



# SWIM ONTARIO

## POLICIES

Updated: April 2017

This document describes Swim Ontario's policies for operation and the procedures necessary to fulfill them. Policies and procedures guide how decisions are made and how the work is to be done. Well written policies and procedures increase Swim Ontario's organizational accountability and transparency and are fundamental to improvement.

A good policy manual:

- Documents no more than ten principles which guide the interactions with all stakeholders and interested parties; and
- Maintains a strict focus on key determinants of quality.

While the management of the Annual General Meeting is an important event it is not a key determinant of quality, and as such should not be in the policy manual. Similarly, when the Board meets is an important piece of information that should be freely available, it is not a key determinant of quality, and as such should not be in the policy manual. How and where staff park cars may be important but it is not a policy; it is an instruction that is issued to staff. A non-smoking 'policy' is an instruction or rule that might flow from a policy on "Health and Safety of Consumers, Visitors and Staff"; it is not in and of itself a policy.

### ***Definitions:***

**Policies are...**

- The description of our commitment to key determinants of quality;
- The guiding principles of Swim Ontario;
- Broad guidelines to decision making;
- Not directives;
- The basis of the organization's procedures and instructions.

Policies are the guiding principles of service. Unlike procedures, they do not tell the reader exactly how something will be done. Policies simply set the signposts.

**Procedures are...**

- Based on the organization's policies;
- The recipe as to how things get done;
- Specific step by step directions.

Where policies provide the signposts or guidance, the procedures tell people how things will be done. A procedure specifies what will be done, when, and by whom and what records are to be kept. It is the 'recipe' by which the policies are enacted. One procedure can be informed by a range of policies.

**What then are instructions?**

- Task or practice specific directions;
- The 'rules' by which the organization operates.

Like procedures, work or task instructions tell people what will be done, when and by whom. Task instructions relate to particular task/s associated with a given procedure. For example, an organization may have in place a staff appointment procedure which addresses various issues and the roles of staff; one component of the appointment procedure might involve public advertisement. Rather than clutter the procedure with directions on how to run an advertisement, a work or task instruction would be used by the staff member responsible for placing the advertisement. Instructions are also used to inform people of the 'rules' by which the organization operates; for example, non-smoking, car parking etc. can be published as directives, memos, public display etc.

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**POLICY MANUAL**

<b>SECTION</b>	<b>Organization</b>	<b>POLICY #</b>	O-001
<b>SUBJECT</b>	<b>Accountability and Transparency Policy</b>	<b>EFFECTIVE</b>	January 2009
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

Swim Ontario is committed to

- the fundamental principles of accountability and transparency as a matter of good governance.
- creating a culture wherein the Board of Directors, Swim Clubs and staff are aware of and understand the principles of accountability and transparency articulated through this policy,
- supporting and contributing to the spirit and intent of the policy.

This policy provides guidance on how Swim Ontario ensures sport and operational matters are approached in an accountable and transparent manner, with emphasis on openness, ethics, performance outcomes and fiscal responsibility. The leadership of the Board and staff will work to ensure these principles are practiced and adhered to throughout the swimming community.

Swim Ontario will promote accountable and transparent sport governance guided by the following principles:

- Decision-making will be open and transparent.
- Board operations will be conducted in an ethical and accountable manner.
- Financial resources will be managed in an efficient and effective manner
- Sport and operational information will be accessible to all stakeholders
- Inquiries, concerns and complaints will be responded to in a timely manner.
- Financial oversight, service standards and performance reporting and all other accountability documents will be made available and accessible,
- Swim Ontario will work to foster a safe environment that allows all stakeholders of this policy to participate freely, without fear of reprisal or retribution.

What do ACCOUNTABILITY and TRANSPARENCY Mean?

Accountability: is a relationship based on the obligation to demonstrate and take responsibility for performance, in light of agreed expectations.

Transparency: is a process in the accountability relationship that ensures access to clear, understandable information free from pretence and deceit, which will improve the results of Swim Ontario’s services and activities and enhance community trust.

**ACCOUNTABILITY - Components**

1. There must be clearly defined Roles, Responsibilities and Relationships for all those who are a party to this policy. There is a need for all stakeholders to this policy to have a good understanding of the roles and responsibilities of parties involved in the accountability relationship.
  - a. Stakeholders to the policy include: members recognized within the provincial swimming body and other organizations and agencies affected by the actions or inactions of Swim Ontario.
  - b. The roles and responsibilities of the organization must be clearly defined. In the context of other levels of the sport, it should be articulated as to which organization is responsible for what services. Within the provincial organization, the roles of Board of

Directors and staff need to be easily understood and the responsibilities clearly acknowledged.

