

LOCAL SERVICES BOARD OF LORING, PORT LORING AND DISTRICT

PO Box 148, Port Loring, Ontario P0H 1Y0

Bylaw 2024-02

The Board Members of the Local Services Board of Loring, Port Loring and District enact as follows:

A bylaw to:

1. Approve the Volunteer Management, Concussion and Harassment Policy.

2. Volunteer Management Policy

GENERAL:

The Local Services Board of Loring, Port Loring and District (LSB) relies on the efforts of volunteers in the conduct of its Sports and Recreation Programs. We value their involvement and appreciate their hard work. Volunteers have a right to be treated respectfully and with sensitivity to their particular strengths, capabilities, limitations and needs.

To ensure a beneficial experience for volunteers and the safety of participants, all potential volunteers will be screened before they are placed with an LSB program. Records of the screening measures will be maintained in the LSB files.

The LSB acknowledges its obligation to provide a safe environment for all volunteers and participants. A volunteer who cannot carry out regular duties effectively or safely may be suspended from his/her volunteer duties. The LSB recognizes that persons with a chronic illness or disability may wish to volunteer as their condition may allow. As long as these volunteers are able to meet the goals and objectives of the particular LSB Program, and medical evidence indicates that their condition is not a threat to themselves and others, these volunteers are welcome in our organization. The LSB will treat all health information confidentially and will only disclose information about a volunteer's health status where there is informed consent from the volunteer or a legal obligation to do so.

All LSB members and volunteers must comply with LSB policies, in particular those related to conduct and behavior including Critical Incident Reporting (see Annex A); Concussions; Conflict of Interest, and the policy on Harassment.

All volunteer positions have a designated term of service that coincides with the relevant LSB program. All potential volunteers must complete an Application Form, and Authorization for Collection of Personal Material (see Annex B) prior to consideration for a volunteer position. Volunteers under the age of 18 must provide a signed letter of consent from a parent or legal guardian as part of their application process with the LSB.

All potential volunteers may be required to submit personal and/or professional references prior to acceptance as a volunteer. Volunteer applicants are requested to provide signed consent giving the LSB permission to contact the provided references. Sample reference check questions are provided at Annex C.

SCREENING AND INTERVIEWS:

The first principle of screening is risk management – essentially, asking the questions “What could go wrong here” and “How do we avoid it?” Risk management involves looking at the possibilities of loss or injury that might arise in programs, activities, and services and taking steps to stop, minimize, prevent or eliminate them all together. This includes the LSB's obligation to take all reasonable measures to care for and protect their participants from harm. The need to screen a volunteer is dictated by the nature of the position and its inherent level of risk. All volunteer positions that involve children or youth are deemed to be High Risk positions and applicants must complete a formal interview, reference checks and a Police Record Check (including Vulnerable Sector Check).

Interviews will be conducted by a Committee that consists of at least three LSB members, one of whom must be the same gender as the person being interviewed. For example, the interview for an LSB Recreation Program can be conducted by the Rec Committee Chair, Rec Committee member, and one other LSB member.

If applicants are successful in the interview process, they will be directed to obtain a Police Record Check. The potential volunteer must complete the following forms (available from the Ontario Provincial Police (OPP) website):

- OPP Criminal Record Check/Policy Record Check (form LE219E)
- Vulnerable Sector Check (form LE220E) (if the volunteer will be working with children/youth)
- OPP Declaration of Criminal Record (form LE229)

In addition, he/she must obtain a letter, signed by the LSB Board and printed on LSB letterhead, to indicate that the applicant will be working with the LSB in a volunteer capacity. The LSB Secretary will provide the letter as directed by the Interview Committee.

The above forms and letter must be delivered, in person, to the OPP Station located on Gormanville Drive, North Bay, ON. The signed letter from the LSB must accompany the OPP forms in order to minimize delays and waive the \$25 verification fee. The LSB practices a fair and respectful selection process. Volunteers are assessed on their suitability for a placement within the organization. If a volunteer is not suitable for a placement within the organization, the LSB Chair will send a letter indicating that the organization does not have a position available. Only when the initial screening process has been satisfactorily concluded will the volunteer be notified of official acceptance.

Effective Date 23 APRIL 2015 (as approved by the LSB)

The LSB gratefully acknowledges the resources and information obtained from the following websites:

Sports BC

OSEG Soccer Group Limited

ANNEX A
TO LSB VOLUNTEER MGT POLICY
DATED 23 APRIL 2015

VOLUNTEER AND LSB MEMBER CONDUCT AND BEHAVIOR

Volunteers and LSB members are expected to comply – within the framework of established policies, guidelines, and practices – with the following general standards of conduct and behavior:

- 1) All volunteers and LSB members are expected to abide by all safety regulations and be safety-minded at all times; not only for their own welfare but also in relation to the safety and well-being of fellow LSB members or volunteers, and the participants in any LSB Sport and Recreation Program.
- 2) Every volunteer and LSB member is expected to respect the property rights of the LSB, as an organization, and of all other volunteers and LSB members.

