
The Central Alberta Hockey League



Operating Policy Manual

Amended April 3, 2017

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1. The Central Alberta Hockey League (CAHL) Objects and Governance

Article I

This organization shall be known as the CENTRAL ALBERTA HOCKEY LEAGUE (CAHL).

Article II

- a) This is a registered member of the Alberta Amateur Hockey Association, which is duly constituted and registered under The Societies Act.
- b) This League is the governing body of minor hockey for all teams registered in the CAHL.
- c) This League will play under the Rules of the C.A.H.A., Alberta Branch, and each team will be responsible for complying with all rules and regulations of that Association and those of the CAHL.

Article III

The objectives of this League will be to provide a league framework in which boys and girls may participate in organized hockey, with a view to:

- a) Developing character and sportsmanship;
- b) Maintaining and increasing interest in the game of hockey;
- c) Developing the skills of hockey;
- d) Developing a healthy self-image and enjoyment of the sport;
- e) Fostering a general community spirit;
- f) Showing leadership (by example) through hockey, by teaching what is right and wrong, fair and unfair, co-operation with teammates, respect for authority, respect for the property of others, unselfishness and a sense of duty;
- g) To maintain competitive hockey and attempt to accommodate travel concerns.

2. Membership

- a) A member of this League shall be a properly organized Minor Hockey Association wherein all its' Minor Hockey teams, participating in CAHL, shall be registered with the Alberta Amateur Hockey Association; as required by the Hockey Alberta.
- b) New members, within or adjacent to the league boundaries, shall be admitted to this League only after applying in writing to the President of the CAHL, and being approved at the Annual General Meeting by a quorum vote. Any such new member applicants must declare if they are applying to enter male teams or female teams, and if accepted cannot at a later date enter the other division without applying in writing to do such.

League Boundaries will identify areas that will be considered for participation in the CAHL League activities. They would be identified by a league map at the end of this document. These boundaries are:

To the South – Alberta's southern border from east to west.

To the West – From the Southern Alberta western point and would extend north to a point directly west of the intersection of Highway 22 and Highway 53 towards the Alberta western border.

To the North – From a point directly west of the Alberta intersection of Highway 22 and Highway 53 east towards Highway 20, Southeast parallel to Highway 20 to Highway 12. It would then travel east following Highway 12 to the Saskatchewan border.

To the East – From the southern Alberta eastern point following the Saskatchewan south western border north to Highway # 12.

- c) Team(s) from outside this League may participate in league play, but will not be Voting Members of the CAHL. The Minor Hockey Associations these teams belong to shall be known as Participating Members of the CAHL. Only a Voting Member Minor Hockey Association with teams that will be playing hockey against the Participating Members' teams shall vote on the matter of these teams playing in the CAHL, although a quorum vote will be required if so requested by a Member Association. The effect upon other leagues or teams, of a team leaving that League to play in the CAHL, must be taken into consideration. After one (1) year, a participating member may request in writing to the President of the CAHL, full voting member status, subject to a quorum vote approval at the Annual General Meeting.
- d) Any Member Association may apply for a one (1) year leave of absence without forfeiture of their bond, only after applying in writing to the President of the CAHL and subject to a quorum vote approval preferably at the Annual General Meeting but no later than the September meeting.
- e) Each voting member and participating member Association must be prepared to supply a candidate(s) for Governor each year as per CAHL Regulation 1 (e).
- f) If any CAHL member incurs a violation of the CAHL Bylaws, Policies or Regulations and it is submitted in writing to the CAHL Executive, or is witnessed by a member of the CAHL Executive the following procedure will take place:

The CAHL Executive will review the written submission or the witness information and will identify if the Member has violated the rules of the CAHL and the penalty that will be assessed. If the member association is found responsible for the violation then:

A letter will be sent to the member associations Director informing them of the violation, the decision and the penalty assessed by the CAHL Executive.

The member association has the right to appeal the decision as per CAHL Regulations #13.

3. Board of Directors

- (a) Each Member Minor Hockey Association shall appoint an individual to the Board of Directors (BOARD)
- (b) The appointee (League Director) will be named and recorded at the Annual General Meeting
- (c) If a League Director of a Member Minor Hockey Association is replaced by his Association prior to the next Annual General Meeting, the replacement League Director will be named and recorded at the first CAHL league meeting after his appointment within his own Association.

4. Executive

- (a) The Executive shall consist of:
 - 1. President
 - 2. Vice-President (3)
 - 3. Secretary
 - 4. Treasurer
 - 5. Past President
 - 6. VP / Governor in Chief Female Division
 - 7. Governor in Chief
- (b) The incoming Executive will be elected at the Annual General Meeting. The Executive will be elected for a two (2) year term.
- (c) A vacancy in the Executive will be filled by appointment by the Board of Directors and will be ratified at the next League meeting.
- (d) The Executive is responsible to the Board of Directors.

