

## **General Health & Safety Policy – SWSE Play it Forward – Jan 2024**

### **Intent**

Play it Forward is vitally interested in the health and safety of all its contractors and volunteers and will endeavor to provide a safe and healthy environment.

Play it Forward will always attempt to provide for the protection of all contractors-volunteers from injury or occupational disease, by the Ontario Occupational Health and Safety Act (OHSA) and any other applicable legislation.

Play it Forward will be responsible for ensuring that workplace conditions are safe, that contractors and volunteers work in compliance with safe work practices and procedures, and that all receive adequate training to protect their health and safety.

Play it Forward recognizes that it is the contractor and volunteer's responsibility to take all reasonable and necessary precautions for his or her safety and to comply with the Occupational Health and Safety Act (OHSA). All contractors and volunteers must be dedicated to the objective of reducing the risk of injury and illness.

Contractors and volunteers who work alone are encouraged to speak to the GM or POB regarding their concerns to address measures to reinforce safety in the workplace at their location.

Commitment to Health and Safety will form an integral part of organizational culture. Play it Forward Health & Safety policy will be reviewed on an annual basis.

### **Policy**

All contractors and volunteers are required to complete Workplace Health & Safety Awareness training immediately upon commencing engagement with Play it Forward and must comply with the organization's Health and Safety Policies & Procedures and the laws of the Occupational Health & Safety Act.

If any injury occurs, contractors-volunteers must follow Play it Forward Health & Safety policies regarding workplace injuries and reporting.

All contractors- volunteers of the federation are legally responsible for:

- Enforcing safe work procedures, rules, and regulations as indicated in the Ontario Occupational Health & Safety Act
- Ensuring that equipment, materials, and protective equipment are maintained in good condition.
- Correcting substandard conditions and acts
- Regularly inspect any sites where work is being performed.
- Promoting the attitude of safety

Workplace Injury

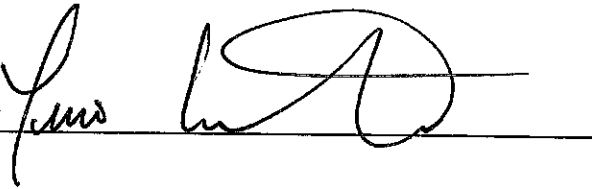
If any workplace injury occurs, contractors or volunteers must notify the Play it Forward Representative or POB immediately. Play it Forward is responsible for including all proper documentation. It is important to report all workplace injuries IMMEDIATELY. This is the law.

Mandatory Health & Safety Training for all parties working under the supervision of Play it Forward including volunteers and contractors.

1. **Accessibility for Ontarians with Disabilities Act (AODA)**
2. **Workplace Hazardous Materials Information System (WHMIS)**
3. **Worker/Supervisor Health and Safety Awareness**
4. **Workplace Violence and Harassment**

Adopted Date: Jan 10, 2023

President of the Board (Play it Forward)



## **Conflict of Interest Policy – SWSE Play it Forward – Jan 2023**

### **Intent**

This Policy is intended to define Conflict of Interest, describe instances where it may occur, and outline internal processes to deal with real or potential conflict of interest.

This Policy will assist Board Members, contractors, volunteers, and employees of Play it Forward to identify and avoid conflicts of interest and to allow the same individuals to deal with conflicts of interest as they arise. This Policy is created to ensure the highest standard of member and public trust and integrity in the work of Play it Forward.

### **Scope**

This Policy applies to Play it Forward Board Members, contractors, volunteers, and employees.

### **Policy**

Each Board Member, contractor, volunteer, and employee of the Play it Forward is obligated to avoid conflicts of interest as they arise. They should also take care to always avoid the potential for a conflict of interest or the appearance of a conflict of interest.

Conflicts of interest include but are not limited to, situations involving.

An interest, either real or perceived, that benefits the individual or the individual's family.

Or an organization with which an individual has an official governing responsibility, or which employs the individual or a member of their family; and

Real or perceived potential to compromise the best interest of Play it Forward.

### **To that end:**

Individuals shall not receive services, materials, or other compensation from individuals or organizations that can benefit financially from Play it Forward, or members and/or partners (other than incidental gifts, customary hospitality, and other benefits of nominal value).

Examples of this include, but are not limited to:

- Opportunities for personal gain through any other volunteer freelance or part-time employment opportunities should not conflict with the individual's responsibility on behalf of Play it Forward.
- Employees, contractors, and volunteers must not use their Play it Forward position to influence the employment, purchases from, or awarding of contracts in favour of a family member, or organization in which the individual or a family member has a financial interest.

