

AAD Policy Manual

2017-18

An overview of the Policies, Strategies and Core Operational Guidelines that AAD uses in its Day to Day operations.

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ACADEMIC AND ATHLETIC DEVELOPMENT GENERAL POLICY



1.0 - OVERVIEW:

Academic and Athletic Development (hereafter referred to as “AAD”) is creating this Policy Manual to be used as a reference to the Policies, Strategies and Core Operational Guidelines that AAD uses in its Day to Day Operations.

Included in this document are the general AAD Policy, Privacy Policy, Freedom of Information and Privacy (FOIP) and Media Consent and Behaviour Policy. There are several signature portions for parents to sign as well as an opportunity to opt out of the FOIP and Media Consent as well as the Privacy Policy.

This policy may change without notice. Families will be notified of any policy changes via email.

2.0 – FINANCIAL POLICY:

2.1 – PAYMENT:

AAD program fees can be paid through electronic file transfer (EFT) or credit card (Visa and MasterCard) using your AAD online account. Payments can be made in full at the beginning of the year, or be paid monthly or quarterly at your request.

Monthly Payments start in July with the final monthly payment coming out in April.

EFT Clients:

In the event that your payment comes back Non-Sufficient Funds, a \$40.00 fee will be charged and the payment will be processed again within 5 business days.

Credit Card Clients:

In the event that your Credit Card expires or changes, after 3 notifications of your credit card not processing, a \$20.00 fee will be charged as an administration fee.

All Clients:

Should a STOP PAYMENT be placed on any transaction, a \$40.00 fee will be charged and the payment will be processed again within 5 business days.

AAD requires a valid payment option on file at all times.

2.1 .1 - DEPOSITS:

Deposits count toward your program fees and are required **BEFORE** participation. Any student who has not paid their deposits will not participate in AAD programming. Deposits are **100% non-refundable**. The time that the deposit fee is due is dependent on whether the student-athlete is New or Returning.

NEW student-athletes (first time registering in any AAD Program):

Deposits will be withdrawn at time of approval for your program. After the email for approval for the program has been sent, the deposit will be withdrawn within a few business days from the payment option you have specified on your account.

RETURNING student-athletes (currently enrolled in an AAD Program, even if switching campuses):

Deposits will be withdrawn on MAY 1st.

2.2 - DISCOUNTS:

Families that have three students as full-time and full-year participants in AAD Programs are entitled to the “Third Child” discount. A 25% discount on the fees of the **most expensive program** will be applied. To apply for this discount please send an email to admin@aadie.ca.

2.3 - REFUNDS:

As noted above, deposits are **100% non-refundable**. Most other non-deposit refunds are prorated based upon the number of days in the program versus the number of instructional days. There will be no refunds after the month of **February**.

Should there be extenuating circumstances in regards to a refund, you may submit a written request for review to the AAD board.

2.3.1 - INJURIES:

After six weeks of non-participation due to injury, 50% of your program fees will be retroactively refunded to the date of injury. In order to be eligible for this, a **Doctor’s written confirmation** of the injury must accompany your written request for a refund.

2.3.2 - MOVE AWAY:

In the event that a student athlete must move away and will no longer be able to attend AAD programming, a prorated refund will be issued for any fees already paid.

Please note that for any moves made after February 28th/29th, no refunds will be issued.

2.3.3 –ATHLETIC OR ACADEMIC CONFLICTS:

For high school student athletes who require to attend an academic course for their first time that is in conflict with their sport alternative programming, no fee will be charged for that semester. Should the course in conflict not be the first attempt 10% of the regular fees will be charged for the duration of the conflict. Please note that to qualify for the fee reduction, the student athlete must receive written approval from AAD Executive Director Jeff Jones. Any student athlete who has not received written approval, will be charged the full fees.

This applies to full-time high school attendees, who will be attending Vimy Ridge Academy, but will be unable to participate in AAD programming.

2.4 –FINANCIAL REPORTING:

Upon written request, AAD will annually report to parents the financial summary reported to CCRA. This report is due to CCRA 6 months after AAD's year end, July 30th.