- 3) Every volunteer and LSB member is expected to show a responsible attitude toward his or her tasks and toward other volunteers and LSB members. The volunteer and LSB member is expected to report for tasks promptly, and regularly; to meet established standards for quality and quantity of work; refrain from the use of alcohol and the illegal use of drugs while conducting LSB business or activities; exercise self-control, even under provocation, and abide by accepted standards of conduct and behavior while acting on behalf of the LSB.

The LSB is committed to maintaining a healthy and productive work environment free from harassment. All persons who perform work for the LSB – either formally as a member of the Board or any of its sub-committees, or as a volunteer with any of the LSB Sports and Recreation Programs – have a responsibility to help maintain a work environment that is free from all forms of harassment. Harassment is prohibited in any location that can reasonably be regarded as an extension of the LSB – such as any Sports and Recreation Program site or location, an off-site LSB function or any other facility where LSB business is being conducted and discussed.

Any conduct by a volunteer or LSB member, confirmed to be harassment, or any complaint found to be unwarranted and/or of a vindictive or malicious nature will not be tolerated by the LSB and may result in action ranging from a written warning up to and including immediate discharge from the LSB or its programs.

A-1 / 3
ANNEX A
LSB VOLUNTEER POLICY
DATED 23 APRIL 2015

Volunteer Code of Conduct

In the interest of the participants that the Local Services Board serves, volunteers commit to observing the following code of conduct:

- Treat everyone fairly within the context of their activity, regardless of gender, ethnic background, colour, sexual orientation, religion or economic status

- Agree to conduct yourself in a manner consistent with the position as a positive role model, and as a representative of the LSB
- Follow the operating procedures of the LSB
- Respect the privacy and dignity of participants by not divulging confidential information without consent, except where required by law as in the case of suspected child abuse
- Consistently display high personal standards and project a favourable image of your sport and of volunteering
- Refrain from public criticism of fellow volunteers and/or participants
- Abstain from and discourage the use of drugs, alcohol and tobacco products in conjunction with the LSB program activity
- Refrain from the use of profane, insulting, harassing or otherwise offensive language while volunteering
- Cooperate with the participants' parents or legal guardians, involving them in their child's development

You must:

Ensure the safety of the participants in the LSB Sport and Recreation Program

Respect others' dignity; verbal or physical behaviours that constitute harassment or abuse are unacceptable

Read and comply with the LSB policies for Concussions, Conflict of Interest and Harassment

Signature of Volunteer

Date

Once signed, this form will be retained on LSB Files

A-2 / 3

ANNEX A

LSB VOLUNTEER MGT POLICY

DATED 23 APRIL 2015

Critical Incident Form

Volunteers will report any incident, accident, injury or hazard where there was any risk to personal or property safety, or which might lead to a claim against the Local Services Board (LSB) of Loring, Port Loring and District. This includes violence, theft, inappropriate behavior, abuse or any potentially unsafe situation to the LSB immediately and by providing the following information:

Date: _____ Time of Incident: _____

Name of person completing report:

Telephone number:

E-mail address (if applicable):

Location of incident:

Description of incident: (use reverse of form if necessary)

If applicable, describe the nature/extent of injury or property damage:

Name and contact information (phone number and e-mail address if available) of person(s) involved:

A-3 / 3
ANNEX B
LSB VOLUNTEER MGT POLICY
DATED 23 APRIL 2015

Local Services Board of Loring, Port Loring and District
Volunteer Application Form

Surname: _____ First Name: _____

Address:

Residence Phone Number: _____

Alternate Telephone Number (if applicable):

Occupation and Employer:

Volunteer Experience:

Special Skills or formal Certification(s) (for example, first aid, CPR, etc):

Names and telephone numbers of references:

Reference 1:

Reference 2:

Reference 3:

If you are under the age of 18, you must obtain your parent or legal guardian's consent

I, _____, the parent or legal guardian of _____ provide my consent to his/her application to volunteer in the _____ program, offered by the Local Service Board of Loring, Port Loring and District.

Parent or Legal Guardian Signature
Telephone Number

Date

ANNEX B
LSB VOLUNTEER MGT POLICY
DATED 23 APRIL 2015

Local Services Board of Loring, Port Loring and District
Certification and Authorization for Collection of Personal
Information

NOTE: Please read carefully before signing. This application is not valid unless signed by the applicant.

I, _____, certify that the information provided in this application (name of applicant) and attachments is true and complete. I understand that if any information in this application is found to be untrue or incomplete, my application may be rejected or I may be dismissed in the event that I am the successful applicant.

