



POINT BREAK BC VOLLEYBALL CLUB
HANDBOOK

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WHO ARE WE?

At **Point Break BC Volleyball Club**, we're more than just a team – we're a community built on passion, dedication, and the love of the game. Based in British Columbia, we provide athletes with the opportunity to grow their volleyball skills, compete at high level, and develop lifelong friendships.

Our mission is to create a **positive, challenging, and supportive environment** where players of all skill levels can thrive – on and off the court. Through expert coaching, structured training, and a focus on teamwork and sportsmanship, we prepare our athletes not only for competition, but for life.

We believe in:

- **Player Development** – Building strong fundamentals, game IQ, and confidence.
- **Team Culture** – Fostering respect, accountability, and unity.
- **Community Connection** – Giving back and inspiring the next generation of athletes.

Whether it's chasing championships or celebrating small victories, Point Break BC Volleyball Club is committed to helping every player reach their full potential – while having fun and making memories along the way.

We are Point Break BC – where passion meets performance.

OUR TEAM BEHIND THE TEAM

CLUB LEADERSHIP

Club Director – Nevita Sulistyo

Operations and Administration Coordinator – Cecile Tumusok

Dispute Resolution Coordinator – Peter Chiu

COACHES

Head Coach – Kelsey Boyd

Assistant Coach – Jasmine Fay

Trainer – Jamie Aparte

STAFF

Social Media Coordinator – Jamie Aparte

Equipment and Facilities Coordinator –

Team Manager -

CLUB CONTACT DETAILS:

Email: pointbreakbc@gmail.com

POINT BREAK BC VOLLEYBALL CLUB BYLAWS

Article I – Name and Purpose

1. Name: The organization shall be known as Point Break BC Volleyball Club (“the Club”).
2. Purpose: Promote participation in volleyball among girls ages 14 to 15 years old (born between September 1, 2010, to December 31, 2011); provide training, development and competitive opportunities; encourage teamwork, sportsmanship, and healthy lifestyles; support players in achieving their athletic and academic goals.

Article II – Membership

1. Eligibility: Open to girls within the designated age range who meet skill and conduct requirements set by the Club. Must complete registration forms and pay annual fees.
2. Good Standing: Members must follow the Club’s Code of Conduct and pay fees on time.
3. Termination: Membership may be revoked by the Board for repeated misconduct or non-compliance.

Article III – Governance

1. Board of Directors: Consists of at least 3 members - Club Director, Operations and Administration Coordinator, and Dispute Resolution Coordinator.
2. Term: Board members are appointed serving 2 year-renewable terms.
3. Duties:

A. Club Director

- a. Leadership and Governance
 - i. Oversee the overall vision, mission, and goals of the Club
 - ii. Develop and maintain club policies, rules, and Code of Conduct
 - iii. Preside over Board meetings.
 - iv. Ensure compliance with league, school district, and governing body regulations (e.g. Volleyball BC, Volleyball Canada)
- b. Financial Management
 - i. Create and monitor the annual budget.
 - ii. Approve Club expenditures and financial reports.
 - iii. Oversee fundraising activities and sponsorship agreements.
 - iv. Ensure proper collection of player fees and payment processing.
- c. Communication and Public Relations
 - i. Serve as the primary spokesperson for the Club.
 - ii. Maintain communication with parents, players, coaches, and sponsors.
 - iii. Represent the Club at league meetings and community events.
- d. Long-Term Planning
 - i. Develop growth strategies for player recruitment and retention.
 - ii. Foster partnerships with schools, community groups, and sponsors
 - iii. Evaluate program success annually and adjust goals accordingly.

B. Operations and Administration Coordinator

- a. Program Management
 - i. Oversee player registration for tryouts and club season.
 - ii. Plan, organize, and oversee all volleyball programs, leagues, and tournaments.
 - iii. Set the seasonal calendar (tryouts, practices, games, clinics, and special events).
 - iv. Ensure player development programs are age-appropriate and skill-focused.
 - v. Manage the Club’s TeamSnap.

- b. Staff and Volunteer Coordination
 - i. Supervise coaches, trainers, and support staff, and ensure all education requirements are up to date.
 - ii. Organize coach-development opportunities (clinics, certifications)
 - iii. Manage volunteer roles such as team managers, social media and event staff, facilities and equipment coordinators.
 - a. Social Media Coordinator
 - i. Manage the Club's online presence (social media platforms, newsletters)
 - b. Facilities and Equipment Coordinator
 - i. Secure practice and competition venues
 - ii. Oversee maintenance, storage, and inventory of equipment.
 - iii. Ensure that First-Aid kits are updated.
 - c. Team Manager
 - i. Assigns parent volunteers for table officials and lines persons, if required
 - ii. Liaises with team parents
 - iii. Travel coordination (coordinate hotel bookings, rides, food table, organize team dinners, assign official chaperones)
 - iv. Ensure all travel forms (medical, consent, emergency contact) are collected from all players traveling to out of town tournaments

C. Dispute Resolution Coordinator

- a. Player Welfare and Compliance
 - i. Promote a safe and inclusive environment for all athletes.
 - ii. Enforce the Club's Discipline Policy and handle conflict resolution.
 - iii. Oversee injury protocols and return-to-play procedures.
 - iv. Ensure all athletes have required insurance, waivers, and medical forms.

