of terms for information surrounding tournament draw, schedule and special events.

9.6.6 Team Hosts

- If teams are supplied with Team Hosts, the individual should speak the language of the institution's choice.

9.6.7 Web Site

- The Event/Host website will be in French and English - to include, for example, the home page, contact information, site description, directions, tournament draw/schedule, results, pre-championship information and press releases and general information. Items prepared for immediate presentation on the website such as game summaries and press releases during the championship may be excluded from this requirement, however, host institutions are encouraged to present this material in a bilingual manner where possible.

ARTICLE 7 – Observance & Enforcement of Constitution & Operating Code

- To ensure consistency in both English and French, CCAA will develop a glossary of terms for information surrounding tournament draw, schedule and special events.

9.6.8 Games/Matches

- National Anthem;
- Announcers - Should announce team in their preferred language; and
- All announcements be bilingual, at the exception of play-by-play and/or time sensitive announcements.
- Ensure a bilingual member of the host committee be present at scorers table.

9.6.9 Coaches Meeting

- Following documents are provided both in English and French:
 - Agenda
 - Official evaluation forms
 - Tournament evaluation forms
 - MVP All-Star forms
- To ensure that there is a bilingual Host committee member/or designate at meeting.