- c. The relationship between the corporation as a service provider, and stakeholders as customers, requires an understanding of the expectations of both provider and customer.

The roles and responsibilities of stakeholders that utilize the services of the corporation must also be clearly defined in order to ensure the service is provided in a fair, equitable and timely manner and that the agreed outcomes are achieved. Actions will be consistent with clearly understood expectations. Accountability requires that expectations are mutually understood and agreed upon. This includes the need to agree on what each stakeholder is expected to contribute to the end result, and what the desired outcome should be. Simply, each service and business process offered by the corporation should be clearly explained and outlined to include what is expected from the customer and what the customer can expect from the corporation.

In setting expectations and reaching agreement, expectations may be implied or explicit. In many cases there will be a reasonable expectation based on common sense or normal practices and in other cases the outcome or expectation will need to be specifically given and acknowledged. Agreement on expected outcomes is not between an individual and the corporation, but rather, is between collective stakeholders and the corporation. Wherever possible the anticipated outcome of any service provided by the corporation will be given explicitly so as to be clear on what the customer may expect. This could be accomplished through the corporate performance measurement process wherein some business functions of the corporation are identified along with a measurable process and expected outcome.

### ***Definitions***

Accountability – The principle that Swim Ontario is obligated to demonstrate and take responsibility for its actions, decisions and policies and that it is answerable to the membership at large.

Transparency – The principle that Swim Ontario will conduct its business in an accessible, clear and visible manner and that its activities are open to examination by its stakeholders.

<b>SECTION</b>	<b>Organization</b>	<b>POLICY #</b>	O-002
<b>SUBJECT</b>	<b>Accountability &amp; Transparency</b>	<b>EFFECTIVE</b>	October 2016
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

**NSO Rules**

As stated in our bylaws, Swim Ontario shall at all times govern itself in accordance with the rules and policies of Swimming Canada, The Aquatic Federation of Canada, FINA and the World Anti-Doping Association.

**POLICY MANUAL**

<b>SECTION</b>	<b>Organization</b>	<b>POLICY #</b>	O-003
<b>SUBJECT</b>	<b>Accountability &amp; Transparency</b>	<b>EFFECTIVE</b>	October 2016
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

**Programming**

Swim Ontario shall review its programs and deliverables for all members and registrants annually, including but not limited to, Clubs, Swimmers, Para Swimmers, Coaches, Officials, SO Board Members and Swim Ontario staff. Swim Ontario's programs shall align with its strategic plan and comply with its policies and by-laws.

**POLICY MANUAL**

<b>SECTION</b>	<b>Organization</b>	<b>POLICY #</b>	O-004
<b>SUBJECT</b>	<b>ACCOUNTABILITY &amp; TRANSPARENCY</b>	<b>EFFECTIVE</b>	October 2016
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

**Selection**

The selection process will be based on a combination of objective and subjective criteria relevant to the program or opportunity for which selection is required.

In all cases, the criteria used for selection will be made available to the broader swimming community as soon as they are known, prior to the selection process being completed.

Swim Ontario may, at its choosing, mandate that individuals be eligible to compete for Canada internationally in order to be considered for selection.

The Executive Director has the authority and responsibility to develop and approve the selection criteria for each competitive opportunity.

<b>SECTION</b>	<b>ORGANIZATION</b>	<b>POLICY #</b>	O-005
<b>SUBJECT</b>	<b>ACCOUNTABILITY &amp; TRANSPARENCY</b>	<b>EFFECTIVE</b>	October 2016
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

**Accessibility**

Swim Ontario abides by all provincial and federal accessibility laws including, but not limited to, the *Accessibilities for Ontarians with Disabilities Act*.

Swim Ontario strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Swim Ontario is also committed to giving people with disabilities the same opportunity to access our goods and services by allowing them to benefit from the same services, in the same place and in a similar way as other customers. Swim Ontario is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication- The establishment of policies, procedures and practices of goods and services from Swim Ontario to persons with disabilities
2. The use of Service Animals, Support Persons and Assistive Devices by Persons with Disabilities
3. Notice of Temporary Disruptions in Services and Facilities
4. Staff Training
5. Customer Service Feedback
6. Notice of Availability of Documents

It is the policy of Swim Ontario that its working environment operate free from discrimination. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Swim Ontario whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy and operational procedures may result in disciplinary action up to and including termination.

