



PICKLEBALL ASSOCIATION OF ONTARIO

CORPORATE POLICY MANUAL

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GOVERNANCE

1. Governance Responsibilities

The Board, in the performance of its duties and accountability under the Corporations Act will ensure the organization has a Mission Statement and defined Mandate with articulated Core Values and Code of Conduct. Upon confirming the organization's long-term Vision, the Board will be accountable for developing, annually reviewing and updating the Strategic Plan and associated measurable goals and timelines to deliver the vision. An effective system for financial planning and control will be adopted and an operating plan developed to support the achievement of the strategic goals and objectives. Policies and procedures that align with the PAO's mission, vision and values, monitor performance and direct the management of the Association in meeting its' legal, fiduciary, strategic and risk management responsibilities will be developed. All policies and procedures will be reviewed annually and revised as necessary.

2. Board Recruitment and Composition

Each year, prior to giving notice of the Annual General Meeting, the President shall appoint a Nominations Committee to review the Directors' Term of Office and make recommendations to the Board on the reappointments and/or the recruitment of new Board members. Consideration will be given to PAO members with voting privileges who are members in good standing and who have the necessary skills and/or experience to complement the governance mandate and strategic vision of the Association. Notice to members calling for nominations to fill vacant Board positions and the skills being sought to complement governance responsibilities will be circulated to members via the PAO newsletter and/or website. A Slate of Candidates for election to fill any vacancies along with a short biography of each nominee will form part of the notice circulated to Members for the Annual General Meeting.

A minimum of six Directors up to a maximum of nine Directors may be elected to the board to assist with the governance workload. Each Director, upon completing their first Term on the Board, may let their name stand for re-election and a second Term of Office. This provision allows for enhanced board continuity in strategic planning, decision-making and corporate memory. Following completion of two terms of office, such Directors may only let their name stand again for re election after an absence on the Board of a full two year Term of Office. This practice allows for the evolution of additional new Directors and geographic representation.

Should a Board, after giving serious consideration, believe it is in the best interest of the Association to remove an Officer or Director, such a decision will require *no less than a majority vote* of the board. The board may also during the year, appoint a Director to complete the remaining term of a departing Director. In such situations, this appointment will go forward to the next Meeting of the Members, usually the AGM. This appointment will be acknowledged as part of the approval requested for all resolutions, contracts, acts and proceedings of the Directors and Officers of PAO, since the date of the last Annual General or Special Meeting of the members.

3. Appointment and Description of Offices

Each year, at the first meeting of the Board following the AGM, the Board will elect, by majority vote, its officers for the following year. These elected positions are President, Vice President, Treasurer and Secretary. Once appointed and as directed under the Corporations Act, the Secretary will register these changes under the PAO Certificate of Incorporation with the Ministry of Consumer Services.

The President shall assume the role of Chief Executive Officer and chief spokesperson for the Association. He/she will preside over all meetings of the Members and the Board. The President has oversight responsibility to ensure the bylaws of the Corporation are upheld, reviewed as necessary and also for bringing all necessary legislated changes before a Meeting of the Members for consideration and approval. The President will also lead the board in its' strategic planning objectives and the annual review and update of the PAO strategic plan and ensure timely progress of the plan's deliverables. He/she will also chair the Nominations

Committee and with the collaboration of the Board, ensure the appointment of the committee chairpersons and committee members. The President also has responsibility to ensure the following year's PAO tournament dates, location and contract is secured and announced at the AGM.

The Vice President will assist the President in the performance of the President's duties and other such corporate responsibilities as assigned. In the event of the President's resignation, incapacity, removal or death, the Vice President will exercise all powers of the President. He/she will also preside over all meetings of the PAO or the Board when the President is absent.

The Treasurer shall ensure that all disbursement of corporate funds are under the direction of the Board. He/she has responsibility to ensure that full and accurate accounts of all receipts and disbursements of the Corporation are kept in proper books of account and that all the funds and other valuable effects in the name and to the credit of the Corporation are deposited in the bank as may be directed by the Board. At regular meetings or as required, the Treasurer will provide an account of all transactions and will also render the unaudited financial statements to the members at the AGM. He/she will also undertake such other duties as from time to time may be assigned by the Board.

Each year, following the AGM, the Treasurer has responsibility for updating the signing authority names and ensuring the signatures of the new signing officers are registered with the Bank of the PAO. The Treasurer also has accountability to ensure the bank account access cards are updated with the bank and are also provided to the responsible or assigned Board designates. Additionally, each October the Treasurer will contact all PAO web sponsors and ensure the renewal invoices are processed. At the completion of each June 30th PAO fiscal year, the Treasurer also has accountability to ensure the Association files a T2 Corporate Income Tax Return with the Canada Revenue Agency.

Responsibility for the management of the annual PAO insurance coverage, revision of associated risk management guidelines and procuring Third Party Commercial General Liability Certificates of Insurance (COIs) for member clubs rests with the assigned Director. Only clubs where all members are PAO members *in good standing* may upon request, qualify for this coverage provided that such member clubs agree to adhere to the PAO risk management and third party contract signature guidelines. PAO member clubs who are established as separate entities do not qualify for coverage under the PAO Insurance Policy.

The Secretary is the official clerk of the Board. In this capacity, he/she in consultation with the President, prepares and circulates electronically, preferably a week in advance of the next Board meeting, the agenda, previous minutes and agenda materials to all Board members. The Secretary also has responsibility to record and properly maintain the minutes and documents of all proceedings. As the custodian of all books, papers, records, correspondence, contracts and other documents belonging to the Corporation, he/she can only deliver up such materials when authorized by resolution of the Board to do so and to such person or persons as may be named in the resolution.

Each year, following the AGM and election of Directors and Officers, the Secretary has the responsibility to register these corporate changes under the PAO Certificate of Incorporation, as directed under the Corporations Act with the Ministry of Consumer Services.

The Secretary has accountability to ensure that Notices required to be given to the Members and Directors such as the AGM or a special Meeting of the Members include an agenda, previous minutes, year end financial statements, bios of board nominees and any proposed Bylaw amendments etc. All such documents are to be issued together electronically by e-mail, not less than 30 or more than 60 days, before the meeting.

The Secretary also has oversight to ensure publication of all approved Board of Director meeting minutes on the PAO Internet site no later than two weeks following approval at the next meeting. All matters of a financial or human resources nature where the desirability to avoid public disclosure is in the best interest of the affected person or party and outweighs the desirability to publish, will remain in-camera.

The role of Director(s) –at Large is to act on assigned responsibilities aligned with governance strategic directions or other duties, as may be determined, from time to time by the board.

4. Books, Papers, Records and Contracts

The Board's Secretary will be the responsible person for maintaining and holding all PAO instruments, papers, contracts, documents, Board and committee meeting minutes, along with the Certificate of Incorporation and the Bylaws. In accordance with the Bylaws, the publication of Board approved minutes on the internet will exclude financial or human resource matters, when public disclosure is not in the interest of the affected person or party and will remain in-camera.

The Treasurer, with the support and assistance of the PAO Financial Administrator if one is appointed by the Board, will be responsible for maintaining and holding all PAO financial records of account. The Treasurer also has oversight responsibility to ensure all financial transactions are processed through the PAO bank account.

All written contracts, documents or instruments that require a PAO signature, will be signed by the two Board approved designated Officers and will be binding upon the PAO without additional authorization. Cheques, drafts or orders for the payment of money, notes, acceptances and bills of exchange, will also be signed by these Officers. The PAO Financial Administrator from time to time, in the manner approved by resolution of the Board, may be an alternate second PAO signatory for cheques, drafts and money orders under \$100.

5. Conflict of Interest

Each Director and Administrative position of the PAO has accountability to disclose the nature and extent of any material interest, or if he/she is a party to any material interest, contract or transaction whether made or proposed, in which he/she or a relative thereof, may have a pecuniary interest and/or may gain or benefit either directly or indirectly as a result of any actions taken by the PAO. The Director or Administrator shall exclude himself/herself from such discussions and the Secretary will record the nature and extent of any such interest in the minutes of the meeting. The decision of the Board will be binding and final.

6. Code of Conduct

The PAO, in fulfilling its Mission, is committed to providing an environment that reflects the Association's core values of respect, fairness, integrity, honesty, transparency and safety. All Directors, Officers, volunteers and members are expected to conduct themselves in a manner consistent with these values. Any form of harassment by an Officer or Director, volunteer or member of the Association, during the course of all business, activities and events will not be tolerated. Harassment is prohibited by human rights legislation in all provinces and in the extreme form can be an offence under the Criminal Code of Canada.

7. Harassment and/or Sexual Harassment

The PAO is committed to providing a recreational sports environment where everyone is treated fairly and with respect. Members, including volunteers, are expected to conduct themselves at all times in a manner consistent with the values of the PAO – respect, fairness, inclusivity, integrity, honesty, transparency and safety. Harassment in any form will not be tolerated by the PAO.

Harassment is defined as any behaviour or actions, visual material, unwelcome remarks, jokes, comments, innuendos, written or verbal threats and/or any conduct directed towards an individual or group that undermines self-esteem, diminishes performance, and are offensive, abusive, racist, degrading, vexatious, defamatory or malicious.

Sexual harassment is any behaviour defined as unwelcome sexual advances, requests for sexual favours or verbal or physical conduct of a sexual nature that interferes with an individual's performance, creates an intimidating, hostile or offensive environment or is the basis for making decisions that affect the individual.

CONFIDENTIALITY

The PAO recognizes that it can be extremely difficult to come forward with a complaint of harassment and that it can be devastating to be wrongly convicted of harassment. The PAO also recognizes the interests of both the Complainant and the Respondent in keeping the matter confidential, except where such disclosure is required by law.

COMPLAINT PROCEDURE

A person who experiences any form of harassment is encouraged to make it known to the harasser that the behaviour is unwelcome, offensive and contrary to this policy.

If confronting the harasser is not possible or if after confronting the harasser the harassment continues, the Complainant should report the complaint to the Site Convenor who will ensure appropriate action is taken per the PAO policy including completion of the PAO incident form and appropriate written documentation by all involved parties including witnesses of the event.

If it is a PAO sponsored event such as a tournament, the PAO President or delegate if in attendance, and the PAO Event Coordinator should be immediately advised. Upon immediate investigation of the incident, the Event Coordinator must ensure accurate completion of the PAO incident form, capturing all details of the incident and names of witnesses. The Complainant and witnesses of the incident must also provide written documentation of the incident as soon as possible. All documented information must be forwarded as soon as possible to the President of the PAO.

Once a Site Convenor or PAO Official or PAO Event Coordinator has received a verbal or written complaint, it is his/her role to serve in a neutral, unbiased capacity in receiving the complaint and assist in its informal resolution. If the Site Convenor considers that he/she is unable to act in this capacity, the Complainant shall be referred to a PAO official.