- Gifts, fees, or honoraria received for speaking engagements over token amounts should be declined where possible, but if accepted, the amount must be redirected as a donation to a not-for-profit organization of the recipient's choice.
- Gifts, fees, or honoraria given for the use and benefit of the Play it Forward organization may only be accepted at the discretion of the President of the Board;
- Individuals shall not use their OFTR position or step out of their official OFTR roles to assist other organizations or persons where this would result in giving preferential information or treatment that would conflict with Play it Forward interests.
- Individuals should not participate as volunteers in situations where it will be challenging to maintain separation of Play it Forward knowledge, decisions, and interests from his/her duties and interests in another organization.
- When volunteering for another organization, Play it Forward practices, specific solicitation techniques and methodologies, and intellectual property are not to be shared with other organizations;
- Individuals must not give confidential and preferential advice to a member association that would result in an unfair advantage in a granting process.
- Individuals must not redirect or promote the designation of gifts to anything other than the strategic work of Play it Forward affiliations we support to enable it.
- Individuals must not identify and research members and/or partners on behalf of another organization using knowledge or any information gained from Play it Forward.
- Individuals who discover they are in a position of conflict of interest must take steps to disclose and restrain their participation in the conflict of interest.
- Individuals who have a conflict of interest, in which they may derive personal financial benefit, either personally or through their families, shall at the first opportunity disclose the nature of that conflict of interest. A decision will be made on whether the conflict must be avoided, or the declared conflict can continue where arrangements provide obvious benefits to Play it Forward and where reasonable steps can be taken to ensure any other party cannot be advantaged to the detriment of Play it Forward; and
- When individuals are in a real or perceived conflict of interest on a particular matter to be discussed and decided upon, they shall take all reasonable steps to remove themselves from the decision-making process as it relates to their official Play it Forward role.

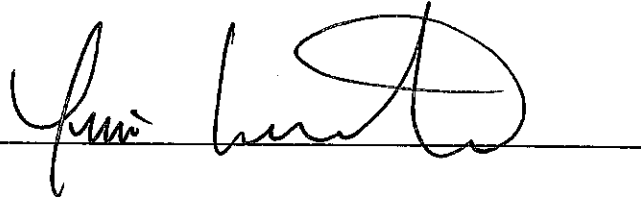
## Procedures

It is the responsibility of the President of the Board to ensure that Board members are informed of and comply with this Policy, to this end:

- The General Manager will ensure that contractors, volunteers, and employees are informed of and comply with the Policy.
- To protect the interest of those individuals giving notice to the Manager or the President of the Board, confidentiality shall be maintained throughout the process to the extent practical and appropriate under the circumstances.
- If it is believed that a Board member has not been following this policy, an investigation will be conducted under the auspices of the President of the Board or ad-hoc Human Resources Committee; and
- Any breach of this Policy will be considered a serious matter and dealt with immediately. Any individual knowingly violating the Conflict-of-Interest Policy may be subject to disciplinary action, up to and including termination.

Adopted Date: Jan 10, 2023

President of the Board (Play it Forward)

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## **Privacy Policy – SWSE Play it Forward – Jan 2023**

### **Intent**

The Play it Forward Corporation has adopted Privacy Principles, based on those established with PIPEDA (Personal Information Protection and Electronic Documents Act – Jan 1, 2004). Play it Forward has implemented policies and practices to give effect to these principles. Play it Forward has implemented procedures to protect personal information, has established procedures to receive and respond to complaints and inquiries, has trained its staff, contractors, and volunteers and communicated to them information about Play it Forward policies and practices, and has developed information explaining Play it Forward policies and procedures.

### **Policy**

This Privacy Policy has been developed and implemented to ensure that all personal information is properly collected, used only for the purposes for which it is collected, and disposed of in a safe and timely manner when no longer needed. The policy will be posted to our website and made available to all volunteers, staff, directors, partners, and stakeholders.

Play it Forward is committed to protecting the privacy of our members, partners, and stakeholders (members, volunteers, clubs, staff, directors, contractors, and stakeholders) while maintaining the confidentiality of personal information.

Play it Forward will take all reasonable measures and precautions to ensure the absolute confidentiality of all personal information, including any information that can be used to distinguish, identify, or contact a specific individual, except business or publicly available information.

This information may be provided to our organization via correspondence, online, conference or meeting registrations, or other forms of communication. Such information may be recorded for processing and receipting a transaction, distributing contributions to a member club or other registered business and/or non-profit, recognizing a contribution, registering a member's participation in a conference, meeting, or other events, or responding to information requests.

### **Procedures**

Play it Forward has implemented the following measures to ensure the across all operating systems confidentiality:

**Accountability** – Play it Forward is responsible for the personal information in its possession and/or under its control and shall designate an individual who is responsible for the organization's compliance. All employees, agents, and directors are required to protect the confidentiality of all Play it Forward business including member information.

**Disclosure of the Purpose of Collecting Information** – Personal information includes any factual or subjective information, recorded or not, about an identifiable individual.

From time to time, Play it Forward may, acting reasonably, collect information about identifiable individuals from published or public sources to develop relationships with individuals.

The areas in which Play it Forward collects and uses personal information under this policy are primarily centered on community, membership, volunteers, and event participation.