**Understanding Disability and The AODA, 2005**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which applies to both the public and private sector is Provincial Legislation with the purpose of developing, implementing and enforcing mandatory accessibility standards in order to comply with such standards for accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by 2025. Ontario Regulation 429/07 “Accessibility Standards for Customer Service” states that organizations in Ontario must comply with the standards and provide their goods and services in accessible ways to people with disabilities.

**Communication**

Swim Ontario will communicate with people with disabilities in ways that take into consideration their disabilities. Staff will be trained on how to interact and communicate with people with various types of disabilities. We are committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by another method, such as email, if telephone communication is not suitable to their communication needs or is not available. Customers will be offered alternative communication formats that will meet their needs in a reasonable manner. They will be offered in ways that fully maintain independence, dignity and equality. Information and documents will be available to customers in alternative formats to meet their needs.

### **Assistive Devices**

Swim Ontario is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the organization's goods and services. Swim Ontario will ensure that staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services. Assistive devices will be permitted and may be used by persons with disabilities when participating or benefitting from the goods and services pertaining to Swim Ontario. Assistive devices may not be permitted if the use of the device poses risk to the health and safety of the person using the device or to others using the goods and services of the organization. We currently provide the following types of assistive devices, where applicable, at our facilities:

- Wheelchair ramps
- Wheelchair accessible public washrooms and change rooms
- Elevator access
- Text Telephones (TTY)
- Written documents/policies

### **Service Animals and Support Persons**

Swim Ontario is committed to welcoming people with disabilities who are accompanied by a service animal and/or a support person. Service Animals will be permitted entry for use by persons with disabilities to Swim Ontario in all areas except for those prohibited by law. Swim Ontario will ensure that all staff, volunteers and others dealing with the public are properly trained in how to

interact with people with disabilities who are accompanied by a service animal. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangement to provide goods and services shall be explored with the assistance of the person with a disability. Support persons for people with disabilities are allowed to enter Swim Ontario's premises. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to Swim Ontario's premises. Customers will be informed

of this by a notice that will be posted at Swim Ontario's premises and on the organization's website.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption in the facilities and services of Swim Ontario, notice will be delivered in mass forms of communication which will include all available information concerning the disruption: reason, duration, alternate services and facilities available, as well as any other appropriate measures needed to be delivered to those affected. Notice of the disruption will also be placed at all public entrances and service counters on our premises, as well as on The Ontario Soccer Association's website.

### **Training for Staff**

Swim Ontario will provide professional and appropriate training to all employees, volunteers and others who deal with the public or other third parties on their behalf, as well as those who are involved in the development and approvals of customer service policies, practices and procedures. AODA Customer Service training will be a requirement to employment with Swim Ontario in order to uphold the quality of customer service of the organization. On-going training will be mandatory for all existing staff where applicable in order to stay abreast of all segments of the AODA as it may be amended from time to time. Training will be provided in a group setting and will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to assist and/or use assistive devices in order to help with the provision of goods and services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the organization's goods and services
- Policies, Practices and Procedures relating to the customer service standards

### **Feedback Process**

Swim Ontario is committed to meeting and surpassing the unique needs and expectations of its customers while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and greatly appreciated. Feedback regarding policies, practices and procedures concerning goods and services provided to persons with disabilities can be made by email, phone, in person or by mail. All feedback should be directed to Swim Ontario Privacy Officer.

Complaints will be addressed according to the Swim Ontario complaint process, as outlined in the complaints and disputes section of the Swim Ontario website.

### **Notice of Availability of Documents**

Swim Ontario is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Upon request, documents including but not limited to billing invoice, manuals, policies, procedures and practices will be provided to customers of the organization in alternative formats that will adhere to the needs and requirements of person with disabilities. Practices and procedures will be put in place to evaluate the necessary formats to provide documents, before execution of the formats. These formats will be communicated accordingly to the persons with disabilities by the organization and in ways that promote dignity and independence.

