

# HIGH FIVE<sup>®</sup> Policies and Procedures

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# HIGH FIVE<sup>®</sup> Policies and Procedures

## Commitment to Children Policy

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### Definitions

1. The following terms have these meanings in this Policy:
  - a) “HIGH FIVE<sup>®</sup>” – a proprietary standard owned by Parks and Recreation Ontario designed to support the safety, well-being and healthy development of children in recreation and sport programs.
  - b) “HIGH FIVE<sup>®</sup> Stakeholders”- Authorized Providers, Affiliate Providers, Master Trainers, Trainers, Umbrella Organizations, Academic Institutions, Verifiers, Registered Organizations and Accredited Organizations within HIGH FIVE<sup>®</sup>.

### Purpose

2. The purpose of this policy is to ensure the HIGH FIVE<sup>®</sup> standard supports the healthy development of children in recreation and sport by making all HIGH FIVE<sup>®</sup> Stakeholders aware that there is an expectation to fulfill their obligation at all times consistent with those of the Commitment to Children Policy.

### Application of this Policy

3. This Policy applies to all HIGH FIVE<sup>®</sup> Stakeholders as defined in the Definitions.

### Responsibilities

4. All HIGH FIVE<sup>®</sup> Stakeholders have a responsibility to ensure:
  - a) **Environments for children will be:**
    - ☆ Secure, safe and stable;
    - ☆ Caring;
    - ☆ Stimulating;
    - ☆ Accessible;
    - ☆ Challenging;
    - ☆ Considerate of personal space needs and special needs;
    - ☆ Equipped with age, size and ability-appropriate equipment, furniture and materials; and
    - ☆ Welcoming to all races, cultures and abilities.
  - b) **Activities for children will:**
    - ☆ Allow for a combination of self-directed and leader-directed activities;
    - ☆ Provide children with opportunities for input, involvement and choice;
    - ☆ Reflect both assessed and expressed needs;
    - ☆ Provide opportunities for active participation and reflection;
    - ☆ Encourage co-operation and friendship;
    - ☆ Incorporate varied learning styles and developmental stages;
    - ☆ Recognize uniqueness and encourage mastery; and
    - ☆ Value and incorporate cultural, racial and linguistic diversity.

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## Commitment to Children Policy

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**c) Course instructors and Leaders will:**

- ☆ Ensure all children are treated with respect, honesty and trust;
- ☆ Recognize and accept children's individual needs and circumstances;
- ☆ Employ positive behaviour management methods;
- ☆ Help children value and celebrate diversity in the community;
- ☆ Consistently model appropriate behaviour; and
- ☆ Continually evaluate the program and their leadership to ensure improvements and reflect changing needs.

**d) Organizations will:**

- ☆ Encourage and support the ongoing development of staff and volunteers with regard to their knowledge and understanding of healthy child development;
- ☆ Ensure clear and on-going communication with parents and families;
- ☆ Encourage participation and input from children and families; and
- ☆ Provide the organizational supports necessary to ensure that children feel safe, welcome, competent, connected, empowered and special.

# HIGH FIVE<sup>®</sup> Policies and Procedures

## Code of Conduct and Ethics

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### Definitions

1. The following terms have these meanings in this Policy:
  - e) “HIGH FIVE<sup>®</sup>” – a proprietary standard owned by Parks and Recreation Ontario designed to support the safety, well-being and healthy development of children in recreation and sport programs.
  - f) “HIGH FIVE<sup>®</sup> Stakeholders”- Authorized Providers, Affiliate Providers, Master Trainers, Trainers, Umbrella Organizations, Academic Institutions, Verifiers, Registered Organizations and Accredited Organizations within HIGH FIVE<sup>®</sup>.

### Purpose

2. The purpose of this Code of Conduct and Ethics is to ensure a safe and positive environment within HIGH FIVE<sup>®</sup> trainings, activities and events, by making all individuals aware that there is an expectation of appropriate behaviour, consistent with the values of HIGH FIVE<sup>®</sup>, at all times.