Possible outcomes from the meeting of the Complainant and Site Convenor or PAO Official:

1. It is determined that the conduct does not constitute harassment as defined in this policy and the matter is closed.

2. The Complainant decides to pursue an informal resolution of the complaint, in which case the Site Convenor or PAO Official will assist the two parties to negotiate an acceptable resolution of the complaint.
3. The Complainant decides to submit a formal written complaint to the President of the PAO, in which case the Respondent shall receive a copy of the complaint and also be given an opportunity to respond in writing to the written allegations and any written evidence submitted by witnesses.
4. The President, upon receipt of the written complaint, shall appoint an independent individual to conduct an investigation. Ideally, the Investigator should be a person experienced in harassment matters and investigation techniques. He/she shall review all written submissions and carry out the investigation in a timely manner. Upon conclusion of the investigation he/she shall submit a written report to the PAO President.
5. The Complainant and Respondent shall each receive a copy of the Investigator's report.
6. The President, upon discussion with the Board, may determine that the alleged conduct is very serious and warrants immediate suspension of the individual from the PAO. Or, the President, within 10 business days of receiving the written report, may appoint three individuals to serve as a Disciplinary Panel.

HEARING

The Panel shall hold the hearing as soon as possible but not more than 20 business days after the incident report is first received by the President. The Complainant and Respondent shall be provided a written notice (by courier or fax) within 5 business days advising he/she of the day, time and place of the hearing. The hearing shall be held in private and both the parties can choose to attend, shall have equal opportunity to respond to the Investigator's report, give evidence and answer questions of the Panel. Both parties may by choice, have a representative accompany them. At the request of the Panel, the Investigator and any witnesses may also be requested to attend.

The Hearing shall proceed in the absence of either or both parties. The Panel shall govern the hearing as it sees fit, provided that members of the Panel select from among themselves a Chairperson. Once appointed, the Panel shall also have the authority to abridge or extend timelines associated with all aspects of the Hearing. In order to keep costs to a reasonable level, the Panel may conduct the Hearing by means of a video or conference call. A quorum shall be all 3 Panel members and decisions shall be by majority vote including the Chair as a voting member.

Within 10 business days of the Hearing, the Panel shall present its decision to the President, with a copy provided to both the complainant and respondent. Unless the Panel decides otherwise, any disciplinary sanctions applied shall take effect immediately.

The Panel decision shall contain a summary of the relevant facts, a determination as to whether the act(s) complained of constitutes sexual and /or harassment as defined in this policy. If the Panel determines the complaint has validity, they will make a recommendation for disciplinary action against the Respondent.

If the Panel determines that the allegations of harassment are false, vexatious, retaliatory or frivolous, its report may recommend disciplinary action against the Complainant.

DISCIPLINE

When recommending appropriate disciplinary action, the Panel shall consider factors such as:

1. The nature and severity of the harassment
2. Whether the harassment involved any physical contact
3. Whether the harassment was an isolated incident or part of an ongoing pattern
4. The nature of the relationship between the Complainant and Harasser
5. The age of the complainant
6. Whether the Harasser had been involved in previous harassment incidents
7. Whether the Harasser admitted responsibility and expressed a willingness to change
8. Whether the Harasser retaliated against the Complainant

The Panel, depending on the nature and severity of the harassment findings in determining disciplinary sanctions, may consider singly or in combination the following options: verbal apology, written apology, a letter of reprimand from the PAO, removal of membership privileges and expulsion from sanctioned events and all PAO activities.

APPEAL PROCESS

The Harasser and /or Complainant have a right to appeal the findings within 10 business days of receiving the disciplinary notice. Any new information will be taken into account by a special meeting of the PAO Board members and the panel chairman. Both parties will be notified of the final decision.

8. Governance Committees

The governance committees will be structured to support the Board's fiduciary and governance responsibilities and ensure the strategic and operating planning directions of the Board.

The PAO may adopt the following committees as they deem appropriate to meet their governance obligations: Executive Committee; Marketing Committee; Membership Committee; Grievance Committee; Newsletter Committee; Nominating Committee; Tournament Committee; Rules Committee; Media Relations Committee and Web Site Committee. From time to time, additional ad hoc Committees may be established, as the Board deems appropriate to support and facilitate its mandate and strategic objectives. All Committee members will serve without compensation and will also be a member of PAO.

a. Appointment of Committees

Upon the Board's approval, the PAO's President will appoint the chairperson and members of each committee. Every effort should be made to appoint a broad sector of members with the required skill sets. In the event that the President is unable to undertake these appointments, the Board shall do so.

An ex-officio committee member, except for the Nominating and Executive Committee, the President does not have voting privileges.

b. Meetings of Committees

All committee meetings will be held at such place and at such time as may be fixed by its chairperson. One half of the members of any committee will have the power to convene a meeting.

c. Minutes of Meetings

All committees will keep minutes of their proceedings, copies of which will be sent to the Secretary for filing. The results of any telephone, mail or email vote will also be recorded in the minutes of the next committee meeting.

d. Duties of the Committee Chairperson

The chairperson will preside over all committee meetings, be responsible for its function and for providing the Board with regular updates on the committee's activities. The chairperson, unless a secretary is appointed to the committee, will be responsible for giving notice of meetings and keeping a record of its proceedings.

e. Rules Committee

The Rules Committee, in assisting and on the direction of the Board, will review and interpret the rules of Pickleball. Committee members should have considerable playing, refereeing, tournament and multi-sport experience along with a thorough knowledge of the current rules of the game. The Committee may recommend the Board's adoption, amendment or elimination of select rules as needed.

f. Membership Committee

The Membership Committee, in assisting and on the direction of the Board, has responsibility for the renewal, growth and maintenance

of the PAO membership as well as the repository of information and statistics regarding existing members. The Treasurer, with the support of the Membership and Financial Administrator, will have oversight accountability for the collection and accounting of annual membership dues.

g. Newsletter Committee

The Newsletter Committee, in assisting and on the direction of the Board, has responsibility for writing and soliciting Pickleball related articles for publication. The PAO will make every effort to publish on average, a minimum of three newsletters per year. Copies of the newsletter will be electronically distributed to all PAO members.

h. Media Relations and Communications

The Media Relations Committee, in assisting and on the direction of the Board, has responsibility to pursue and manage the promotion of the PAO and Pickleball through various media and communication opportunities. The President is the chief and designated spokesperson for the PAO.

i. Web Site Committee

The Web Site Committee, in assisting and on the direction of the Board, has responsibility for updating, maintaining and managing all PAO web sites.

j. Tournament Committee

The Tournament Committee, in assisting and on the direction of the Board, has responsibility for the planning, directing and managing of PAO sponsored tournaments.

k. Grievance Committee

The Grievance Committee, in assisting on the direction and at the call of the Board, has responsibility for reviewing written grievances received by the Board from a member(s) related to PAO events, activities or its' mandate.

l. Executive Committee

The Executive Committee shall meet at the call of the chair who is the President of the Association. The Committee's role is to deal with Board governance, bylaw and/or policy related matters that arise between Board meetings and require attention. The Committee members shall be the Officers of the Association.

m. Nominations Committee

The President shall appoint and chair the Nominations Committee in April every year. The Committee will review the Directors' Term of Office and make recommendations to the Board on all reappointments and/or the recruitment of new Board members for a designated term of office. Consideration will be given to PAO members in good standing with voting privileges who have the necessary skills and/or experience to complement the governance mandate and strategic vision of the Association.

9. Volunteer Recognition

Volunteers are important and cherished assets of the PAO. Their time and talents are vital for the PAO to fulfill its' mission and strategic initiatives. Accordingly, in acknowledging their many contributions, the Board may, in certain situations and at their sole discretion, provide a reasonable token of appreciation to recognize special volunteer contributions.

ADOPTION AND AMENDMENT OF BYLAWS AND REGULATIONS

1. Bylaws

The Bylaws of the PAO shall be subject to amendment and new bylaws not inconsistent with any provision of the Articles of Incorporation may be adopted by the affirmative vote of a 2/3 majority of the members at a regular annual or special general meeting. Members of the PAO will be given notice of all proposed bylaw amendments in advance of the meeting.

2. Process for Submitting Amendment of Bylaws

Any member in good standing may submit a proposed bylaw amendment in writing to the Board. Such amendment(s) must be received in writing prior to the prerequisite time frame (30 days - 60 days) for circulation with the electronic notice of the Annual General or Special Meeting.

FINANCIAL

1. Revenue Generation

The PAO is an incorporated not-for-profit association whose main financial support is dependent on membership sales to carry out its' Mission. Additional resource income is also received through paid business advertisements, raffle donations and other ethical business considerations.

The Board, at its discretion, will approve all individual advertisement or vendor requests for displays or web postings of their business enterprise. A standard fee of \$100 per annum will be collected for each web advertisement posted on the PAO website. The advertisement dimension for the web site will approximate the size of a standard business card. A renewal notice will also be sent to the business operator upon the annual renewal date.

The Board, in fulfilling its' Mission, will offer Provincial Skills Development Workshops at the invitation of the members. A nominal fee per participant may, at the board's discretion, be charged at each event.

The Board, at its' discretion, may also sponsor raffle draws through benefactor donations. All profits from such events will be directed towards the benefit of the PAO membership.

Additionally, the Board may also consider other business opportunities that align with its Mission, Values and Strategic Objectives. All profits generated will be directed towards the benefit of the PAO membership.

2. Financial Planning and Control

The Board has accountability to plan, manage, allocate and effectively control the PAO's finances pursuant to its Mission and Strategic directions while ensuring a balanced budget. Accordingly, an Operating Budget aligned with the Association's Mission and Strategic Goals will be developed annually and will require Board approval. A process for the approval and ongoing review of resource allocation decisions will also be adopted. An annual unaudited Financial Statement of the Association's fiscal end of year performance will be presented at the Annual General Meeting of the members.

The Treasurer will provide the Board with regular updates on financial transactions and a quarterly Financial Report. He/she will also be the custodian of all books of account for PAO activities.

All cheques issued by the Association require two designated Officer signatures as approved by Board resolution.

The Board, in ensuring an effective management system is in place to support the financial and membership workload, may elect to appoint a Financial Administrator, Website Administrator and a Membership Administrator. These appointments are volunteer members of the PAO, with the necessary skills and experience to assist the Treasurer and Board in fulfilling their respective fiduciary and governance responsibilities. Such appointments will be reviewed annually to ensure relevance to the Board's strategic objectives.

The Board will annually review and ensure the Association has at minimum **three** signing authorities to assist with the management, allocation and control of the Association's financial resources. The three signing authorities will be approved from among the Directors, two of whom shall be the Treasurer and the President. The Secretary may also be appointed as a third signing authority. To accommodate geographic distance and vacation absences any two of the three signing officers approved through Board resolution can execute a signature. A **fourth** signing authority, a Financial Administrator with the financial expertise and knowledge of accounting practices to assist the Treasurer in fulfilling his or her role, may through Board resolution, act as second signatory for Board approved

expenditures and financial transactions under \$100.

3. Expenditures and other Financial Transactions

All Board approved expenditures and financial transactions under \$100, requires two signatures, one of whom may be the Financial Administrator. Board approved expenditures and financial transactions in the amount of \$100 or greater will require two Director signatures. All expenditures of \$1000 or more will require a resolution of the board along with the two required Director signatures.

4. Documents, Contracts and Instruments.

The execution of all documents, contracts and instruments are legally binding on the Association. Upon Board approval by resolution, all such transactions will require the signatures of two of the Director signatories.

