

Dakota Community Centre Policy & Procedures Manual

(Revised May 21, 2007)

The purpose of this policy manual is to define the goals and objectives of the Dakota Community Centre Inc., and to define clearly the policies relative to the Community Centre. It does not replace the Constitution, but compliments it, by providing a clear process for administering the practices and activities within the Dakota Community Centre.

1.0 AIMS AND OBJECTIVES

- a) To be a focal point for the community by providing a safe structured environment for recreation, athletic, cultural and social activities, for all the members, regardless of ability, race, color, creed sex, or age.
- b) To develop the youth by providing a fair play sports curriculum, which develops social and athletic skills. The sports program will promote and sculpt leadership, teamwork, self-discipline, and camaraderie.
- c) To ensure that all members, regardless of age, race, color, creed, sex or ability, will be given the opportunity to participate in activities governed by Dakota Community Centre.
- d) To develop programs that will attract members, of all ages and although our youth are the primary focus, curriculum will be provided to attract the adults of the community, including seniors.

2.0 MEMBERSHIP

- a) That the membership fee (Booster Fee) is set at \$25.00 per family. Yearly membership length is from March 1 – February 28 of each year, in conjunction with Spring Registration.

3.0 REGISTRATION

- a) That late registration fees will be \$25.00 for the first week and \$50.00 for every week thereafter except when a family has relocated into the area after registration dates.

(Amended January 23, 2006)

- b) That late registration fee will be applied to any participant who registers for any Dakota Community Centre sponsored and organized recreation program beyond the registration dates set out by the Community Centre Executive. (Consistent with policy 3.0 a)
- c) That Dakota Community Centre reserves the right to withhold 25% of the registration fee upon receipt of cancellation notice. No refunds will be considered after the 60-day period immediately following the date of registration.

- d) That all players registering with the intention of trying out for “elite” teams will be required to pay Dakota Community Centre registration fees at club level prior to trying out.
- e) That all fees, including past registration and late fees, must be paid within 30 days of the team selections. Registrations not paid within 14 days to final team selection will result in player’s suspension.
- f) Those registrations, which are done by neighbors, friends, etc., must be paid during normal registration hours or they will be considered as late registration and subject to a late registration fee.
- g) That a set schedule of charges for refunds will be posted at registration.
- h) That members registering for more than one sport, no refunds will be issued due to schedule conflicts.
- i) That Dakota Community Centre not pursue the development of a permanent family transfer procedure. Sports transfers should remain with the appropriate Sports Associations. GCWCC is developing current policy.
- j) That Dakota Community Centre accepts Visa, MasterCard & Debit card as methods of payment where applicable.
- k) That no booster fee will be charged if programs are less than four sessions/classes.
- l) Post-dated cheques to only be accepted to the end of the Month (ie. Fall – September 30 and Spring – March 31) during regular registration unless other arrangements have been made prior to registration with the Membership Director, Executive Directors or the General Manager.
- m) A non-refundable Administration Fee for all sports will be charged.
(Amended August 18, 2003)

3.1 VOLUNTEER FEE

- a) A volunteer fee of \$50.00 per child per sport, up to a maximum of two children will be charged during both spring and winter registration.
Amended June 19, 2001
- b) The \$50.00 per child, to a maximum of \$100.00 per family, volunteer fee will be waived and/or reimbursed on completion of 4 hours, to a maximum of 8 hours, of volunteer time between May 1st and October 31st (Spring Registration) and November 1st to April 30th (Fall Registration).
Amended February 20, 2007
- c) The volunteer fees will be collected at registration but only cashed when date is cancelled or postponed. Reimbursement will then be made once a new date is

worked. The onus is now with the volunteer to make appropriate arrangements to reschedule.

- d) Dakota will provide a ledger of all volunteer times for reference.
- e) Dakota will provide a rescheduling service Monday to Friday from 10:00am - 5:30pm.
- f) When applicable, restrict age sensitive positions to adult only volunteers.
- g) Continue to provide credits to volunteers who are cancelled by DCC generated cancellations.

4.0 ADMINISTRATION

4.1 MEETINGS & PROCEDURES

4.1.1 Executive Directors

- i) That Executive Meetings be held at least one week prior to monthly Board of Directors' meetings.
- ii) That an Executive member cannot hold an executive position on another sport community association affiliated with Dakota Community Centre.
- iii) The Executive Committee shall be responsible to and accountable to the Board.