### Application of this Policy

3. This policy applies to HIGH FIVE<sup>®</sup> Stakeholders relating to conduct that may arise during the course of HIGH FIVE<sup>®</sup>'s business, activities and events, including but not limited to, office environment, training, and any meetings.
4. This policy applies to conduct that may occur outside of HIGH FIVE<sup>®</sup>'s business and events when such conduct adversely affects relationships within HIGH FIVE<sup>®</sup>'s work and training environment and is detrimental to the image and reputation of HIGH FIVE<sup>®</sup>.

### Code of Conduct

5. HIGH FIVE<sup>®</sup> is committed to providing an environment in which all individuals are treated with respect. Further, HIGH FIVE<sup>®</sup> supports equal opportunity and prohibits discriminatory practices. Stakeholders of HIGH FIVE<sup>®</sup> are expected to conduct themselves at all times in a manner consistent with the values of HIGH FIVE<sup>®</sup> that include fairness, integrity, open communication and mutual respect.
6. Conduct that violates this Code of Conduct and Ethics may be subject to disciplinary measures pursuant to HIGH FIVE<sup>®</sup>'s policies related to discipline and complaints.

### Responsibilities

7. All HIGH FIVE<sup>®</sup> Stakeholders have a responsibility to:
  - a) Commit to quality assurance services and programming for children.
  - b) Work to achieve and maintain high quality programs and services, ensuring the benefits of sport and recreation are achieved.

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## Code of Conduct and Ethics

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- c) Maintain and enhance the dignity and self-esteem of HIGH FIVE<sup>®</sup> Stakeholders and other HIGH FIVE<sup>®</sup> participants by:
  - i. Demonstrating respect to individuals regardless of body type, athletic ability, gender, ethnic or racial origin, sexual orientation, age, marital status, religion, political belief, disability or economic status;
  - ii. Focusing comments or criticism appropriately and avoiding public criticism of HIGH FIVE<sup>®</sup> Stakeholders, participants, volunteers and employees;
  - iii. Consistently demonstrating the spirit of sportsmanship, leadership and ethical conduct;
  - iv. Acting, when appropriate, to prevent or correct practices that are unjustly discriminatory;
  - v. Consistently treating individuals fairly and reasonably;
  - vi. Ensuring that the principles and guidelines of HIGH FIVE<sup>®</sup> are adhered to.
- d) Refrain from any behaviour that constitutes harassment, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading or malicious. Types of behaviour that constitute harassment include, but are not limited to:
  - i. Written or verbal abuse, threats or outbursts;
  - ii. The display of visual material which is offensive or which one ought to know is offensive;
  - iii. Unwelcome remarks, jokes, comments, innuendos or taunts about a person's looks, body, attire, age, race, religion, sex or sexual orientation;
  - iv. Leering or other suggestive or obscene gestures;
  - v. Condescending or patronizing behaviour which is intended to undermine self-esteem, diminish performance or adversely affect working conditions;
  - vi. Practical jokes which cause awkwardness or embarrassment, endanger a person's safety or negatively affect performance;
  - vii. Any form of hazing;
  - viii. Unwanted physical contact including touching, petting, pinching or kissing;
  - ix. Unwelcome sexual flirtations, advances, requests or invitations;
  - x. Physical or sexual assault;
  - xi. Behaviours such as those described above that are not directed towards individuals or groups but have the same effect of creating a negative or hostile environment; or
  - xii. Retaliation or threats of retaliation against an individual who reports harassment.
- e) Refrain from any behaviour that constitutes sexual harassment, where sexual harassment is defined as unwelcome sexual comments, advances or conduct of a sexual nature.
- f) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities.
- g) In the case of adults, avoid consuming alcohol in situations where minors are present, and take reasonable steps to manage the responsible consumption of alcoholic beverages in adult-oriented social situations associated with HIGH FIVE<sup>®</sup> events.
- h) Respect the property of others and not wilfully cause damage.
- i) Comply at all times with the Policies, Procedures, Rules and Regulations of HIGH FIVE<sup>®</sup>, as adopted and amended from time to time.