2.5 –30 DAY WITHDRAWAL NOTICE POLICY

A parent has the right to terminate the Financial Contract with AAD at any time by giving thirty (30) calendar days written notice to AAD. The 30 day notice will be calculated upon receiving the written notice. No refunds will be issued after the month of February.

3.0 – PARENT RESPONSIBILITIES:

It is the parent's responsibility to transport the student to school on time with the appropriate supplies to fulfill the student's academic and athletic commitments to the program.

3.1 – EQUIPMENT:

3.1.1- LOST OR STOLEN EQUIPMENT:

AAD accepts no responsibility for any loss, stolen or damage that may occur to any equipment.

3.1.2- EQUIPMENT REQUIREMENTS:

For Hockey and Lacrosse, our student athletes require the same full equipment as required by Hockey Alberta and the Alberta Lacrosse Association. For example, Hockey Alberta requires all hockey players to wear mouth guards on the ice and therefore students MUST wear a mouthguard for any on ice session. Sport Fit and Brazilian Jiu-Jitsu also have specific regulations for their equipment and that information can be found by contacting the Directors of the Sport Fit or Brazilian Jiu Jitsu Programs.

3.1.3- APPROPRIATE ATTIRE:

Students are expected to be dressed appropriately for their scheduled activity. This includes ensuring clothing and equipment is not offensive or revealing, is not in disrepair, and is safe and appropriate. The appropriateness

of student-athlete attire is at the discretion of their instructor. Any student who is dressed inappropriately may be asked to change their dress or may be removed from programming.

3.2 – TRANSPORTATION:

3.2.1 – SCHOOL:

Parents are responsible for their child's transportation to and from school.

3.2.2 – TRANSPORTATION TO FACILITY:

AAD will transport student athletes to their respective facilities for the afternoon programming. In the case of facilities within walking distance, the students will walk with supervision to their facility.

3.2.3 – STUDENT PICK-UP

Pick up at off-campus locations may be the responsibility of the parents.

Edmonton Public School Board (EPSB) or AAD staff will remain at off campus venues for one half hour after scheduled programming has ended.

3.2.4 – HOCKEY EXCEPTIONS

Hockey students may be programed on the ice in the mornings. It is the parent's responsibility to ensure that they are at the rink on time in the morning. These students will be bused back to school by AAD.

Any high school students who drive **or are passengers in** private vehicles to or from rinks are required to fill out the appropriate EPSB authorization forms, as well as any other forms that may be required including proof of insurance and liability.

4.0 – AAD RESPONSIBILITIES:

4.1 – Criminal Record Checks for Employees:

Upon hiring, any AAD employee will have a criminal background check and vulnerable sector/persons check completed. This is to ensure the safety of other employees, student athletes and other members of AAD from individuals with a history of violence or other serious offences.

4.2 – Motor Vehicle Liability Insurance for Employees

Generally, our student athletes will be transported to programming by bus. But in rare occasions, a student may have to be transported by an instructor or teacher in a personal vehicle.

4.3 – Co-Ed Dressing Room Policy

AAD's Co-Ed Dressing Room Policy aligns with the policies set in place by Edmonton Public Schools.

4.4 – Injuries and Return to Play Policy

Despite all efforts to remove the risk of injury, injuries can happen.

It is the responsibility of the parent and/or student athlete to inform their instructor if they have been injured and cannot participate in programming. Alternative programming will be offered to the student athlete until they are able to participate in full activity.

Student athletes will not be allowed to participate in full programming until AAD has received written confirmation from a Physician authorizing the athlete's return to participation.

4.5 - Off Campus Events and Field Trip Forms

As AAD's programming generally has our students off campus at arenas and other facilities throughout the city, parents are not required to sign Field Trip forms for every off campus activity. Should an activity fall outside of the normal hours of programming, outside of the city of Edmonton, or for any activity where AAD deems it is necessary for parental approval, a Field Trip form will be sent home for a parent or guardian's signature.

ACADEMIC AND ATHLETIC DEVELOPMENT PRIVACY POLICY



OVERVIEW:

Academic and Athletic Development (hereafter referred to as “AAD”) is creating this Privacy Policy to be implemented as of August 1st, 2010. Included in this Policy will be explanations on how AAD will collect, store, disclose and dispose of personal information of student athletes and their parents/guardians.