I authorize the Local Services Board of Loring, Port Loring and District to collect and retain personal information appropriate to the position applied for, and to verify the character references I have supplied.

I understand that the information obtained will be confidential but may be shared with relevant organizations in order to obtain an appropriate volunteer position.

Applicant's Signature

Date

B-2 / 2
ANNEX C
LSB VOLUNTEER MGT POLICY
DATED 23 APRIL 2015
Sample Interview Questions

Open-ended questions cannot usually be answered by a brief response, such as "yes" or "no"; they are questions that require an explanation that is more useful in obtaining information about the applicant.

Some sample interview questions follow:

What interests you about this position?
How will this volunteer position fit with your current employment?
Describe a situation at any work environment in which you were faced with a conflict. How did you deal with it?
What interests you about this volunteer work?
What have you enjoyed most/least about previous volunteer positions?
Describe a strength you would bring to this position?
What experience do you have working with people with special needs?
What specific skills do you bring? (First Aid, CPR, etc)

C-1 / 3

ANNEX C
LSB VOLUNTEER MGT POLICY
DATED 23 APRIL 2015

Sample Reference Check Questions

Can be used for telephone, person-to-person, mail or fax checks.

To start:

- Identify yourself and the organization
- Verify that you are speaking to the person named as a reference
- Tell the person that (name of applicant) gave you permission to call for a reference and that you will keep the conversation confidential
- Ask if this particular time is suitable and indicate how long the conversation will take
- Explain what the applicant would be doing for the organization and the program they will be volunteering for

Sample Introduction Script

Hello, my name is _____ and I am calling on behalf of (name of organization). (Name of applicant) has applied to be a volunteer with us doing _____ . Your name has been

provided as a reference. Do you have a few minutes to answer some questions?

Sample Questions (to be adapted to the specific requirements of the volunteer position)

- How long have you known the applicant?
- In what capacity do you know him or her?
- Would you say that you know the individual well? Slightly?
- What is your current relationship to the applicant?
- Describe your experience with the applicant?
- How would you describe the personality and temperament of this person?
- What do you remember most about this person (good or bad)?
- How did the individual handle her or himself in your organization?
- What would you consider as the applicant's best trait(s) and can you describe a situation when he/she demonstrated that quality?
- Has the person ever demonstrated any characteristic or temperament or personality that you believe would cause a problem if she/he were to take this position?
- Has a child ever complained about the conduct of this individual? If so, what was the nature of the complaint?
- Has a parent ever complained about the conduct of this individual? If so, what was the nature of the complaint?

ANNEX C

LSB VOLUNTEER MGT POLICY

DATED 23 APRIL 2015

- Would you be willing for this person to work on a one-on-one basis with your child?
- Does this individual promote and exhibit fair play practices? If yes, can you provide any examples?
- How well does this person work on their own? As part of a team?
- What would you identify as this person's strengths? Weaknesses?
- Would you recommend this individual to our organization?

Sample Organization-Specific Questions

1. It is important that our volunteers are reliable. Tell me about your experiences with (name of applicant) in regard to reliability.
2. It is important to us that (name of organization)'s volunteers are comfortable with being (supervised or are able to work independently with little or no supervision). What is your experience with (name of applicant's) ability to accept (being supervised or working independently)?
3. This volunteer position requires handling many tasks at once and can be stressful at times. How does (name of applicant) deal with stressful situations?

C-3 / 3

3. Concussion Policy

PURPOSE:

The Local Services Board of Loring, Port Loring and District, hereinafter referred to as LSB, recognizes the potential danger and long-term health consequences of this often difficult to diagnose form of traumatic brain injury. This policy is intended to provide basic guidelines for participants, in any of the LSB-sponsored Sports and Recreational activities, who are diagnosed or suspected of having a concussion.

The policy is for Volunteers, Parents, Coaches and Activity Leaders; it can be shared with any other adults, volunteers or participants in LSB sports and recreation activities.

DEFINITIONS:

This policy provides guidance on the following injuries:

- A. Concussion - a type of traumatic brain injury caused by a bump, blow or jolt to the head (or by a blow to the body) that causes the head to move quickly back and forth. This

movement can cause the brain to move around or twist in the skull, stretching and causing damage to brain cells; and

B. Second Impact Syndrome - rare but serious, second impact syndrome occurs when an individual experiences a second concussion before the symptoms of the initial concussion have resolved. It can result in rapid, potentially fatal brain swelling.

Concussions rarely involve loss of consciousness. The signs may be subjective and consist of unseen symptoms that can only be detected or sensed by the injured or ill party - for example, a headache. For additional information, refer to Annex A to this policy.

RESPONSIBILITIES:

The LSB is responsible to establish procedures for dealing with head injuries and concussions, including the exclusion of participants with diagnosed concussions until cleared by a physician.