# HIGH FIVE<sup>®</sup> Policies and Procedures

## Discipline and Complaints Policy

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### Definitions

1. The following terms have these meanings in this Policy:
  - g) “Days” – Days irrespective of weekend and holidays.
  - h) “HIGH FIVE<sup>®</sup>” – a proprietary standard owned by Parks and Recreation Ontario designed to support the safety, well-being and healthy development of children in recreation and sport programs.
  - i) “HIGH FIVE<sup>®</sup> Stakeholders”- Trainers, Umbrella Organizations, Academic Institutions, Verifiers, Registered Organizations and Accredited Organizations within HIGH FIVE<sup>®</sup> Ontario as well as individuals employed or engaged in activities with HIGH FIVE<sup>®</sup> Ontario.

### Purpose

5. HIGH FIVE<sup>®</sup> Ontario is committed to providing an environment in which all HIGH FIVE<sup>®</sup> Stakeholders are treated with respect. Irresponsible behaviour by HIGH FIVE<sup>®</sup> Stakeholders can result in severe damage to the integrity of HIGH FIVE<sup>®</sup> Ontario. Conduct that violates these values may be subject to disciplinary measures pursuant to this policy. Since disciplinary measures may be applied, it is only fair to provide HIGH FIVE<sup>®</sup> Stakeholders a mechanism so complaints and discipline is dealt with fairly, expeditiously and affordably.
6. HIGH FIVE<sup>®</sup> Ontario is committed to providing an environment, which is characterized by the value of fairness, integrity, open communication and mutual respect. Participation in HIGH FIVE<sup>®</sup> Ontario activities brings with it many benefits and privileges. At the same time, Stakeholders are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the policies, procedures, rules and regulations and Code of Conduct and Ethics of HIGH FIVE<sup>®</sup>.

### Application of this Policy

7. This Policy applies to all HIGH FIVE<sup>®</sup> Stakeholders as defined in the Definitions.
8. This Policy only applies to discipline matters that may arise during the course of HIGH FIVE<sup>®</sup> Ontario business, activities and events, including but not limited to, trainings, activities, events and meetings.

### Reporting a Complaint

9. Any individual may report a complaint to the office of HIGH FIVE<sup>®</sup> Ontario. Such complaint must be signed and in writing, and must be filed within thirty (30) days of the alleged incident. Anonymous complaints may be accepted upon the sole discretion of HIGH FIVE<sup>®</sup> Ontario.
10. A complainant wishing to file a complaint beyond the thirty (30) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the thirty (30) days period will be at the sole discretion of the HIGH FIVE<sup>®</sup> Provincial Coordinator or designate. This decision may not be appealed.
11. Upon receiving a complaint, the HIGH FIVE<sup>®</sup> Provincial Coordinator or designate will determine whether the complaint is legitimate within fourteen (14) days of receiving it. If the HIGH FIVE<sup>®</sup> Provincial Coordinator or designate determines the complaint is not legitimate, the complaint will be dismissed immediately.

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## Discipline and Complaints Policy

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12. If a complaint is determined by the HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, to be legitimate, the complaint will be designated as a minor infraction or a major infraction and dealt with according to the appropriate sections of this Policy. It will be at the sole discretion of the HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, to determine whether a complaint is to be dealt with as a major or minor infraction. This decision is not appealable.
13. If the incident is to be dealt with as a minor infraction, the HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, will inform the alleged offender, and the matter will be dealt with according to the section relating to minor infractions.
14. If the incident is to be dealt with as a major infraction and if the HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, determines that a hearing is required, the alleged offender will be notified as quickly as possible and the matter will be dealt with according to the section relating to major infractions.
15. This Policy does not prevent an appropriate person having authority from taking immediate, informal or corrective action in response to behaviour that constitutes either a minor or major infraction provided that the individual being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident. Further disciplinary measures may be applied in accordance with the procedures set out in this Policy.