### **Questions and Concerns About This Policy**

This Policy exists to achieve service excellence to customers with disabilities. If anyone has questions or concerns about this Policy, or if the purpose of the Policy is not understood, an explanation should be provided by, or referred to, the Executive Director of Swim Ontario.

Other sources to consider:

Ontario Human Rights (<http://www.ohrc.on.ca/en/issues/disability>)

Accessibility for Ontarians with Disability Act, 2005

(<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/OntarioAccessibilityLaw/2005/index.aspx>)

As required by the Act, the policy and operational procedures shall be reviewed annually.

Any policy of Swim Ontario that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

<b>SECTION</b>	<b>Organization</b>	<b>POLICY #</b>	O-006
<b>SUBJECT</b>	<b>Risk Management</b>	<b>EFFECTIVE</b>	January 2009
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

As the provincial sport organization that governs swimming in Ontario, Swim Ontario recognizes that there are risks inherent in the operation of the organization and in the sport of swimming. Swim Ontario is committed to minimizing risks to the organization and its members by being pro-active in identifying, measuring and controlling actual and potential risks.

### ***Purpose***

The purposes of risk management are to:

- prevent or limit injury to participants, volunteers and staff;
- help protect Swim Ontario and its volunteers and staff against litigation;
- reduce the cost of insurance;
- improve the services provided to Swim Ontario’s members;
- practice sound business management; and
- enhance Swim Ontario’s image and reputation.

### ***Applicability***

This policy is applicable to all levels of swimming within the province and all clubs are encouraged to adopt the same policy, or one that is similar in content and practice, to govern the management of risk within their organizations. Regions are also encouraged to adopt or to adapt to their needs and to those of their member clubs the specific risk control measures that are established by Swim Ontario in response to this policy.

### ***Definitions***

- **Risk** is defined as any condition or circumstance that may result in injury, damage or loss to either individuals or organizations.
- **Risk management** is a structured approach for reducing the chance of injury, damage or loss by taking steps to identify, measure and control risks.
- **Risk Management Plan** is a systematic analysis of activities within Swim Ontario to document potential risks, and the selection and introduction of appropriate risk control measures.

### ***Policy***

All activities or events undertaken by Swim Ontario must be analyzed from a risk management perspective with a view to protecting Swim Ontario and its members against possible risk. Prudent measures must be taken to identify and measure and control both predictable and unforeseen risks. Risk control strategies and procedures must be reasonable, and must protect Swim Ontario from accusations of negligence by establishing a “standard of care” that is defined by written/published standards, unwritten/unpublished standards (e.g. typical practices within the Canadian sport system or industry), established precedent (i.e. case law) and common sense. Risk management is a shared responsibility. All directors, officers, staff and volunteers have a general responsibility to take appropriate measures within their terms of reference to manage risk.

## ***Provisions***

Managing risk involves a two step process: identifying and measuring actual or potential risks; and the development and implementation of measures for controlling risks. These two steps are explained at greater length below. Any risk that may arise as a result of an activity or event shall be identified, and the probability of that risk becoming reality and the related potential effect and/or cost to individuals or organizations shall be assessed. The sources of risk are generally categorized as: facilities (e.g. practice and competition pools); equipment (e.g. office equipment, starting blocks); people (e.g. swimmers, staff, volunteer officials); and programs (i.e. swimming itself). The main types of risk are categorized as:

- physical or mental injury;
- loss of rights/wrongful actions;
- property loss or damage; and
- damage to reputation.

## ***Controlling Risks***

Based on the results of risk identification and measurement, steps shall be taken to control risks. Controlling risks generally entails developing and implementing measures that have one of four purposes:

- Retaining the risk – no action is taken because the likelihood of occurrence is low and the risk-related consequences are low.
- Reducing the risk and minimizing the exposure – actions are taken to reduce the likelihood of occurrence and/or the consequences.
- Transferring the risk – the level of risk is accepted, but the risk is transferred to others (e.g. through insurance or other forms of contracts).
- Avoiding the risk – the risk is eliminated through a decision to not continue with the risk-generating activity (e.g. cancel an event or program).

Risk control measures or strategies to retain, reduce, transfer or eliminate assessed risk may include, but are not limited to:

- policy development;
- communication and education;
- instruction or special training;
- establishment of mandatory qualifications and certification;
- use of legally sound agreements and contracts (with athletes, employees, contractors, partners, etc);
- supervision;
- establishment of complaint handling procedures;
- frequent reviews of insurance policies;
- emergency systems and procedures;
- modifications to equipment and facilities; and
- use of warnings and waiver liability forms.