**Obtaining Consent** – Play it Forward will collect, use, or disclose only the information that the subscriber has provided consent for. This consent will be written and may be given verbally or electronically. The subscriber may withdraw this consent at any time providing reasonable notice is given.

**Accurate Information** – Play it Forward will keep up-to-date information on subscribers. If the subscriber believes any information about them is incorrect or incomplete the subscriber has the right to ask us to change it or delete it.

**Personal Information will be Safeguarded** – Play it Forward is committed to the protection of all personal information against loss or theft as well as unauthorized access, disclosure, copying, use, or modification. Access to subscriber information is restricted to staff, contractors, assigned volunteers of Play it Forward, or authorized service providers only.

**Openness** – Privacy policies must and will be made available to anyone.

**Access to Paid Member Information** – Members have the right to know what personal information about them has been collected, how it was collected, how it is being used, to whom it has been disclosed, to challenge the accuracy and completeness and have it corrected.

**Security** – Play it Forward maintains the appropriate technical and organizational safeguards to protect your personal information against loss, theft, unauthorized access, disclosure, copying, use, or modification. Access to personal information is restricted to employees, assigned volunteers, and authorized service providers who require such information for their respective jobs and tasks.

**Website** - We collect two basic types of information on our websites, personally identifiable information that you submit and information about your interaction with our websites using digital markers such as cookies. We collect personally identifiable information when you provide it to us by participating in certain activities that require response or registration.

When you visit our website, we also automatically log information about your visit. The information collected about your visit includes, but is not limited to:

The current Internet protocol (IP) address and the type of computer operating system you are using (e.g. Microsoft Windows or Mac OS)

The type of browser you are using (e.g. Firefox or Internet Explorer)

The referring website that brought you to the Play it Forward website

Your UDID (for mobile devices)

The domain name of your Internet Service Provider

Your activities while visiting the Website (e.g. which of our Web pages you viewed)

Individuals can set their browsers to notify them of cookies. There is also the option to set your browser to turn off cookies. Should an individual choose to disable their cookies, some areas of the Play it Forward site may not function appropriately.

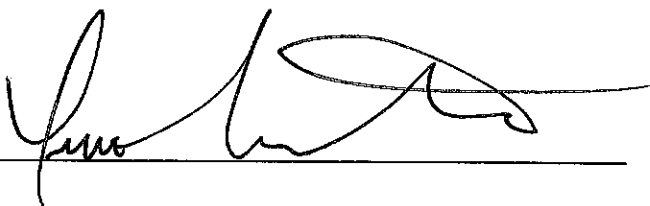
Play it Forward reserves the right to perform statistical analysis of user behavior and characteristics to measure interest in and use of the various sections of our website. This will allow the organization to improve design and navigation, as well as gather marketing information. Play it Forward may use third-party services, such as Google Analytics, to process this information. Only aggregated data from this analysis will be used for such purposes.

Play it Forward, in some instances, may include links to third-party sites from the organization's website. These third-party sites have separate and independent privacy policies. Play it Forward has no responsibility or liability for the content and activities of these linked sites.

Registering a Complaint – All Play it Forward subscribers have the right to register a privacy-related complaint by contacting the Play it Forward Privacy Officer. Play it Forward will investigate all complaints received. If an objection is justified, we will take all appropriate steps to repair the situation.

Adopted Date: Jan 10, 2023

President of the Board (Play it Forward)

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## **Accessibility Standards for Customer Service (AODA) – SWSE Play it Forward – Jan 2023**

### **Intent**

This policy is intended to reinforce the Play it Forward commitment to providing Accessible Customer Services.

### **Policy**

This policy relates to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The regulation “Accessibility Standards for Customer Services” came into force on January 1, 2012, for not-for-profit organizations. This policy applies to all members of the Board of Directors, members of Play it Forward, affiliate clubs, contractors, volunteers, and employees.

Play it Forward is committed to providing accessible services for its constituents. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration, and equal opportunity to all constituents. The provision of goods and services to persons who have disabilities will be integrated whenever possible. Persons who have disabilities will benefit from the same services, in the same place and in a similar way as other constituents.

### **Definitions**

#### **Disability**

- any degree or combination of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree or paralysis, amputation, lack of physical coordination, blindness or a visual impairment, deafness or hearing loss, loss of speech or impediment, or physical reliance on a service animal or a wheelchair or other remedial appliance or device;
- a condition of mental impairment or developmental disability.
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- a mental disorder; and
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Other definitions used in this policy include:

Accessible: capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.

**Assistive Devices:** a device used to assist persons who have disabilities in carrying out activities or accessing the services of persons or organizations covered by the Customer Service Standard.

**Dignity:** respecting and treating every person including persons with a disability as valued and as deserving of effective and full service as any other constituents.

**Goods and Services:** goods and services provided by Play it Forward to the public, members or affiliate clubs, or other organizations in Ontario such as training, workshops, meeting room facilities, etc. This policy does not include goods and services provided by partners and other collaborators.