- 4. Decision-Making: Simple majority of the Board present with quorum

Article IV – Meetings

- 1. Annual General Meeting (AGM): Held once per year to review activities and present finances.
- 2. Regular Board Meetings: At least monthly or as needed.
- 3. Special Meetings: Called by the Club Director or on request of Board members.
- 4. Quorum: At least 50% of Board members present

Article V – Team and Coaches

- 1. Coaches appointed by the Board must meet Club coaching standards.
- 2. Coaches oversee player development, training, and Club values.
- 3. Players assigned to teams based on skill, age, and development needs.

Article VI – Finances

- 1. Fiscal year runs from November 1 to June 30.
- 2. Funds must be used for Club purposes.
- 3. No member shall profit personally from Club funds, except reasonable reimbursements.
- 4. Club Director presents financial reports at each AGM.

Article VII – Code of Conduct

- 1. Members, parents, and coaches must respect referees, opponents, and each other.
- 2. No bullying, discrimination, or harassment of any kind will be tolerated.

3. Violations may result in warnings, suspension, or removal.

Article VIII – Amendments

1. Proposed amendments submitted in writing to the Board.
2. Requires approval by two-thirds of voting members present.

Article IX – Dissolution

1. Upon dissolution, assets will be donated to a nonprofit sports organization or charity with similar objectives.

CLUB POLICIES AND PROTOCOL

POINT BREAK BC VOLLEYBALL CLUB CODE OF CONDUCT AND ETHICS

“Organization” refers to: POINT BREAK BC VOLLEYBALL CLUB (“PBVC”)

DEFINITIONS

1. The following terms have these meanings in this Code:
 - a) **Abuse** – Grooming, Child Abuse or Vulnerable Adult Abuse as described in the UCCMS (Universal Code of Conduct to Prevent and Address Maltreatment in Sport).
 - b) **Boundary Transgressions** – as defined in the UCCMS, namely interactions or communications that breach objectively reasonable boundaries of an individual and are inconsistent with duties/responsibilities of the Participant (s.5.7);
 - c) **Child/Children** - a Minor as defined in the UCCMS, namely an individual under the age of 19.
 - d) **Individuals** – refers to all categories of members and/or registrants defined in the Bylaws of PBVC, Participants (as defined in the UCCMS), and for greater certainty includes all individuals employed by, or engaged in activities with PBVC including, but not limited to, athletes, coaches, volunteers, managers, administrators, committee members, health care workers, Directors and Officers of PBVC; parents/guardians, and spectators at events;
 - e) **Maltreatment** – as defined in the UCCMS, namely a volitional act or omission described in sections 5.2 – 5.6 of the UCCMS that results in harm or has the potential for physical or psychological harm and includes Psychological Maltreatment (s. 5.2), Physical Maltreatment (s.5.3), Neglect (s.5.4), Sexual Maltreatment (s.5.5), and Grooming (s.5.6);
 - f) **Persons in Authority** – any person who holds a position of authority over a Vulnerable individual pursuant to the role assigned to them. Persons in Authority include, but are not limited to, coaches, managers, trainers, referees, staff, and administrators; further a Power Imbalance (as defined below) exists in any interaction between a Person in Authority and a Vulnerable Individual;
 - g) **Power imbalance** – as defined in the UCCMS; it is presumed to exist where a participant has authority or control over another person and is in a position to confer, grant or deny a benefit or advancement, or is responsible for the physical or psychological well-being of a person;
 - h) **Prohibited Behaviour** – as defined in the UCCMS, namely any conduct described in section 5 of the UCCMS, including Maltreatment (s. 5.2-5.6), Boundary Transgressions (s.5.7), and Discrimination (s.5.8);
 - i) **Vulnerable Adults** – is included in the definition of Vulnerable Participant;
 - j) **Vulnerable Individuals** – Minors and Vulnerable Participants; and
 - k) **Vulnerable Participant** – as defined in the UCCMS, namely Persons at risk of Maltreatment and/or coercion, often due to age, gender, race, poverty, Indigeneity, sexual orientation, gender identity or expression, disability psychological or cognitive ability, and their intersections, and it includes persons who are not able to provide informed consent

PURPOSE

2. The purpose of this *Code of Conducts and Ethics* is to ensure a safe and positive environment within the programs, activities, and events of PBVC by making Individuals aware that there is an expectation, at all times, of appropriate behaviour consistent with the applicable core values of PBVC. PBVC supports equal opportunity, prohibit discriminatory practices, and are committed to providing an environment in which all Individuals are treated with respect and fairness.

APPLICATION

3. This *Code of Conducts and Ethics* applies to Individuals’ conduct during the business, activities, and events of PBVC, including, but not limited to, competitions, practices, tryouts, training camps, travel, the office environment, and meetings.

4. An Individual who violates this *Code of Conduct and Ethics* may be subject to sanctions pursuant to the [Discipline and Complaints Policy](#). In addition to facing possible sanctions pursuant to the [Discipline and Complaints Policy](#), an Individual who violates this *Code of Conduct and Ethics* during a competition or activity may be ejected from the competition, venue or practice area, the referee may delay competition until the Individual complies with the ejection, and the Individual may be subject to sanctions pursuant to that competition's policies.
5. This *Code of Conduct and Ethics* also applies to Individuals' conduct outside of the business, activities, and events of PBVC when such conduct adversely affects PBVC's relationships (and the work and sport environment) or is detrimental to the image and reputation of PBVC or has the potential to do so. Such applicability will be determined by PBVC as applicable, at its sole discretion.