The LSB is responsible to ensure program volunteers/leaders/coaches are aware

1 / 3

of the signs and symptoms of concussions and take the necessary action when a concussion or brain injury is suspected.

LSB Sports and Recreation Program
Volunteers/Leaders/Coaches are responsible to follow the Response to Suspected Concussion (Annex A). In addition, they are responsible to observe participants for changes, including worsening signs and to notify parents and the LSB Recreation Committee Chairperson of a suspected concussion or brain injury that occurs during LSB Sports and Recreation programs.

Before the start of any LSB Sports and Recreational program, the volunteer leader/parent/coach will receive a copy of the information contained at Annex A to this policy and will be responsible for adherence to this policy for the duration of the program.

Parents are responsible to inform the LSB Recreation Committee of any prior concussion(s) sustained by their child(ren) when registering for any LSB Sports and Recreation program. Parents are also responsible to monitor their child's progress and share information with the program volunteer(s) about any challenges or symptoms.

In the event that a concussion occurs during any LSB Sports and Recreation program, the parent or guardian is responsible provide the final physician clearance to the LSB before their child can resume activities in the said program.

When a parent registers their child(ren), they will be required to check the box agreeing to the following:

"If my child is diagnosed with a concussion during any LSB program or during ANY OTHER ACTIVITY including those outside the LSB, or if my child has a prior head injury, I will inform the LSB Recreation Committee of such diagnosis prior to the start of the program or before my child returns to play."

At the start of each session of an LSB Sports and Recreation program, parents will be advised to review the LSB Concussion Policy on the website. As many areas are not serviced by internet, paper copies will be available for parents to review.

REDUCING THE RISK:

Regardless of the steps taken to reduce injury, some participants will continue to be injured. The severity of the injury can be reduced by the following:

2 / 3

- Education for volunteers/leaders/parents and players to recognize the signs and symptoms of concussions
- Removal of participants from activity when a concussion or other brain injury is suspected
- Physician approval prior to 'return to play' when a concussion is suspected or has been confirmed
- Wearing the proper protective equipment for the sport and ensuring that the equipment fits properly, is well

- maintained and visually inspected prior to use, and is worn consistently and correctly
- Participants must follow and volunteers must enforce rules for safety, the rules of the sport or event, and fair play practices
 - Volunteers shall teach proper sport techniques in proper progression and reduce impact that could lead to concussion

The Volunteers/Parents/Coaches are the key people to teach participants that it is not "a badge of honour" to continue playing with a head injury. They must not tell injured players that they are fine and must discourage others from pressuring participants to continue play.

Effective Date: 23 April 2015 (as per LSB approval)

The LSB gratefully acknowledges the resources and information obtained from the following websites:

Ontario Physical Education and Safety (OPHEA)

"Concussions and Return to Play Guidelines", Mark MacDonald and Eric Katzman - McCague Borlack LLP Sports & Recreation Liability Seminar

Sudbury Youth Soccer Association

Ohio High School Athletic Association

3 / 3

ANNEX A

LSB CONCUSSION POLICY

DATED 23 APRIL 2015

CONCUSSIONS:

Children and adolescents are at the greatest risk for concussions and take longer to recover than adults. The risk of concussion is highest during activities with the potential for collisions: during physical education, outdoor play or during sports.

However, concussions can occur any time a person's brain impacts with their skull. For example - when the head

connects with a surface or object (for example, a bench or hard-packed ground), with another person, or when the head moves rapidly back and forth.

Concussions are serious, not only because of the impact damage, but also due to the secondary injuries that can develop after the impact. These include but are not limited to: hemorrhage, brain swelling, decreased circulation, increased fatigue, mental confusion and failed memory. The brain may take days, weeks or months to be restored to normal activity.

Once an individual has had a concussion, they are at an increased risk for another concussion. Repeat concussions that occur before the brain recovers from the first incident can slow recovery or increase the likelihood of long term problems. Repeat concussions may also result in second impact syndrome. Remember, most concussions do not result in a loss of consciousness. Proper recognition and response to a concussion can prevent further injury and can assist with timely recovery.

RESPONSE TO SUSPECTED CONCUSSION:

If the participant has lost consciousness - even if only for a brief period - DO NOT MOVE THE CHILD OR ATTEMPT TO REMOVE HELMET/SAFETY GEAR - CALL 911 IMMEDIATELY.