4.1.2 Board of Directors

- i) That all monthly Board of Directors' meetings is to be held the third Monday of each month or as agreed upon by the Board of Directors.
- ii) That the Board of Directors' meetings is to start at 7:00 p.m., to include written reports from Directors and General Manager, and will end no later than 11:00 p.m.
- iii) That all written reports from Directorships and the General Manager are to be distributed three days prior to the meeting in the appropriate mail slots.
- iv) That the number of Dakota Community Centre Board of Directors be limited to a maximum of twenty-five members.
- v) That a Board or staff act as Supervisor or Bartender at each function.

- vi) That bartending fees at weddings will be \$75.00 per person. Social bartending fees will be \$50.00 per person.
- vii) Each Director is responsible to keep accurate and up to date information on file and that information should be considered the property of Dakota Community Centre and shall be relinquished upon request or within fourteen (14) days of change of Directorship.

4.2 CONFLICT RESOLUTION PROCEDURE

That complaints shall be in writing to the Director involved. If it cannot be mediated at that level, it shall go forward to the Vice-President of that area and he/she will bring it forward to the Executive for resolution. All written complaints will be acted upon within seven (7) days of receipts of written notice.

5.0 FINANCES

5.1 CONTROL OF FUNDS

5.1.1 Purpose

- i) The purpose of this policy is to outline the financial controls deemed necessary for the safe and responsible handling of money within Dakota Community Centre, in order to best protect the assets of its members and creditors.

5.1.2 Scope

- i) This policy is for all directors, management and staff of Dakota Community Centre.
- ii) It applies to all funds received within the day-to-day operations of the Centre, ie. Ice rental, hall and room's rental, commissions, lessons, daycare, membership of fitness centre and clubs.
- iii) The only exceptions will be bingo and canteen purchases by individual customers and monies received under ten dollars (\$10.00) for payment at various events or other special fund raising activities.

5.1.3 Policy

- i) In all occasions when monies are received, as defined above, a receipt will be provided to support the transaction. The receipt will indicate method of payment (whether cash, cheque, bank or credit card), what the payment is for, and the date and amount of payment.

- ii) Distribution of the three-part receipt will be: one copy to the payer, one to the program or service provider and one with the bank deposit, filed for numerical control.
- iii) Each receipt will have a unique, controlled number.
- iv) Individual programs or service providers may be given a separate controlled number series, as determined by the General Manager, in addition to the series maintained in two centre's offices.
- v) Each receipt book will be signed for under a control listing, maintained by the General Manager, so that they may all be accounted when required.
- vi) A copy will be kept on file of each individual numbered receipt that is issued or cancelled.
- vii) Missing numbers will be identified by the individual holder of the receipt book and explained to the treasurer.
- viii) A schedule of all ice, hall and room rentals will be maintained by the General Manager and distributed to the Board of Directors at least monthly.
- ix) Receipt for rental payment can be reconciled to these schedules, by virtue of each deposit and/or final payment being accounted for and in the schedule.

5.2 VENDOR PAYMENT AUTHORIZATION

5.2.1 Purpose

- i) The purpose of this policy is to establish authority for spending Dakota Community Centre dollars to maintain its facilities, to support its programs and services, and to outline the means to authorize and pay vendors for such purchases.

5.2.2 Scope

- i) This policy is for all directors, management and staff and applies to all vendors.

5.2.3 Policy

- i) Vendors play an important role in day-to-day operations and have always been a vital link within our community centre.
- ii) Dakota Community Centre expects to receive quality goods, service and reasonable prices, but in turn, the suppliers should expect to receive accurate payment within the terms of their agreement.

- iii) Each Director and the General Manager of Dakota Community Centre, within their approved annual budget, are authorized to commit funds to support the programs, provide the services and maintain the facilities within their current domain of responsibility.
- iv) Within that authority, they will verify and sign the specific invoices for charges incurred, endorsing their accuracy, before payment to the vendor is processed.
- v) Expenditures beyond the current year's approved budget require approval of the Board of Directors.
- vi) The Treasurer will maintain a current "Payables Authorization" list, identifying individuals authorized and responsible for endorsing payment to vendors for all general ledger accounts.
- vii) The current "Payables Authorization" list forms part of this policy. See attached Schedule " " .
- viii) In the absence of the appropriate individual, either the director or the General Manager or a member of the Executive Board can authorize on their behalf in order to expedite payment to suppliers.
- ix) All financial documents and contracts shall carry a minimum of two (2) signatures either, the General Manager and one Executive Member or (2) Executive Members.
- x) A contract with anybody running a kiosk at Dakota Community Centre should not be signed without approval from the Dakota Community Centre Board of Directors.