5. Voting

- (a) Each member of the Board of Directors or their representative will be the only voter at any meeting on any issue or motion requiring a vote. Maximum of one vote per member town. Participating members may not vote on motions.
- (b) To pass a motion shall require a positive vote of at least fifty percent plus one (50% + 1) of the total members of the Board of Directors, including members absent from the vote, but not including participating members and this shall constitute a quorum vote.

6. Amendments to Documentation

Motions to amend the CAHL Society Bylaws will be completed by Special Resolution as per Alberta Societies Act requirements at a General Meeting of the Society called for that purpose. They will be approved by that Special Resolution but will not take effect until approved by the recognized authority under the Societies act.

Any portion of the CAHL Operating Policy Manual and the CAHL Game Regulations may be duly presented and seconded in writing at any meeting prior to and including the March meeting. Discussion of the proposed amendment will take place at the time the motion is presented.

The final deadline for submission of the proposed changes on the Notice of Motion form will be set by the League Secretary and will be expected to be one week prior to the March Meeting. This will allow adequate time to process and distribute the proposals for review.

All the proposed amendments will be distributed no later than with the March meeting's minutes. The proposed amendments will be approved or denied by a quorum vote at the Annual General Meeting (usually April).

7. Meetings

- (a) This Association shall conduct one (1) Annual General Meeting and this meeting shall be held each spring on or about the 30th of April, at a site to be determined by the Executive.
- (b) The Executive of this League shall be empowered to call a General Meeting at any time. Such meetings may be called only if requested by no less than two-thirds of the Executive
- (c) The Order of Business at the Central Alberta Hockey League Meetings will reflect the business at hand for the League. The order shall be conducted in a manner considered normal meeting practices and rules of order. The order may be altered for breaks, to allow the timing of topics, availability of Guests and consideration of meeting flow.

Throughout the year priorities will alter the order of the meetings so Team Declarations, Tiering and completion of other activities that does not require all Members can be conducted. A typical meeting agenda would be:

1. Call meeting to order
2. Acceptance of minutes of the last meeting or amendments there of
3. Hockey Alberta reports
4. Referees Association report
5. Business arising from the minutes
6. Treasurer's report.
7. Governor In Chief's and League Tier Status Report
8. New Business
9. Any Further Questions from the Attendees
10. Adjournment

8. Duties of the CAHL Executive

I DUTIES OF THE PRESIDENT

- (a) Is responsible for calling all meetings and presiding over same
- (b) Will consult with the League Secretary as needed and prepare an Agenda for distribution prior to all meetings.
- (c) Shall be one (1) of the three (3) signing officers of the League
- (d) Shall exercise the Powers of Executive in case of emergency and will be responsible to the Executive for actions on their behalf
- (e) May sit on all committees as an Ex-Officio member
- (f) At any duly constituted meeting of the League, the President shall have the power to appoint committees to deal with specific problems, to report on these problems and also to state their recommendations. Once a committee struck has fulfilled the purpose for which it was called, the committee shall be disbanded
- (g) Shall ensure the Treasurer's financial statement is audited annually as required and identified in the Leagues Financial policies and is presented to the Members in a timely manner.
- (h) Will be responsible for all External League interaction and communications unless otherwise delegated. They will be the League spokesperson for any and all media requests or statements.
- (i) Will Be responsible for management of all information inquiries and requests for membership.

II DUTIES OF THE VICE-PRESIDENT

- (a) The Vice-President(s) will preside over league matters and meetings in the absence of the President as directed in advance by the League President.
- (b) Shall be one (1) of three (3) signing officers of the league
- (c) Will keep informed of this League's activities and be prepared to assist and work with the Executive and other members of the Board at any time
- (d) Will oversee and track complaints about Game Officials and act as a liaison between the League and the Referees Association. They will also track, manage and resolve all other internal League related formal complaints as per the current Policies in consultation with the President.
- (e) Will assist with guidance and mentorship of Governors as requested by the Lead Governors and the Governor in Chief.
- (f) Will be responsible and directly assist with the guidance and mentorship of New CAHL Members, any Probationary CAHL Members or any other league participants as directed by the President.
- (g) The League will have a minimum of three (3) Vice Presidents to manage the CAHL Divisions of play and will specifically be assigned one or more league divisions by the President for each season.

In the event the President identifies the need for additional Vice President's, the President may appoint to a maximum of 2 additional Vice President's. Any appointments will only last until the next General Meeting where the Membership would confirm the appointment with a vote as is done for the other Vice President's at the end of their term.