UNIVERSAL CODE OF CONDUCT TO PREVENT AND ADDRESS MALTREATMENT IN SPORT (UCCMS)

6. The Universal Code of Conduct to Prevent and Address Maltreatment in Sport (**UCCMS**) is the core document that sets harmonized rules to be adopted by sport organizations that receive funding from the Government of Canada to advance a respectful sport culture that delivers quality, inclusive, accessible, welcoming, and safe, sport experiences.
7. Volleyball Canada formally adopted the UCCMS as a policy of Volleyball Canada in June 2022. The definitions in the UCCMS (Appendix 1 Definitions) apply to this Code.

RESPONSIBILITIES – ALL INDIVIDUALS

All Individuals have a responsibility to:

- a) Adhere to all Bylaws, policies, rules and regulations approved by PBVC.
- b) Maintain and enhance the dignity and self-esteem of members and other Individuals by:
 - i. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, referees, organizers, volunteers, employees, or members; demonstrating the spirit of fair play, sport leadership, and ethical conduct;
 - ii. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory;
 - iii. Treating persons fairly and reasonably; and
 - iv. Adhering to the rules of the sport and the spirit of those rules.
- c) Refrain from any behaviour that constitutes a Prohibited Behaviour, including Maltreatment (which includes Abuse), Discrimination, and Boundary Transgressions as well as any form of violence
- d) Respect the rights, dignity, and worth of all Individuals
- e) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, PBVC adopt and adhere to the Canadian Anti-Doping Program. Any infraction under this program will be considered an infraction of this code and may be subject to further disciplinary action, and possible sanction, pursuant to the *Discipline and Complaints Policy*. PBVC will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by Volleyball Canada, Volleyball BC, or any other recognized sport organization
- f) Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has incurred an anti-doping rule violation and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code and recognized by the Canadian Centre for Ethics in Sport (CCES)
- g) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities
- h) In the case of Individuals of legal age, consume alcohol in a responsible manner
- i) Refrain from using recreational or illicit drugs while participating in the programs, activities, competitions, or sanctioned events of PBVC;
- j) Respect the property of others and not wilfully cause damage
- k) Promote sport in a constructive and positive manner
- l) Adhere to all federal, provincial/territorial, municipal and host country laws

- m) Refrain from engaging in cheating, which is intended to manipulate the outcome of a competition and/or not offer or receive any bribe which is intended to manipulate the outcome of a competition
- n) Declare any ongoing criminal investigation, conviction, or existing bail conditions concerning that Individual to PBVC

RESPONSIBILITIES – COACHES

8. In addition to section 8, coaches have many additional responsibilities. The coach-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Coaches are Persons in Authority and must understand and respect the inherent Power Imbalance that exists in this relationship and must be extremely careful not to abuse it, consciously or unconsciously. Coaches will:
 - a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes
 - b) Avoid compromising the present and future health of athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments
 - c) Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete
 - d) Act in the best interest of the athlete's development as a whole person
 - e) Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol, cannabis, and/or tobacco
 - f) Not engage in a sexual or intimate relationship with an athlete of any age in which the coach is in a position of trust or authority
 - g) Dress neatly and appropriately

RESPONSIBILITIES – ATHLETES

9. In addition to section 8, athletes will have additional responsibilities to:
 - a) Adhere to the athlete agreement (if applicable)
 - b) Report any medical issues in a timely fashion, when such issues may limit their ability to travel, practice, or compete;
 - c) Participate and appear on-time and prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and sanctioned Volleyball Canada and/or Volleyball BC events
 - d) Adhere to any rules and requirements regarding uniforms and equipment
 - e) Act in a sportsmanlike manner and refrain from foul language, or gestures to other athletes, referees, coaches or spectators
 - f) Act in accordance with applicable policies and procedures and, when applicable, additional rules as outlined by coaches or managers
 - g) Adhere to the *Anti-Doping Policy*

RESPONSIBILITIES – PARENTS/GUARDIANS AND SPECTATORS

In addition to section 8, parents/guardians and spectators at PBVC-sanctioned events will:

- a) Encourage athletes to compete within the rules and to resolve conflicts without resorting to hostility or violence
- b) Condemn the use of violence in any form
- c) Respect the decisions and judgments of referees, and encourage athletes to do the same
- d) Refrain from verbal and physical abuse, coercion, intimidation, and sarcasm
- e) Respect and show appreciation to all athletes, coaches, referees and volunteers

REVIEW AND AMENDMENT

10. This Code will be reviewed every two years.

APPROVAL

11. This Code was approved by **POINT BREAK BC VOLLEYBALL CLUB'S** Board of Directors on **August 7, 2025**.

POINT BREAK BC VOLLEYBALL CLUB COACH CODE OF CONDUCT

The athlete/coach relationship is a privileged one. Coaches play a critical role in the personal as well as athletic development of their athletes. They must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it. Coaches must also recognize that they are conduits through which the values and goals of a sport organization are channeled. Thus, how an athlete regards his/her sport is often dependent on the behaviour of the coach. The following Code of Conduct has been developed to aid coaches in achieving a level of behavior that will allow them to assist their athletes in becoming well-rounded, self confident and productive human beings.

