

Program Policy Manual

Orienteeing Ottawa has a number of policies that are key to the running of our programs. These policies can be found in this Policy Manual below and available for all to view. This manual and these policies may be updated at any time.

Refund Policy

In the event an orienteer needs to cancel their registration in an Orienteeing Ottawa program we will refund the following amount:

- 100% of the registration fee minus a \$25 administration fee up to 1 month before the day the program starts;
- 50% of the the registration fee between 1 month before and the day the program starts;
- No refunds will be available after the first night of the program.

We reserve the right to offer refunds after the start of the program in exceptional circumstances at our discretion.

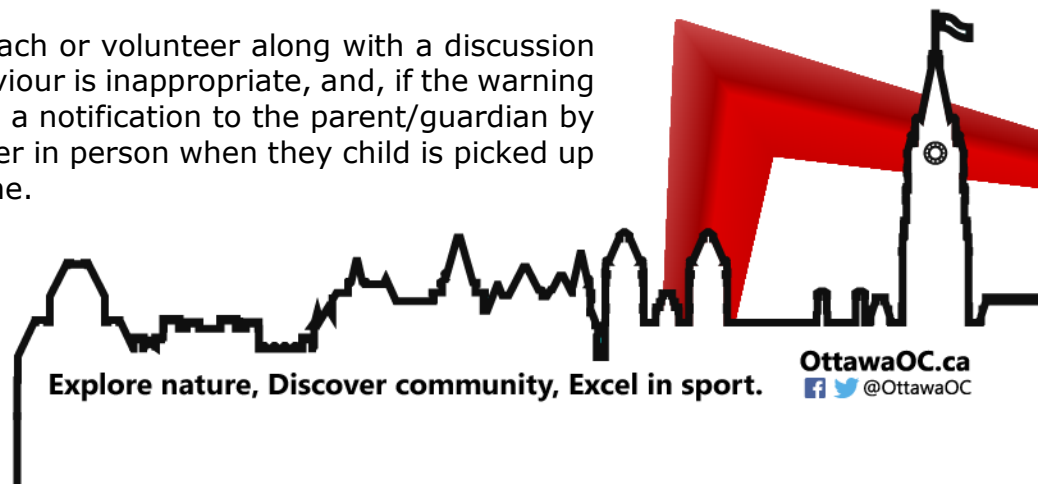
Behaviour Policy

All program participants are expected to contribute to the program in a positive manner by:

- Treating fellow participants with respect and positive encouragement and not yelling at, insulting, hitting, or otherwise making another participant feel uncomfortable in any way;
- Listening to and following instructions from coaches and program volunteers;
- Respecting any and all differences in gender, age, race, religion and ability of all program participants, coaches, and program volunteers;
- Not engaging in any behaviour, on purpose or accidentally, which puts themselves or another participant, coach, or program volunteer in danger of physical harm.

Failure to adhere to the above standards of behaviour will have the following consequences:

1. A warning from a coach or volunteer along with a discussion as to why their behaviour is inappropriate, and, if the warning has little or no effect a notification to the parent/guardian by the head coach, either in person when they child is picked up or via e-mail or phone.



2. If the problematic behaviour is an ongoing issue or puts anyone in danger the participant will be asked to sit out during the activity or session and the parent/guardian will be contacted by the head coach.
3. In serious cases where the problem is not able to be resolved by 1 and 2 the participant may be removed from the program and asked not to return. No refunds will be provided.

Any incident where a parent/guardian is contacted will be recorded and kept (confidentially) by the head coach.

Weather Policy

All of our programs are rain or shine (or snow or wind...). Only in the event of dangerous conditions arising due to an electrical storm or other extreme weather will a program session be canceled.

If we have to cancel a session at the last minute we will contact everyone by e-mail using the information provided with registration. We will contact you two hours prior to the start of the session on the day of so if the weather is questionable check your e-mail before heading out.

Note that we do not provide a make-up session if one session is cancelled. Our schedule is such that we don't have room to do so.

Volunteer Screening Policy

Orienteering Ottawa implements a tiered volunteer screening policy based on the level of responsibility and contact with participants you have as a volunteer.

As of January 2018 we are still working on developing and implementing this policy. Please bear with us as we work out the details in order to provide the best balance of participant safety and ease of application.

Media Policy

All participants will be provided the option of signing a media release waiver when they register.

We may periodically have club photographers at our programs. Any photos taken by club photographers (or otherwise obtained) can be taken and used by Orienteering Ottawa on social media and in print for promotion of our programs if everyone in the photo has signed the media release. For all other uses specific permission will be



received before use. Additionally, as a courtesy, we intend to make an effort (but do not need) to contact and ask for permission for photos where an individual child is in the forefront of the photo.

Safety and Injury Policies

Safety of our participants, coaches, and volunteers is a number one priority for us.

Program activities

All of our activities and locations are chosen/designed with safety top of mind. In the event that we discover that an activity or an area we are using is unsafe, whether discovered in advance, when setting up, or while doing the activity, we will adjust the activity to make it safe, or cancel the activity and do some other activity or change areas instead. The decision to adjust or change activities is the responsibility of the group coach or head coach to make.

Whistles and Headlamps

All participants must carry a whistle at all times while participating in Orienteering Ottawa programs and events. In the fall, participants must also wear a headlamp when it is dark. We will provide a brief lesson on how to use these items at the start of all youth programs.

Participants who are not carrying the required gear may be asked to sit out of an activity or session at the discretion of the group coach.

Wildlife Dangers

There are several risks inherent with orienteering, particularly, ticks which may carry Lyme disease, poison ivy, wild parsnip, and giant hogweed. We firmly believe that these risks should not prevent anyone from enjoying the outdoors or being active and we run our programs with this in mind. On the first session of every season we will do a brief safety lesson about looking for ticks and recognizing the above mentioned plants. Additionally we follow our safe program activities policy to avoid these plants and areas with a risk for ticks.

We advise all parents to learn to recognize these plants and learn how to spot and remove ticks and do a 'tick check' on yourselves and your children after every time you have been in the woods.

Injuries

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In the event of an injury to a program participant, coach, or volunteer, an Accident Report will be filled out.

This form will be filled out and signed by the coach who dealt most closely with the situation and reviewed and signed by the head coach or program coordinator.
• Accompanying documents that help clarify the incident such as photos will also be taken / recorded.

If the accident report is filled out for a minor, a parent or guardian will be notified, either immediately by phone or in person, by phone, or by e-mail depending on the severity of the incident. For non-minors, an emergency contact will be called / notified if asked to do so or if the injured party is unconscious or otherwise unable to communicate.

All accident reports and accompanying documents will be kept by Orienteering Ottawa in a confidential manner for at least 2 years.