If there is no loss of consciousness, the volunteer leader/parent/coach will remove the participant from the activity and monitor for signs of a concussion (refer to ANNEX B). Seek immediate emergency medical assistance if the participant exhibits any of the following signs of concussion:

- one pupil (the black part in the middle of the eye) is larger than the other
- drowsiness is experienced or the person cannot be awakened
- the participant has a headache that gets worse and does not go away

- feelings of weakness, numbness or decreased coordination
- repeated vomiting or nausea
- slurred speech
- convulsions or seizures
- difficulty recognizing people or places
- increasing confusion, restlessness, or agitation
- loss of consciousness after the event - even if only for a brief period

WHEN A HEAD INJURY OCCURS:

- do not leave the participant alone
- do not administer medication
- be alert for symptoms that deteriorate or worsen over time
- contact the parent or guardian
- contact the Chair or any member of the LSB Recreation Committee
- provide the form "Medical Clearance following Suspected Concussion" to the parent or guardian

A-2 / 2

ANNEX B

LSB CONCUSSION POLICY

DATED 23 APRIL 2015

COMMON SIGNS AND SYMPTOMS OF CONCUSSION *

Possible Signs Observed

(A sign is something that will be observed by another person - volunteer, parent, coach or peer)

Physical

| | |
|---|----------------|
| vomiting | slurred speech |
| slowed reaction time | poor |
| coordination or balance | |
| blank stare/glassy-eyed/dazed or vacant look | amnesia |
| loss of consciousness or lack of responsiveness | seizure of |
| convulsion | |
| lying motionless or slow to get up | grabbing or |
| clutching of head | |

Cognitive

difficulty concentrating
easily distracted

cannot remember things that happened before or after the injury
does not know time, date, place, type of activity in which s/he was participating
slowed reaction time (answering questions or following directions)
general confusion

Emotional/Behavioural

strange or inappropriate emotions (laughing, crying, getting angry easily)

Sleep Disturbance

drowsiness
insomnia

* Ontario Physical Education Safety Guidelines - Appendix C-1
Concussion Management Procedures: Return to Learn and
Return to Physical Activity

B-1 / 2

ANNEX B

LSB CONCUSSION POLICY

DATED 23 APRIL 2015

COMMON SIGNS AND SYMPTOMS OF CONCUSSION *

Possible Symptoms Reported

(a symptom is something the child or participant will feel/report)

Physical

| | |
|--|---------------------------------|
| headache | pressure in head |
| neck pain | feeling off or not right |
| ringing in the ears | seeing double or blurry/loss of |
| vision | |
| seeing stars, flashing lights of injury | pain at the physical site |
| nausea/stomach ache/pain | balance problems or |
| dizziness | |
| fatigue or feeling tired | sensitivity to light or noise |

Cognitive

difficulty concentrating or remembering
slowed down, fatigue or low energy
feeling dazed or in a fog

Emotional/Behavioural

irritable, sad, more emotional than usual
nervous, anxious, depressed

Sleep Disturbance

drowsy
usual

sleeping more/less than

difficulty falling asleep

* Ontario Physical Education Safety Guidelines - Appendix C-1
Concussion Management Procedures: Return to Learn and
Return to Physical Activity

B-2 / 2

ANNEX C

LSB CONCUSSION POLICY

DATED 23 APRIL 2015

MEDICAL AUTHORIZATION TO RETURN TO PLAY

(To be used when a participant has been removed from LSB
Sports and Recreation programming due to a suspected
concussion)

In accordance with the Local Services Board of Loring, Port
Loring and District (LSB) Concussion Policy, a participant who
exhibits signs, symptoms or behaviours associated with
concussion will be removed from all programs and will not be
allowed to re-join on the same day as the removal.
Thereafter, written medical authorization from a physician or
another licensed medical provider is required to grant
clearance for the individual to return or participate in LSB
Sports and Recreation Programming.

This form will serve as the authorization that the physician or
licensed medical professional has examined the individual,
and has cleared him/her to return to participation. The
physician or licensed medical professional must complete this

form and it must be returned to the Chair of the LSB Recreation Committee prior to resumption of participation in LSB Sports and Recreation Programs.

As stated above, the individual is not permitted to rejoin/participate on the same day as the removal.

I, _____, M.D, D.O. or

(other licensed medical provider) have examined the following individual

_____, who was removed from the LSB Sport and Recreation

Program entitled _____ due to exhibition of signs/symptoms/behaviours consistent with a concussion.

I have examined this individual, provided an appropriate return to play regimen, if necessary, and determined that he/she is cleared to resume participation in the above LSB Sport and Recreation Program on this date

_____.

Signature of Medical Professional

Date _____

C-1 / 1

4. Harassment Policy

GENERAL:

The LSB is committed to maintaining a healthy and productive work environment free from harassment. All persons who perform work for the LSB – either formally as a member of the Board or any of its sub-committees, or as a volunteer with any of the LSB Sports and Recreation Programs – have a responsibility to help maintain a work environment

that is free from all forms of harassment. The LSB members shall appoint a Board member to act as their Harassment Coordinator (duties and responsibilities are outlined in Annex A). Volunteers and LSB members who believe that they have been subject to harassment, as outlined in this policy, or believe that they have knowledge of such harassment should immediately contact the LSB Harassment Coordinator.

