

AAD Policy Manual

2020-21

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 login to their AAD Account.

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 via 10-installment or 3-installment payment plans at your request.

The 10-installment plans are paid monthly and run from July 1st through April 1st.

The 3-installment plan payments are scheduled for September 1st, December 1st and March 1st.

AAD will accept payment by cheque only if the payment is made in full for the year. The cheque must be received before the first charge date of September 1st. You will still require a valid payment method on file. Cheques are to be made out to Academic and Athletic Development (AAD).

EFT Clients:

In the event that your payment is returned 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 - Down Payment:

Down payments count toward your program fees and are required **BEFORE** participation. Any student-athlete who has not paid their down payment will not participate in AAD programming. Down payments are **100% non-refundable and non-transferrable**. The time that the down payment is due is dependent on whether the student-athlete is new or returning.

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

Down payments will be withdrawn at time of approval for your program. After the email for approval for the program has been sent, the down payment 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):

Down payments will be withdrawn on MAY 1st.

2.2 - DISCOUNTS:

Families that have three full-time and full-year student-athletes **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, down payments are **100% non-refundable**. Most other non-down payment 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 last school day in 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.

2.4 –FINANCIAL REPORTING:

Upon written request, AAD will annually report to parents the financial summary reported to CRA. This report is due to CRA 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 28th/29th.

2.6 LOST, STOLEN OR DAMAGED EQUIPMENT

AAD is in no way responsible for lost, stolen or damaged equipment. Student-athletes need to be responsible for the equipment at all times.

2.7 TRANSFERRING PROGRAMS

Program transfers are not completed until all parties have agreed to the transfer and all documentation has been completed.

2.8 ARREARS

Accounts that are in arrears with their financial commitments for more than two weeks will result in the student-athlete being removed from all AAD programming, until payment arrangements have been made and approved by AAD administration.

3.0 – PARENT RESPONSIBILITIES:

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

3.1 – EQUIPMENT:

Student-athletes are required to have proper equipment as directed by AAD staff.

3.1.1– LOST OR STOLEN EQUIPMENT:

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

3.1.2– EQUIPMENT REQUIREMENTS:

For Hockey, Lacrosse, Baseball and Softball our student-athletes require the same full equipment as required by their sport's provincial governing body. For example, Hockey Alberta requires all hockey players to wear neck guards on the ice and therefore hockey student-athletes **MUST** wear a neck guard for any on ice session. Sport Fit, Outdoor Pursuits and Brazilian Jiu-Jitsu also have specific regulations for their equipment and that information can be found by contacting the staff of those programs.

3.1.3– APPROPRIATE ATTIRE:

Student-athletes 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-athlete who is dressed inappropriately may be asked to change their clothing or equipment 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 and from their respective facilities for their programming whenever possible. In the case of facilities within walking distance, the student-athletes will walk with supervision to their facility.

3.2.3 – STUDENT-ATHLETE 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 student-athletes may have programming 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 student-athletes will be bussed back to school by AAD.

3.2.5 – STUDENT-ATHLETE DRIVERS/PASSENGERS

Any high school student-athletes **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 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 – Transportation of Student-Athletes by AAD Employees

Generally, our student-athletes will be transported to programming by bus. But on rare occasions, a student-athlete may have to be transported by an instructor or teacher in a personal vehicle. All AAD employees will fill out Edmonton Public School Board's Volunteer Driver Declaration Form before transporting any student-athlete.

4.3 – Co-Ed Dressing Room Policy

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

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 student-athlete's return to participation.

4.5 – Off-Campus Events and Field Trip Forms

As AAD's programming generally has our student-athletes 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 programming, 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.

4.6 – Academic Achievement

In our experience, a student-athlete's academic achievement increases as they become accustomed to the expectations of the school and their athletic program. At times a student-athlete's academic records need to be accessed to successfully deliver an athletic program in combination with an academic program. By agreeing to this policy you grant permission to access academic records of your children enrolled in AAD programming. In order for student-athletes to remain in good standing with AAD a minimum of 50% must be achieved in all courses. Courses where the grades is Pass/Fail (P/F) a Pass must be achieved.

4.7 - AAD Student-Athlete Citizenship

Student-athletes are required to comply with the Edmonton Public School Board's Student Behavior and Conduct Policy. Non-compliance resulting in suspension or expulsion from school may result in removal from AAD programming. Removal will be at the sole discretion of the Executive Director of AAD with no appeal process.

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. 2403** or by email at travis.bouchard@partner.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).

WEBSITE COOKIES

A cookie is a small file that is saved on a user's computer when they are browsing a website. Our websites use cookies to gather analytics information about the visitors to our sites such as browser type, operating system, pages viewed, traffic patterns, retention, screen size etc. This information is an asset as we build and maintain our websites to better serve our clients. We do not collect personal information without consent on our sites, nor do we store personal information in cookies. All modern web browsers have settings that can be modified to warn you when a cookie is being downloaded or to deny cookies altogether.

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.

PARTNER OR SPONSOR COMMUNICATIONS

We will occasionally send you information from our partners and/or sponsors when we feel that there is a reasonable potential benefit to you and your student-athlete.

These communications may include upcoming events, clinics, camps and anything else deemed to be reasonably related to the programs offered at Donnan and Vimy by AAD.

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@partner.epsb.ca or contacting him by phone at **(780)465-5461 ext. 2403**. 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@partner.epsb.ca or by phone at **(780)465-5461 ext. 2403**.

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