### Minor Infractions

16. Examples of minor infractions include, but are not limited to, a single incident of:
  - a) Disrespectful, offensive, abusive, racist or sexist comments or behaviour directed towards others;
  - b) Conduct contrary to the ideals of respect such as angry outbursts or argument; and
  - c) Non-compliance with the Policies and Procedures under which HIGH FIVE<sup>®</sup> is governed.
17. All disciplinary situations involving minor infractions occurring will be dealt with by the HIGH FIVE<sup>®</sup> Provincial Coordinator.
18. Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined at the discretion of the HIGH FIVE<sup>®</sup> Provincial Coordinator. This is provided that the individual being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident.
19. Disciplinary measures for minor infractions, which may be applied singly or in combination, include the following:
  - a) Verbal or written reprimand which may be placed in the individual's file;
  - b) Verbal or written apology;
  - c) Service or other voluntary contribution to HIGH FIVE<sup>®</sup>;
  - d) Retraining;
  - e) Suspension from the current training, activity or event; or
  - f) Any other disciplinary measure considered appropriate for the offense.
20. Minor infractions that result in discipline will be recorded and maintained by HIGH FIVE<sup>®</sup> Ontario. Repeat minor infractions may result in further such incident being considered a major infraction.

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### Major Infractions

21. Major infractions are instances of misconduct that result, or have the potential to result, in harm to other persons or to HIGH FIVE<sup>®</sup> Ontario.
22. Examples of major infractions include, but are not limited to:
  - a) Repeated incidents of disrespectful, offensive, abusive, racist or sexist comments or behaviour directed towards others;
  - b) Repeated conduct contrary to the ideals of respect such as angry outbursts or argument;
  - c) Repeated incidents of being late for or absent from HIGH FIVE<sup>®</sup> events activities at which attendance is expected or required;
  - d) Incidents of physical abuse;
  - e) Pranks, jokes or other activities that endanger the safety of others;
  - f) Disregard for the rules and regulations under which HIGH FIVE<sup>®</sup> training, events and programs are conducted;
  - g) Conduct which results in harm to the image, credibility or reputation of HIGH FIVE<sup>®</sup> and/or its' sponsors;
  - h) Abusive use of alcohol where abuse means a level of consumption that impairs the individual's ability to speak, walk or drive; causes the individual to behave in a disruptive manner; or interferes with the individual's ability to perform effectively and safely; or
  - i) Any use of illicit drugs and narcotics.
23. Major infractions may be dealt with immediately, if necessary, by HIGH FIVE<sup>®</sup> Ontario staff, provided the individual being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident. In such situations, disciplinary measures will be for the duration of the training, program or event only. Further disciplinary measures may be applied but only after review of the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of this Policy.

### Discipline Panel and Hearing

24. Within twenty-one (21) days of notifying the respondent of a complaint of a major infraction, the HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, will appoint one - three individuals to serve as a Discipline Panel ("Panel").
25. The Panel will have no significant relationship with the complainant and respondent; will have had no involvement with the alleged infraction; and will be free from any other bias or conflict of interest.
26. The Panel will hold the hearing as soon as possible, but not more than thirty (30) days after being appointed.
27. Having regard to the nature of the discipline matter and the potential consequences of any resulting disciplinary measures, the Panel will decide to conduct the hearing by way of review of documentary evidence or by way of oral hearing. If the Panel decides to conduct an oral hearing, it may decide to do so in-person or by means of telephone conference.