The Admin and Finance Committee of Swim Ontario (headed by the V.P. Finance) is responsible and accountable to the Board for preparing Swim Ontario's Risk Management Plan, coordinating its implementation and ensuring that it remains up-to-date.

## ***Risk Management Plan***

A Risk Management Plan shall be developed as the mechanism for ensuring a coordinated approach to risk management within Swim Ontario's operations. The Risk Management Plan shall address both identified risks and a process for dealing with unforeseen risks:

The Plan shall identify all of the known risks of any significance that pertain to Swim Ontario and its operations. For each risk, a mitigating control measure or measures shall be specified. A specific appointment within the Swim Ontario staff/volunteer team shall be tasked with the responsibility of managing the selected risk control measure(s).

The Plan should also include a methodology for periodic review of each risk control measure to ensure that it remains current and functional.

The Plan should identify a process through which Swim Ontario's operating environment is regularly scanned for new risks. The process must specify the procedure for identifying and measuring new risks, for determining appropriate control measures, for assigning responsibility for control measures and for updating the Risk Management Plan accordingly.

**Insurance** is one of the principal risk control measures that Swim Ontario employs.

Swim Ontario maintains an insurance policy on behalf of the directors, members and volunteers of Swim Ontario, its member regions and the member clubs. The coverage in force is a Third Party Sports Liability Policy that includes Directors and Officers errors and omissions.

Merely identifying possible risks does not mean that the activity or event is covered by Swim Ontario's insurance policy. Therefore, a proactive and focused effort shall be made to ensure that all activities or events are evaluated for essentiality and for associated risks. If an activity is deemed to be necessary and it is assessed that insurance is an appropriate control measure for risks associated with the activity, action must be taken to ensure that insurance coverage is in place.

Swim Ontario's Executive Director (ED) is responsible for all administration related to the maintenance of current and effective coverage through the Swim Ontario insurance policy. The ED will be the Swim Ontario authority on insurance matters, and is responsible for all communication regarding insurance matters between Swim Ontario and its insurer and between Swim Ontario and its member divisions.

The ED will prepare reports on the status of Swim Ontario's Risk Management Plan and insurance policy will be made annually to the Swim Ontario Board, normally at its Fall meeting (on the occasion of the Swim Ontario Annual General Meeting).

<b>SECTION</b>	<b>ORGANIZATION</b>	<b>POLICY #</b>	O-007
<b>SUBJECT</b>	<b>RISK MANAGEMENT</b>	<b>EFFECTIVE</b>	October 2016
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

**Return to Play**

**Concussion Management**

If a concussion is suspected, be safe and consult a physician as soon as possible. See the Concussion protocol on page 27 of the Swim Ontario Procedures Manual for more information on signs and symptoms. (Updated below) Once diagnosed, concussion recovery varies considerably for athletes and is influenced by many factors. A licensed sport medicine practitioner, with experience in the areas of concussion management and treatment should guide all return to sport decisions. The responsibility rests with the athlete, their caregivers, and their training program provider(s) to ensure that there is no training or playing, including other sports, until medically cleared to do so, by their medical practitioner.

**Other injuries**

All injuries or illness need to be reported to the athlete’s training program provider(s). (Outside of concussion management procedures stated above) Each injury/illness is managed on a case-by-case basis. The attending Physician, Sport Medicine Specialist, or Therapist (PT or AT) manages the situation and communicates the required recovery protocol and return to play to the athlete’s caregivers and coach. Physicians’ and Therapists’ recommendations and treatment protocols shall be absolutely followed.

Based on information supplied Dr. Steve Keeler, National Team Physician, Swimming Canada and Alan Wrigley PhD - Integrated Support Team Director, Swimming Canada

POLICY MANUAL

<b>SECTION</b>	<b>ORGANIZATION</b>	<b>POLICY #</b>	O-008
<b>SUBJECT</b>	<b>PERSONAL INFORMATION PROTECTION</b>	<b>EFFECTIVE</b>	January 2009
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

On January 1, 2004 new privacy laws (PIPEDA) come into effect protecting personal information that is electronically collected, used or disclosed by all private sector companies, unless it is superseded by similar provincial legislation.