III DUTIES OF THE SECRETARY

- (a) The Secretary shall keep an accurate record of the proceedings of the League
- (b) Shall order the League Champions Banners in January of each season and deliver them to the February League meeting. The Governors who will present to their divisions will take possession of the appropriate banner until it is presented to the championship team.
- (c) Shall notify the Executive and Members of the time and place of meetings
- (d) Shall communicate by normal means to all League Members and new Member Applicants the notice of the Annual General Meeting to each Member Minor Hockey Association at least seven (7) days prior to the scheduled date of this meeting. Such notice will include, a summary of the proposed amendments or alterations to revise the CAHL Bylaws, Policies, Regulations and any other pertinent information from the March CAHL Meeting
- (e) Shall prepare a copy of the minutes of the last meeting to be forwarded to the CAHL Directors, Executive Members and the CAHL Webmaster prior to the next meeting. These minutes shall be published to the CAHL website after they have been accepted and approved by the membership at the next meeting.
- (f) Shall maintain, with the aid of the Webmaster, an address list of the Executive, Governors and all Member Minor Hockey Associations for the purposes of telephone contacts or to email. All communications will be intended for any Member Minor Hockey Associations shall be addressed to the attention of their League Director of record.
- (g) Shall prepare the agenda for each meeting and forward it to the CAHL Directors, Executive and the Webmaster along with the meeting reminder message in the week before (at least three (3) days prior to) the meeting.
- (h) Shall maintain accurate administrative information associated with the league, i.e. insurance, bylaws, policies, regulations, bulletins, directives for the Governors, suspension guidelines, coaches or manager's guides, etc.

IV DUTIES OF THE TREASURER

- a) Shall keep an accurate record of all monies received and disbursed
- b) Shall present a financial report for the CAHL Membership to review annually. This duly audited statement of the League activities will be presented at the next available CAHL meeting following its completion.
- c) Shall be one of the three signing officers of the League
- d) Place majority of funds in a savings account and/ or term account and ensure that funds are transferred to the chequing account as required
- e) Receive and post monthly bank statements and present an unaudited report at each league meeting

V DUTIES OF THE PAST PRESIDENT

Will provide backup to the President and Vice-Presidents, serving on committees as required. The Past President will provide advice and experience to help ensure continuity to the administration of the league.

VI DUTIES OF THE GOVERNOR IN CHIEF

- (a) Shall be responsible for supervising and providing training and support to the league Governors in matters of league records, scheduling and statistics.
- (b) Must ensure that Governors have provided a Balanced Schedule to teams and managed the division through the completion of that schedule. All governors will be asked to provide a schedule cross check chart to the Governor in Chief.
- (c) Must ensure that Governors are keeping their statistical information no more than 10 days out of date. Should Governors fall behind in their duties; the governor in Chief will contact them. Should they continue to fall behind in their duties; the Governor in Chief will press the association Director to find a replacement.
- (d) To recommend the appointment of the Lead Governors to the President for approval. There may be more than one Lead Governor Recommended per Division as approved by the president.
- (e) To mentor and direct the Lead Governors to manage the divisions or partial divisions they are responsible for.

9. Duties of the Board of Directors

- (a) Each member of the Board is responsible to the CAHL for their Minor Hockey Association.
- (b) Is responsible for their Minor Hockey Association having qualified on-ice and off-ice Officials for all league and league playoff games.
- (c) CAHL League Directors shall ensure that each of their Coaches and Managers are provided with a current copy of the Policies of the League, the CAHL Game Regulations and any available CAHL Documentation / Information Sheets. This information must be provided prior to the start of the CAHL Season.

For the remaining portions of the season they shall ensure all pertinent communications that may affect their Teams from the CAHL is directly shared as soon as possible with the Team Managers.

The Team's Head Coach will be held responsible for the actions of any team member.
- (d) Shall assume the duties of a vacant Governor's position should a Governor put forward by his/her Association not be able to complete his/her term.
- (e) Shall present any appeals or protests to CAHL on behalf of his/her Association. The Director will be the Official representative of his/her Association during the appeal or protest. With the approval of the Director, team officials or specified association members may be present during the appeal or protest to answer questions of the committee.