### Documentary Review

28. Where the Panel has determined that the appeal will be held by way of documentary submissions, the Panel will govern the hearing fairly and as it sees fit, provided that:

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## Discipline and Complaints Policy

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- a) All parties are given a reasonable opportunity to provide written submissions to the Panel, to review written submissions of the other parties, and to provide written rebuttal and argument; and
- b) The applicable principles and timelines set out by the Panel are respected.

### Oral Hearing

29. Where the Panel has determined that the appeal will be held by way of oral hearing, the Panel will govern the hearing fairly and as it sees fit, provided that:
- a) The affected parties will be given five (5) days written notice of the day, time and place of the hearing;
  - b) The affected parties will be provided copies of all evidence to be relied upon;
  - c) Decisions will be by majority vote;
  - d) The Panel will refrain from communicating with the parties except in the presence of, or copy to, the other parties;
  - e) The individual being disciplined may be accompanied by a representative;
  - f) The individual being disciplined will have the right to present evidence and argument;
  - g) Any party potentially affected by the matter may be made party to the hearing by the Panel;
  - h) The Panel may request that any witness be present at the hearing or submit written evidence in advance of the hearing;
  - i) If the individual being disciplined chooses not to participate in the hearing, the hearing will nonetheless proceed;
  - j) The hearing will be held in private;
  - k) Each party will bear their own costs;
  - l) Once appointed, the Panel will have the authority to abridge or extend timelines associated with any aspect of the hearing.
30. After hearing the matter, the Panel will determine whether or not the individual will be disciplined, and if so, will determine the appropriate penalty to be imposed and any measures to mitigate the harm suffered by others as a result. The Panel's written decision, with reasons, will be distributed to all parties and HIGH FIVE<sup>®</sup> within twenty-one (21) days of the conclusion of the hearing.
31. Where the individual acknowledges the facts of the incident, he or she may waive the hearing, in which case the Panel will determine the appropriate disciplinary measures. The Panel may hold a hearing for the purpose of determining an appropriate disciplinary measure.
32. If the individual being disciplined chooses not to participate in the hearing, the hearing may proceed in any event.

### Disciplinary Measures

33. The Panel may apply the following disciplinary measures singly or in combination, for major infractions:
- a) Written reprimand to be placed in the individual's file;
  - b) Written apology;
  - c) Removal of certain privileges;
  - d) Suspension from certain HIGH FIVE<sup>®</sup> programs, events and/or activities;
  - e) Suspension from all HIGH FIVE<sup>®</sup> activities for a designated period of time;
  - f) Expulsion from HIGH FIVE<sup>®</sup>;
  - g) Publication of the Panel's decision;
  - h) Other measures may be considered appropriate for the offense.

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## Discipline and Complaints Policy

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34. Unless the Panel decides otherwise, any disciplinary measures will commence immediately. Failure to comply as determined by the Panel will result in automatic suspension within HIGH FIVE<sup>®</sup> until such time as compliance occurs.
35. A written record will be maintained by HIGH FIVE<sup>®</sup> Ontario at its head office for major infractions that result in disciplinary measures.

### **Serious Infractions**

36. The HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, may determine that an alleged incident is of such seriousness as to warrant suspension of the individual pending a hearing and a decision of the Panel.
37. Where it is brought to the attention of the HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, that a HIGH FIVE<sup>®</sup> Stakeholder has been charged with an offence under the Criminal Code, or has previously been convicted of a criminal offence, the HIGH FIVE<sup>®</sup> Provincial Coordinator, or designate, may suspend the HIGH FIVE<sup>®</sup> Stakeholder pending further investigation, a hearing, or completion of the criminal proceedings.
38. Notwithstanding the procedures set out in this Policy, any HIGH FIVE<sup>®</sup> Stakeholder who is convicted of a criminal offense involving sexual exploitation, invitation to sexual touching, sexual interference, sexual assault or aggravated assault will face automatic suspension from participating in any activities of HIGH FIVE<sup>®</sup> for a period of time corresponding to the length of the criminal sentence imposed by the court, and may face further disciplinary action by HIGH FIVE<sup>®</sup> Ontario in accordance with this Policy.