5. Expense Reimbursement

The Board in conducting Provincial Skills Development Workshops at the invitation of the members, may upon evaluation of distance travelled greater than 100kms, reimburse the transporter of the assigned volunteer instructors a fixed amount of \$20 to cover a portion of his/her event travel expenditures.

All Board approved expenditures for purchased goods and/or services, on behalf of the Association will be reimbursed upon presentation of the original receipt.

ADMINISTRATIVE AND VOLUNTEER LEADERSHIP POSITIONS

1. Financial Administrator

The Board may elect to appoint from its members, on behalf and on the direction of the Board, a Financial Administrator who has the education, knowledge and skills, to assist the Treasurer with the financial accounting, book keeping and banking responsibilities of the PAO finances. Fiduciary accountability and oversight is and remains the responsibility of the Treasurer.

3. Membership Administrator

The Board will maintain and manage the confidentiality of its membership list and will not engage in trafficking or selling this list to third parties.

The Board may elect to appoint from among its members, on behalf and on the direction of the Board, a Membership Administrator who has the knowledge and skills to track, update and assist the Board with the annual management, communication notices and ongoing maintenance of a membership file. Currently due to location, the Association's Postal Box key rests with the Membership Administrator who retrieves the PAO mail and distributes as required.

4. Website Administrator

The Board may elect to appoint on behalf and on the direction of the Board, a Website Administrator who has the knowledge and skills to coordinate, update and manage the ongoing maintenance of the PAO website.

5. Newsletter Editor

The Board may elect to appoint on behalf and on the direction of the Board, a Newsletter Editor who will be responsible for editing and publishing a minimum of four newsletters a year for the PAO.

6. Volunteer Positions

Volunteers are a valued asset and lifeline of the PAO. As ambassadors, their contribution of time and talents are vital in supporting the PAO to fulfill its mission, mandate and strategic initiatives. The Association, in meeting its risk management responsibilities, will develop a role description for volunteer position responsibilities and ensure orientation of role responsibilities, that also address the Association's safety responsibilities, core values and code of conduct.

7. Convenor & Event Coordinator Responsibilities

Site Convenors and/or PAO Event Coordinators whose role and responsibilities are defined by and represent the Association at its sponsored events will receive a brief orientation that includes oversight responsibilities for safety practice guidelines, incident management/reporting, the PAO's code of conduct, instructions for dealing with harassment and/or sexual abuse and concussion management.

Site Convenors at independent recreational Pickleball sites whose players are PAO members and are receiving Commercial General Liability Coverage under the terms of the PAO Policy will also receive a brief orientation on accountabilities that includes validating the PAO annual membership status of each player and PAO safety practice guidelines, incident management/reporting, code of conduct, and instructions for dealing with harassment and/or sexual abuse and concussion management.

RISK MANAGEMENT

1. Insurance Coverage

The PAO carries both Directors' & Officers' and Commercial General Liability Coverage. The annual term for renewal and coverage is September until end of August. Payment of the premium must be received prior to September to ensure the Association's ongoing coverage.

The Board, in undertaking the PAO's due diligence responsibilities must take all reasonable action to reduce the risk of financial loss and/or injury of others. The PAO is liable for its own actions (direct liability) and for the actions of its volunteers acting within the scope of their duties (vicarious/indirect liability).

The PAO insurance coverage does not provide for defendant costs of a volunteer alleged to have committed physical, mental, sexual abuse or harassment.

Third Party Commercial General Liability Insurance Coverage is available to PAO members *in good standing* under the PAO insurance policy, provided that such members follow and abide by the PAO Risk Management Guidelines AND they are sanctioned by the PAO to receive this coverage. Member groups who request group coverage under the PAO policy MUST ensure that all of their group participants are ongoing members *in good standing*. Should one or more of the participants, NOT be *in good membership standing*, the group coverage is automatically *null and void*.

PAO Risk Management Guidelines must be followed and are provided to all PAO member groups that are sanctioned by the PAO for Third Party Commercial General Liability Insurance Coverage. Additionally, the PAO Contract Signature and Language Guidelines are also provided to the Convenor(s) of sanctioned PAO member groups where a signed document/contract noting responsibility for this coverage is required as part of the rental agreement for court time at the various Ontario facilities. The exact language and signature directions must be followed to ensure coverage. An annual certificate of Insurance (COI), noting proof of coverage for each respective group location will be provided by the Insurer.

a. Commercial General Liability

The PAO policy provides coverage for bodily injury, property damage and personal injury suffered by third parties due to the organization's negligence to an aggregate limit of \$5,000,000. Included in the aggregate is the cost of defending the organization against such claims.

This liability coverage extends only to adult members and does not include sexual misconduct or harassment.

Non-owned auto liability coverage is also provided for non-owned autos used in carry out PAO activities. This coverage applies only after the vehicle owner's policy has been exhausted.

b. Directors & Officers Liability

The PAO policy provides protection for allegations or claims of wrongful acts or omissions made by third parties that result in financial loss due to Board, Officers and/or volunteer administrator(s) decisions. A copy and any follow up revisions to the volunteer administrator position description should be provided to the Insurer for their records. All related costs, charges and expenses would be added to the aggregate Liability Limit noted in the policy declarations, along with the defendant costs, which are maxed at \$2,000,000.

2. Coverage for PAO Members Groups

- 2.1 The board shall appoint a Director to provide oversight, coordination of insurance related matters and act as the contact designate between the Insurer and the Board. He/she will also arrange for certificates of Commercial General Liability coverage, noting proof of coverage as undertaken in the PAO insurance policy, when individual host facilities request proof of coverage from PAO Members to rent space for Pickleball at their respective facility.
- 2.2. The Director designate prior to requesting a certificate for Commercial General Liability coverage, will ensure the requesting group's members status is verified with the PAO database to ensure these players are all PAO members in good standing for . Once verified, the Director designate will provide the Insurer with the name of the facility and its location to request an annual certificate of Insurance (COI) for each respective group location. Once received an electronic copy of each (COI) will be sent to the appropriate site PAO member convenor, for his/her provision to the host facility. The PAO insurance coverage extends from September 1st to August 31st of each year. The PAO's Director designate, prior to August 31st of each year, will follow up with the Insurance provider's broker to ensure all COIs are reissued prior for the ensuing year, for each PAO member rental facility.
- 2.3. The Director designate will maintain a list of the site convenors who is the responsible group leader of each rental site covered under the PAO insurance policy along with the facility name and location. The Director designate, will also upon receipt from the Insurer, provide the Secretary of the Board with a copy of each site's certificate.
- 2.4. Each site convenor, prior to the end of June each year, is required to verify that each of their respective players continue to hold a current PAO membership for the ensuing July 1st to June 30th year.
- 2.5. The PAO in carrying out its due diligence will provide site convenors/volunteer leaders/event coordinators with safety/risk assessment guidelines for reporting and managing incidents.

3. Claims Reporting Procedure

Sometimes an unexpected event can result in bodily injury or property damage. The volunteer/convenor/event coordinator who is the designate leader should as a first priority, ensure the injured party is administered first aid and an ambulance is called.

Once the situation is stable, the volunteer/convenor/event coordinator should record the date, time, description of the incident (WHAT WHERE and WHY), age of the injured party along with his/her telephone number and home and email addresses. The name, telephone number and home and email addresses, of all witnesses should also be collected.

Additionally, the volunteer/convenor/event coordinator should assess and record any contributing or hazardous factors such as footwear, eyeglasses, physical disabilities, floor surface, equipment, inadequate lighting, weather etc., which may have contributed to the incident. Photos if possible, should be taken of the location, area, flooring, its condition and anything that may have contributed to or had a bearing on the incident.


In the event of a Claim the PAO insurer LCIS, a division of Jardine Lloyd Thompson (JLT), must be contacted **as soon as possible** so a full investigation is completed as quickly as possible. The JLT 24 hour toll free Claims Reporting telephone number is 1-877 374 6043. The JLT fax number is 416 360 7335. An assigned representative will assist the convenor with the process. The designated member of the PAO executive handling insurance matters should also be contacted and advised about any incident AND a copy of the incident report along with any accompanying data should be forwarded to that Board member designate either by email or by mail addressed to the PAO address - Suite 6-102, 1869 Scugog St, Port Perry, L9L 1J1 Ontario.

Even if the injured person does not want to pursue a claim, information about the incident should be documented following the above

directions and reported to the designated member of the PAO executive handling insurance matters. Simply reporting the incident will not negatively impact the PAO policy coverage. If the police are involved, the officer's name, badge and report number should be recorded and all damaged property be retained for inspection by the claims representative.

The PAO will ensure the Incident Report Form is posted on the PAO web site for access and download by the site convenors and/or Volunteer and/or Event leaders who will have responsibility to ensure the PAO Incident Report Form and incident management and documentation process is followed and available for use as needed at member events.

4. PAO Incident Report Form

	PAO INCIDENT REPORT PAO FORM 1 Version 2, dated Sep 2015
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DATE & TIME	LOCATION
GROUP LEADER'S NAME	
GROUP LEADER CONTACT INFO	(ADDRESS / TELE # / email address)

NAME OF INJURED PARTY		DATE OF BIRTH
ADDRESS		Telephone Number
		email
Description of Incident (WHAT, WHERE, WHY)		
CONTRIBUTING and/or HAZARDOUS FACTORS	Group leader to record here any contributing or hazardous factors such as footwear, eyeglasses, physical disabilities, floor surface, equipment, inadequate lighting, weather etc., which may have contributed to the incident. If possible take photos.	

WITNESS(ES) NAME(S)	WITNESS ADDRESS / TEL # / EMAIL ADDRESS

IF POLICE INVOLVED PLEASE RECORD HERE THE OFFICER NAME, BADGE AND REPORT NUMBER

INSTRUCTIONS: The member/volunteer convenor who is the designate leader should:

- as a first priority, ensure the injured party is administered first aid and that an ambulance is called
- Complete this form (write on reverse if additional space required) and TAKE PHOTOS if possible
- Inform PAO by email of all reported incidents - pickleballontario@yahoo.ca or contact the Board designate directly by his/her email address. NB, not all incidents result in a Statement of Claim. Forward a copy of all incident report data to the PAO, Suite 6-102, 1869 Scugog St, Port Perry, L9L 1J1 Ontario
- In the event of a claim, contact LCIS (a division of Jardine Lloyd Thompson Canada Inc. (JLT) 24 hr Claims Reporting Centre at 1-877 374 6043 quoting Policy Number 12234573993 ASAP. Fax 416 360 7335; jltclaims@scm.ca.

VOLUNTEER ORIENTATION

Volunteers who are assisting the PAO with all Association events will receive a brief orientation that includes a review of safety practice guidelines, incident management/reporting, a code of conduct, instructions dealing with harassment or sexual abuse and concussion management.

SAFETY AND RISK MANAGEMENT GUIDELINES

CONTEXT

The PAO, in its role of promoting the sport of Pickleball, gives first priority to the safety and well-being of all participants engaged in Pickleball activities. Safety first is a core value of the Association. All members have a role to play in encouraging players to assume responsibility for their personal safety and the safety of others.

The PAO insurance coverage requires that risk management practices be in place at all PAO events and recreational Pickleball sites where player liability insurance coverage is provided through PAO membership. Risk Management is the process of recognizing, assessing and controlling risks or hazards.