10. Appointed Officials

I LEAD GOVERNOR AND GOVERNOR

General Governor Information

- a) All Governors shall be appointed by the Governor in Chief after approval of the CAHL President and may be dismissed for failure to perform his/her duties by either the Governor in Chief or the President.
- b) Subject to approval of the President, shall have the power to suspend, suspend and fine, or discipline any coach, manager, player, trainer, or other official connected with a team playing within this League and under his jurisdiction for any infringement of the rules or regulations of either this league, Hockey Alberta or the C.A.H.A.. To obtain consistency each Governor shall communicate the details of the issues at hand to the League Governor or Governor in Chief for advice and direction before implementing any disciplinary action.
- d) Will report to and are responsible to the President, under the direct supervision of the Governor in Chief.
- e) Will assist the executive committee in matters of policy as requested.
- f) Will immediately advise the President of any protests filed.
- g) A Governor may not be a coach, manager, or parent of a player etc., in the same category of hockey (e.g. Bantam C coach may not be a Bantam C Governor) without permission of the President and Governor in Chief.
- h) All Governors may be reimbursed for expenses to a MAXIMUM of Two Hundred Dollars (\$200.00) for the Novice and Atom Age Categories, Three Hundred Dollars (\$300.00) for the Pee Wee Age Category, Four Hundred Dollars (\$400.00) for the Bantam Age Category and Five Hundred Dollars (500.00) for the Midget Age Category or higher. Mileage will be calculated at Fifty Cents (\$0.50) per kilometer. A Governor attending a CAHL game where a family member is participating may charge no mileage. Governors shall submit expenses in a detailed statement accompanied by receipts for postage, telephone calls etc. The detailed statement is subject to the approval of the Executive. If a Governor's expenses exceed the specified maximum, the amount or a portion of the amount exceeding the aforementioned maximum may be reimbursed, subject to the approval of the Executive. Governors in their year-end report should be prepared to give an overview of their division for regular season and the playoffs. Governors may not submit expenses related to attending regular league meetings.
- i) A Governors' submitted expense account should include the level of hockey (Age Category) and division they were responsible for.
- j) Governors shall have all expenses submitted by the spring AGM so that the financial books can be properly balanced and submitted for audit.
- k) A member association who's Governor does not complete their duties under the CAHL Bylaws, Policies, Regulations and guiding documents shall be given one warning and then after that will be find Two Hundred Dollars (\$200.00).

Specific Governor Information

Lead Governor

- a) When assigned will be responsible for the overall monitoring and management of their assigned division, provide mentorship and support for the tier governors of that division. In the event that the Lead Governor also assumes a Governor Role they will assume all of those duties as well.
- b) Must provide update reports at all CAHL Meetings, including the AGM. Lead Governors must attend all CAHL meetings; however the Governor in Chief may excuse a Lead Governor from attending in consultation with the President. Lead Governors are ultimately responsible for giving summarized reports for all tiers in their Age Category at these meetings. There must be a replacement attendee for the Lead Governor in their absence to provide this report.
- c) Each Lead Governor will ensure that each Governor and Team Manager in their division has their telephone and email contact information at the start of the season.
- d) The President will approve for the season, the appointment of five (5) or more Lead Governors as recommended by the Governor in Chief. In Divisions where the volume of teams is larger, more than 1 Lead Governor may be appointed for one Division. In those cases, the two Lead Governors will divide the tiers each taking responsibility for approximately half of the Divisions tiers.

Governor

- a) When assigned the Tier Governor will be responsible for the overall monitoring and management of the assigned tier of teams in their age category and to provide communications point for the league activities, leadership, direction, confirmation all entered data, complete all corrections as need, communicate and dispense reprimands as needed to the Teams in their Tier.
- b) Each Governor will ensure that each Team Manager in their division has their telephone and email contact information at the start of the season.
- c) Shall enter game changes after they approve them following the appropriate procedure outlined in Regulation 9 (m). Completed game changes entered should be summarized in provided form to the League Administrator weekly.
- d) Shall arrange and approve cross-over games involving their tier. These crossover games played should be reported to the League Administrator on a weekly basis in the provided form
- e) Shall be responsible to verify the accuracy of the game stats on the website by Wednesday at midnight directly following the weekend of games played. The data entry of the game sheet information will be the responsibility of the designated Data Entry Person of the Home Team of each game.

Any Association whose Data Entry Person who fails to complete the data entry of a home game by Monday Midnight after weekend games may be fined Fifty Dollars (\$50.00) for each game in violation.
- e) Must provide update reports as requested at all CAHL Meetings, including the AGM. Non-Lead Governors are encouraged to attend as many meetings as possible, however the Lead Governor may excuse Non-Lead Governor from attending in consultation with the Governor in Chief. Non-Lead Governors are required to send a full report of their tier to Lead Governor for presentation on their behalf at meetings.

II. Discipline Committee Coordinator

To streamline the review and assessment processes of Discipline for all instances of suspensions the CAHL President will appoint a Discipline Committee Coordinator and any additional persons to assist with the volume of League Discipline as required.

The Discipline Committee Coordinator will administer discipline rulings as identified in the Hockey Alberta Minimum Suspension Guidelines, Hockey Canada requirements and the CAHL regulations for all divisions of play in the CAHL.

Primary Responsibilities

Reporting to the CAHL President, the Discipline Committee Coordinator will be responsible for:

- keeping the CAHL President, Past President, Vice Presidents and Governor in Chief informed and aware of the current investigations, rulings and outcomes of assessments
- being the Primary League Contact with Hockey Alberta Discipline Representatives on these issues. In their absence the CAHL President will fill in for this communication process
- completing a thorough investigation (as required) and assessment of all game related incidents of offences with suspensions for all League Play
- communicating the required suspensions back to the responsible Governor, Governor in Chief, Vice Presidents responsible for the tier and the CAHL President/Past President as identified.

The front line Governor will then deliver the notice of suspension to those affected by the suspension. For all suspensions, they will notify the Lead Governor to add the participant's suspension to the Website accordingly. Once the suspension has been fully served, the responsible governor will then notify Lead Governor to remove the suspensions status of the player/coach from the website unless it is an identified accumulative one that must be tracked for the season.