People will now be able to access information that companies hold on them and correct it if it is wrong. Individuals who feel their privacy has been invaded can lodge a complaint and expect action to be taken to resolve the situation. The new law provides for financial compensation.

This legislation does not try to prevent the collecting of information; it merely aims to make organizations more transparent about why they are collecting information and what they are doing with it.

**The 10 privacy principles are:**

1. **Accountability** - An organization is responsible for information under its control and shall designate an individual or individuals (privacy officer(s) who are accountable for the organization's compliance;
2. **Identifying Purposes** - The purposes for which the information is collected is to be identified by the organization at or before the time the information is collected;
3. **Consent** - The knowledge and consent of the individual are required for the collection, use or disclosure of personal information.
4. **Limiting Collection** - The collection of personal information will be limited to that which is necessary for the purposes identified by the organization.
5. **Limiting Use, Disclosure and Retention** - Personal information will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information will be retained only for as long as necessary for fulfillment of those purposes.
6. **Accuracy** - Personal information will be as accurate and up-to-date as is necessary for the purposes for which it is used.
7. **Safeguards** - Personal information will be protected by security safeguards appropriate to the sensitivity of the information.
8. **Openness** - An organization will make specific information about its policies and practices relating to the management of personal information, readily available to individuals.
9. **Individual Access** - Upon request, an individual has the right to be informed of the existence, use and disclosure of his or her personal information and shall be provided access. An individual will also be able to challenge the accuracy and completeness of the information and have it amended if appropriate.
10. **Challenging Compliance** - An individual shall be able to address a challenge concerning compliance with the above principles to the organization's privacy officer(s).

## **Policy**

Swim Ontario ("SO") routinely collects personal information about SO members.

This Privacy Policy is intended to inform the community, including in particular those whose personal information we hold, of our approach to collecting, using and protecting your personal information.

**Accountability:** SO considers that protecting all personal information is important and takes your right to privacy seriously.

**Purpose:** SO collects only the personal information that it needs in order to provide its services and opportunities. If the personal information that SO seeks is not provided, the services and opportunities available from SO may be limited.

**Consent:** Swimmers joining a competitive organization like Swim Ontario agree to the sharing and public display of the following information

- Full name
- Birth date
- Age
- Gender
- SNC Registration Number
- Citizenship
- Swim times and related events
- Club affiliation
- Any other performance related information necessary to run and record the results from a swimming competition

**Limited Collection:** Subject to the disclosure provisions in this statement, all of the personal information gathered by SO will be protected by password access. Information held on SwimMeet.ca will be subject to the level of encryption and security defined by Swimming Canada. Only SO staff may access personal information and even then only for one of the purposes in this Privacy Statement. Once SO no longer has a need for personal information it will either be destroyed or de-identified.

**Use, Disclosure and Retention:** SO may use this personal information in order to manage and administer the services it provides, including processing participation forms, providing sponsorship and participation opportunities, tickets and other information regarding SO services and the sport of swimming, for coach accreditation, to allow participants to receive prize money and to ensure that SO's internal business operations are running smoothly including any reporting or legal requirements it may be required to fulfill.

### **Disclosure to third parties**

From time to time, SO may disclose your personal information to certain third parties. If SO does this, it requires the recipients to protect your personal information in the same way and to the same high standards that SO does. The types of organizations to which SO may disclose your personal information include:

- External service providers that provide SO with financial, legal, administrative, information technology, banking, travel, uniform manufacturing, publications and other services;
- Sponsorship companies including advertising agencies, marketing and/or sales agencies;
- Swimming organizations and committees including the Canadian Olympic Committee, the Canadian Commonwealth Games Association, SNC and FINA;
- SO Members, provincial swimming associations, local swimming clubs and other organizations with which SO is associated.
- Disciplinary committees and investigative bodies;
- Government agencies (as part of our regulatory or statutory obligations);

SO may also disclose your personal information in accordance with its constitution or By-Laws.

**Personal Profile and Results:** SO may also disclose your personal information including your personal profile, photographs of you and your results to the media, in our newsletter and on our Internet site for public viewing.

**Sensitive Information:** SO may also need to collect a swimmer's sensitive information including medication being taken, diagnoses of specific conditions and results from any drug testing undertaken at the direction of SO.

SO stores such sensitive information in secured files at the SO offices.

SO may disclose a swimmer's sensitive information to Anti Doping Authorities, FINA, medical boards, and the swimmer's Team Manager and an SO appointed Medical Practitioner from time to time.