### **Timelines**

39. If the circumstances of the complaint are such that this policy will not allow a timely conclusion, or if the circumstances of the complaint are such the complaint cannot be concluded within the timelines dictated in this policy, the Panel may direct that these timelines be revised.

### **Appeals Procedure**

40. The decision of the Panel may be appealed in accordance with HIGH FIVE<sup>®</sup> National's Appeal Policy.

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## Discipline and Complaints Policy

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### INCIDENT REPORT

Date and time of incident: \_\_\_\_\_

Name of writer: \_\_\_\_\_ Position: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Event: \_\_\_\_\_

Individual(s) involved in the incident:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Objective description of the incident (please be concise, accurate and non-judgmental):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Names of individuals who observed the incident:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Disciplinary action that was taken (if any and/or applicable):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of writer: \_\_\_\_\_ Date: \_\_\_\_\_

# HIGH FIVE<sup>®</sup> Policies and Procedures

## Dispute Resolution Policy

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### Definitions

1. The following terms have these meanings in this Policy:
  - a) “HIGH FIVE<sup>®</sup>” – a proprietary standard owned by Parks and Recreation Ontario designed to support the safety, well-being and healthy development of children in recreation and sport programs.
  - b) “HIGH FIVE<sup>®</sup> Stakeholders”- Authorized Providers, Affiliate Providers, Trainers, Umbrella Organizations, Academic Institutions, Verifiers, Registered Organizations, and Accredited Organizations within HIGH FIVE<sup>®</sup> as well as individuals employed, volunteering or engaged in activities with HIGH FIVE<sup>®</sup>.

### Purpose

2. HIGH FIVE<sup>®</sup> Ontario supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, mediation and arbitration as effective ways to resolve disputes with and among Stakeholders, and to avoid the uncertainty, costs and other negative effects associated with litigation.
3. HIGH FIVE<sup>®</sup> Ontario encourages all HIGH FIVE<sup>®</sup> Ontario Stakeholders to communicate openly and to collaborate in using problem-solving and negotiation techniques to resolve their differences. In almost all cases a negotiated settlement is preferable to any outcome achieved through other dispute resolution techniques, and negotiated resolutions to disputes with and among HIGH FIVE<sup>®</sup> Ontario Stakeholders are strongly encouraged.

### Application of this Policy

4. This Policy applies to all HIGH FIVE<sup>®</sup> Stakeholders as defined in the Definitions.

### Facilitation and Mediation

5. Opportunities for facilitation and mediation may be pursued at any point in a dispute within HIGH FIVE<sup>®</sup> Ontario where it is appropriate and where the disputing parties agree that such a course of action would be mutually beneficial.
6. The costs of mediation will be shared equally by the parties.

### Arbitration

7. In the event that a dispute persists after all other HIGH FIVE<sup>®</sup> internal remedies have been exhausted including negotiation, facilitation, mediation and/or appeals, the parties, upon mutual consent, may pursue opportunities for arbitration.
8. Where arbitration is mutually acceptable to the parties, the arbitration will in accordance with *Arbitration Act of Ontario* use trained arbitrators who are acceptable to the parties.
9. The parties involved in a dispute may also mutually agree to bypass internal avenues of dispute resolution, including appeals, and may directly pursue opportunities for arbitration.
10. Where a dispute is referred to arbitration, all parties to the original dispute will become parties to the arbitration and will share the costs equally.

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## Dispute Resolution Policy

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11. The parties to arbitration will enter into a written Arbitration Agreement that will specify that the decision of the arbitrator will be final and binding upon the parties and not subject to any further review by any court or any other body.
12. The costs of arbitration will be decided by the Arbitrator.

