



Policy Manual of the Oilfields Sports Association

Table of Contents:	Pages
Section 1: Framework	
1.1 Mission Statement.....	2
1.2 Vision Statement	2
1.3 Values	2
Section 2: Board Self Governance	
2.1 Board Roles and Responsibilities.....	3-6
2.2 Organization Code of Conduct	7-9
2.3 League Adherence Policy.....	10
Section 3: Operational	
3.1 Discipline Policy	11-13
3.2 Complaint Policy.....	14-15
3.3 Financial Assistance.....	16
3.4 Refund/Cancellation Policy.....	16
Section 4: Advocacy	
4.1 Spokesperson	17
Section 5: Forms	
5.1 Financial Assistance Form	18



OILFIELDS PHANTOMS

Section 1: Framework

1.1 Mission Statement

The Oilfields Sports Association offers fun, affordable recreation programs for children and youth in Black Diamond, Turner Valley and surrounding areas.

1.2 Vision

1.3 Values

Approval date:

Date of last amendment:

Date for review:



Section 2: Board Self Governance

2.1 Board Roles and Responsibilities

The Oilfields Sports Association is a registered non-profit organization that offers a variety of fun, affordable, recreational sports to children and youth in Black Diamond, Turner Valley and area of Alberta. The OSA is governed by a board of directors comprised of a President, Vice President, Treasurer, Secretary, Communications Liaison and a Coordinator for each sport we offer. Currently we offer the following sports: Pond Hockey, Baseball and Soccer (*sports are subject to change with community needs*).

Executive Board Members 5 members

1. President
2. Vice-President
3. Treasurer
4. Secretary
5. Communications Liaison

Sport Coordinators 3 members

6. Pond Hockey
7. Baseball
8. Soccer

Each elected board member is expected to serve a minimum of 2 years and a maximum of 4 years.



OILFIELDS PHANTOMS

2.1 Board Roles and Responsibilities con't.

All Board Members shall:

- Attend monthly board meetings, come prepared having read previous meeting minutes and completing any action items in a timely manner. Provide a verbal or written report monthly (applies to sport coordinators and treasurer).
- Be a Member in good standing and act honestly and in good faith, properly exercise powers and avoid conflicts of interest
- Carry out duties as delegated in a responsible and timely manner
- Responsible to know, implement and enforce bylaws, policies and the guidelines outlined in Foothills Pond Hockey League, Foothills Minor Ball Association and the High Country Soccer League
- Work to create and maintain a positive learning environment for participants and their families
- Promote and encourage all members of the OSA to participate in the full program opportunities offered by the OSA
- Be aware of other Board Members duties and responsibilities.
- Take immediate action if there is danger or perceived danger to a program participant or spectator and report the issue to the Coach or President to ensure corrective action is taken
- Monitor and support OSA activities within the community

The members of the Elected Board and Sport Coordinators agree to respect decisions and motions made during meetings regardless of their personal opinions. Once meetings are adjourned, all Board of Directors and committees will "speak with one voice" on any issues outside of board meetings. Board discussions, motions, etc. are expected to be kept confidential and between attendees of the meeting.

The following job descriptions clearly define roles, responsibilities and expectations for members of the Oilfields Sports Association (OSA) Board. They are available to help potential volunteers choose a position that is right for them in the organization. If you are interested in volunteering with the OSA please talk to a current member of the Board.



OILFIELDS PHANTOMS

2.1 Board Roles and Responsibilities con't.

President is the elected officer responsible for

- Ensuring association affairs are conducted according to it's objects
- Presiding over all meetings
- Coordinating all business affairs
- Supervising the activities of other board positions to ensure their duties are being properly fulfilled
- Will have signing authority for the association
- Will not have voting powers, except in the case of a tie
- Shall become past president for a minimum of a year
- Will keep a second set of minutes for reference and ensure that these minutes are available at all general meetings

Vice President is the elected officer responsible for

- Assisting the president in conducting the association business
- Preside as president, in the absence of the president and assuming their duties
- Accepting responsibility for duties designed by the president
- Will have signing authority for the association

Secretary is the elected officer responsible for

- Create and distribute an agenda for all general and annual meetings
- Record minutes of all general, annual and special meetings and have a record of those minutes on hand
- Maintaining a file of all correspondence received by the association
- Other duties that may be designated

Treasurer is the elected officer responsible for

- Receiving monies payable to the association and depositing into the associations account
- Paying accounts as authorized and approved by all signing officers
- Keeping a detailed record and file of all monies received and expended
- Preparing the books for presentation to the auditor
- Presenting the year-end financial statements at the Annual General Meeting
- Having a copy of the audit report and assure one accompanies the annual report
- Retaining an inventory, prepared by coordinators of all association equipment
- Will have signing authority for the organization



OILFIELDS PHANTOMS

2.1 Board Roles and Responsibilities con't.

Communications Liaison is the elected officer responsible for

- Maintaining the organization website
- Other duties as assigned

Sport Coordinators are the elected officers responsible for

- Overseeing all matters pertaining to their sport
- Reporting monthly at OSA board meetings
- Act as a spokesperson for the sport
- Planning and chairing individual sport meetings, report back to board
- Presenting all monies received to the treasurer to deposit
- Approve fees for individual program within the association set by the elected 2.2
- Completing and filing necessary government forms
- Keep inventory of all equipment and uniforms
- Each sport will have one vote

Approval date:

Date of last amendment:

Date for review:



OILFIELDS PHANTOMS

2.2 Organization Code of Conduct

This Code of conduct applies to all individuals involved with the Oilfields Sports Association (OSA) including Board Members, coaches, parents and program participants.