In assisting Site Convenors and/or PAO Event Coordinators to identify potential hazards, the following guidelines have been developed to assess practices and control potential risks or hazards that may compromise a player's health and /or impact the PAO insurance coverage.

SLIPS AND FALLS PREVENTION

Does the playing environment have:

- Uneven or wet surfaces
 - Inadequate lighting
 - Poor maintenance and/or housekeeping practices
-
- ✓ If yes, for any above risks, the site manager must be notified to correct the problem.
 - ✓ A log of reported details and any actions taken to mitigate possible injury is being maintained.

EQUIPMENT

- Players wear court shoes with a sole designed for playing on the respective surface (indoor/outdoor).
 - Players check and clean any debris off their shoe soles before starting to play.
 - Players use Pickleball equipment (racquets/balls) designated for use on the particular playing surface.
 - Players take precautions to avoid risk of injury from competitive partner/opponent paddles and return rallies.
 - Players consider safety approved eyewear/durable lens material that conforms to CSA and/or ASTM F803 standard.
-
- ✓ Site Convenors review with all players the above risk management expectations for their personal safety and the safety of others.

SAFE PLAY & COURT ETIQUETTE

- Players are discouraged from running backwards when retrieving a ball. Instead the player is encouraged to turn, then run or, arrange with the doubles partner to retrieve respective overhead balls.
 - Players are discouraged from chewing gum, candy or food while playing, to prevent possible logging in the throat or esophagus, if they trip, fall, get hit or bumped.
 - Players are discouraged from retrieving balls close to obstructive barriers (fence, railing, wall etc.) to avoid injury.
 - Players are encouraged to avoid dehydration and fatigue.
 - The Site Convenor or Event Coordinator should be made aware of any medical conditions that might cause a need to stop play.
 - A "Ball on Court" call should be a standard injury avoidance practice to stop play and return errant ball to its proper court.
 - Court crossing during play is avoided until the rally is finished.
 - An opponent's skill level is respected to avoid causing them injury.
-
- ✓ Safety and etiquette rules are communicated to players and form part of regular play.

CONCUSSION MANAGEMENT

- Site Convenors and/or Event Coordinators or designates are familiar with the *Ministry of Tourism, Culture and Sport - Concussion Guidelines* and retain a reference copy on site.
- Site Convenors and/or Event Coordinators or designates takes appropriate action to mitigate further injury if a concussion is suspected.
- ✓ A suspected concussion is assessed ***immediately*** post event, by a medical doctor or nurse practitioner.

HARASSMENT

The Association is committed to providing a recreational sports environment where everyone is treated fairly and with respect.

- Members are expected to conduct themselves at all times in a manner consistent with the values of the PAO – respect, fairness, integrity, honesty, transparency and safety first.
- Harassment in any form will not be tolerated.
- ✓ Site Convenors and/or Event Coordinators and players are familiar with the PAO Harassment Policy.

CLAIMS REPORTING PROCEDURE

- ✓ Site Convenors and/or Event Coordinators are familiar with the PAO Claims Reporting procedure and use the PAO Incident Report Form for capturing all reportable incidents.

CONCUSSION MANAGEMENT GUIDELINES

The PAO, in its role of promoting the sport of Pickleball, gives first priority to the safety and well-being of all participants engaged in pickleball activities. All members have a role to play in encouraging players to assume responsibility for their personal safety and the safety of others.

A concussion is a clinical diagnosis made by a medical doctor. Someone with a suspected concussion should be examined *immediately* post event, by a medical doctor or nurse practitioner.

Recent research has identified that a concussion can have a significant impact on an individual's health and well being. Further, activities that require concentration can actually cause concussion symptoms to reappear or worsen. If not identified and properly managed, a concussion can result in permanent brain damage and in rare occasions, death.

An individual who suffers a second concussion before he/she is symptom-free is susceptible to *Second Impact Syndrome* – a rare condition that causes rapid and severe brain swelling and often catastrophic results.

Awareness of the signs and symptoms and knowledge of the proper management of a concussion is critical to recovery, avoiding additional complications and facilitating an appropriate time of return to physical activities.

The PAO supports the collaborative effort of the Ministries of Education, Health and Long-Term Care, Tourism, Culture and Sport in their efforts to increase awareness of head injury prevention, concussion identification and management.

DEFINITION:

A concussion is a brain injury that causes changes in how the brain functions, leading to symptoms that can be *physical* (e.g., headache, dizziness), *cognitive* (e.g., difficulty concentrating or remembering), *emotional/behavioural* (e.g., depression, irritability) and/or *related to sleep* (e.g., drowsiness, difficulty falling asleep).

The cause may be either a direct blow to the head, face or neck, or a blow to the body that transmits a force to the head and causes the brain to move rapidly within the skull. A concussion can occur even if there is no loss of consciousness (*most concussions occur without a loss of consciousness*) and cannot normally be seen on X-rays, standard CT scans or MRIs.

COMMON SIGNS AND SYMPTOMS OF CONCUSSION

A concussion should be suspected in the presence of any one or more of the following signs or symptoms identified in the Ministry of Tourism, Culture and Sport - Concussion Guidelines.

Ministry of Tourism, Culture and Sport – Concussion Guidelines*

COMMON SIGNS AND SYMPTOMS OF CONCUSSION:

Following a blow to the head, face or neck, or a blow to the body that transmits a force to the head, a concussion should be suspected in the presence of any one or more of the following signs or symptoms:

Possible Signs Observed <i>A sign is something that will be observed by another person (e.g., parent/guardian, teacher, coach, supervisor, peer).</i>	Possible Symptoms Reported <i>A symptom is something the student will feel/report.</i>
<p>Physical</p> <ul style="list-style-type: none"> • vomiting • slurred speech • slowed reaction time • poor coordination or balance • blank stare/glassy-eyed/dazed or vacant look • decreased playing ability • loss of consciousness or lack of responsiveness • lying motionless on the ground or slow to get up • amnesia • seizure or convulsion • grabbing or clutching of head <p>Cognitive</p> <ul style="list-style-type: none"> • difficulty concentrating • easily distracted • general confusion • cannot remember things that happened before and after the injury • does not know time, date, place, class, type of activity in which he/she was participating • slowed reaction time (e.g., answering questions or following directions) <p>Emotional/Behavioural</p> <ul style="list-style-type: none"> • strange or inappropriate emotions (e.g., laughing, crying, getting angry easily) <p>Sleep Disturbance</p> <ul style="list-style-type: none"> • drowsiness • insomnia 	<p>Physical</p> <ul style="list-style-type: none"> • headache • pressure in head • neck pain • feeling off/not right • ringing in the ears • seeing double or blurry/loss of vision • seeing stars, flashing lights • pain at physical site of injury • nausea/stomach ache/pain • balance problems or dizziness • fatigue or feeling tired • sensitivity to light or noise <p>Cognitive</p> <ul style="list-style-type: none"> • difficulty concentrating or remembering • slowed down, fatigue or low energy • dazed or in a fog <p>Emotional/Behavioural</p> <ul style="list-style-type: none"> • irritable, sad, more emotional than usual • nervous, anxious, depressed <p>Sleep Disturbance</p> <ul style="list-style-type: none"> • drowsy • sleeping more/less than usual • difficulty falling asleep

Additional Information:

- Signs/symptoms can appear right after the injury, or may appear within hours or days of the injury.
- The signs/symptoms may be different for everyone.
- An individual may be reluctant to report symptoms because of a fear that they will be removed from the activity, or their status on a team or in a game could be jeopardized.
- It may be difficult for younger children (under the age of 10) and those with special needs or where English/French is not their first language to communicate how they are feeling.
- Signs for younger children (under the age of 10) may not be as obvious as in older children/adults.

Ministry of Tourism, Culture and Sport – Concussion Guidelines*

INITIAL RESPONSE – Removal from Physical Activity:

An individual responsible for those who are participating in organized physical activity who believes that, following a blow to the head, face or neck, or a blow to the body that transmits a force to the head, a participant in the activity may have suffered a concussion needs to take immediate action. (see Appendix A for INITIAL RESPONSE – Removal from Physical Activity Flow Chart)

For a participant who is:

- **Unconscious**
 - Initiate emergency action plan and call 911.
 - If applicable, contact the child/youth's parent/guardian to inform them of the injury and that their child is being transported to the hospital.
 - Stay with the individual until Emergency Medical Services arrives.
 - Monitor and document any physical, emotional and/or cognitive changes.

For someone who is Unconscious:

- Assume there is also a possible head and/or neck injury and, only if trained, immobilize the individual before ambulance transportation to hospital.
 - Do not remove athletic equipment (e.g. helmet) unless there is difficulty breathing.
- If applicable, ensure the child/youth's parent/guardian is aware that he/she must inform the coach, administrator and/or supervisor of the child/youth's condition (i.e., concussed or not concussed) prior to the child/youth returning to physical activity.
- Even if consciousness is regained, he/she needs to be examined by a medical doctor or nurse practitioner. (see steps below for someone who is conscious)

- **Conscious**
 - Remove the participant from the activity immediately.
 - If signs are observed or symptoms are reported, a concussion should be suspected.
 - If a concussion is not suspected (i.e., signs are not observed and symptoms are not reported), the participant may resume physical activity; however, if applicable, a parent/guardian should be contacted and informed of the incident.*
 - If applicable, contact the parent/guardian and inform them of the injury and the need to be examined by a medical doctor or nurse practitioner.
 - Stay with the injured participant until a parent/guardian or emergency contact arrives.
 - Monitor and document any physical, emotional and/or cognitive changes.

* Remember: signs and symptoms of concussion may appear within hours or days of the injury.

For a Participant who is Conscious:

- If in doubt, sit them out.
- Do not administer medication (unless conditions require it – e.g., insulin for diabetics).
- If applicable, ensure a parent/guardian is aware that he/she must inform the coach, administrator and/or supervisor of the participant's condition (i.e., concussed or not concussed) prior to their return to physical activity.

Note – Responsibility of Coach, Administrator and/or Supervisor

If a participant has been identified as having a suspected concussion, it is the responsibility of coach, administrator and/or supervisor of that activity to notify all affected parties including the participant, a

Ministry of Tourism, Culture and Sport – Concussion Guidelines*

parent/guardian (when appropriate) as well as other coaches, administrators and/or supervisors of the suspected concussion. At this point the individual should not participate in any physical activity until he/she has visited a medical doctor or nurse practitioner.

Note – Children/Youth Under the Age of 18

If the participant identified as having a suspected concussion is under the age of 18 and currently attending a publicly funded elementary/high school in Ontario then that student's parent/guardian should contact their school principal. The school principal will then inform all school staff (e.g., classroom teachers, physical education teachers, intramural supervisor, coaches, volunteers) who work with the child/youth that the child/youth should not participate in any learning or physical activities until the parent/guardian reports back to the school principal.

MEDICAL EXAMINATION:

Following examination by a medical doctor or nurse practitioner and prior to the individual returning to physical activity, the coach, administrator and/or supervisor must be informed of the results.

- If No Concussion is Diagnosed: the participant may return to physical activities.
- or
- If a Concussion is Diagnosed: the medically supervised gradual Return to Physical Activity (R2P) plan is put in place (see Appendix B for Return to Physical Activity Flow Chart).