**Independence:** freedom from control or influence of others, freedom to make your own choices.

**Service Animals:** animals that are used by a person who has a disability. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened, or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

**Support Person:** an individual hired or chosen by a person who cannot provide services or assistance with communication, mobility, personal care, medical needs, or with access to goods or services.

## **Principles**

The OFTR is committed to excellence in serving all constituents including persons who have disabilities and will carry out its functions and responsibilities to ensure that the policies, practices, and procedures are consistent with the following principles:

- Goods and services are provided in a manner that respects the dignity and independence of persons who have disabilities.
- The provision of goods and services to persons who have disabilities is integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person who cannot obtain, use, or benefit from Play it Forward goods or services.
- Persons who have disabilities are allowed equal to that of persons without disabilities to obtain use or benefit from goods and services. To ensure the best possible constituent service, Play it Forward encourages open two-way communication and invites persons who have disabilities to communicate their need for accommodation or assistance.

## **Procedures**

### **Communication and Notice of Temporary Disruption.**

Play it Forward is committed to communicating with persons who have disabilities in ways that take into consideration their disability.

Play it Forward employees, contractors, employees, and volunteers will be trained in how to interact and communicate with constituents with disabilities guided by the principles of dignity, independence, integration, and equal opportunity.

Constituents with disabilities will be offered alternative communication formats that will meet their needs as promptly as feasible.

Documents will be provided to constituents in an alternative format such as large print or a text-only electronic file that can be read by a computer.

If telephone communication is not suitable for a constituent's needs, alternative forms of communication will be offered. If a planned temporary service disruption occurs that would limit a person who has a disability from gaining access to Play it Forward goods or services, Play it Forward will make the disruption known to constituents via messages posted on the Play it Forward website and other forms of communication for the federation, and/or a voice message on the main telephone, and/or notices posted at Play it Forward events.

Notices will include information about the reason for the disruption, its anticipated duration, alternate means of accessing services if applicable, and a description of the alternative services.

If an unexpected disruption occurs, Play it Forward will make every effort to accommodate persons who have disabilities by providing goods and services by alternative means, e.g. using an alternative time and place for providing goods and services or other assistive measures.

### **Use of Assistive Devices, Services Animals, and Support Persons**

Play it Forward will ensure that the access, use, and benefits of goods or services are not compromised for persons who have disabilities requiring assistive devices, or who are accompanied by a service animal or support person.

**Assistive Devices:** Persons who have disabilities shall be permitted to obtain, use, or benefit from goods or services using their own assistive devices. Exceptions may occur in situations where Play it Forward has determined that the assistive device may pose a risk to the health and safety of a person who has a disability or the health and safety of others on the grounds and premises of an event. In these situations, if a person who has a disability is hindered from accessing goods or services, Play it Forward will accommodate the constituent by providing an alternative where possible.

It should be noted that it is the responsibility of the person who cannot ensure that his or her assistive device is always operated in a safe and controlled manner.

**Service Animals:** Service animals, such as, but not limited to Canine Vision Dog Guides, Hearing Ear Dog Guides, Seizure Response Dog Guides, and other certified service animals shall be permitted to enter all Play it Forward events that are open to the public and members.

In the rare case where a service animal is to be denied access to areas of an event, other accommodations may be afforded, such as teleconference, delivery of goods or service at an alternate time or location, or other assistive measure available to deliver a good or service to ensure equality of outcome.

If employees or other persons are allergic to animals, Play it Forward will accommodate both constituents by providing alternative arrangements.

**Support Persons:** Play it Forward welcomes constituents who have disabilities who are accompanied by a support person. At no time will a person who has a disability who is accompanied by a support person be prevented from having access to his or her support person while attending a Play it Forward event.

Play it Forward holds meetings, events, and workshops sponsored or by third parties to which support persons shall be permitted entry to all facilities and meeting rooms that are open to the public or members, however, Play it Forward may require pre-registration and will notify all potential attendees when this is the case.

If admission requires fees payable to Play it Forward, the support person is permitted to attend at no cost for admission. Cost for other services (e.g. food, lodging, etc.) will be charged for the support person.

Where an event is held by a third party for the benefit of Play it Forward, the policies of the third party shall apply.

### **Training**

Play it Forward will provide AODA customer service training to all employees, volunteers, and contractors of the organization others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of constituent service policies, practices, and procedures.

This training will be provided as part of new employee, contractor, and volunteer orientation and on an ongoing basis to ensure that all parties stay current with any policy or procedural changes that relate to the AODA Customer Services Standard.

**Feedback**

Play it Forward seeks to meet the needs of our constituents while paying attention to the unique requirements of our constituents with disabilities. Comments regarding how well those requirements are being met are welcomed.