**Consent to collection of Sensitive Information:** By signing the SO Tour Team or other type of acceptance form you confirm that you have read and understood this Privacy Statement and you consent to the collection, use, disclosure and storage of your sensitive information in accordance with this Privacy Statement.

**Prohibited Persons/Police Check:** SO may arrange for prohibited persons and/or police check to be undertaken on your behalf and will collect the results of such a check. The results from this check may be disclosed.

**Access and Accuracy:** Anyone may request access to the personal information that SO holds about them. Anyone may ask SO at any time to correct it where you believe it is incorrect or out of date.

**Challenging Compliance:** There will be no fee for accessing your personal information. To access personal information that SO holds about you, or to obtain more information about your rights or SO's Privacy Policy, please contact the SO Privacy Officer at:

**Swim Ontario**  
1 Concorde Gate, Suite 200B  
North York, Ontario M3C 3N6  
Office (416)-426-7225  
Fax (416)-426-7356

**Current Privacy Statement** This Privacy Statement and the SO Privacy Policy may be amended from time to time if there are changes in the law or to best privacy protection practices. The current version of both documents is available from the Privacy Officer or on the SO website at [www.swimontario.com](http://www.swimontario.com).

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**POLICY MANUAL**

<b>SECTION</b>	<b>ORGANIZATION</b>	<b>POLICY #</b>	O-009
<b>SUBJECT</b>	<b>INCLUSION AND EQUITY POLICY</b>	<b>EFFECTIVE</b>	March 2017
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

Swim Ontario is committed to encouraging equity, inclusion and universal participation within its clubs, associated committees, and registrants and to supporting universal participation within its programs and activities. This policy is to pledge fair and equitable opportunities within Swim Ontario and a working environment free of discrimination. Discrimination on the grounds of gender, race, ancestry, national or ethnic origin, colour, age, sexual orientation, family status, marital status, mental or physical disability, or religion is expressly forbidden in the Swim Ontario workplace, in any Swim Ontario sport-related activity, in any of the employment or recruitment practices of Swim Ontario or in any Swim Ontario sanctioned swim programs.

Equity does not necessarily mean that all persons must be treated exactly the same. People may need to be treated differently in order to be treated fairly. Swim Ontario resolves to incorporate equity principles in its own operations, activities and partnerships on a continuing basis. These relate to but are not limited to, strategies, plans and action of Swim Ontario, sport infrastructure, technical programs, operations business management, sponsorship, marketing, media or communications.

While committing to equity, inclusion, and universal participation in its sport infrastructure, delivery and sanctioned competitions, Swim Ontario recognizes that our sport programs, competitions and records are bound by and must adhere to the Rules of Competition as established by FINA, IPC Swimming and/or Swimming Canada and Swim Ontario.

**POLICY MANUAL**

<b>SECTION</b>	<b>MEMBERSHIP</b>	<b>POLICY #</b>	<b>M - 001</b>
<b>SUBJECT</b>	<b>MEMBERSHIP</b>	<b>EFFECTIVE</b>	January 2009
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

Swim Ontario is a member of Swimming Canada. Swim Ontario is a not for profit sport governing body responsible for the organization and regulation of competitive swimming in Ontario.

Swim Ontario promotes excellence by structuring, regulating and supporting programs which encourage the maximum development of each individual swimmer. This is managed through its volunteer Board of Directors and procedures administered by a professional staff located in Toronto.

Membership in Swim Ontario is inclusive. The strict definition, along with the privileges is defined by the bylaws.

The foundation for excellence rests within the clubs found within the province. Working through this structure clubs will deliver the communication, regulation and quality of swimmer development and competition needed to achieve excellence in compliance with the bylaws, policies and procedures of Swim Ontario. Similarly, all clubs will operate on an ethical foundation including but not limited to engaging only authorized coaching, ensuring all members are properly registered.

Swim Ontario will endeavour to create and enhance competitive swimming as a sport that involves fun, strength of character and attainment of personal excellence, dedication, health, safety and discipline; in short a sport of superior values.

<b>SECTION</b>	<b>MEMBERSHIP</b>	<b>POLICY #</b>	<b>M-002</b>
<b>SUBJECT</b>	<b>ATHLETE-COACH TANDEM</b>	<b>EFFECTIVE</b>	January 2009
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

Swim Ontario supports an athlete-coach tandem.