Note – Parent/Guardian Responsibilities for Children/Youth Under the Age of 18

If the participant identified as having a concussion is under the age of 18 and currently attending a publicly funded elementary/high school in Ontario, it is the responsibility of that individual's parent/guardian to notify his/her school principal.

RETURN TO PHYSICAL ACTIVITY (R2P) (following a diagnosed concussion):

A participant with a diagnosed concussion follows a medically supervised and individualized gradual Return to Physical Activity (R2P) plan.

It is critical to recovery that the individualized R2P plan be developed through a collaborative team approach. This team should include:

- the concussed individual
- her/his parents/guardians (if applicable)
- his/her coach, administrator and/supervisor
- school staff, including teachers, coaches etc. (if applicable)
- a medical doctor or nurse practitioner

Ongoing communication and monitoring by all members of the team will be essential to successful recovery.

Note – Children/Youth Under the Age of 18

If the concussed participant is under the age of 18 and currently attending a publicly funded elementary/high school in Ontario then that student's parent/guardian should contact their child's school principal.

R2P – Step 1

The first step in the medically supervised gradual R2P plan is for the individual to have:

- limit cognitive activities which provoke symptoms (e.g., activities requiring mental concentration such as reading, television, video games, texting) and physical (e.g., activities requiring physical exertion) rest until her/his symptoms begin to show improvement (minimum of 24 hours). This is determined by the medical doctor or nurse practitioner in consultation with the concussed individual and parent/guardian (if applicable).

Ministry of Tourism, Culture and Sport – Concussion Guidelines*

Additional Information:

- The most important treatment for concussion is rest (i.e., cognitive and physical).
- A child/youth does not attend school during R2P – Step 1.

Note

In order to proceed to R2P-Step 2, the concussed individual or parent/guardian (if applicable) must report back to his/her coach, administrator and/or supervisor that he/she is symptom free.

R2P – Step 2:

Activity: Individual light aerobic exercise only (e.g., walking or stationary cycling).

Restrictions: No resistance/weight training. No competition (including practices, scrimmages). No participation with equipment or with other participants. No drills. No body contact.

Note

In order to proceed to R2P – Step 3, the concussed individual or parent/guardian (if applicable) must report back to his/her coach, administrator and/or supervisor that he/she is symptom free.

R2P – Step 3

Activity: Individual sport specific exercise only (e.g. running, skating, shooting).

Restrictions: No resistance/weight training. No competition (including practices, scrimmages). No body contact, no head impact activities (e.g., heading a ball in soccer), or other jarring motions (e.g., high speed stops, hitting a baseball with a bat).

R2P – Step 4

Activity: Activities where there is no body contact (e.g., dance, badminton, volleyball). Light resistance/weight training. Non-contact practice and non-contact sport specific drills (e.g., ball drills, shooting drills).

Restrictions: No activities that involve body contact, head impact (e.g., heading the ball in soccer) or other jarring motions (e.g., high speed stops, hitting a baseball with a bat).

Note

Medical Clearance: In order for a concussed individual to move from R2P Step 4 to R2P Step 5 he/she must provide written documentation from a medical doctor or nurse practitioner to his/her coach, administrator and/or Supervisor. The documentation must indicate that the individual is symptom-free and able to return to full participation in physical activity before he/she can proceed to R2P – Step 5.

R2P – Step 5

Activity: Full participation in regular physical activities in non-contact sports. Full training/practices for contact sports.

Restrictions: No competition (e.g., games, meets, events) that involve body contact.

R2P – Step 6 (Contact Sports only)

Activity: Full participation in all physical activities, including contact sports.

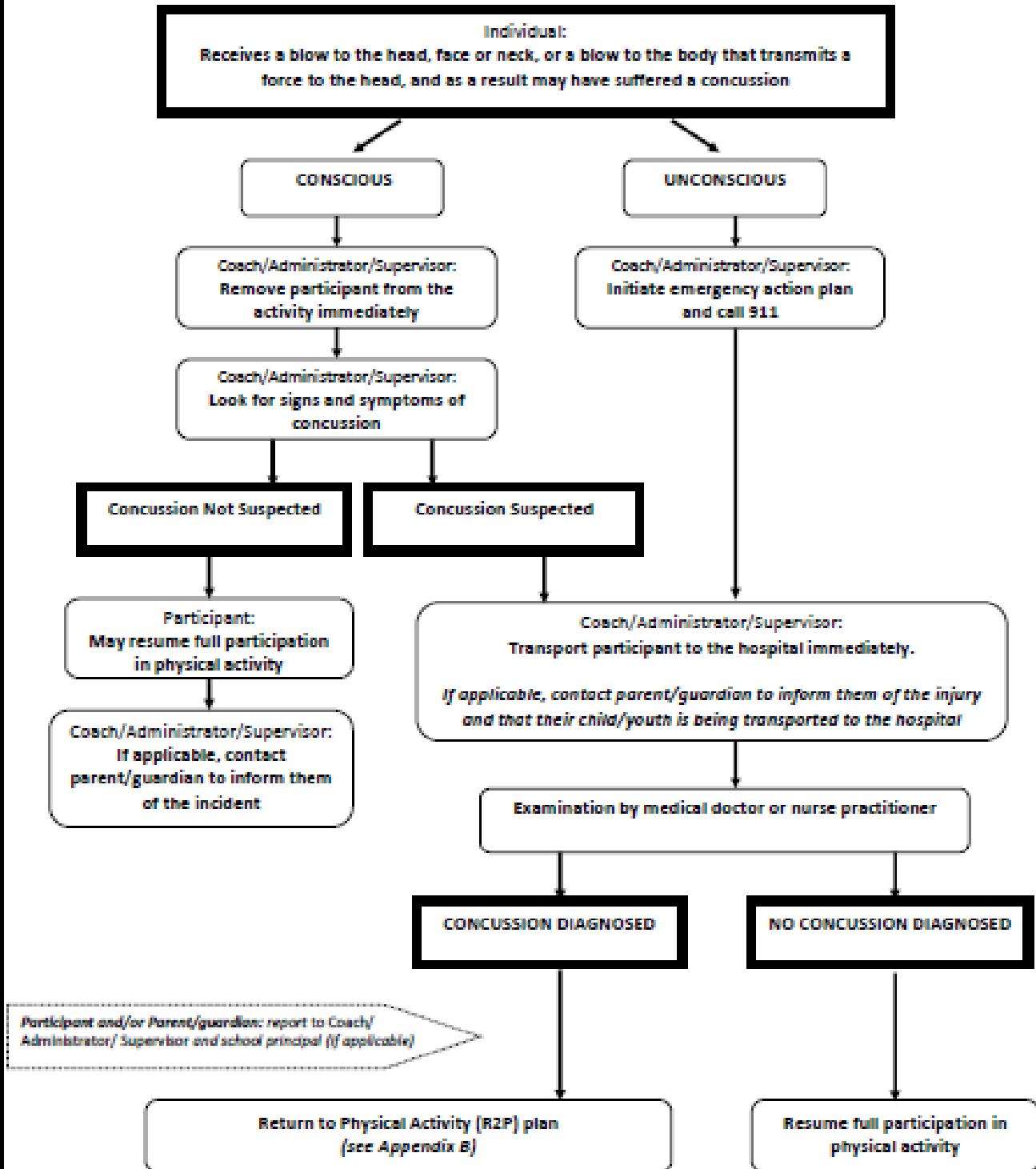
Restrictions: None.

Additional Information:

- Physical activities can cause concussion symptoms to reappear.
- Steps are not days – each step must take a minimum of 24 hours and the length of time needed to complete each step will vary based on the severity of the concussion.
- The concussed individual should be regularly monitored regularly for the return of any signs and/or symptoms of concussion.
 - If signs and/or symptoms return, consult with the medical doctor and/or nurse practitioner.

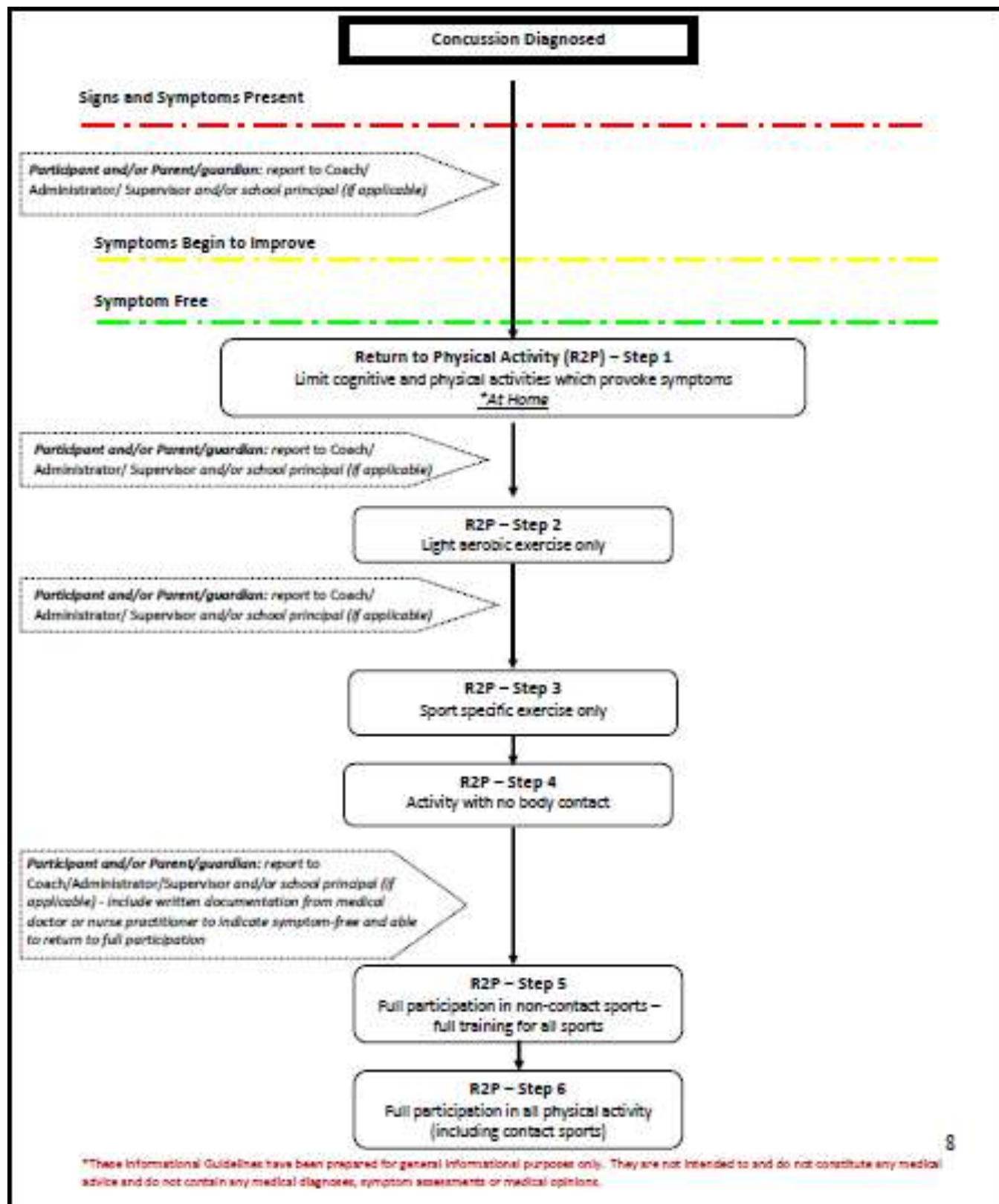
Ministry of Tourism, Culture and Sport – Concussion Guidelines*

Appendix A: INITIAL RESPONSE – Removal from Physical Activity



*These Informational Guidelines have been prepared for general informational purposes only. They are not intended to and do not constitute any medical advice and do not contain any medical diagnoses, symptom assessments or medical opinions.