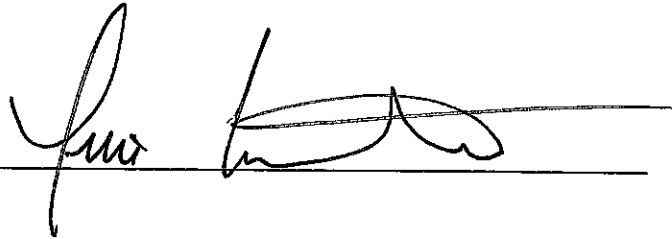
Feedback will be used to improve constituent service. In addition, the author of the feedback will be provided with the response in the format in which the feedback was received. The feedback may outline actions deemed appropriate, if any.

**Format and Communication of Play it Forward Policies**

Play it Forward develops and updates policies, procedures, and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity. Upon request and within a reasonable amount of time, Play it Forward will provide policy and procedure documents it produces in an alternative print format or a text-only electronic file that can be read by a computer.

Adopted Date: Jan 10, 2023

President of the Board (Play it Forward)

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## **RESPECT IN THE WORKPLACE Policy - Prevention of Workplace Violence, Harassment, Bullying and Discrimination – SWSE Play it Forward – Jan 2023**

### **Intent (Bill 168 & 132)**

The purpose of this policy is to ensure:

- Individuals understand that acts of workplace violence, harassment, bullying, and discrimination are considered a serious matter for which immediate action will be taken.
- Individuals subjected to threats or acts of workplace violence, harassment, bullying, or discrimination are encouraged to report all such incidents immediately to their manager or POB or designate.
- Individuals have available recourse if they are subjected to, or become aware of, situations involving workplace violence, harassment, bullying or discrimination.
- An assessment will be conducted to determine the risk and/or potential risk of violence in the workplace; and written measures and procedures will be established to eliminate and/or reduce the risk of workplace violence, harassment, bullying or discrimination.

The Federation is committed to the health, safety, and dignity of all employees in its workplace. Employees have the right to work in a safe and respectful environment, free of physical violence, harassment, bullying and discrimination.

Employees include employees, independent contractors, agency staff, students, and board members and volunteers. This policy applies to all workplace activities in Canada that occur both at and away from the workplace. Improper conduct on organization property or in any other work-related settings, such as business trips or organization-sponsored social events, is prohibited.

Any workplace harassment, bullying, discrimination threats or acts of violence are unacceptable and will not be tolerated. The organization is committed to meeting all applicable legal requirements, duties, and standards related to workplace violence, harassment, bullying, and discrimination.

Achieving this environment depends on mutual respect, cooperation and understanding between people. Attitudes and behaviours that undermine this are detrimental to all and will not be tolerated.

### **Protected Rights and Personal Obligations**

The organization and human rights legislation protects individuals against discrimination and harassment. This policy prohibits discrimination or harassment based on protected grounds (for an exhaustive list, please see the Ontario Human Rights Commission ([ohrc.on.ca](http://ohrc.on.ca)) and any combination of these grounds including the perception that one of the above.

All employees have a responsibility to conduct themselves appropriately and must promptly report all information regarding harassment, under the procedures as described in this policy.

### **Definitions**

**Bullying:** Play it Forward does not condone any type of physical or non-physical violence, including bullying. Bullying involves repeated incidents of behaviour that are intended to intimidate, offend, degrade, or humiliate a person or group of people.

Examples of behaviours that constitute bullying include, but are not limited to, the following:

- Intimidation, disparaging
- Physically abusing or threatening abuse
- Yelling or using profanity
- Criticizing a person persistently or constantly
- Disparaging Behaviour
- Excluding or isolating employees, supervisors, or managers
- Intruding on a person's privacy by pestering, spying or stalking
- Withholding necessary information or purposefully giving incorrect information.
- Use of social media to propagate bullying in the workplace

**Discrimination:** Discrimination is an action or a decision that treats a person or a group negatively for reasons such as their race, age, or disability. We believe strongly in equal employment opportunities. Our policy prohibits discrimination in all our business activities on any factor prohibited by law.

**Harassment:** Any offensive behaviour related to any ground prohibited by Human Rights legislation, engaged in by someone who knows, or ought reasonably to know, that the comment or conduct is unwelcome. Harassment can be physical, verbal, or visual in nature (i.e., facial or body expressions). It is targeted at a person or group of people because of race, religion, colour, sexual orientation, or any other of the prohibited grounds.

**Psychological Harassment:** Psychological harassment is vexatious behaviour that manifests itself in the form of conduct, verbal comments, actions, or gestures characterized by the following four criteria:

1. They are repetitive
2. They are hostile or unwanted
3. They affect the person's dignity or psychological integrity, and
4. They result in a harmful work environment

Examples of psychological harassment include:

- Discrediting the person by spreading rumours
- Ridiculing or humiliating him/her
- Belittling the person by forcing him/her to perform tasks that are belittling and below his/her skills
- Preventing the person from expressing him/herself by yelling or threatening him/her.