5.3 BUDGET PROCESS:

- a) That every team manager must submit a budget at the beginning of season re: fundraising and all funds, that all parents receive a copy of the budget and final accounting at the end of the season, with a copy to be submitted to the Board of Directors.
- b) Budget Guidelines:
 - (i) There cannot be a deficit.
 - (ii) Breakdowns of revenues and expenses are necessary, with, as much detail is possible.
 - (iii) No surpluses should be carried forward.
 - (iv) Money shouldn't be spent unless it is accounted for and approved by the Executive.
 - (v) All large projects should be accounted for at budget time.
 - (vi) The budget should contain 10% operating income surplus for each program and sport.

(vii) Explanation is required as to how the registration fees were determined. Past fees and other club fees should be included.

- c) The board will set all registration fees. The Vice President of Administration will set up a pay structure based on the information given by the director and last years actual. Each director must submit expenses, which are anticipated for the upcoming year. Eg. Area association fees, equipment, coaching clinics and miscellaneous expenses. Also to be included is a break down of each age category and the approximate number of participants. An itemized pay structure will then be set by the Executive and brought to the Board for approval.

Amended April 23, 2001

5.4 NON- SUFFICIENT FUNDS (N.S.F. CHEQUES)

- a) Any person writing a Non-Sufficient Funds (NSF) cheque to the Dakota Community Centre will be required to make all further payments in MasterCard, Visa or certified cheque.
- b) An administration fee of \$15.00 will be charged for all NSF cheques.

5.5 PAYMENT OPTIONS:

- a) Payments can be made by Interact, Visa, MasterCard, Personal Cheque or Certified Cheque and Cash. All cash payments will be issued a receipt.

Amended May 15, 2000

5.6 PURCHASE ORDER (P.O.) POLICY

- a) That all purchases need to have a Purchase Order Number, which can be obtained, from the Dakota Community Centre office.
- b) That any purchase made for more that \$500.00 requires three quotes from an authorized dealer before Board Approval.

Amended August 21, 2000

- c) All quotes being sent out by Dakota Community Centre is to go through the Controller. The Controller on the advice of the Directors will send out tenders. All quotes will be given to the Controller who will be responsible for receipt and distribution.

Amended February 19, 2001

- d) That any emergency purchase that needs to be made by a Director without a P.O. must not exceed \$100.00.
- e) That before a Dakota Community Centre Director or Volunteer can makes a purchase for Dakota Community Centre, a purchase order must be issued by the appropriate VP. The VP is responsible for signing and approving each purchase order before purchases can be authorized.

They will check your request against your approved budget and issue the purchase order if everything is in order.

6.0 EQUIPMENT

- a) That equipment will be loaned to DCC goaltenders for programs, training/skill camps of Dakota Community Centre leagues that will enhance the development of DCC goaltenders, as determined by the Winter Sports Equipment Director and, if necessary, the Hockey Convenor.”

Amended March 18, 2002

- b) That no equipment to be given out without an equipment agreement form to be signed by the parent and kept on file. See Attachment “ “.
- c) That the procedure for individual subsidy application and equipment loan sheet be used as outlined by guidelines that forms an attachment hereto.
- d) That members not returning equipment within 30 days from termination of program will be charged the replacement cost of the equipment.
- e) That a post-dated cheque to cover the cost of uniform/equipment from Dakota Community Centre is to be given to the coach at the beginning of the season and forwarded to the Director in charge of equipment. When the uniform/equipment is returned at the end of the season, the uncashed cheque will be returned.
- f) That the post-dated cheque security deposit for any sport uniform will be decided by the appropriate program Director.
- g) That Dakota Community Centre will supply goal equipment for any goal tender on a Dakota sponsored team at any age on an as needed basis.
- h) That Dakota Community Centre’s colors are black, grey, red and white and that they display the Dakota Community Centre logo.
- i) That businesses will not be allowed to purchase used equipment at Dakota Community Centre used equipment sale.
- j) All future Dakota Community Centre sport teams shall wear Dakota uniforms or Dakota sponsored uniforms bearing the name/logo/colors of the Community Centre and that the sponsored uniforms remain the property of the Community Centre.