All OSA members are expected to conduct themselves and the work they perform on behalf of the Association in a manner that honours OSA's reputation and does not detract from the public's trust and confidence of the OSA. Accordingly, all members must comply with the Code of Conduct described below.

Respect for role

Volunteers must understand the nature of their role and responsibilities within the Association. Volunteers must keep their activities within the scope and boundaries of their roles and remain accountable to responsible authorities within the Association (the Board and Sport Coordinators).

Expenditures

OSA volunteers shall abide by the OSA travel and expense policy and shall only incur expenses as authorized by the OSA Board.

Personal gains

Volunteers must not use their status as an Association volunteer to obtain personal gain from those doing or seeking to do business with the Association. Additionally, volunteers should neither seek nor accept gifts, payments, services, fees, special valuable privileges, pleasure or vacation trips, accommodations or loans from any person (except in the case of loans, from persons in the business of lending and then only on conventional terms) or from any organization or group that does, or is seeking to do business with the Association.



OILFIELDS PHANTOMS

2.2 Organization Code of Conduct (con't)

Conflict of interest

Volunteers must avoid all situations in which their personal interests conflict or might conflict with duties to the Association (for example, if you or your spouse provides a service and you are involved in the selection of suppliers of that same service for the Association). Volunteers shall, at the first opportunity, disclose any conflict of interest. The nature of this reported conflict must be noted in appropriate official records of the Association, such as meeting minutes.

Confidentiality

At all times, the privacy and dignity of members and other volunteers at OSA must be respected. Volunteers may have access to information and documents relating to members, other volunteers, or Association business that are private and confidential in nature; reasonable care and caution will be exercised to protect and maintain total confidentiality. Volunteers will not read records or discuss such information unless there is a legitimate purpose. All member records are the property of the Association and are kept in a secure location.

Privileged information

Volunteers must not use for their own purposes, including financial gain, or disclose for the use of others, information obtained as a result of their role with the Association (for example, lists of members or volunteers). This applies both during and after the period in which the individual is an Association volunteer.

Intellectual property

Any intellectual property developed by a volunteer in the course of his or her role with the Association (for example, guidebooks, training resources, promotional materials) is the property of the Association.



OILFIELDS PHANTOMS

2.2 Organization Code of Conduct (con't)

Respectful conduct

OSA members must treat all fellow members and volunteers with respect. Harassment, discrimination or other behaviours that compromise the dignity and self-worth of others cannot be tolerated, and will be addressed promptly, in confidence, and in accordance with the OSA's discipline policy (Section 3.1 pages 11-13). Any failure to comply with these standards will be sufficient grounds for disciplinary action up to and including termination of the individual from the Association.

Approval date:

Date of last amendment:

Date for review:



OILFIELDS PHANTOMS

2.3 League Adherence Policy

The Oilfields Sports Association (OSA) commits to adhere to the policies of:

- i) High Country Soccer League_
http://highcountrysoccer.ca/page.php?page_id=75689
- ii) Foothills Minor Ball Association_
<http://foothillsminorball.com/default.aspx?p=fmbacodeofconduct>
- iii) Foothills Pond Hockey League/Alberta Hockey

**We will use the OSA policy if it is of a higher standard*

Where possible current policies will be accessed through the leagues websites. In the absence of a website a hard copy will be attached to this policy.

Approval date:

Date of last amendment:

Date for review:



Section 3: Operational

3.1 Discipline Policy

Please note this policy applies to players, parents and volunteers equally.

Level 1 behaviours are violations that will result in an immediate verbal correction, with a possible consequence.

- Unsafe/rough play
- Spitting
- Unexcused lateness/absence
- Failure to follow arena rules
- Practice or game disruption
- Uncooperative behaviour
- Disruptive behaviour
- Play fighting
- Non-directed profanity
- Put-downs
- Inappropriate displays of affection

Consequences: Individuals who engage in Level 1 behaviours will be asked to identify the inappropriate behaviour and describe the appropriate replacement behaviour. Individuals may receive a consequence designed to discourage the inappropriate behaviour from occurring in the future. Consequences for Level 1 behaviours will be communicated in verbal or written format from an OSA coach or Board member and may include, but are not limited to:

- Verbal correction
- Apology
- Time out of activity
- Requirement to complete Respect in Sport



3.1 Discipline Policy (con't)

Level 2 behaviours are more serious in nature. Level 2 behaviours will result in an immediate verbal correction, a logical consequence and a written behaviour report that is signed by and discussed with the OSA Board of Directors, coach, parent and participant.