Management rights and normal conditions of employment:

Psychological harassment must not be confused with the normal exercise of the organization's management rights, the management's right to assign tasks, to do a follow-up and/or control tightly the

work of an employee whose output is unsatisfactory and management's right to reprimand or impose disciplinary sanctions. As far as their manager does not exercise these rights in an arbitrary, abusive, or discriminatory manner or outside the normal conditions of employment, management's actions do not constitute psychological harassment.

#### Sexual Harassment:

Sexual harassment is: engaging in a course of vexatious comment or conduct against an employee in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or; making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the employee and the person knows or ought reasonably to know that the solicitation or the advance is unwelcome.

Sexual harassment includes, but is not limited to, the following:

- Attention to a person's sexual or personal characteristics, in a manner which demeans a person and distracts from full participation in the workplace
- Physical or verbal abuse
- Inappropriate comments/jokes causing embarrassment
- Sexually suggestive gestures, remarks, and innuendoes
- Insults, jokes, or slurs
- Leering, staring
- Inappropriate remarks about a person's physical appearance
- Comments about an individual's sex life
- Unwelcome touching
- Unnecessary physical contact
- Demands or suggestions for sexual favours
- Compromising invitations, propositions
- Reprisal or threats of reprisal to any employee for rejecting any of the above behaviour
- Unwelcome and inappropriate sexually suggestive or flirtatious telephone calls, letters, notes, e-mails, or voicemails
- Repeated offensive sexual flirtations; advances; propositions
- Displaying or circulating pictures, objects, or written materials (including graffiti, cartoons, photographs, pinups, calendars, magazines, figurines, novelty items) that are sexually suggestive or that demean or show hostility to a person because of the person's gender, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same-sex partnership status, family status or handicap



- Pranks that could cause discomfort or embarrassment.

Workplace: Defined broadly to include the actual work site (the home office); locations outside the office that are related to the workplace, such as off-site locations where: office-related social functions are taking place; work assignments are being conducted; work-related conferences or training sessions are taking place; or work-related travel is taking place; and the virtual workplace including but not limited to over the telephone, email, text, fax, and internet/intranet.

Workplace Harassment: Engaging in a course of vexatious conduct against an employee that is known, or ought reasonably to be known, to be unwelcome.

Workplace Sexual Harassment: engaging in a course of vexatious comment or conduct against an employee in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Vexatious behaviour is humiliating or abusive behaviour that lowers a person's self-esteem or causes him/her torment.

A reasonable action taken by an employer or supervisor relating to the management and direction of employees or the workplace is not workplace harassment.

Workplace violence:

- The exercise of physical force by a person against an employee, in a workplace, that causes or could cause physical injury to the employee.
- An attempt to exercise physical force against an employee, in a workplace, that could cause physical injury to the employee.
- A statement or behaviour that it is reasonable for an employee to interpret as a threat to exercise physical force against the employee, in a workplace, that could cause physical injury to the employees.

### **Employer Responsibilities**

Play it Forward is responsible for protecting everyone from improper treatment, for creating and enforcing a respectful atmosphere and for ensuring compliance with law and our policy.

Play it Forward is responsible for ensuring that everyone knows her or his rights and responsibilities, is equipped to resolve issues and has recourse to a swift, effective, fair, and efficient process for the consideration of concerns and complaints. We will, in consultation with a health and safety representative develop and maintain a written program to implement this policy to workplace harassment. This will include the following:

- a) measures and procedures for employees to report incidents of workplace harassment to a person other than the employer or supervisor if the employer or supervisor is the alleged harasser.
- b) set out how incidents or complaints of workplace harassment will be investigated and dealt with.

c) set out how information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless the disclosure is necessary for investigating or taking corrective action concerning the incident or complaint, or is otherwise required by law.

d) set out how an employee who has experienced workplace harassment and the alleged harasser, if he or she is an employee of the employer, will be informed of the results of the investigation and of any corrective action that has been taken or that will be taken because of the investigation; and

e) include any prescribed elements.

The purpose, content and procedures articulated in this document are part of meeting those responsibilities. We strongly encourage everyone to offer input and insight into these issues, so that we can achieve continuous improvement of our culture and compliance.

### **Responsibilities**

All contractors and volunteers are responsible for understanding and complying with this policy. Contractors or volunteers who become aware of a violation of this policy, witness harassment violence, bullying or discrimination, or who become aware that an individual is being harassed, violently acted upon, bullied, or discriminated against, have a responsibility to report the incident immediately to his/her manager or the POB or designate without fear of reprisal.