Amended February 19, 2001

- k) Dakota Community Centre goaltending equipment will be rented to kids who play for non-Dakota Community Centre leagues during the Spring/Summer at a rate of \$60.00 for the summer, plus a security deposit.

Amended March 18, 2002

7.0 BINGO

- a) That if bingo volunteers do not arrive, the Bingo Director is to contact an executive member and they will be responsible for finding the necessary volunteers for that evening.
- b) That bingo proceeds are split 40/60 between equipment and Funds for the Site Development.
Amended September 17, 2001
- c) That bingo caller will be paid up to \$40.00 per night.
- d) Fine replacement option. Members have the option of paying \$20.00 per shift if they are unable to do their bingo volunteering.
- e) Access to the Bingo Hall is restricted to those 18 years of age and older effective January 1, 2002.
Amended October 15, 2001

8.0 BUILDING & GROUNDS

- a) That helmets must be worn on the ice for children less than 12 years of age but are compulsory for any on ice program.
- b) That Dakota Community Centre will not assume responsibility for damage caused by players to neighboring properties.

9.0 CANTEEN

- a) Members have the option to pay \$20.00 per shift for Canteen duty in place of volunteering, with minimum 1-week notice to the Director of Canteen.

10.0 SOCIALS

The following rules shall apply to all Board Members and non-Members who work Socials at Dakota Community Centre:

- a) A list of socials shall be provided to the Board every month for distribution.
- b) The first time around, a Board member may take two slots (this may include a spouse). Then once each time around until all the slots is full or nobody wants any more.
- c) The person in charge of socials will then fill in all remaining slots.
- d) There will be no drinking under any circumstances.
- e) Appropriate dress shall be worn.
- f) Staff of Dakota Community Centre Inc. will be the only personnel authorized to collect Wedding Social payments.
- g) Allowable payments for the outstanding balance for Wedding Socials can include Visa, MasterCard, Debit Card, or Cheques.

- h) If the customer chooses to use credit card, debit card, or cash; final payment will be required at least 5 business days prior to the event. If not received by the due date, Dakota CC may at their option invoke an automatic cancellation.
- i) If the customer chooses to use cheques; final payment will be required at least 10 business days prior to the event. This allows for cheques to be cleared at the bank with at least 5 business days to react. If the cheque is not cleared at the due date (5 business days), Dakota CC may at their option invoke an automatic cancellation.
- j) Damage deposits (\$300) will be required in a post-dated cheque (date of the social) payable to Dakota Community Centre Inc. If damage occurs, the cheque is immediately deposited. If no damage occurs, the cheque is destroyed or returned to the customer.
- k) Non-refundable deposits and damage deposits will be increased by the percentage increment dictated by any Social Rental increase.
- l) All remuneration will be paid within the next cheque run.
- m) Bartending duty forms need to be submitted to the General Manager
Amended May 15, 2000
- n) Dakota Community Centre to provide vests for Security at social events.
Amended August 21, 2000

11.0 FUNDRAISING

- a) That any tickets printed for an event sponsored by Dakota Community Centre will be pre-numbered for distribution and control.
- b) That Dakota Community Centre will retain 20% of used equipment sale proceeds.

12.0 SPORT

- a) That all coaches will be certified at Dakota Community Centre expense as soon as possible after season commences.
- b) That all programs will be accountable by the appropriate Dakota Community Centre Vice-President.
- c) That instructors paid by Dakota Community Centre receive up to a maximum of \$10-12 per hour wages unless approved by the Board of Directors.
- d) That each team is allowed one party per year (free) at Dakota Community Centre to be used as their wind-up.
- e) The Dakota Community Centre will honor any suspension of its coaches by local, regional, district, municipal, provincial or other sport body until such time as hearing can be held by the executive of the club. As such the coach will be suspended from all coaching activities related to sport and/or team.
- f) All Dakota Community Centre sports teams requesting use of the indoor non-ice facilities whether for practice, dry-land training, clinics, etc. will pay for the time requested. The fee will be \$25 per hour.

- g) Each individual Sport Director is responsible for developing and implementing their appropriate Sports' Handbook approved by the Board of Directors, and will include:
- Coaches Selection Process
 - Player's Selection Process
 - Coaches Evaluation Process
 - Player's Evaluation Process

12.1 ICE ALLOCATION

That the following criteria be used to establish policy for indoor ice allocation at Dakota Community Centre.