COACHES HAVE A RESPONSIBILITY TO:

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, colour, sexual orientation, religion, political belief or economic status.
2. Direct comments or feedback at the performance rather than the athlete.
3. Consistently display high personal standards and project a favourable image of Point Break BC, their sport and of coaching.
 - Refrain from public criticism of fellow coaches; especially when speaking to the media or recruiting athletes.
 - Abstain from the use of tobacco or vaping products while in the presence of her/his athletes.
 - Abstain from drinking alcoholic beverages when working with athletes.
 - Refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of his/her duties.
4. Ensure that the activity being undertaken is suitable for the age, experience, ability and fitness level of the athletes and educate athletes as to their responsibilities in contributing to a safe environment.
5. Communicate and co-operate with registered medical practitioners in the diagnoses, treatment and management of their athletes' medical and psychological problems. Consider the athletes' future health and well being as foremost when making decisions regarding an injured athletes' ability to continue playing or training.
6. Recognize and accept when to refer athletes to other coaches or sport specialists. Allow athletes' goals to take precedence over their own.
7. Regularly seek ways of increasing professional development and self-awareness.
8. Treat opponents and officials with due respect, both in victory and defeat and encourage athletes to act accordingly. Actively encourage athletes to uphold the rules of their sport and the spirit of such rules.
9. In the case of minors, communicate and co-operate with the athlete's parents or legal guardians, involving them in management decisions pertaining to their child's development.

COACHES MUST:

10. Ensure that they have completed the Person In Authority Check prior to working with athletes.
11. Notify Point Break BC and Volleyball BC immediately if there are any changes to questions/statements disclosed by them on their Screening Disclosure Form or Criminal Record Check.
12. Understand a [coach's responsibility](#) to create a physical, psychological, and emotional safe space for athletes.
13. Maintain an [Open and Observable Environment](#) at all time.
14. Maintain [appropriate boundaries](#) with athletes.
15. [Report](#) any maltreatment or abuse.
16. At no time become intimately and/or sexually involved with their athletes. This includes requests for sexual favours or threat of reprisal for the rejection of such requests.
17. Never advocate or condone the use of drugs or other banned performance enhancing substances.
18. Never provide underage athletes with alcohol, tobacco, or vaping products.
19. Read and uphold [Volleyball BC's Code of Conduct and Ethics](#) in any Volleyball BC-sanctioned activities.

POINT BREAK BC VOLLEYBALL CLUB ATHLETE CODE OF CONDUCT

Point Break BC Volleyball Club (PBVC) is committed to providing the athlete with a positive and rewarding volleyball experience. By agreeing to these rules herein, the athlete commits to supporting and respecting her teammates, coaches, and volunteers. Athletes also agree and understand playing on a Club team within Point Break BC Volleyball Club will require dedication and a certain amount of time.

- The Athlete understands that she is expected to attend all training sessions, games, tournaments, and all other club activities (including during injury- for learning purposes)
- The Athlete understands she must show dedication to her team and provide her full attention to her team during practices, games, and anything else club related.
- The Athlete understands she must respect the club, club coaches, players, officials, and administrators of PBVC.
- The Athlete understands that she must report any injury or illness to her coach before any competition or training session.
- The Athlete understands the coach will provide her with on-going evaluations and feedback to enhance her development as a volleyball player.
- The Athlete understands that any complaints must first be communicated to the coach or assistant coach, and if not satisfied I must then communicate to the club's Dispute Resolution Coordinator, and/or the Board of Directors. Such communication will be done away from other players/ parents and in an appropriate facility.
- The Athlete has read and understood PBVC's Social Media Policy and will abide by these guidelines.
- The Athlete has read and understood the PBVC Tavel Policy and will abide by these rules.
- The Athlete understands that she may be removed from the team or Club for failing to abide by these rules or any other Club rules set out in PBVC policies.
- The Athlete understands that she must be aware of and uphold [Volleyball BC's Code of Conduct and Ethics](#) in any Volleyball BC-sanctioned activities.

POINT BREAK BC VOLLEYBALL CLUB PARENT / GUARDIAN CODE OF CONDUCT

Point Break BC Volleyball Club (PBVC) is committed to ensuring that all players have the opportunity to participate in a safe and welcoming environment that is encouraging and promotes their overall development. Parents/guardians have an enormous influence over their child's experiences in the sport.

In this code "parents" shall refer to "parents and guardians". This code applies to all parents that are members of PBVC or whose child is a member/player of PBVC.

Parents shall abide by this code at all times while participating in any PBVC competition, practice, or other club activity.

- All parents are expected to conduct themselves in a responsible manner consistent with the values of fair play, integrity, open communication and mutual respect.
- Parents shall always model positive and responsible behavior and communicate with their daughter that they expect them to do the same. Parents will assume the major responsibility for their daughter's conduct and attitude.
- Parents shall treat all individuals and property with dignity, courtesy, and respect, including but not limited to other players, coaches, officials, volunteers, other parents, and all other individuals that are part of the club.
- Parents shall refrain from any behaviour, or comments, which are profane, insulting, harassing, sexist, racist, abusive, disrespectful or otherwise offensive without hostility or violence.
- Parents shall emphasize the importance of values like sportsmanship, respect, cooperation, competition and teamwork to their daughter offering praise for fair play, participation, and skill development.
- Parents shall instill confidence in their daughter's ability and skill development, always avoiding comparisons with other players.
- Parents shall celebrate the acquisition of skills and goals achieved by their daughter.
- Parents shall respect the coach and understands the coach is responsible for the skill development of the athlete. A parent's role shall be to take a healthy interest in their child's progress and development and be responsible for the child's nutrition, rest, overall health, and moral and emotional support.
- Parents should ensure their daughter is on time to practices, competitions and other club events.
- Parents shall never provide alcohol or drugs to minors in a Point Break BC environment, and Parents shall never provide or advocate the use of performance enhancing drugs or substances.
- Parents shall openly support and uphold this code of conduct policy and take action and steps to ensure other parents follow and uphold this code of conduct policy.
- Parents shall adhere to the policies, procedures, rules, standards, and ethics of Point Break BC at all times.
- Parents shall read and uphold [Volleyball BC's Code of Conduct and Ethics](#) in any Volleyball BC-sanctioned activities.