- communicating all information to the appropriate Hockey Alberta Representatives as required for all indefinite suspensions to be assessed except Roster and Ineligible player issues which will be completed by the CAHL Vice Presidents.
- supporting the President and Past President of the CAHL by consulting on matters of discipline not covered by the Minimum Suspension Guidelines and the CAHL rules.
- final reporting at the end of the season. The Coordinator will compile a list of all outstanding carryover suspensions from the Governors / Governor in Chief and communicate them to the CAHL Executive Committee, the appropriate Hockey Alberta Zone Operations Volunteers and the Hockey Alberta Zone Discipline Volunteers for tracking purposes.
- preparing a carryover suspension report for the September CAHL meeting to confirm outstanding suspensions that remain to be served with the incoming Governors

11. Freedom of Information and Personal Information Privacy Protection Act

In Alberta, all personal information access and use is managed under the Personal Information Protection Act (PIPA) and the Freedom of Information and Privacy Protection Act (FOIPPA).

Each recognized participant in the Hockey Canada Registration System, Hockey League or Member thereof are required to have policies to comply with this legislation as mandated by Hockey Canada and Hockey Alberta.

When a CAHL Member submits personal information to the CAHL they accept that they are granting permission to CAHL to allow organizational and promotional use associated with CAHL activities. The PIPA of Alberta and the FOIPPA of Alberta identifies that all personal information from all members will not be shared for any other reason than purposes required for CAHL activities.

All personal information shared by a member with team volunteers will be managed as per the separate Information Management Policy mandated by Hockey Alberta. This policy will be made available upon request of any member to the President. Any comments, questions or concerns will be forwarded directly to the League President. They will be ultimately responsible for all aspects of Privacy Policies for the CAHL.

12. Conflict of Interest

Any Executive Member and all other Members of the Association are required to declare a conflict of interest in matters where their vote could potentially result in their own personal benefit - financially or otherwise. Any possible conflict of interest will suspend the voting rights of the effected member for that item of business in such instances. The Executive shall make a ruling where the question of a conflict of interest has been declared or arises.

13. Resignation of an Executive Committee Member

Members of the Executive can resign their position by providing the President and Secretary with written notice of their resignation. The effective date of the resignation shall be 30 days after the President receives the resignation, so that the Executive will have an opportunity to elect or appoint a replacement. Under some circumstances the President may accept immediate resignation of the individual at their discretion.

14. Removal of an Executive Committee Member

A member of the Executive Committee shall be relieved of their duties and removed as a member of the Executive Committee upon a 66% of majority vote of the Executive on the basis that the Executive member is doing an unacceptable job that cannot be corrected, or bringing CAHL into disrepute. The individual will be given the opportunity to resign prior to this vote being completed as per section 13.

15. Logo's, Colours and Insignias

The CAHL has logo's (examples below) that are used for the organizations purposes. No Entity has approval or is allowed to use them without express written consent of the CAHL Executive Committee. Contact the Executive for more information or permission requests.



16. Finances of the CAHL

The CAHL Treasurer shall maintain a bank account(s) and an electronic accounting ledger as identified in Section 8 of the Policy Manual. In addition they shall follow the intent of the Leagues management of all financial transactions:

- Whenever possible all expenditures shall be paid by cheque directly to the invoicing supplier or reimbursed by cheque to the individual who completed the purchase with the submission of an acceptable record of purchase and the completion of the CAHL expense form. The approved form(s) is included on the following pages of this document.
- The President or their designated representative(s) of the CAHL will be reimbursed for travel and actual costs of additional expenses associated with meetings or training sessions that are deemed necessary for the operation of the League. These will be approved in advance by the President. These events will include but not be limited to – all mandatory League, Hockey Alberta, Hockey Canada sessions and other sessions deemed by the President as vital to the operation of the CAHL (examples - meetings with Hockey Alberta, adjacent Leagues, associations, Executive / Team Volunteer Training). All expense claims must be submitted with acceptable receipts where applicable and with complete detailed descriptions on the CAHL Expense form and submitted to the Treasurer for reimbursement.
- It is expected that usual signing authority for the CAHL Financial account(s) shall reside with the President and Treasurer. Additional executive committee members can be authorized to have signing authority as the executive committee chooses. In any case any two of the above mentioned can authorize issuance of a payment.
- When possible, funds not required for day to day operations of the League can be placed in interest bearing accounts as managed by the CAHL Treasurer.
- All financial records will be stored by the League for 7 years or as required for all reporting requirements.

- The accounts and records of the League Treasurer shall be audited at least once each year by a duly qualified accountant or by two members of the League with adequate knowledge to complete the assessment as directed by the CAHL Executive. Any two Members will volunteer, be acclaimed or elected to do so at any meeting for that purpose as directed by the CAHL Executive Committee. A complete and proper statement of the standing of the records for the previous year shall be submitted by such auditor(s) at the next available Meeting of the CAHL Directors after its completion.
- All purchases are to be preapproved at an executive committee meeting or by the President and one other Executive Committee Member prior to any order approval is provided to a supplier.
- With respect to payment, our policy is that no payment shall be made in advance of receiving the goods or services being purchased without specific executive committee approval in advance of the order being placed with the supplier.
- The CAHL will not accept liability for the payment of any invoice where the provisions of the procedures described in this policy have not been fully followed. In such instances individuals responsible for the incurred costs may be responsible for the payment in question.

Financial Management of League Operations

Under the direction of the League Executive, the projected actual costs of the Operation of the CAHL will be generally be managed in accordance with the following on a cost recovery basis:

- Generally the sum of the Players Fees are to cover the costs associated with the CAHL Website presence, its administration/technical support and tier scheduling
- Generally the sum of the Team Fees are to cover the costs associated with the general operation of the League, its expenses, travel, banners and other costs associated with the League operation.

The excess funds available at the end of each season will be maintained at an amount that is approximately 40% of what is required to operate in the next CAHL season. This will allow for management of unforeseen or sudden changes in costs of operation and for invoices that the League receives before the player fees are invoiced/paid.

The Treasurer will monitor the amount of excess funds in comparison to the actual costs and make recommendations the Executive Committee on any fee changes in February of each year for their consideration.

Invoices to Members

All CAHL invoices to Members are due when they are received usually by email. The Treasurer will advise the CAHL President at any time any invoice is 30 days past due. After 30 days the President will authorize the Treasurer to use the Members Bond to cover the costs of the invoice and the Treasurer will advise the Member the invoice has been assessed and paid from their Bond including any late fees that may have been applied.

In the event that the outstanding invoice amount is larger than the Bond of the Member, the Treasurer will remove the Bond of the Member, use it towards the Invoice/late fee and the offending Member will be given 14 days to provide adequate payment for the outstanding invoice and the Bond amount.

Failure to do so in the identified time period will result in all Teams of the Member Association to be suspended from CAHL Games until it is paid. All other penalties will apply to the Member Association and Teams during times of suspension.

17. Management of Good or Services Contracts

In the event the CAHL Executive Committee chooses to enter into written formal contract arrangements for goods or services, it is expected that the President be the representative signature for the League and will make final approval of all contracts. The CAHL Treasurer shall keep a current record of all valid contracts and payments processed. These contracts or attachments will clearly lay out schedules of payment or the authorized payment process.

In the event that the contract has payment schedules or assigned payment deadlines, the President will authorize those payment schedules. The Treasurer then has the authorized approval to pay the amounts specified on the schedule for each individual transaction. This will allow processing time for the delivery of the payment prior to the date required. In the event of an issue with any contract; the President has the right to withhold payment until the situation of concern is resolved.

18. Member Bonds and Fines Management

The CAHL Treasurer shall keep a Record of current members of the League. This record will include their status, date of entrance into the League and their Bond amount and any fines that have been paid to the CAHL.

Bond Account

The Bond Account is managed by the CAHL Treasurer and can be interest bearing as directed by the CAHL Executive Committee.

In the event that the Member Bond is held in an interest bearing account the members will not be reimbursed that interest earnings if they withdraw or are removed from the CAHL. The interest earned will be considered surplus in the account.

Bond Account surpluses will be periodically reported to the CAHL Executive Committee. These funds can be used for operational costs of the League as decided by the Executive Committee.

In the event a Member pays an initial bond amount less than the maximum as they only enter a small number of teams, they must top up the bond as there team numbers grow until the maximum is reached.

This will be periodically confirmed by the Treasurer and if a deficiency is found an invoice will be forwarded to the Member to top up their bond to the required amount.

The Bond amounts are held only for 1 year for any member that has not participated in the League. In the event a member is no longer participating and/or are not in good standing in the CAHL they will have 1 year to advise they are declaring teams again in the CAHL or to request reimbursement of their Bond less any fees, fines or outstanding amounts and will not receive any interest accumulated from their Bond amount.

Any funds over and above the amounts held in trust for bonds from current members will be considered surplus funds.

FINES

Violation Fine amounts that are paid by Member Associations, their teams or other representatives to the CAHL will be held or can be will be placed in the Bond Account until such a time that the appeal period is over. At that time the funds will be considered as surplus.

In the event a member is no longer participating and/or are not in good standing in the CAHL they will have 1 year to advise they are declaring teams again in the CAHL or to request reimbursement of their Bond less any fees, fines or outstanding amounts. Offending Associations will not be allowed back into the CAHL until any outstanding balances are paid from fines, fees or penalties and they must apply and are accepted as a participating member following the League process stated in the Bylaws, Policies and Regulations.

19. League Code of Conduct

As mandated by Hockey Canada and Hockey Alberta Risk Management Programs; all entities involved under the Hockey Alberta umbrella are required to have an official Code of Conduct Policy.

The CAHL Code of Conduct Policy

The CAHL must support the mandated requirements for a Code of Conduct policy and will support an environment that promotes acceptable conduct that highlights the importance of:

- Respect for participants in Hockey
- Respect for the game of Hockey
- Development of ethical conduct towards others
- Notions of justice, fairness, equity
- Protection from harm
- Caring attitudes
- Freedom to enjoy,
- Opportunities to develop and flourish

It is mandatory that every participant abides by these principles. A participant is defined as (but not limited to) a player, coach, official, spectator or League Volunteer.

At any time an individual is considered to be displaying any forms of unacceptable behaviour, verbally or physically harassing and/or abusing any participant the Facility Staff or Home Team Manager are responsible for addressing and managing the situation to prevent escalation of the event. The intent is to calm all participants and avoid further issue with the situation. As per the CAHL Policies and Regulations, those responsible for the facility may request the removal person(s) who do not exhibit acceptable behaviour regardless if they have received a warning or not.

The CAHL Executive Committee will review all reported or submitted complaints of behaviour that is offensive in nature, to be a violation of this policy, not just as defined and listed below. Other actions that would be considered unacceptable under this policy that are any attempts intended to embarrass, slander, bully, harass, or which have the effect of creating a negative, hostile or uncomfortable environment at any CAHL sanctioned event. Some of these are:

- Attempts of retaliation, threats or intimidation before, during or after any CAHL sanctioned event
- Complaints to public venues or on the social media venues regarding issues being experienced in interactions with the League or Hockey Alberta
- Press releases or public statements to the media regarding issues being experienced in interactions with the League or Hockey Alberta
- Campaigning or protesting in any form before, during or after any CAHL Sanctioned Game
- Any attempts to create an environment before, during or after any CAHL Sanctioned Game that would incite any negative or hostile response, create uncomfortable atmospheres or distractions for any CAHL Participant

At any time, any participant may document these types of incidents and request that their Association Leadership or their CAHL Director submit the complaint as per the formal CAHL Complaint Process.

The complaint will then follow the identified process for resolution as per that CAHL Policy. At any time a criminal complaint and/or investigation is in progress, the CAHL will not make any final judgements or decisions. Under these circumstances the CAHL President may choose to indefinitely suspend all or some of those involved until the criminal matters have been resolved or other actions taken that the CAHL Executive may find to be appropriate.

Please review the Hockey Canada and Hockey Alberta bylaws, policies, regulations and mandatory training programs for the specific definitions of these unacceptable behaviours.

CAHL

Complaint Management Process

All complaints must be submitted using the CAHL Complaint Form to the responsible CAHL Volunteers as identified in the Bylaws, Policies or Game Regulations by the Member's CAHL Director. It is also expected that the complaint also has the approval or support of their LMHA President.

Upon receipt of a formal complaint identifying any of the behaviours targeted by this policy, the CAHL Volunteer will confirm it has been properly completed and signed, they will immediately forward it to the CAHL President, Past President and Vice President's.

While there are many routes of action potentially to be used to resolve the identified issue, the process will generally follow:

- A detailed review of the complaint and a request for a rebuttal to the situation from the alleged parties will be made and they will have 3 days to submit a response. The complaint will be entered into the Complaint and Incident Record Tracking spreadsheet for records purposes at that time as well.
- Once a review of the responses by the responsible CAHL Vice President and CAHL President is completed they will establish if any violation of this policy or the CAHL Bylaws, Policies or Game Regulations has happened.
- While the complaint is under review the CAHL President may, due to the nature of the incident:
 - Initiate an interim suspension of the individuals involved as per the CAHL Bylaws Policies and Regulations.
 - Initiate interim suspension of activities between the parties involved and their participants including but not limited to the individuals involved, their Teams or their member Associations to a level that satisfies the CAHL President that no further conflict will take place until the complaint is resolved. During this suspension all other CAHL Bylaws, Policies and Regulations will still apply regardless of the CAHL Presidents ruling.

Sanctions and Disciplinary Actions

- If violations of this Policy or the CAHL Bylaws, Policies or Game Regulations have been proven or identified, the responsible CAHL Vice President and President may:
 - Complete further investigation including requests for additional information as they feel are required. This may include creation of a Committee of three or more Directors or Executive Committee Members. They will be appointed by the CAHL President to review, further investigate and then recommend actions taken based on their findings.
 - Assess the specified penalty in whole or part to the parties named in the complaint
 - Assess the specified penalty in whole or part to the party that forwarded the complaint if it is identified they also caused a violation of the CAHL Bylaws, Policies or Game Regulations.
 - Recommend and apply another resolution or penalty with the support of the majority of the CAHL Executive Committee.

When making a final decision directing the appropriate disciplinary sanction, the CAHL President and supporting Committee(s) shall consider factors such as:

- The nature of the harassment.
- If the harassment involved any physical contact.
- If the harassment was an isolated incident or part of an ongoing pattern.
- The nature of the relationship between the complainant and harasser.
- If the event was escalated to a criminal investigation by any entity.
- The age of the complainant.
- Whether the harasser had been involved in previous harassment incidents.
- Whether the harasser admitted responsibility and expressed a willingness to change.
- Whether the harasser retaliated against the complainant.

The CAHL President, with the support the Executive Committee and any sub-committee recommendations if appointed, will direct any disciplinary actions. Considerations may be given to the following options, individually or in combination, depending on the nature and severity of the incident:

- A Verbal apology
- A Written apology
- A Letter of reprimand that specifies a probationary period and required conditions
- A fine or levy
- Removal of certain individual or all privileges of membership
- Temporary suspension of membership
- Expulsion from membership
- Publication of the details of the sanction
- Any other sanction or disciplinary suspensions which the investigating Committees may deem appropriate

Failure to comply with any sanction as directed may result in the CAHL Membership reviewing the incident and they may choose to make a motion to:

- Move the status of the voting Member in question to Probationary status which will force them to reapply for Membership in the CAHL in the following March/April processes.
- Assign additional sanctions that will remain in place until such time as the sanction is fulfilled.

Any appeals of these sanctions or rulings may be completed following the CAHL Appeals Policy.

Once the final resolution of the complaint has been reviewed by the CAHL Executive Committee; the complaint will be closed.

At that time the Records of the event will be forwarded to the CAHL Secretary to store in the Members folder and the records spreadsheet will be updated with the outcome of the complaint.

These records and any further documentation will be maintained indefinitely by the CAHL Secretary. After 5 years and if no further incidents happen relative to this complaint it can be removed from the CAHL records with the authorization of the CAHL President at that time.

20. New Member CAHL Orientation

In an effort to ease the transition / concerns of new CAHL Members and newly appointed CAHL Directors with all the new deadlines and processes; all new Members and new CAHL Directors will need to take part in a thorough and consistent orientation process prior to the start of their first season in the CAHL.

This will clarify, educate, identify expectations and generally improve the experience of the new member as they transition into the operational processes and their first season with the CAHL.

The CAHL Executive Committee or a portion thereof, with the assistance of other League volunteers will be generally be responsible for:

- Meeting with the new member's key Representatives, (their President or Vice President, their CAHL Director and all of their Governor Candidates) this may include other Member Executive as they feel is necessary. This preferably should happen before the first CAHL meeting in September of the season.
- The following will be presented / explained to the new members:
 - The communication and meeting processes of the CAHL
 - All Deadlines for the upcoming season
 - A quick Document review with the new members
 - CAHL Bylaws, Policies, Regulations
 - Managers and Off ice Official manuals
 - Other documents for Directors and Governors as available
 - The tiering, regular season and playoff Process
 - The Complaints, Protest and Appeals processes
- Transition from probationary member to full member of the CAHL
- New Member will be assigned Mentors to assist, support and answer questions for the season
- To answer any additional questions

NOTE: This process may also be used with Members that are experiencing performance issues or Members with significant changes in their Executive Committees. These needs or requests will be included into this process as needed.

Document History –

Original approval	This document was originally issued by – Doug Durbano on April 7, 2014	
Review history	The following identifies the reviews and all revisions that were completed for the last 36 months on this document.	
Date	Reviewed by	Comments
April 7, 2014	D. Durbano / J. Parks / T. Siverson / J. Vincent	Initial implementation of handbook

Revision History

Version #	Membership Approval Date	Description of Changes
1	April 7, 2014	Initial Implementation of manual
2	April 15, 2015	Title page changed, no longer bylaws only Operating Policy Manual required
	April 15, 2015	Section 2 – updated wording, document names, descriptions and reference numbers
	April 15, 2015	Section 6 – updated wording, document names, descriptions and change processes for CAHL documents
	April 15, 2015	Section 8 – updated wording, document names, role descriptions for Secretary and Treasurer
	April 15, 2015	Section 9 – updated wording and clarified process for Directors Responsibilities
	April 15, 2015	Section 10 – updated Governors duties including amalgamation of Governor sections from the Regulations
	April 15, 2015	Section 16 – updated league financial management and section number of treasurers duties
3	April 4, 2016	Section 8 – updated to clarify the responsibilities and removed the Female Liaison position
	April 4, 2016	Section 10 – updated the section to clarify the Lead Governor role and the new Discipline role(s)
	April 4, 2016	Section 11 – updated the FOIPPA and the new Alberta PIPPA

3 continued	April 4, 2016	Section 19 – League Code of Conduct added as mandated by Hockey Alberta and Hockey Canada
	April 4, 2016	Section 20 – Added new member orientation process to the Policies
4	April 3, 2017	Section 2- Revised League Boundaries and Members map
		Section 8- Revised League VP numbers to allow for growth and the needs of the CAHL
		Section 20- New Member orientation revised



● Current CAHL Member's

Appendix 'A' CAHL Map