Harassment is prohibited in any location that can reasonably be regarded as an extension of the LSB. Examples include: any Sports and Recreation Program site or location, an off-site LSB function or any other facility where LSB business is being conducted and discussed.

Any conduct by a volunteer or LSB member, confirmed to be harassment, or any complaint found to be unwarranted and/or of a vindictive or malicious nature will not be tolerated by the LSB and may result in action ranging from a written warning up to and including immediate discharge from the LSB or its programs.

DEFINITION OF HARASSMENT:

Harassment is any behavior that causes distress, feelings of a lack of safety, or physical harm, to another person based on their actual or perceived race, religion, age, gender, gender expression or identity, disability, sexual orientation, citizenship status, place of origin, marital status or familial status.

Harassment does not need to have malicious intent; the impact(s) on the person reporting the harassment must be addressed, regardless of the intent.

Harassment generally consists of comments or actions that a reasonable person would find objectionable or unwelcome and which serve no relevant purpose in the conduct of LSB business or program activities. It may occur during a single incident or over a series of incidents.

Some actions may not be considered harassment unless repeated. For example, a joke may not be considered harassment if it does not have a major impact on the recipient or someone else who overhears the joke.

Additionally, harassment does not include actions taken in good faith while exercising authority or responsibility as a program volunteer or LSB member – for example, providing constructive criticism to a volunteer or fellow LSB member.

1 / 7

In this policy, the following types of conduct or comments, whether written, verbal, or visual (including electronic

communication) are considered harassment and are unacceptable:

- 1) Discrimination
- 2) Sexual Harassment
- 3) Personal Harassment
- 4) Retaliation

1) Discrimination:

Discrimination is any unwelcome practice, comment, or behavior, whether intentional or not, based on any one or more of the following grounds: age, ancestry, place of origin, colour, family status, marital status, mental disability, physical disability, source of income, ethnicity, religious belief, gender, or sexual orientation:

- When such conduct might reasonably be expected to cause insecurity, discomfort, offence or humiliation to another person or group
- When such conduct has the purpose or the effect of interfering with a person's ability to complete their task(s) or creates an intimidating, hostile or offensive environment for that person

2) Sexual Harassment:

For the purposes of this policy, sexual harassment is defined as one or more incidents involving unwanted and unwelcome sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature:

- When such conduct might reasonably be expected to cause embarrassment, insecurity, discomfort, offence or humiliation to another person or group
- When submission to such conduct is made either implicitly or explicitly a condition of work with the LSB Board or any of its Committees, or any LSB program
- When such conduct has the purpose or the effect of interfering with a person's ability to complete tasks; or creates an intimidating, hostile, or offensive environment.

Although the perception is that sexual harassment most commonly occurs in the form of behavior by men towards women; sexual harassment can also occur between men, between women, or as behavior by women towards men.

3) Personal Harassment:

Personal harassment are activities that will degrade the civility, safety and respectful aspects of the work or volunteer environment. Personal harassment is conduct:

- That a reasonable person would consider unwelcome
- Results in the recipient feeling intimidated, humiliated or embarrassed
- Negatively affects work or volunteer performance
- Creates a hostile work environment

4) Retaliation:

Retaliation is any action taken against an individual in retaliation for:

- Having invoked this policy whether on behalf of oneself or another individual
- Having participated or cooperated in any review of complaint under this policy
- For having been associated with a person who has invoked this policy or participated in these procedures

DEFINITION OF WORKPLACE CONFLICT:

General workplace conflict refers to conflict of a broad nature that affects a person's ability to work. It is not conflict that falls into the categories of workplace harassment.

Conflict in the workplace occurs for a variety of reasons, which can include:

- 1) Differences in working styles, communication, etc
- 2) Differences regarding personal space, work spaces,

etc

- 3) Gossiping and rumors

If not resolved, a persistent conflict can lead to an unhealthy and unproductive environment for the individuals involved, and can affect those around them. Often these conflicts can be avoided by early and open communication between the parties involved. In cases where informal efforts to resolve a conflict do not succeed, parties may seek resolution through the LSB Harassment Coordinator.

CONFIDENTIALITY:

Confidentiality is an extremely serious issue. Significant personal harm and damage to reputation can result when there are inappropriate breaches of confidentiality, including harm created by innuendo and gossip. Trust in confidentiality is critical to encourage people to come forward with their

complaint. At the same time, those involved in a complaint have a right to be given enough information so that they are able to respond and to defend their interests. Confidentiality is different from anonymity; an

3 / 7

individual complainant that wishes to seek informal or formal resolution must be prepared to be identified to the respondent.