12.1.2 Tournaments

- i) Provincial and National Tournaments take priority if scheduled and confirmed before August 1 of the upcoming year.
- ii) Dakota/District internal tournaments can utilize existing practice ice.
- iii) Dakota Community Centre Inc. will not book any ice sport tournaments during the regular hockey season, with the exception of the Dakota Community Centre Ringette Christmas Tournament and the South East First Nation's Hockey Tournament. Which, shall be regarded as grand fathered to this policy. However, this will be at the discretion of the General Manager.

Amended April 23, 2001

12.1.3 Ice Assigned in Following Priority

- i) St. Vital Hockey and Ringette League games.
- ii) Public Skating
- iii) Practice Ice for Dakota Hockey and Ringette Teams.
- iv) Practice and League games for District Hockey and Ringette Teams.
- v) Figure Skating
- vi) Adult Rentals

12.1.4 Procedure

- i) All groups will have the option of having their contracts from Sept. 1 to March 31 or Sept. 15 to March 31.
- ii) Hockey and Ringette Directors are responsible for allocating and collecting money for practice ice.
- iii) Ice allocation for district Hockey and Ringette practices will be determined by the amount of Dakota participants, per team.

- iv) Ice is assigned by General Manager.
- v) General Manager will be instructed when negotiating with St. Vital Minor Hockey, WRL/MRA to have Dakota teams play on Dakota Community Centre ice during League games.

13.0 HARRASSMENT POLICY

13.1 STATEMENT OF COMMITMENT

- i) The Dakota Community Centre is committed to providing a sport, volunteer and work environment where all individuals are treated with dignity and respect. Everyone has the right to participate and work in an environment that promotes equal opportunities and prohibits discriminatory practices.
- ii) Every member of this organization has a responsibility to not engage in, condone, or ignore harassing behaviors. Any member who believes that another member is experiencing harassment is encouraged to notify the appropriate authorities as designated in the Policy.
- iii) Harassment is a form of discrimination and it is against the law. Harassment is prohibited by the Canadian Charter of Rights and Freedoms, the Manitoba Human Rights Code and the Manitoba Occupational Health and Safety Act.
- iv) The Dakota Community Centre is committed to providing a sport environment free of harassment on the basis of race, nationality, ethnicity, colour, religion, creed, age, gender, sexual orientation, marital status, disability, being in receipt of public assistance, or a pardoned conviction.

13.2 DEFINITION OF HARASSMENT

- i) Harassment is a form of discrimination, and refers to conduct based on a prohibited ground, that creates an insulting, intimidating or humiliating environment which the perpetrator knew or ought reasonably to have known would be unwelcomed.
- ii) Harassment can take many forms. It may be verbal, physical, visual or psychological. It can include but is not limited to:
 - Written or verbal abuse or threats;
 - The display of racist, sexist or other offensive material;
 - Unwelcome remarks, jokes, comments, innuendo, or taunting about a person's looks, body, attire, age, intellectual ability, race religion, gender, or sexual orientation;
 - Leering or other suggestive, obscene gestures;

Condescending, paternalistic, or patronizing behavior, which undermines self-esteem, diminishes performance, or adversely affects working conditions;

- Practical jokes, which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance.
- Unwanted physical contact, including touching, petting, pinching, or kissing;
- Unwelcome sexual flirtations, advances, requests, or invitations;
- Physical or sexual assault (sexual or physical assault are criminal offenses and the appropriate police authorities should be contacted).

13.3 APPLICATION

- a) This policy applies to all employees, directors, officers, volunteers, coaches, athletes, officials, and members of the Dakota Community Centre. The Dakota Community Centre encourages the reporting of all incidents of harassment, regardless of who may be the offender.
- b) This Policy prohibits harassment that occurs during the course of all Dakota Community Centre business, activities, and events, such as tournaments, clinics, practices, social events, etc.

13.4 COMPLAINT PROCEDURE

13.4.1 Informal Options

- i) A person who experiences harassment is encouraged to make it known to the harasser that the behavior is unwelcome, offensive, and contrary to this Policy.
- ii) If confronting the harasser is not possible, or the behavior continues, a person may wish to inform your club President who can speak informally to the alleged harasser as a means of resolving the problem, and who can provide you with additional information.

13.4.2 Formal Options

- i) If informal options are inappropriate or unsuccessful, an individual can file a formal written complaint with the Dakota Community Centre Executive.