POINT BREAK BC VOLLEYBALL CLUB DISPUTE RESOLUTION POLICY

“Organization” refers to: POINT BREAK BC VOLLEYBALL CLUB (PBVC)

DEFINITIONS

1. The following term has this meaning in this Policy:
 - a) **Alternative Dispute Resolution** – A method of resolving the dispute (such as by mediation, negotiated settlement, or other agreement between the Parties) that does not involve a formal process (e.g., a decision-making panel is not required)
 - b) **Individuals** – Refers to all categories of members and/or registrants defined in the Bylaws of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, and Directors and Officers

PURPOSE

2. The Organization supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. Alternate Dispute Resolution also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.
3. The Organization encourages all Individuals to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. The Organization believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques. Negotiated resolutions to disputes with and among Individuals are strongly encouraged.

APPLICATION OF THIS POLICY

4. This Policy applies to all Individuals.
5. Opportunities for Alternate Dispute Resolution may be pursued at any point in a dispute when all parties to the dispute agree that such a course of action would be mutually beneficial.

FACILITATION AND MEDIATION

6. If all parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator, acceptable to all parties, shall be appointed to mediate or facilitate the dispute. The mediator or facilitator should be a non-conflicted individual who has no regular involvement with the parties and no stake in the outcome of the dispute. This individual can be a Director, volunteer, or independent individual from outside the organization.
7. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated and shall specify a deadline before which the parties must reach a negotiated decision.
8. Should a negotiated decision be reached, the decision shall be reported to, and approved by, the Organization. Any actions that are to take place as a result of the decision shall be enacted on the timelines specified by the negotiated decision, pending the Organization's approval.
9. Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator at the start of the process, or if the parties to the dispute do not agree to Alternate Dispute Resolution, the dispute shall be considered under the appropriate section of the Organization's discipline and appeal policies, as applicable.

Final and Binding

10. Any negotiated decision will be binding on the parties. Negotiated decisions may not be appealed.

POINT BREAK BC VOLLEYBALL CLUB CONFLICT OF INTEREST POLICY

“Organization” refers to: POINT BREAK BC VOLLEYBALL CLUB (PBVC)

DEFINITIONS

1. The following terms have these meanings in this Policy:

- a) **Conflict of Interest** – Any situation in which a Representative’s decision-making, which should always be in the best interests of the Organization, is influenced or could be influenced by personal, family, financial, business, or other private interests
- b) **Non-Pecuniary Interest** – An interest that an individual may have in a matter which may involve family relationships, friendships, volunteer positions or other interests that do not involve the potential for financial gain or loss
- c) **Pecuniary Interest** – An interest that an individual may have in a matter because of the reasonable likelihood or expectation of financial gain or loss for that individual, or another person with whom that individual is associated
- d) **Representatives** – Individuals employed by, or engaged in activities on behalf of, the Organization including coaches, staff members, convenors, contract personnel, volunteers, managers, administrators, committee members, and Directors and Officers of the Organization

BACKGROUND

2. Individuals who act on behalf of an organization have a duty first to that organization and second to any personal stake they have in the operations of the Organization. Representatives must not put themselves in positions where making a decision on behalf of the Organization is connected to their own personal interests. That would be a conflict of interest situation.

PURPOSE

- 3. The Organization strives to reduce and eliminate nearly all instances of conflict of interest at the Organization – by being aware, prudent, and forthcoming about the potential conflicts. This Policy describes how Representatives will conduct themselves in matters relating to conflict of interest and will clarify how Representatives shall make decisions in situations where conflict of interest may exist.
- 4. This Policy applies to all Representatives.

OBLIGATIONS

- 5. Any real or perceived conflict of interest, whether pecuniary or non-pecuniary, between a Representative’s personal interest and the interests of the Organization, shall always be resolved in favour of the Organization.
- 6. Representatives will not:
 - a) Engage in any business or transaction, or have a financial or other personal interest, that is incompatible with their official duties with the Organization, unless such business, transaction, or other interest is properly disclosed to the Organization and approved by the Organization
 - b) Knowingly place themselves in a position where they are under obligation to any person who might benefit from special consideration or who might seek preferential treatment
 - c) In the performance of their official duties, give preferential treatment to family members, friends, colleagues, or organizations in which their family members, friends, or colleagues have an interest, financial or otherwise
 - d) Derive personal benefit from information that they have acquired during the course of fulfilling their official duties with the Organization, if such information is confidential or not generally available to the public
 - e) Engage in any outside work, activity, or business or professional undertaking that conflicts or appears to conflict with their official duties as a representative of the Organization, or in which they have an advantage or appear to have an advantage on the basis of their association with the Organization

- f) Without the permission of the Organization, use the Organization's property, equipment, supplies, or services for activities not associated with the performance of their official duties with the Organization
- g) Place themselves in positions where they could, by virtue of being a Representative, influence decisions or contracts from which they could derive any direct or indirect benefit
- h) Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, any special consideration granted by virtue of being a Representative of the Organization