COMPLAINT PROCESS:

A Board member, staff or volunteer who believes they have been harassed (referred to as the complainant) should:

- If comfortable to do so, inform the alleged harasser that the behavior is offensive, unwelcome, against the LSB's policy and must stop
- Make a note of the date, time and location of the incident(s). Please refer to the form enclosed as Annex B.
- If not comfortable to confront the alleged harasser or if the unwelcome behavior continues, contact the LSB Harassment Coordinator
- If this is inappropriate, speak to any LSB member about the situation.

The LSB Harassment Coordinator will follow the procedures set out below. At any time, the complainant has the right to discontinue this process.

When a complaint is received, the LSB Harassment Coordinator will:

- Obtain and record a full, step-by-step account of the incident(s) from the complainant
- Ensure the LSB's process for handling the complaint is understood
- Ascertain the complainant's preferred outcome (for example, an apology, the behavior to cease, a change in working arrangements)
- Agree on the next step: informal resolution or formal investigation

- Keep a confidential record of all details of this discussion and subsequent steps in the process

Informal Resolution

Where a complainant has chosen informal resolution, the Harassment Coordinator will:

- Inform the alleged harasser of the complaint and provide an opportunity to respond
- Ensure both parties understand their rights and responsibilities under the LSB's policy
- If possible, mediate an outcome that is satisfactory for the complainant
- Ensure that confidentiality is maintained
- Follow up to ensure the behavior does not re-occur

Formal Investigation

If a formal investigation is requested by the complainant, or if an informal resolution fails, the LSB

4 / 7

Harassment Coordinator will initiate a formal investigation and will be assisted by two other LSB members (appointed by the Harassment Coordinator). The investigation team will have at least one member that is the same gender as the complainant; one member with the same gender as the alleged harasser. The investigation team will:

- Interview the complainant and the alleged respondent in separate interviews
- Interview all witnesses in separate interviews
- Keep records of the interviews and investigation
- Ensure confidentiality and minimize disclosure
- Make a determination as to whether there is sufficient evidence that a reasonable person could conclude, on the balance of probabilities (i.e., it is more likely than not) that an incident(s) of harassment as defined by this policy has occurred

- In such a case, determine appropriate action, which may include a change of duties for the harasser, change in working arrangements, or where the incidents were frequent and/or severe, dismissal from involvement in the LSB or any of its programs
- Where it cannot be determined by the required test, that an incident(s) of harassment has occurred, may still take action to ensure the proper functioning of the LSB or its programs; but these actions should not prejudice any party. The LSB Harassment Coordinator will also continue to closely monitor the situation and provide retraining where required
- Check to ensure the action meets the needs of the complainant and the LSB

COMPLAINT PROCESS FOR LSB PROGRAM PARTICIPANTS:

The LSB recognizes that adults and older youth are role models, and that children and youth learn powerful lessons through observation of the behaviors of adults. Children and youth learn what is and what is not acceptable in relationships through observing the ways children relate to each other, how volunteers/adults relate to other children and youth in their group, and how volunteers/adults relate to them.

All volunteers should be educated about bullying and bullying prevention. It is critical that all volunteers be aware that bullying behavior is common among children and youth but often hidden from adults. Volunteers must be vigilantly observant regarding the way program participants relate to one another. In establishing expectations about appropriate and respectful behavior, volunteers must communicate that everyone has the right to be safe and has the responsibility to treat others with respect. Volunteers should send a clear expectation that bullying/harassment will not be accepted in any LSB program or activity.

Parents should be aware of the LSB Harassment Policy. Program volunteers must communicate to all that they expect children who are victimized to come forward and

report the problem to them. In addition, volunteers must communicate that participants who observe bullying and harassment should respectfully stand up against the bullying by reporting the problem to their parent(s) and the program volunteer(s).

5 / 7

Roles, Responsibilities and Reporting

The response to bullying must address the needs of:

1. The child/youth who has been victimized, and
2. Each child/youth that has seen bullying/harassment.

The LSB Harassment Coordinator must be informed of incidents of bullying that occur during the conduct of any LSB program. The LSB Harassment Coordinator will coordinate all activities related to the resolution of bullying/harassment incidents that involve child/youth participants in any of the LSB programs.

As directed by the LSB Harassment Coordinator, volunteers may meet with the children/youth participants to obtain more information if needed; to convey the seriousness of the bullying incident; and/or to create a restorative response to the bullying problem so it doesn't happen again. Responses should be geared to finding solutions; the goal is to enhance children and youth development in the ability to have healthy and respectful relationships with others.