Appendix B: RETURN TO PHYSICAL ACTIVITY (R2P)



INTERNET RELATED

The PAO maintains an internet site that provides members with information on what is going on, a method of contacting the PAO Board (Contact Us), notifications of upcoming tournaments, results of prior tournaments, an Ontario "Places to Play" map, access to newsletters and Board minutes, a means of joining or renewing a PAO membership along with other Pickleball information of interest.

1. Places to Play Maintenance

The contents of the PAO Places of Play site will be reviewed not less than annually to ensure currency of data. Ongoing requests for updates will normally be applied within 2 weeks of receipt. An annual request will be sent to Ontario based pickleball ambassadors, via the CPO Ontario Ambassador, requesting that they confirm the currency of data within their area.

See Appendix 1 for the process for maintaining this information and related security access.

4. PAO Internet site maintenance

The PAO Board will normally approve any substantial internet site related changes (except Places to Play) prior to updates being applied. Out of date information should be purged on an annual basis. Certain routine changes (e.g. annual change to renewal screen to reference current year) will be authorized by an individual Board member, normally the Chair of the Membership sub-committee.

3. PAO email addresses

The Board's Secretary or the Web administrator will be the responsible person for managing and security of the email account currently used by the PAO Board.

If the secretary is not available for a period of time (e.g. travelling) and unable to respond to PAO related email then he/she should make arrangements for those emails to be accessible by the President, Vice President or another Board member.

The PAO "Places to Play" site asks that requests for updates be sent to the PAO email address. Any authorized updater of the PAO "Places to Play" site is able to amend this email address should a change be required (e.g. receiving emails direct).

Attachment 1
Pickleball Association of Ontario (PAO)

Maintaining Ontario Places to Play

BACKGROUND:

The PAO currently maintains a site using Google maps which provides basic information on Ontario Pickleball Places to Play including:

- Location (full postal address required to map location)
- Times and schedules
- Contact name, email, and telephone number
- Membership requirements
- Number of courts
- Fees

The PAO site currently provides an email address so that any required updates can be requested. This information is accordingly forwarded to the PAO Board.

PURPOSE OF THIS DOCUMENT

To describe how to maintain Ontario PAO Places to Play by:

- Logging into a authorized Google account
- Amending existing entries
- Deleting existing entries
- Adding new entries
- Adding / deleting authorized editor email addresses for the PAO site

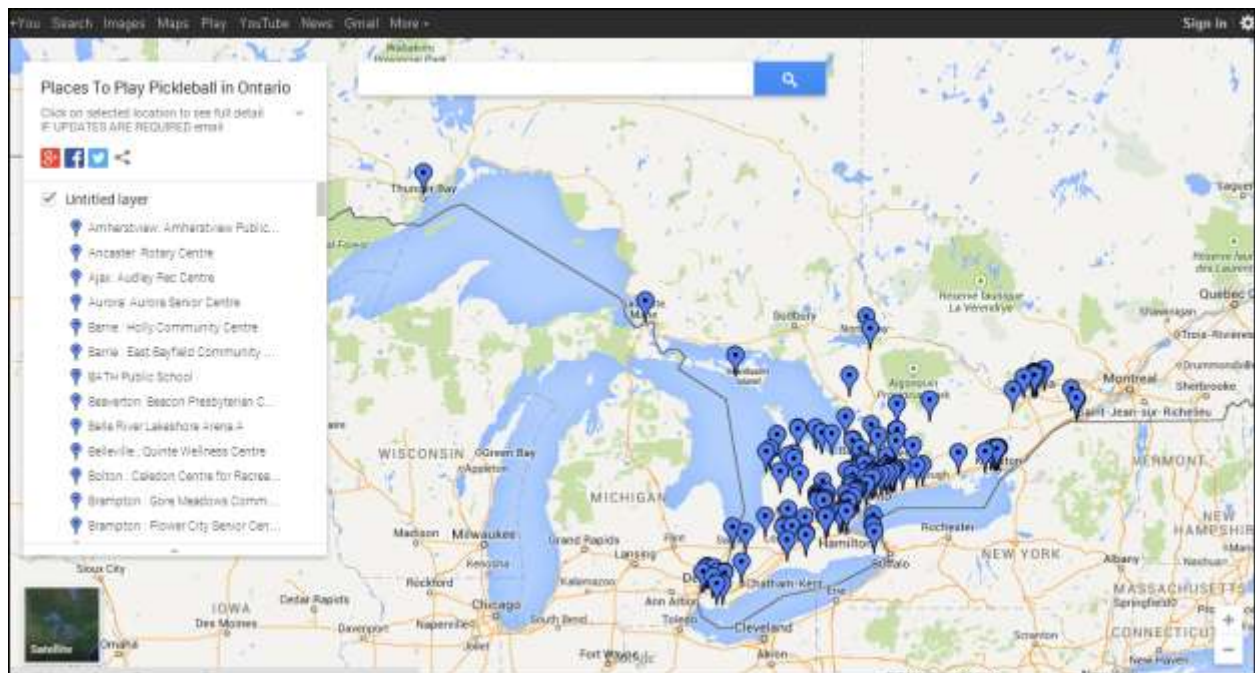
In case of a problem contact Bob Cook-Abbott at cookabbott@rogers.com

Maintaining PAO Places to Play site

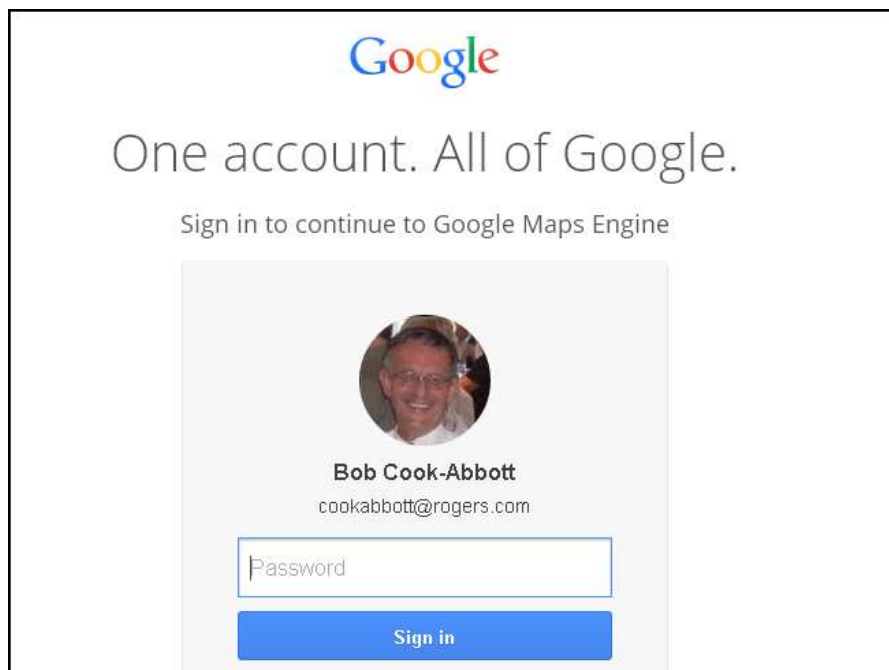
The following link will bring up the following screen

<https://maps.google.ca/maps/ms?hl=en&ie=UTF8&msa=0&msid=115196053519390583908.000475aa79340285c2d29&z=>