13.5 DEALING WITH A COMPLAINT

13.5.1 Confidentiality

- i) The Dakota Community Centre recognizes the interests of both complainant and respondent in keeping the matter confidential, except as necessary to investigate and resolve the situation.
- ii) The Dakota Community Centre shall not disclose to outside parties the name of the complainant and respondent, or the circumstances giving rise to a complaint, unless such disclosure is required for a disciplinary or other remedial process.

13.5.2 Investigation

- i) An investigation shall be undertaken within 14 days. The alleged harasser will be notified immediately upon receipt of the complaint.
- ii) Both the complainant and respondent will be interviewed, along with any other individuals who may have information relevant to the situation.

13.5.3 Discipline/Compensation

- i) If the investigation reveals evidence to support a complaint of harassment, the harasser will face appropriate discipline. The following options, singly or in combination, may be considered depending on the nature of the harassment:
 - Verbal apology;
 - Written apology;
 - Letter of reprimand from the Dakota Community Executive;
 - Referral to counseling;
 - Removal of certain privileges of membership or employment;
 - Demotion or pay cut;
 - Temporary suspension with or without pay;
 - Termination of employment or contract;
 - Expulsion from membership.
- ii) In the case where the harasser is under the 18 years of age, they are considered a minor; therefore their parents/guardians will be notified and will be required to become involved in the process.
- iii) Compensation to the complaint will also be considered, including reimbursement for lost wages or registration fees, transfer to a new coach or supervisor, etc.
- iv) Because false accusations can have serious repercussions on innocent individuals, the willful misuse of this Policy may also be

grounds for disciplinary action ranging from a reprimand, membership revoke or dismissal.

13.5.4 Documentation

- i) Where the investigation results in a finding of harassment, any documentation will be placed in the personnel or membership file of the respondent. Unless the findings are reversed upon appeal, this documentation shall be retained for the period of 7 years.
- ii) Where the investigation does not result in a finding of harassment, a copy of the documentation will be retained in Dakota Community Centre files which are kept strictly confidential with access restricted to the Dakota Community Centre Executive.

13.5.5 Retaliation

- i) Retaliation against any individual for reporting harassment, providing information or associating with someone who has filed a complaint or participated in an investigation will not be tolerated and will be treated as harassment.

13.5.6 Appeal Process

- i) Both complainants and respondents can appeal a decision on the grounds that procedures were not followed; investigators were biased in their review of the situation; or the investigation was inadequate.
- ii) The intent to appeal must be made in writing, within 14 days of the decision, and include the grounds on which the appeal is being made. Persons named above for registering formal complaints will receive the appeal, assess its merits and make a decision whether to proceed within 14 days of its receipt.

13.6 *OTHER OPTIONS*

- a) Notwithstanding this Policy, every person constitutes to have the right to file a complaint with the Human Rights Commission, or if appropriate, to pursue criminal charges with the Police.

13.7 *HANDLING A HARASSMENT COMPLAINT*

- a) The Dakota Community Centre will implement and administer the Harassment Policy. The Dakota Community Centre President may wish to consider implementing a committee composed of individuals who will fulfill the following functions:

- Play a leadership role in discouraging and preventing harassment from occurring.
 - Provide information and support to individuals who are experiencing or have experienced harassment.
 - Make accurate information available to all individuals involved in the Dakota Community Centre about the Harassment Policy and Procedures.
 - Receive informal harassment complaints and attempt to resolve the situation to the satisfaction of the parties involved.
 - Receive formal harassment complaints and ensure that cases are satisfactorily resolved.
- b) Upon initially meeting with the complainant, the following information should be communicated:
- Options for pursuing an informal resolution of the complaint.
 - The right to lay a formal written complaint under this Policy when an informal resolution is inappropriate or not feasible.
 - The availability of counseling and other support.
 - The confidentiality provisions of this Policy.
 - The right to be represented by a person of choice (including legal counsel) at any point in the complaint process.
 - Options for mediation/arbitration.
 - The right to withdraw from any further action in connection with the complaint at any stage (even though the organization may continue to investigate the complaint).
- Other options for seeking resolution via the Human Rights Commission, or the police.

13.7.1 Informal Complaint Procedure

- i) Informal complaints are those complaints which are brought to management's or Dakota Community Centre's Directors' attention, but which are not written and do not necessarily result in an investigation.
- ii) Informal procedures are often an effective and less costly means of dealing with less serious harassment situations.
- iii) If the alleged harasser is not named, you may offer to handle the complaint by arranging for educational sessions or the distribution of informational materials. This could include conducting a workshop; showing a video; inviting a guest speaker in to make a presentation; discussing your policy at a meeting.