### **No Legal Action**

13. No action, application for judicial review or other legal proceeding will be commenced against HIGH FIVE<sup>®</sup> Ontario respecting a dispute, unless the remedies afforded by this policy have not been offered or have been exhausted. In no case may a party pursue legal action against HIGH FIVE<sup>®</sup> Ontario in respect of arbitration, for which the parties have entered into a written Arbitration Agreement.

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## Confidentiality Policy

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### Definitions

1. The following terms have these meanings in this Policy:
  - a) “HIGH FIVE<sup>®</sup>” – a proprietary standard owned by Parks and Recreation Ontario designed to support the safety, well-being and healthy development of children in recreation and sport programs.
  - b) “HIGH FIVE<sup>®</sup> Stakeholders”- Authorized Providers, Affiliate Providers, Master Trainers, Trainers, Umbrella Organizations, Academic Institutions, Verifiers, Registered Organizations and Accredited Organizations within HIGH FIVE<sup>®</sup> as well as individuals employed, volunteering or engaged in activities with HIGH FIVE<sup>®</sup>.

### Purpose

2. The purpose of this policy is to ensure the protection of Confidential Information that is proprietary to HIGH FIVE<sup>®</sup> by making all HIGH FIVE<sup>®</sup> Stakeholders aware that there is an expectation to act at all times appropriately and consistently with this policy.

### Application of this Policy

3. This Policy applies to all HIGH FIVE<sup>®</sup> Stakeholders as defined in the Definitions.

### Responsibilities

4. HIGH FIVE<sup>®</sup> Stakeholders will not, either during the period of their involvement/employment or any time thereafter, disclose to any person or organization any Confidential Information about HIGH FIVE<sup>®</sup> acquired during their period of involvement/employment, unless expressly authorized to do so.
5. HIGH FIVE<sup>®</sup> Stakeholders will not publish, communicate, divulge or disclose to any unauthorized person, firm, corporation, third party or parties any Confidential Information, without the express written consent of HIGH FIVE<sup>®</sup>.
6. HIGH FIVE<sup>®</sup> Stakeholders will not use, reproduce or distribute such Confidential Information or any part thereof, without the express written consent of HIGH FIVE<sup>®</sup>.
7. All files and written materials relating to Confidential Information of HIGH FIVE<sup>®</sup> will remain the property of HIGH FIVE<sup>®</sup> and upon termination of involvement/employment with HIGH FIVE<sup>®</sup> or upon request of HIGH FIVE<sup>®</sup>, the HIGH FIVE<sup>®</sup> Associate will return all Confidential Information received in written or tangible form, including copies, or reproductions or other media containing such Confidential Information, immediately upon such request.
8. The term “Confidential Information” includes, but it not limited to the following:
  - a) Names, addresses, e-mail addresses, telephone numbers, cell phone numbers and financial information of organizations and individuals within HIGH FIVE<sup>®</sup> and their respective Stakeholders, volunteers, directors, employees, Trainers, and contractors;
  - b) Proprietary information related to the business or affairs of HIGH FIVE<sup>®</sup> and any of its divisions, including, but not limited to, procedures, business methods, forms, policies, marketing and development plans, advertising programs, creative materials, trade secrets, knowledge, techniques, data, products, technology, computer programs, manuals, software, financial information and information that is not generally or publicly known.

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## Confidentiality Policy

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### Intellectual Property

9. Copyright and any other intellectual property rights in all written material (including material in electronic format) and other works produced in connection with employment or involvement with HIGH FIVE<sup>®</sup> will be owned solely by HIGH FIVE<sup>®</sup>, who will have the right to use, reproduce or distribute such material and works, or any part thereof, for any purpose it wishes. HIGH FIVE<sup>®</sup> may grant permission for others to use such written material or other works, subject to such terms and conditions as HIGH FIVE<sup>®</sup> may prescribe.

### Enforcement

10. A breach of any provision in this policy may give rise to discipline in accordance with HIGH FIVE<sup>®</sup>'s Discipline and Complaints policy or legal recourse.