AAD manages your personal information in accordance with Alberta’s Personal Information Protection Act and other applicable laws. This policy outlines the principles and practices we follow in protecting your personal information.

At the end of this document there will be a signature portion to show that you have read, understand and agree with our Privacy Policy, as well as an opportunity to opt out of this agreement. Attached to the document will also be a FOIP and Media Consent form for use of images and other personal information through various media outlets as well as our websites.

PRIVACY OFFICER:

For accountability, AAD has appointed a Privacy Officer, should any member have a concern or question with any of our policies, should a grievance arise, or should a request for access be filed. The Privacy officer may, at his or her discretion enlist the assistance of any other member of AAD. AAD’s Privacy Officer is Travis Bouchard who can be reached by phone at **780-465-5461 ext.188** or by email at travis.bouchard@epsb.ca.

WHAT IS PERSONAL INFORMATION?

Personal information means information about an identifiable individual. This includes an individual’s name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, medical information etc.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We collect only the personal information that we need for the purpose of providing programming for our student-athletes, including personal information needed to:

- Deliver program updates and progress reports
- Adhere to previously agreed upon financial withdrawal plans
- Develop and institute curriculums based on prior performance
- Inform instructors and teachers of specific medical needs

We normally collect client personal information directly from our student-athletes or their parents. We may collect personal information from other persons with your consent or as authorized by law.

We inform our clients, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a client volunteers information for an obvious purpose (for example, producing a credit card to pay a membership fee when the information will be used only to process a payment).

CONSENT

We ask for consent to collect, use or disclose client personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. AAD may assume your consent in cases where you volunteer information for an obvious purpose.

We assume your consent to continue to use and where applicable, disclose personal information that we have already collected, for the purpose for which the information was collected. At any point if you wish to opt out of this agreement, you may contact the Privacy Officer to request this.

HOW DO WE PROTECT PERSONAL INFORMATION?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our society. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

Important paper documents are kept in a locked office in a locked file cabinet, and all electronic documents are password protected either on a server or on local machines.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

HOW LONG DO WE KEEP PERSONAL INFORMATION?

AAD will keep personal information such as financial and medical information in perpetuity or until consent is revoked. For media, such as pictures and video, AAD reserves the right to use these items until consent is revoked. To revoke your consent to use media or to have financial and medical information destroyed, contact our Privacy Officer. AAD also reserves the right to use contact information until consent to access to this information is revoked.

ACCESS TO YOUR PERSONAL INFORMATION AND RECORDS

Individuals have a right to access their own personal information in a record that is in the custody or under the control of AAD, subject to some exceptions. For example, organizations are required under the *Personal*

Information Protection Act to refuse to provide access to information that would reveal personal information about another individual.

If we refuse a request in whole or in part, we will provide the reasons for the refusal. In some cases where exceptions to access apply, we may withhold that information and provide you with the remainder of the record.

You may make a request for access to your personal information by writing to our Privacy Officer **Travis Bouchard** at travis.bouchard@epsb.ca or contacting him by phone at **(780)465-5461 ext.188**. You must provide sufficient information in your request to allow us to identify the information you are seeking.

You may also request information about our use of your personal information and any disclosure of that information to persons outside of our organization. In addition, you may request a correction of an error or omission in your personal information, or revoke your consent to our access to your personal information.

QUESTIONS AND GRIEVANCES

If you have a question or concern about any collection, use or disclosure of personal information by AAD, or about a request for access to your own personal information, please contact **Travis Bouchard** at travis.bouchard@epsb.ca or by phone at **(780)465-5461 ext.188**.

If you are not satisfied with the response that you receive, you should contact the Information and Privacy Commissioner of Alberta:

Office of the Information and Privacy Commissioner of Alberta

Suite 2460, 801-6 Avenue, SW Calgary, Alberta T2P 3W2

Phone: (403)297-2728

Toll-Free: 1-888-878-4044

Email: generalinfo@oipc.ab.ca

Website: www.oipc.ab.ca