DISCLOSURE OF CONFLICT OF INTEREST

- 7. On an annual basis, all the Organization's Directors, Officers, and Committee Members will complete a **Declaration Form** disclosing any real or perceived conflicts that they might have. Declaration Forms shall be retained by the Organization.
- 8. Immediately upon becoming aware that a conflict of interest may exist, all Representatives must disclose any real or perceived conflict of interest as follows:
 - a) Directors, Officers, Committee Members, candidates for election to the Board, and the senior staff person (when employed) must disclose real and perceived conflicts of interest to the Board
 - b) Employees must disclose real and perceived conflicts of interest to the senior staff person or, in the absence of a senior staff person position, to the Board
 - c) Coaches, volunteers, managers, and other Representatives must disclose real and perceived conflicts of interest to their immediate supervisor (e.g., team manager, staff person, other volunteer, etc., as applicable)
- 9. Representatives shall also disclose any and all affiliations with any and all other organizations involved with the same sport. These affiliations include any of the following roles: athlete, coach, manager, official, employee, volunteer, or Director.

MINIMIZING CONFLICTS OF INTEREST IN DECISION-MAKING

- 10. Decisions or transactions that involve a conflict of interest that has been proactively disclosed by an Organization Representative will be considered and decided with the following additional provisions:
 - a) The nature and extent of the Representative's interest has been fully disclosed to the body that is considering or making the decision, and this disclosure is recorded or noted
 - b) The Representative does not participate in discussion on the matter
 - c) The Representative abstains from voting on the decision
 - d) For board-level decisions, the Representative does not count toward quorum
 - e) The decision is confirmed to be in the best interests of the Organization
- 11. For potential conflicts of interest involving employees, the Organization's Board will determine whether there is there a conflict and, if one exists, the employee will resolve the conflict by ceasing the activity giving rise to the conflict. The Organization will not restrict employees from accepting other employment contracts or volunteer appointments provided these activities do not diminish the employee's ability to perform the work described in the employee's job agreement with the Organization or give rise to a conflict of interest.

CONFLICT OF INTEREST COMPLAINTS

- 12. Any person who believes that a Representative may be in a conflict-of-interest situation should report the matter, in writing (or verbally if during a meeting of the Board or any committee), to the Organization's Board who will decide appropriate measures to eliminate the conflict. The Board may apply the following actions singly or in combination for real or perceived conflicts of interest:
 - a) Removal or temporary suspension of certain responsibilities or decision-making authority
 - b) Removal or temporary suspension from a designated position
 - c) Removal or temporary suspension from certain teams, events and/or activities
 - d) Expulsion from the Organization
 - e) Other actions as may be considered appropriate for the real or perceived conflict of interest

13. Any person who believes that a Representative has made a decision that was influenced by real or perceived conflict of interest may submit a complaint, in writing, to the Organization to be addressed under the *Discipline and Complaints Policy*.
14. Failure to comply with an action as determined by the Board will result in automatic suspension from the Organization until compliance occurs.
15. The Board may determine that an alleged real or perceived conflict of interest is of such seriousness as to warrant suspension of designated activities pending a meeting and a decision of the Board.

ENFORCMENT

16. Failure to adhere to this Policy may permit discipline in accordance with the *Discipline and Complaints Policy*.

POINT BREAK BC VOLLEYBALL CLUB REFUND POLICY

GENERAL PROGRAMS/ EVENT REGISTRATION

Participant withdrawal:

Prior to the registration deadline*	Refund minus a \$10 administrative fee and applicable processing fees
After the registration deadline*	No refund
Withdrawal due to injury or illness	Pro-rated refund minus applicable processing fees

*If no deadlines are posted, the deadline is the first day of the program

*Processing fees are non-refundable

PBVC Cancellation:

Prior to the beginning of the program	Full refund
After the beginning of the program	Pro-rated refund

- This policy covers all PBVC programs, clinics and events, unless explicitly stated on a specific registration.
- All refund requests must be made in writing to the Club Director.
- PBVC reserves the right to request a doctor's note should a participant withdraw due to injury or illness.

PBVC Cancellation: In the event of external factors causing sessions to be cancelled (e.g. inclement weather, facility malfunction, etc.), PBVC will make every effort to reschedule the missed session. In the event it cannot be rescheduled, **no refund will be issued**. If this happens on more than 1 occasion during a program, a pro-rated refund will be issued for the missed sessions.

If a team withdraws from a league or competition at any time, there will be no refunds unless there is a replacement team available. If a refund is permitted, PBVC's general refund policy and administrative amounts will apply.

There will be no partial refunds for missed sessions.

VOLLEYBALL BC'S REFUND POLICY

Withdrawal before the competition registration deadline	Refund minus a \$25 admin fee and applicable processing fees
Withdrawal after the competition registration deadline	No refund & a warning will be recorded*
Withdrawal after the competition registration deadline, within one week of the event	No refund, a warning will be recorded* & a \$100 sanction applied

*2 warnings in one season and a team will not be permitted to participate in the current season's Provincial Championship

15U-18U Girls Only:

Withdrawal 4 weeks before the competition	Refund minus a \$25 admin fee and applicable processing fees
Withdrawal within 4 weeks of the competition	No refund & a warning will be recorded*
Withdrawal within 4 weeks of the competition and within one week of the event	No refund, a warning will be recorded* & a \$100 sanction applied

*A team that receives two (2) warnings in one season will not be permitted to participate in the current season's Provincial Championship

POINT BREAK BC VOLLEYBALL CLUB SOCIAL MEDIA POLICY

1. PURPOSE

This policy ensures that all members, coaches, players, parents, and volunteers uphold the reputation, integrity, and safety of Point Break BC Volleyball club (PBVC) in all online communications.