- Chronic Level 1 behaviour
- Cheating or unsportsmanlike behaviour

Consequences: Individual who engage in Level 2 behaviours will be asked to identify the inappropriate behaviour and describe the appropriate replacement behaviour. The incident will be documented in an Incident Report which will be signed and discussed by the OSA Board of Directors, coach, parent and skater. This report must be returned to the Board of Directors within 24 hours. Consequences for Level 2 behaviour will be communicated in written format from the Board of Directors of OSA and may include but are not limited to:

- Loss of ice/arena privileges
- Apology
- Behaviour contract
- Suspension of OSA activities
- Requirement to complete Respect in Sport online course

Level 3 Behaviours

Serious fighting, harassment, and verbal abuse violate the dignity, well-being, and safety of another person. These behaviours will not be tolerated and may result in complete suspension from the OSA. Other Level 3 behaviours may result in suspension but may also be corrected using a variety of logical consequences.

- Chronic Level 2 behaviour
- Stealing
- Fighting/assault/physical aggression
- Vandalism
- Possession of a weapon
- Intimidation/verbal threats



OILFIELDS PHANTOMS

3.1 Discipline Policy (con't)

Level 3 behaviours (con't)

- Harassment
- Verbal abuse/directed profanity
- Disrespect towards others (including evaluators, coaches, parents, skaters)
- Possession/Under influence of alcohol/illegal substances

Consequences: Individuals who are engaged in Level 3 behaviours will be referred to the Executive Board of the OSA for immediate intervention and corrective action. The incident will be documented in an Incident Report and discussed by the Board of Directors of OSA, coach, parent and skater. After this discussion, the Board of Directors of OSA will determine appropriate consequences and facilitate corrective actions, these may include but are not limited to:

- Loss of ice/arena privileges
- Suspension or termination of membership with OSA

Approval date:

Date of last amendment:

Date for review:



OILFIELDS PHANTOMS

3.2 Complaint Policy

This policy applies to complaints received by Oilfields Sports Association (OSA) about our programs, members or volunteers.

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the OSA as an organization or a volunteer acting on behalf of the organization.

Examples include but are not limited to:

- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error made by a volunteer; or
- unfair or disrespectful actions/statements by volunteer;

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

Complaint Receipt and Handling

A formal complaint must be received in writing via mail or email. The volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it. The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself, another volunteer or a complaint committee (if necessary). If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion.

Complaints received in writing should be acknowledged within 2 business days and volunteers should attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be brought to the OSA board meeting for discussion and if deemed necessary a complaint committee can be formed.

Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.



OILFIELDS PHANTOMS

2.2 Complaint Policy (con't)

Documenting the Complaint

It is necessary to keep a written record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved immediately (on the same day it is received). Information about such complaints should include a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

Approval date:

Date of last amendment:

Date for review:



OILFIELDS PHANTOMS

3.3 Financial Assistance Policy

The Oilfields Sports Association (OSA) understands that in some circumstances families are unable to pay for recreation programs for their children. Our policy is that families apply to the following agencies for assistance first.

- 1) Kids Sport
- 2) Jump Start
- 3) Lace Up

In cases where a family is denied assistance by these three funding sources they may fill out the OSA's Financial Assistance Form (Section 5.1). Completed forms and any supporting documentation from the agencies listed above can be mailed to the OSA or given to a board member in a sealed envelope for review at our next board meeting. The OSA Board of Directors will review the Financial Assistance Form and supporting documentation at the next board meeting notify the family if they will be receiving a subsidized rate within 3 business days of the board meeting.



3.4 Refund/Cancellation Policy

If you would like to withdraw from a sport and request a refund up to 30 days prior to the start date of the sport we ask you send a request in writing to our board of directors at: oilfieldssportsassociation@gmail.com and a full refund will be issued. If you would like to withdraw and request a refund within 30 days prior to the start date of the sport you are still asked to submit your request in writing to: oilfieldssportsassociation@gmail.com however you will only receive a partial refund of 50%. Once a sport has started no refunds will be given unless the OSA board votes in favour of it due to an extenuating circumstance (injury, illness, etc.). Please allow up to 4 weeks for refunds to be processed

Season Cancellation

In the event that Alberta Health Services, Hockey Alberta or any other League governing bodies or Oilfields Regional Arena requires a cessation or closure of programs, OSA will discuss providing a partial refund depending on how much of the season was completed at the time of cessation or closure of program.

Approval date:

Date of last amendment:

Date for review:



Section 4: Advocacy

4.1 Spokesperson

The official spokesperson for the Oilfields Sports Association is the current President, in their absence the current Vice-President or Communications Liaison may fill this position.

Approval date:

Date of last amendment:

Date for review:



OILFIELDS PHANTOMS

Section 5: Forms

5.1 Oilfields Sports Association Financial Assistance Form

***Filling out this form does not guarantee financial assistance through the OSA. The Board will review the application at the next board meeting and let you know within 3 business days of the meeting. Financial assistance is dependent upon funds available.*

Date _____

Name _____

Address _____

Program you are hoping to register for _____

Children's names and ages you wish to register

Have you participated in OSA sports in the past? _____

Please provide a brief explanation of why you are applying for this assistance

Approval date:

Date of last amendment:

Date for review: