



## Manual of Operations

Title: Whistleblower Protection	Number: MO-05-05
Source:	
Approved By: WGHA	Date Approved: March 2024 Date Last Reviewed:

Waterloo Girls Hockey Association (WGHA) requires its directors, officers, agents, volunteers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of WGHA, we must practice honesty and integrity in fulfilling our responsibilities and we must comply with our Code of Conduct and with all applicable laws and regulations.

It is the responsibility of all directors, officers, agents, volunteer and employees to comply with this policy and report violations or suspected violations of the Code of Conduct and all applicable laws and regulations in accordance with this Whistleblower Protection Policy. Failure to do so will result in foregoing the protection provided by this policy and could cause WGHA and all individuals directly or indirectly associated with the organization significant personal or public harm.

No director, officer, volunteer, agent, coaching staff member, player or employee who in good faith reports a violation under the terms of this policy shall suffer harassment, retaliation or adverse consequences. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. A coaching staff member who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including removal from the team.

This Whistleblower Protection Policy is intended to encourage and enable employees and others to raise serious concerns internally about violation of the WGHA Code of Conduct and all other laws and regulations so that the WGHA can properly address and correct inappropriate conduct and actions.

Directors, officers, agents, volunteers and employees of the WGHA should bring forward their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases players, parents and volunteers



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should report these issues to the parent liaison if it's a team related matter or to the Director Concerns and Support. However, if the individual reporting a violation or potential violation is not comfortable in addressing these issues with the Director Concerns and Support then that person should submit those observations in writing to the President of WGHA.

The Director of Concerns and Support is required to inform the President as soon as practicable but no later than within three days of receipt of a report relating to violations as indicated in this policy. The President in turn is required to inform the Board of WGHA as soon as practicable but no later than within five days of receipt of the complaint.

Anyone filing a complaint under this policy must be acting in good faith and have reasonable grounds for believing the information disclosed is correct and indicates a violation or suspected violation of the Code of Conduct, governing law or regulation. Any allegation that proves not to be substantiated and which proves to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

If the complaint or violation is a matter that can be dealt with by the President alone, then the President will do so and send a report to the Board of Directors once the matter is cleared up.

For all complaints or violations, the Director Concerns and Support and or the President will acknowledge to the complainant receipt of the reported violation or suspected violation within five business days after receipt of the investigation report. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.



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In reporting a violation or suspected violation the following basic questions should be answered with any additional remarks that the individual wishes to make.

1. Details with respect to time and place of the incident
2. The nature of the concern. Sufficient information should be provided so an independent person can understand the concern and be able to further investigate
3. Full names and titles of individuals who are suspected of wrongdoing
4. The number of times the incident has taken place
5. The length of time the incidents have been taking place
6. The name and contact information of the complainant.

All directors, officers, volunteers, agents, parents/guardians, players and staff shall be provided with a copy of this policy via posting on WGHA website.