The athlete-tandem recognizes that there is a defined relationship between the athlete and the coach.

Swim Ontario will only recognize athletes duly registered and in good standing with

- Swimming Canada
- Swim Ontario member club
- Swim Ontario

Swim Ontario will only recognize coaches duly registered and in good standing with

- Canadian Swim Coaches and Teacher Association
- Swimming Canada
- Ontario Swimming Coaches Association
- Swim Ontario member club

Those responsible for leadership and decision-making in swimming must recognize the coach-athlete tandem in both defining the needs and goals and in determining how to meet them. The athlete should be an active participant in, not the object of, sporting programs working in tandem with the coach.

### ***Coach-Athlete Values***

- *Respect*
- *Fairness*
- *Civility*
- *Honesty*
- *Responsibility*

Swim Ontario will insist that the members follow these values as guidelines. Sportsmanship is considered as essential as athletic ability and Swim Ontario will uphold good sportsmanship at all times.

### ***Coach-Athlete Programs***

Support for swimmer through the application of LTADS is at the heart of all programs offered by Swim Ontario. Technical program deliveries recognize excellence within the province and provide opportunities for growth outside our geographic boundaries.

### ***Resource Allocations and Priorities***

Swim Ontario will entrench a specific budget amount each year to support education, training opportunities and commitment to excellence. First and foremost, will be technical programs which support the development of the coach-athlete relationship and promote healthy competition.

**POLICY MANUAL**

<b>SECTION</b>	<b>MEMBERSHIP</b>	<b>POLICY #</b>	<b>M-003</b>
<b>SUBJECT</b>	<b>CLUBS</b>	<b>EFFECTIVE</b>	January 2009
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

Within Ontario there are over 100 clubs of various sizes.

Club membership season is September 1 – August 31. Clubs apply for membership through Swim Ontario.

Annual renewal of the club is required to maintain membership. Fees must be paid prior to athletes being registered against the club.

All clubs must ensure that all athletes and coaches participating in sanctioned competitions are members of their respective organizations. In addition, all coaches of Swim Ontario clubs must join Swimming Canada (SNC), Swim Ontario, the Ontario Swim Coaches Association, and the Canadian Swimming Coaches and Teachers Association (CSCTA) as coach members.

All clubs which register for the first time as a year-round club member must comply with the New Club Affiliation requirements as established by Swim Ontario.

There are many benefits to clubs and individuals who join Swim Ontario. Clubs, coaches and athletes receive liability and excess insurance coverage. Members can compete in sanctioned competitions, which ensure safe, fair and competently officiated events. In addition, there are education benefits to clubs, coach and individuals.

<b>SECTION</b>	<b>COMPETITION</b>	<b>POLICY #</b>	C-001
<b>SUBJECT</b>	<b>COMPETITION</b>	<b>EFFECTIVE</b>	January 2009
<b>AUTHORIZED BY</b>	Board of Directors	<b>REVISED</b>	

Swim Ontario is tasked with the responsibility of adhering to the expectations and requirements of all competitive policies as set out by Swimming Canada.

**Swimming Rules of Swimming/Natation Canada**
**GR 1 ELIGIBILITY**

**GR 1.1** All competitors shall be registered with their National Federation to be eligible to compete.

**CGR 1.1.1 Authority to Hold Meets in Canada**

**CGR 1.1.1.1** All meets in Canada shall be held under the authority of SNC or the PS as delegated.

**CGR 1.1.1.3** Provincial Sections shall sanction all meets and time trials within their jurisdiction. The PS may make special rules and regulations for age group and senior events.

- Swim Ontario has the right to issue and deny sanction opportunities to any club or organization.
- Only member clubs in good standing which meet a minimum expectation for officiating excellence will be allowed to submit a request for sanction.
- Swim Ontario shall on application by an approved host club or organization, sanction all competitions involving competitive swimming if they comply with Swim Ontario requirements for competitive meets as outlined in the Swimming Canada rule book.
- Request for sanction will be in the form of an application and shall outline the time, location, level of competition, facility and other relevant information to allow Swim Ontario to make a decision on the sanction.
- Until such time as a competition is sanctioned, it shall not be covered under the policy of insurance secured by SNC and Swim Ontario.
- The Board of Directors will identify the fee to sanction a meet for the upcoming season each spring.