2. SCOPE

This policy applies to all social media platforms (e.g. Facebook, Instagram, TikTok, X/Twitter, YouTube, Snapchat, blogs, messaging apps) when referencing or depicting the club, its members, or activities.

3. GENERAL RULES

- Represent the club positively and respectfully.
- Do not post content that is offensive, discriminatory, defamatory, or inappropriate.
- Avoid sharing private information (addresses, phone numbers, personal details).
- Respect the privacy and dignity of all members, officials, and opponents.

4. PLAYER CONDUCT

- No negative comments about teammates, opponents, referees, or coaches.
- No online bullying, harassment, or gossip (including group chats).
- Do not share confidential team information or strategies.
- Use only approved team hashtags or official club pages for event posts.

5. PHOTOS AND VIDEOS

- Only share images if media consent has been provided by a parent/guardian.
- No images from locker rooms, changing areas, or medical treatment spaces.
- Respect copyright and usage rights for any images shared.

6. OFFICIAL CLUB ACCOUNTS

- Only authorized individuals may post to official club accounts.
- Content must align with the club's mission and values.
- No personal, political, or unrelated promotional content.

7. VIOLATIONS AND CONSEQUENCES

- Content may be requested to be removed immediately.
- Possible actions include verbal/written warnings, suspension from activities, or membership termination.

8. REPORTING

- Concerns should be reported to the Club Director or Social Media Coordinator.
- Members are encouraged not to engage in online disputes.

9. ACKNOWLEDGMENT

All members, players, parents, and coaches must sign a statement confirming they have read, understood, and agree to follow this policy.

POINT BREAK BC VOLLEYBALL CLUB TRAVEL POLICY

1. PURPOSE

This policy provides guidelines to ensure the safety, well-being, and proper conduct of all club members during travel for practices, tournaments, and other sanctioned events.

2. SCOPE

Applies to all players, coaches, team managers, chaperones, and parents/guardians participating in or supervising travel for official club activities.

3. GENERAL TRAVEL GUIDELINES

- All travel arrangements must be approved by the Club Director or Team Manager.
- Players are expected to follow the Club's Code of Conduct at all times.
- Players must stay with the team for the duration of the event unless prior permission is given by a coach or chaperone.
- All travel must comply with the Volleyball Canada's *Safe Sport* and *Rule of Two* policies.

4. TRANSPORTATION

- **Parent/Guardian Transportation:** Parents are primarily responsible for transporting their child unless other arrangements are made in writing.
- **Team Travel:** When club-arranged transportation is provided, a minimum of two adults (coach/chaperone) must be present.
- Seat belts must be worn at all times; no standing or unsafe behavior in vehicles.
- Drivers must have valid licenses, insurance, and safe driving record.

5. ACCOMMODATION

- When staying in hotels, players will be assigned roommates by the coaching staff or team manager.
- Coaches/chaperones must stay on the same floor or nearby for supervision.
- No boys, alcohol, drugs, or inappropriate activities in rooms.
- Curfews will be set by the coach/chaperone and must be followed.

6. SUPERVISION AND CHAPERONES

- A ratio of at least **1 approved adult per 8 athletes** is recommended for overnight trips.
- All chaperones must have completed required background checks and club volunteer forms.
- Chaperones are responsible for ensuring players attend meals, meetings, and games on time.

7. CODE OF CONDUCT DURING TRAVEL

- Treat hotel staff, drivers, event officials, and the public with respect.
- Wear team gear when representing the club at events.
- Follow all curfews, schedules, and meeting times.
- No swearing, bullying, fighting, or disrespectful behaviour.

8. MEDICAL AND EMERGENCY PROCEDURES

- Coaches/chaperones must have medical consent forms for all traveling players.
- Any injury or illness must be reported immediately to a coach.
- In an emergency, the coach/chaperone will contact parents/guardians immediately.

9. PARENT/GUARDIAN RESPONSIBILITIES

- Ensure athletes arrive on time for departure.
- Provide all required forms (medical, consent, emergency contact) before travel.

- Respect team rules and avoid interfering with coaching decisions during events.

10. VIOLATIONS AND CONSEQUENCES

- Any breach of this policy or the Code of Conduct may result in removal from games, being sent home at the family's expense, or further disciplinary action by the club.

ANNEXES

Annex 1

CONFLICT OF INTEREST – DECLARATION FORM

I have read the *Conflict-of-Interest Policy*, I agree to be bound by the obligations contained therein, and I commit to avoid any real or perceived conflict of interest. I also commit to disclosing the existence of any real or perceived conflict of interest to the Board, as soon as it is known to me.

I declare the following interests which may represent a potential conflicting interest:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Name: _____

Signature: _____

Date: _____

Annex 2

POINT BREAK BC VOLLEYBALL CLUB - SOCIAL MEDIA RULES



- ✓ **Think before you post** – Once it's online, it's forever.
- ✓ **Be positive** – Cheer on teammates and respect opponents.
- ✓ **Keep it safe** – Don't share addresses, phone numbers, or private team info.
- ✓ **Ask first** – Only post photos/videos if you have permission and media consent signed.
- ✓ **No bullying** – Not in person, not online, not in group chats.