- iv) If the alleged harasser is named, he or she must be informed of the concern and be provided with an opportunity to respond. In this case, you may offer to handle the complaint by arranging for:
 - Separate discussions with the complainant, and the respondent.
 - Subject to the agreement of both parties, a meeting between the complainant and the respondent. The meeting should be conducted by a mutually acceptable individual and allow the complainant and the respondent to address concerns about one another's behavior. The facilitator may be someone from the Dakota Community Centre Executive or designate.
- v) At any point in the informal process, either the complainant or the respondent can choose to proceed with an investigation as part of the formal complaint procedure.

13.7.2 Formal Complaint Process

- i) A formal complaint is written and signed by the complainant. It should contain the following information:
 - Name of complainant.
 - Home and work addresses and phone numbers.
 - Nature of complaint, ie. Grounds on which harassment is being claimed.
 - Alleged harasser's name.
 - Details of complaint, ie. Description of behavior or incidents, what was said or done, circumstances surrounding incident and names of witnesses.
- ii) Once a formal complaint has been received it is essential to respond in a timely manner, ie. Within 14 days.
- iii) The alleged harasser is to be officially notified upon being named in a harassment complaint.

13.7.3 Conducting an Investigation

- i) Those responsible for investigating the complaint should be impartial and therefore, should not have a significant personal or professional relationship with either the complainant or the respondent. In some cases it may be appropriate to arrange for an outside person to conduct the investigation.
- ii) The investigator should do the following
 - Interview the complainant, the alleged harasser and potential witnesses.

- Take notes during every interview.
 - Determine whether others have experienced similar problems
 - Assure confidentiality, as much as possible.
 - Prepare a written report.
- ii) Within 14 days of having received the complaint, the investigation shall be completed and a report prepared and presented to the Dakota Community Centre designate, as well as to the complainant and the respondent. The report should include the following information:
- A summary of the relevant facts
 - A determination as to whether the behaviors in question constituted harassment.
 - Recommended disciplinary action against the complainant if the complaint is determined to be vexatious or retaliatory.

13.7.4 Determining Appropriate Disciplinary Action

- i) When determining appropriate consequences and pro-active measures, the following factors should be considered:
- The nature of the harassment.
 - Whether the harassment involved any physical contact.
 - Whether the harassment was an isolated incident or part of an ongoing pattern of behavior.
 - The nature of the relationship between the respondent and complainant.
 - The age of the complainant.
- Whether the harasser admitted responsibility and expressed a willingness to change.
 - Whether the harasser retaliated against the complainant in any way.

13.8 CONCLUDING A HARASSMENT COMPLAINT

- a) There are a number of details that will be specific to the Dakota Community Centre Executive and should be considered as a checklist.

Who will make a final and binding decision regarding whether or not harassment took place?

Who will decide what disciplinary action will be taken?

Who will implement and monitor the disciplinary action?

How long will the material surrounding the case be kept and where?

What information, if any, will be included in an individual's personal file?

How will you ensure the confidentiality is maintained?

Who will follow-up with the complainant to ensure that the harassing behavior has stopped and to allow for any subsequent concerns to be addressed?

13.9 APPEAL PROCESS

- a) In the event that a notice of appeal is filed, the Dakota Community Centre Executive shall appoint an appeal team, of a minimum of two people to review the case.
- b) The appeal team shall base its decision solely on a review of the documentation surrounding the complaint, including the complainant and respondent's statements, the investigation report and the notice of appeal.
- c) Within 14 days the appeal shall be completed and a report prepared which outlines their recommendation. The appeal team has the ability to uphold the original decision resulting from the investigation; to reverse the decision of the original investigation; or to modify the recommendations for disciplinary action or compensation.
- d) Within 7 days, the Dakota Community Centre Board of Directors shall review the report and make a final and binding decision.
- e) Both respondent and complainant will be officially notified of the final decision regarding the appeal process.

For further educational resources on harassment, there are resource materials such as booklets; pamphlets and videos provided by Sport Manitoba that are available to the public to either order for their personal use.

You can also contact the Dakota Community Centre's Resource Library for further information.

14.0 UPDATING POLICY MANUAL

Procedure for updating policy Manual should be reviewed and additions and deletions undertaken by January of every year.