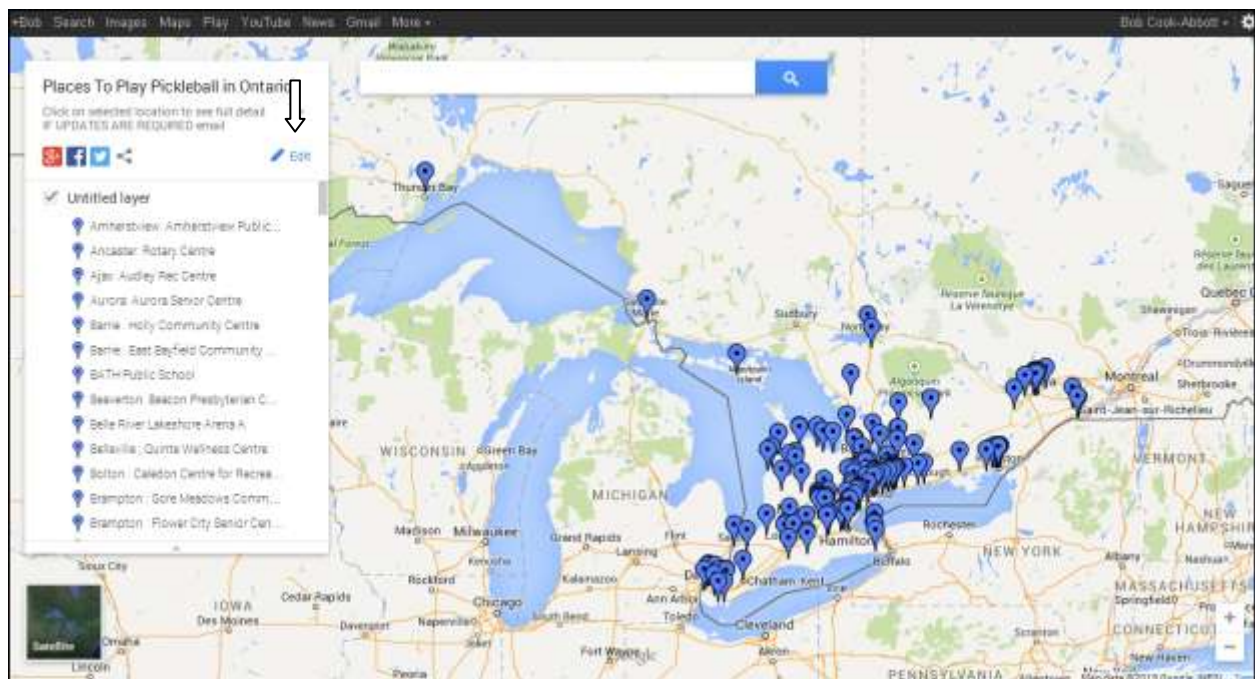
6



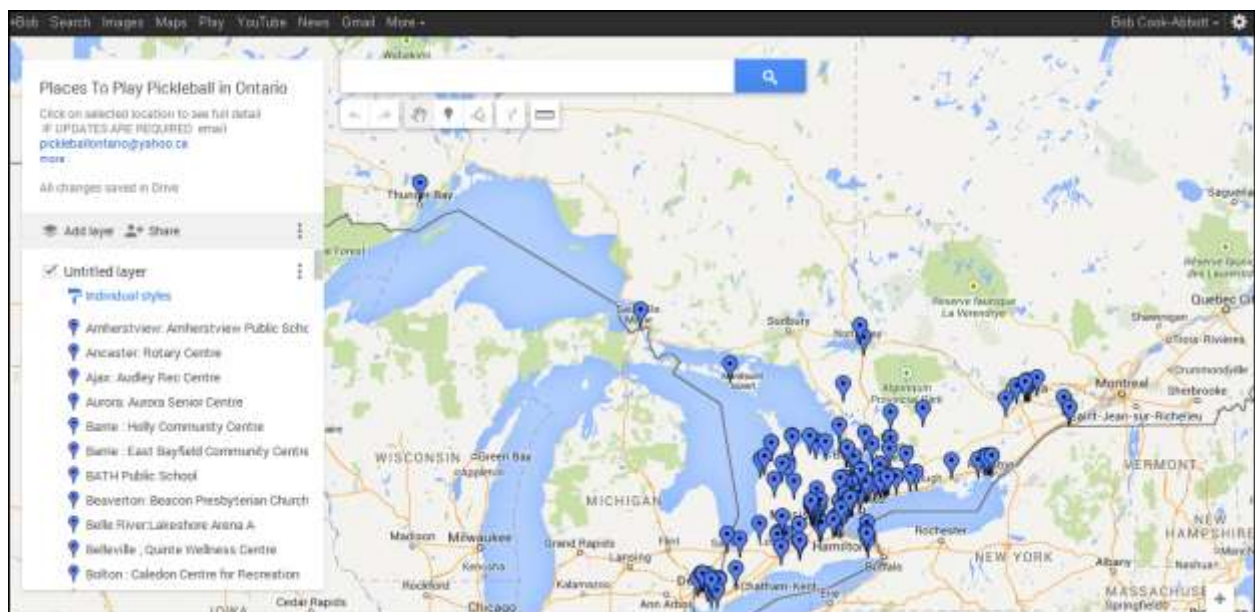
If you are not already logged into an authorized Google account press the SIGN IN button at top right hand corner of the above screen and log in to screen below else continue to next page



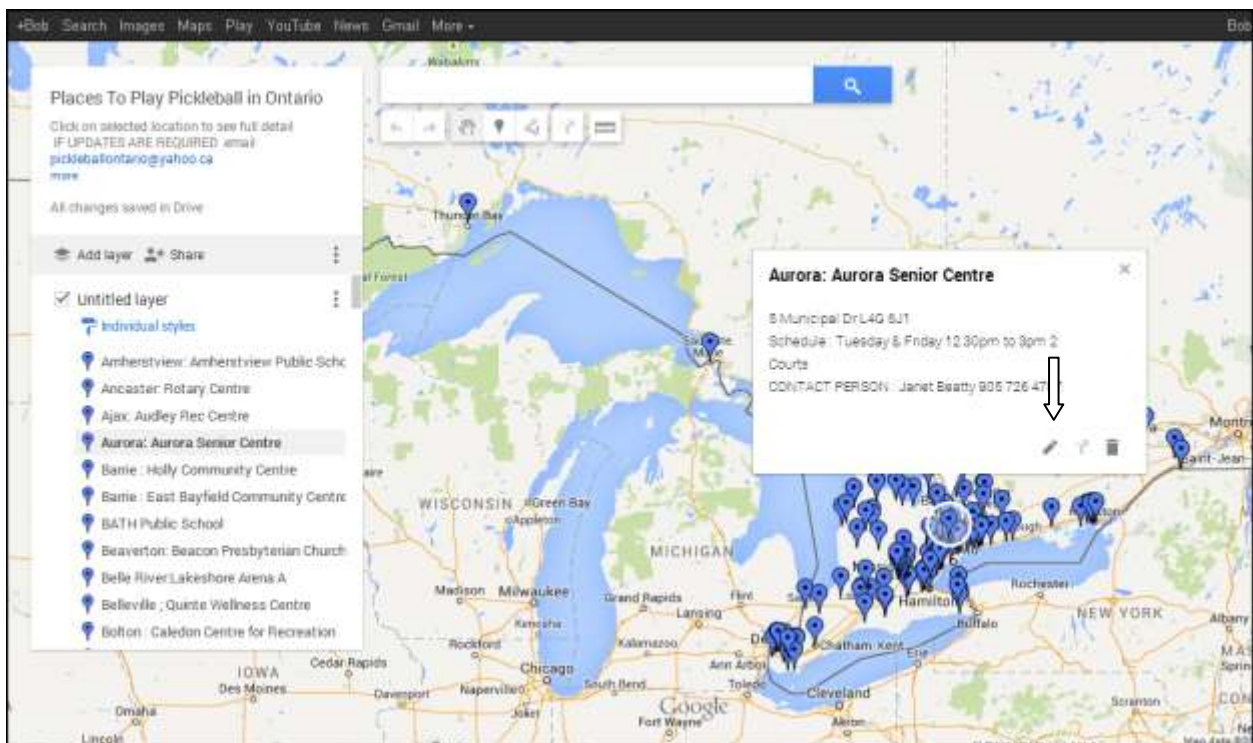
The following screen will appear providing read-only access



Hit the Edit button (pen) on top left hand corner (see above) and the following screen will appear

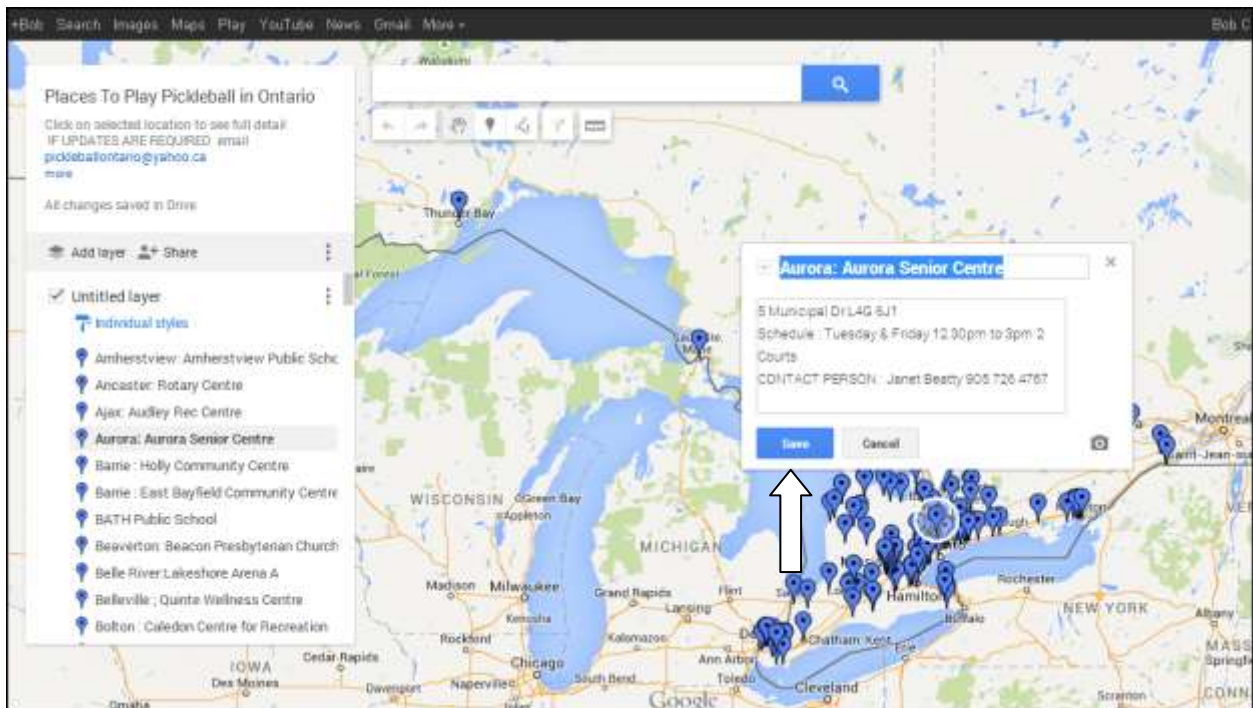


To amend existing information scroll down left column and select location and a box will open (Aurora used in this example)



Hit the edit button (pen) in right hand corner of box

If you just want to delete that location hit delete button (trash can)