The LSB Harassment Coordinator will meet with the program volunteer(s), the child/youth who was victimized and his/her parents to assess what happened and create a plan to ensure safety and the building of healthy relationships. Program volunteer(s) need to regularly check in with the victimized child/youth for a long enough time period to ensure that the bullying/harassment has stopped and to ensure the physical and psychological safety of the child. A meeting with the LSB Harassment Coordinator, the child/youth who was bullying and his/her parents will be held to assess the seriousness of the incident, and to select and enforce appropriate consequences. Those who bully need to be aware that there will be regular check-ins to ensure the bullying has stopped. These consequences have two goals:

to hold the child responsible for their bullying/harassing behavior, and to educate the child who has bullied so that over time he/she develops greater understanding, insight, and motivation to refrain from the behavior.

The intensity of the response should be balanced with:

- The severity of the aggressive behavior
- How long the bullying/harassment has been going on
- How frequently it occurred
- How pervasive is the pattern of bullying (does the child/youth have a history of repeated involvement in bullying or being victimized in other settings?)

6 / 7

If all efforts made to prevent and constructively address bullying/harassment have failed, as a last resort, expulsion of the bully from the LSB program may be the only way to secure the welfare and safety of a person who is victimized and to ensure the positive functioning of the group.

It is the LSB Harassment Coordinators responsibility to make a decision if time limited suspensions are warranted after consultation with the program volunteers and parents of the child who bullied. A brief written report indicating dates, names of those involved in meetings, etc should be prepared for LSB files and a copy provided to the parents of both children.

RESPONSIBILITIES:

All LSB members and volunteers have the responsibility to treat each other with respect and to refrain from discrimination and harassment. They are encouraged to speak up if they or someone else is being harassed, and are encouraged to report harassment to the appropriate person. LSB members and volunteers are responsible for fostering a safe working environment, free of harassment. A safe environment is one where everyone is accepted and allowed to be themselves. No one should be afraid for their physical or mental health in a safe environment. A safe environment is not free of all criticism or conflict, but those things are handled with respect. LSB members and volunteers must set an example of appropriate behavior, and must deal with situations of harassment immediately on becoming aware of them – whether or not there has been a formal complaint.

Effective Date: 23 April 2015 (as approved by the LSB)

The LSB gratefully acknowledges the information obtained from Scouts Canada, Worksafe BC, Treasury Board of Canada Secretariat, and Volunteering Victoria

7 / 7

ANNEX A
TO LSB HARASSMENT POLICY
DATED 23 APRIL 2015

Duties and Responsibilities LSB Harassment Coordinator

The appointment of Harassment Coordinator will be determined by the Service Board members. The appointment will normally be for one year.

The Harassment Coordinator will:

- Ensure Board members read/review the LSB Harassment Policy
- Conduct harassment awareness training session for all program volunteers, hired staff positions
- Assist complainants with informal resolution (if requested)
- Receive harassment complaints
- Conduct interviews with complainants, alleged harassers, witnesses
- Conduct follow up with complainants
- Appoint and lead the investigation team for formal investigations
- Meet with the Program Volunteer(s), children/youth, and parents for all complaints of alleged bullying/harassment among participants in LSB programs
- Ensure records are kept/maintained for all complaints, interviews
- PURSUANT TO THE FOLLOWING LEGISLATIONS
ALL VOLUNTEERS MUST READ THE FOLLOWING ACTS AND CODES

Child and Family Services Act, RSO 1990, c C.11

Child Care and Early Years Act, 2014, SO 2014, c 11, Sch 1

Human Rights Code, RSO 1990, c H.19
Criminal Code, RSC 1985, c C-46

A - 1 / 1
ANNEX B
TO LSB HARASSMENT POLICY
DATED 23 APRIL 2015

Harassment Complaint Form

Name: _____

LSB Job Title: _____ (if applicable)

Telephone: _____

Name(s) of Alleged Harasser(s):

Personal Statement
(Please describe the nature of your complaint and provide as much detail as possible (who, what, where, when). Use reverse of form if required)

B - 1 / 2
ANNEX B
TO LSB HARASSMENT POLICY
DATED 23 APRIL 2015

Harassment Complaint Form

Personal Statement (continued)

Signature: _____ Date: _____

Please deliver in person or forward original in a sealed envelope to the LSB Harassment Coordinator OR any LSB Member.

TO BE COMPLETED BY THE LSB HARASSMENT COORDINATOR:

Date received: _____

Date of Investigation: _____

Date Resolved: _____

B - 2 / 2

YEARLY STAFF AND VOLUNTEERS ACKNOWLEDGES THAT THE VOLUNTEER, CONCUSSION AND HARASSMENT POLICIES HAVE BEEN READ AND ARE UNDERSTOOD ACCORDINGLY

SIGN

DATE

5. This bylaw shall become effective upon date of enactment.

Passed at a meeting of the Local Services Board of Loring, Port Loring and District on the 21st day of March 2024.

SIGNING AUTHORITY: Kaleb Summers

BOARD MEMBER NAME: Kaleb Summers

SECRETARY: Peggy Whitehead