In many cases, harassment, or bullying ceases as soon as the offender is told that his/her actions are inappropriate. If nothing is done, it gets worse. If you object to what you think is inappropriate behaviour and feel you can handle this directly, try to calmly communicate your displeasure or discomfort. You can tell the person:

- "Please stop" or "Stop immediately"
- "I don't feel this is appropriate or professional behaviour"
- "I don't appreciate hearing your comments and remarks"
- "I find the material that you have displayed offensive"

Sometimes an affected person will feel intimidated or otherwise unsafe expressing their discomfort or displeasure. Where the affected employee reasonably considers that advising the offending person is not possible, that employee should advise his/her manager or the POB or designate.

Play it Forward will keep a record of incidents (dates, times, locations, possible witnesses, what happened, etc.) Late reporting of complaints or information may affect the organization's ability to conduct a thorough investigation and thus affect the ability to take effective remedial action.

Contractors and volunteers are expected to:

- Act respectfully at work and while conducting work-related activities.
- Attend required training and education sessions.

- Immediately report to their direct report, any incidents and/or knowledge of workplace violence, harassment, bullying, or discriminatory behaviour based on prohibited grounds.
- Cooperate with investigations; and
- Follow the Investigation Process outlined in this policy.

### **Play it Forward Responsibilities**

Play it Forward is responsible for providing contractors and volunteers with an environment free from workplace harassment, violence, bullying and discrimination of any kind.

Play it Forward is accountable for communicating and enforcing this policy with contractors and volunteers as well as with visitors, clients, vendors and independent consultants, employees as necessary to ensure that the workplace is free of harassment, violence, bullying and discrimination.

Upon becoming aware that some form of harassment or threat of violence is occurring, Play it Forward is responsible for ensuring that the matter is investigated, if appropriate, and for taking prompt, corrective action, in consultation with POB or designate, even if no formal complaint is made.

Play it Forward is expected to:

- Ensure contractors and volunteers have read and understand this Respect in the Workplace policy.
- Act respectfully at work and while conducting work-related activities.
- Proactively reach out to their manager, the POB or designate should there be a concern for an employee's safety and/or a potential violation of this policy.
- Take all reasonable precautions to minimize or eliminate violence-related hazards.
- Promote and encourage reporting incidents of violence and harassment.
- Maintain records of violence, harassment, bullying or discrimination-related complaints, issues, concerns, and investigations.
- Take every reasonable precaution to protect employees in cases where domestic violence would likely expose an employee to physical injury in the workplace.
- Co-operate and make every effort to assist an investigator in a potential claim of workplace violence, harassment, bullying and discrimination.
- Take every precaution reasonable in the circumstances for the protection of an employee, if management is aware or ought reasonably to be aware, that domestic violence that would likely expose an employee to physical injury may occur in the workplace; and
- Provide information related to the risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during his or her work and the risk of workplace violence is likely to expose that employee to physical injury.

## **Incident Reporting Procedures**

Play it Forward has established specific procedures (outlined below) that contractors and volunteers must follow to report all incidents of violence, harassment, bullying and discrimination in the workplace and to report concerns about situations that could become violent. These procedures have been established to ensure that incidents receive an appropriate and timely response. We will investigate all reported acts of workplace harassment, bullying, violence, and discrimination.

### **Reporting**

If any person feels that he or she is experiencing behaviour, which is inappropriate, he/she is to advise their manager and/or POB or designate immediately. Should the individual's Manager be the reason for the concern/complaint, the POB or designate should be contacted directly. If the concern is with a member of the POB or designate, another member of the board is to be contacted that does not pose a conflict of interest for any party (parties) involved in the complaint. All complaints will be dealt with discretely, subject to the Play it Forward obligation to conduct an appropriate investigation. Contractors and volunteers may be assured that these sensitive matters will be handled in a timely and effective manner. Real concerns and complaints are encouraged, but it must be understood that allegations made in bad faith will be considered a form of harassment meriting disciplinary action, up to and including termination of employment.

### **Confidentiality**

Play it Forward recognizes that it is difficult to come forward with complaints relating to harassment, specifically those of a sexual nature, and will make all efforts to ensure that the contractor or volunteer's confidentiality is maintained, to the extent possible. The identity of the party allegedly violating this policy will also be protected, to the degree possible. Some disclosure may be necessary to complete an investigation or to take remedial action. Further, in some cases, certain members of management or the Board may need to be informed of the incident to discharge their responsibilities to the organization and at law.

### **Investigation Procedure**

If an incident or complaint constitutes a potential breach of this policy, the POB, or a selected third-party investigator in certain situations, or so ordered by the Ministry of Labour will investigate the situation by interviewing the complainant and the employee allegedly violating this policy. If deemed necessary, any individuals who may be able to provide relevant information will also be interviewed. along with any individuals who may be able to provide relevant information. Investigations will:

- be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances.
- will be fair and impartial, providing both the complainant and alleged violator of this policy an opportunity to provide evidence.
- will be sensitive to the interests of all parties involved, and maintain confidentiality, subject to ensuring that the employee alleged to have violated this policy can respond to the allegations.
- may, depending on the circumstances, include interviews with those involved and any witnesses
- review any documents or other evidence; and

- may include interim protection steps such as suspension or transfer to another position during the investigation process.