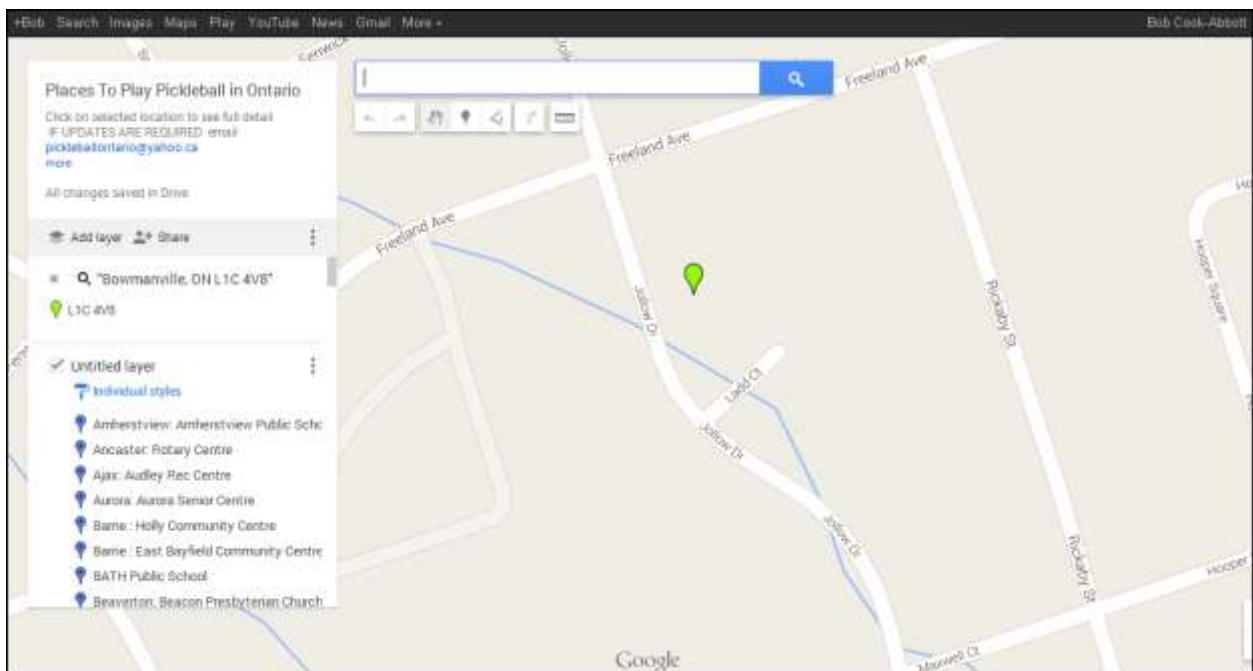


Edit data and hit save to complete

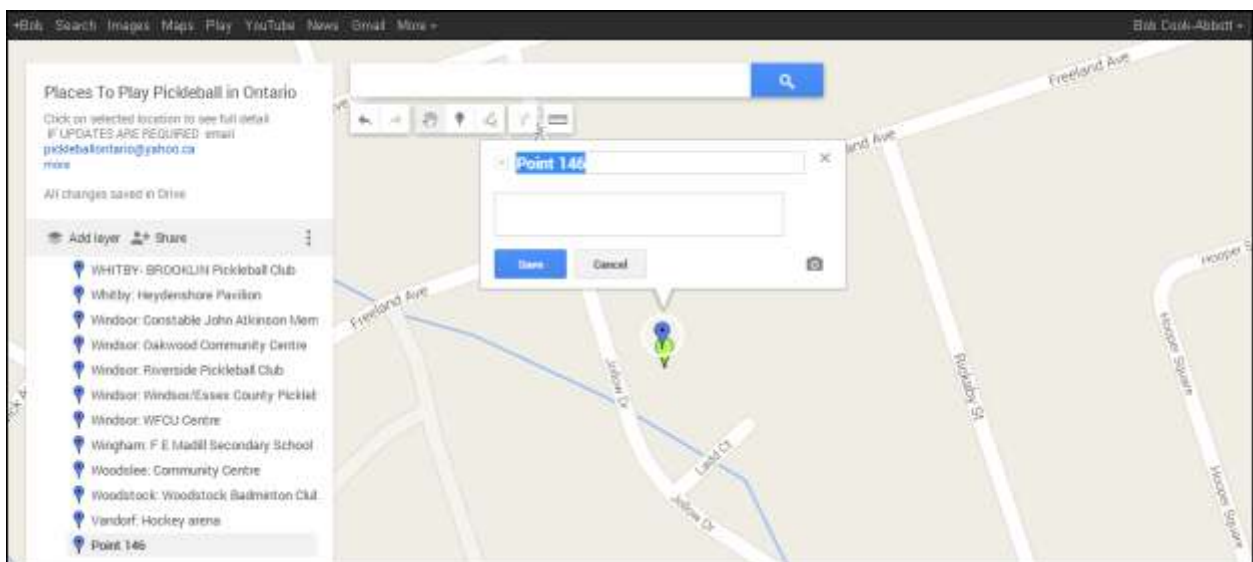
To add a new location:

Enter postal code in search box and hit enter (L1C 4V8 used in this example)





Double click the highlighted button and drag over the marker as below



Over write title (Point 146 in this case) with Town: location name

Enter following info (if available) in box:

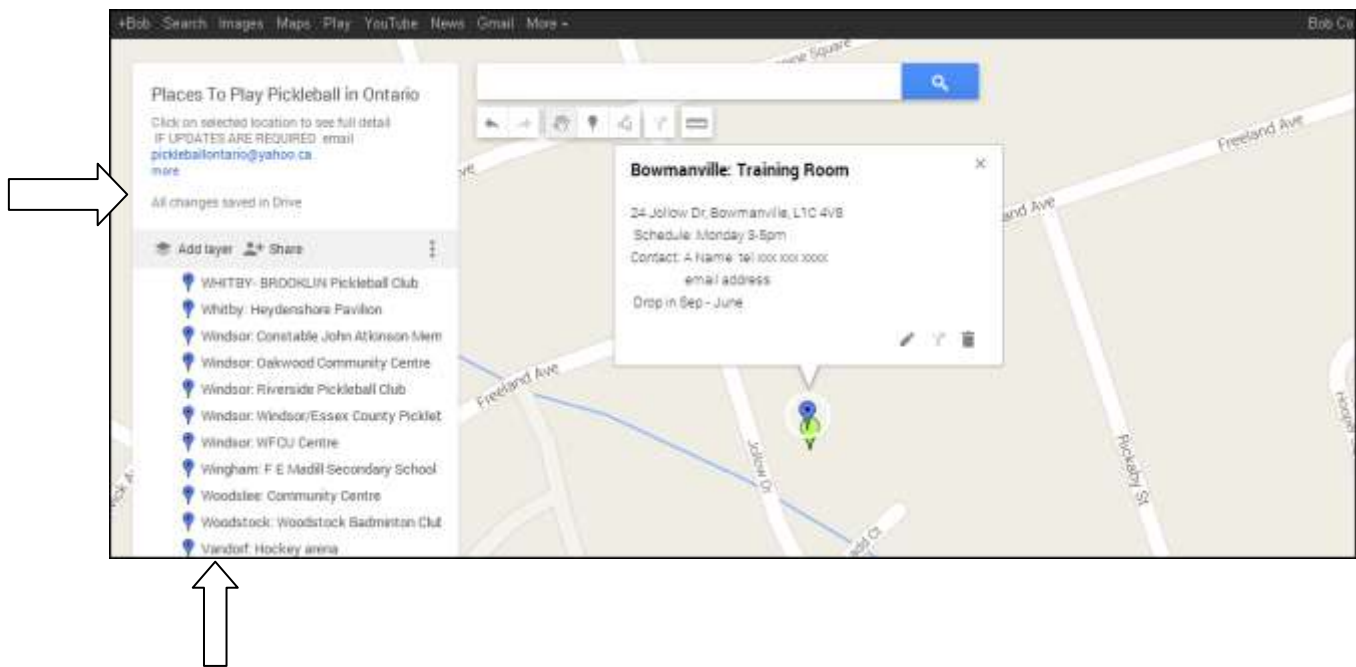
Location address

Contact information

Schedule for play

Any other useful information provided by club

Contact information **and hit enter**



The new entry will appear at the end of the list on the left hand side of screen

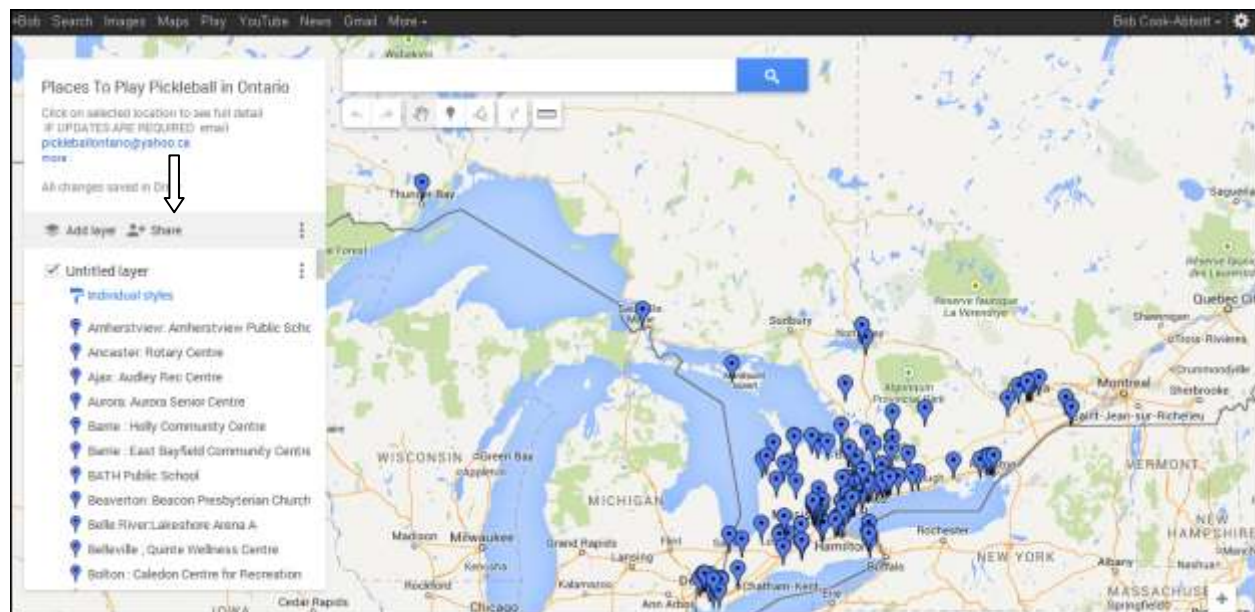
Highlight entry and drag up to the correct alphabetic position in list

Ensure that the message "All changes saved in Drive" appears as above

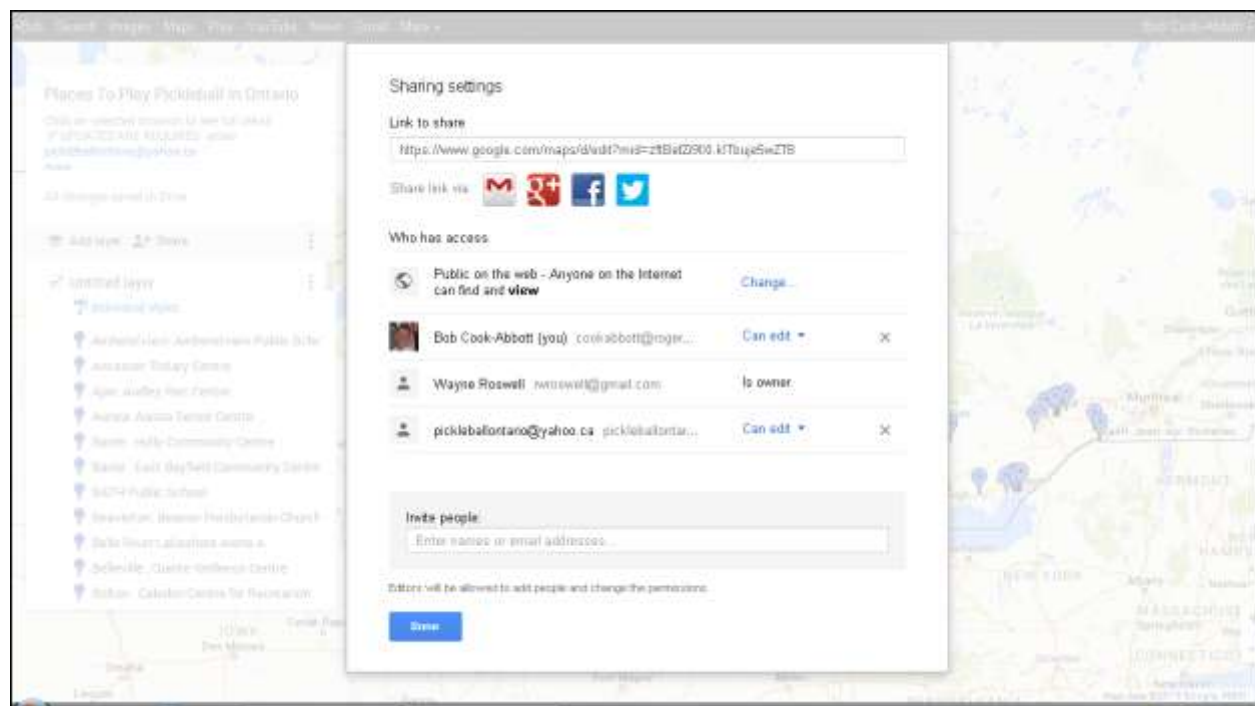
Maintaining Access to PAO Places to Play site

Any person can access the PAO Places to Play map. Only authorized users can edit the information.

To amend authorized user information press the Share button



The following screen will appear



Currently update access is available to the original creator of the map (W Roswell),

Current maintainer (Bob Cook-Abbott) and a generic email account owned by the PAO Board (pickleballontario@yahoo.ca)

To delete a user hit the X on the right hand side of their name and hit "Done" To add a user, type their email address in the "Invite people" box and they will be notified by email that they now have access to edit information. The updated information will appear in the list of authorized editors.