⊗ Don't post:

- Mean or negative comments about players, coaches, refs, or teams.
- Pictures from locker rooms, changing areas, or medical treatment spaces.
- Anything that could hurt our club's reputation.

!! If you see something wrong online:

Tell the coach, Club Director, or Social Media Coordinator right away. Don't argue online.

Remember: We want our Club's online presence to show sportsmanship, teamwork, and pride!

I have read and agree to follow Point Break BC Volleyball Club's Social Media Rules.

Name: _____

Signature: _____

Date: _____

Annex 3

POINT BREAK BC VOLLEYBALL CLUB – TRAVEL RULES

Keeping everyone safe, on time, and ready to play



BEFORE WE LEAVE

- Bring your uniform, gear, water bottle, and snacks.
- Pack club gear for public/team events.
- Give all forms (medical, consent, emergency contact) to your coach or manager.



TRAVEL AND TRANSPORTATION

- Always wear your seatbelt.
- No yelling, swearing, or unsafe behaviour in vehicles.
- Stay with your assigned ride – no switching without coach approval.
- Be respectful to drivers and chaperones.



AT THE HOTEL

- No boys, alcohol, drugs, or inappropriate activities in rooms.
- Stay in your assigned room.
- Follow curfew – no wandering around after lights out.
- Keep noise down in hallways and be respectful to hotel guests.



DURING THE TRIP

- Be on time for meetings, meals, and games.
- Wear team gear when representing the club
- Treat coaches, teammates, refs, and opponents with respect.
- No bullying, gossip, or negative talk (in person or online).



EMERGENCIES

- Tell a coach or chaperone right away if you feel sick or get injured.
- Coaches/chaperones will contact parents immediately if needed.

Remember:

We travel as a team, play as a team, and represent our club wherever we go!

Player Name: _____ Signature: _____

Parent/Guardian Name: _____ Signature: _____

Date: _____

Annex 4

POINT BREAK BC VOLLEYBALL CLUB TRAVEL PACKAGE FORM

(Medical Information and Consent for Travel)

ATHLETE INFORMATION

Full Name:	
Date of Birth (mm/dd/yy):	
Address:	
Athlete Cell #:	
Parent/Guardian Name(s):	
Parent/Guardian Cell #:	

EMERGENCY CONTACT (If parent/guardian unavailable)

Name:	
Relationship to Athlete:	
Phone:	

MEDICAL INFORMATION

Care Card Number:	
Family Doctor:	
Doctor's Phone:	

HEALTH HISTORY (check and explain any that apply)

Allergies (food, medication, environmental):	
Asthma or breathing conditions:	
Diabetes:	
Heart condition:	
Epilepsy or seizures:	
Recent injuries or surgeries:	
Medications currently taking:	
Other health concerns:	

TRAVEL CONSENT

I, the undersigned, give permission for my child to travel with **Point Break BC Volleyball Club** for practices, games, tournaments, and related activities during the 2025-2026 season.

I understand that:

- The team will be supervised by appointed coaches and/or staff members.
- The club will make every effort to ensure safe transportation and accommodations.
- In the event of injury or illness, I authorize the coaches/staff to secure necessary medical treatment for my child if I cannot be reached.

LIABILITY WAIVER

- I release **Point Break BC Volleyball Club**, its coaches, staff, volunteers, and representatives from liability for any injury, accident, or illness that may occur during travel or participation, except in cases of gross negligence.

TRANSPORTATION METHOD (Please check all that apply)

☐ Private vehicle with coach/staff
☐ Private vehicle with another parent/guardian (with prior approval)
☐ Rented/charter bus or van
☐ Air travel

CONSENT AND AUTHORIZATION

*By signing below, I acknowledge that I have read and understood this consent form and grant permission for my child to travel with **Point Break BC Volleyball Club**.*

Parent/Guardian Name: _____

Signature: _____

Date: _____

Emergency contact (if parent/guardian unavailable): _____

Phone: _____

Annex 5

POINT BREAK BC VOLLEYBALL CLUB VOLUNTEER FORM

VOLUNTEER INFORMATION

Full Name:	
Date of Birth (mm/dd/yy):	
Address:	
Phone:	
Email:	

EMERGENCY CONTACT

Name:	
Relationship:	
Phone:	

AREAS OF INTEREST (Check all that apply)

☐ Team Manager / Parent Liaison
☐ Scorekeeping / Statistics
☐ Fundraising / Sponsorship
☐ Transportation / Chaperone
☐ Tournament / Event Support
☐ Other:

SKILLS AND EXPERIENCE

▪ Relevant Experience (sports, events, admin, etc.)
▪ Certifications (First Aid, Safe Sport, etc.)

AVAILABILITY

☐ Weekdays (evenings)
☐ Weekends
☐ Travel (tournaments, away games)
☐ Flexible

CRIMINAL RECORD CHECK

A **Criminal Record Check (CRC)** will be required for all volunteers. All CRCs will be completed through MyBackCheck. The Club will have access to discounted CRCs under VBC's Sterling Solutions account. RCMP or Local Police checks will not be accepted.

CONSENT AND AUTHORIZATION

*I certify that the information provided is true and accurate to the best of my knowledge.
I understand that volunteering with **Point Break BC Volleyball Club** may require a Criminal
Record/Vulnerable Sector Check.*

Signature: _____

Date: _____