If the investigation reveals evidence to support the complaint of workplace violence, harassment, bullying or discrimination, appropriate action will be taken. Discipline may include a written warning, suspension with or without pay, or termination of employment, as appropriate.

#### Reporting Investigation Results

After the investigation has been conducted, both the employee who reported the alleged workplace harassment and the alleged harasser/violator of this policy will be informed in writing of the results of the investigation and of any corrective action that has been taken or that will be taken because of the investigation the incident will, if substantiated, be documented in a separate confidential file.

#### No Reprisal or Retaliation

This policy prohibits any form of reprisal against a contractor or volunteer, who, in good faith, reports workplace violence, harassment, bullying or discrimination.

Direct or indirect retaliation for exercising rights or responsibilities under this policy will not be permitted.

Reprisals include but are not limited to any of the following: hostility, exclusion/ostracism, negative or disparaging remarks, demeaning duties, discriminatory behaviour, harassment, demotion, suspension, or dismissal.

Regardless of the outcome of a complaint made in good faith, the employee initiating the complaint, along with anyone providing information will be protected from any form of retaliation by either co-employees or superiors. This includes protection from demotion, unwanted transfer, denial of opportunities within the organization, as well as harassment of the individual because of his/her having made a complaint or having provided evidence regarding the complaint. No documentation whatsoever will be placed in the complainant's file where the complaint is filed in good faith, whether the claim is upheld or not.

#### Violence Prevention

In addition to other issues addressed in this policy, the organization will:

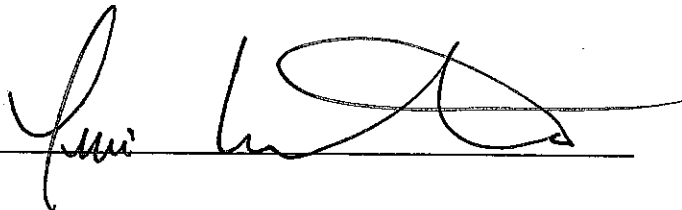
- Periodically conduct a risk assessment to identify workplace violence and harassment potential hazards.
- Periodically review the efficacy of this policy and procedures.

#### Training

Employees are required to participate in the training and review the material that supports this policy.

Adopted Date: Jan 10, 2023

President of the Board (Play it Forward)



## **Statement on Diversity & Policy – SWSE Play it Forward – Jan 2024**

Play it Forward celebrates and respects diversity. Diversity refers to human characteristics that distinguish one person from another. It includes ethnicity, race, culture, age, gender, sexual orientation, differing abilities, social perspectives, values, and beliefs.

Play it Forward recognizes that the diversity among its Board members, contractors, volunteers, employees, members, partners, and stakeholders adds richness and benefits that strengthen our communities. It is also sensitive to the fact that some groups encounter barriers to equitable access and participation in these communities. These barriers diminish our capacity as a vibrant, caring, and contributing organization.

Play it Forward promotes respect, equity, access, and participation of all individuals who interact with the organization. It prohibits discrimination by federal and provincial legislation and codes:

1. The Universal Declaration of Human Rights.
2. The Canadian Charter of Rights and Freedoms.
3. The Ontario Human Rights Code [1990]) and principles of social justice.

Play it Forward affirms the rights of everyone to live, participate, and work in an environment that is free from discrimination and harassment.

The Board of Directors of Play it Forward recognizes that building equity and access requires a commitment to both its internal operations and its external relationships.

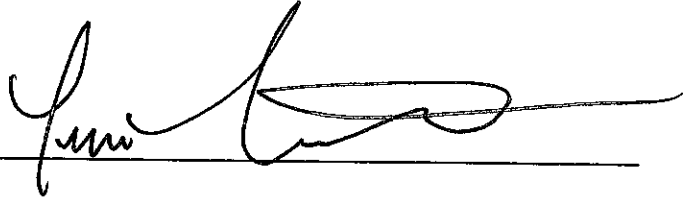
The Board of Directors will:

- ensure that all its information materials reflect diversity and inclusivity, and present positive images.
- ensure that members of the board its sub-committees, and staff of the organization are reflective of the broad diversity of the community.
- undertake ongoing research and training to enhance diversity knowledge and skills.
- when consulting publicly about the organization's priorities and strategies, ensure that groups and organizations reflecting the broad diversity of the community are encouraged to participate.
- promote equity, access, and participation for diverse groups within stakeholder relationships.
- evaluate its performance against these goals.
- ensure that the Play it Forward Non-Discrimination and Harassment Policy is implemented and monitored.

The Board of Directors of Play it Forward is committed to governing an organization that promotes respect, equity, access, and participation in all internal and external relations.

Adopted Date: Jan 10, 2023

President of the Board (Play it Forward)

A handwritten signature in black ink, written over a horizontal line. The signature is cursive and appears to read "Jan 10, 2023".