



# **Conduct Management Plan**

**POLICIES & PROCEDURES**

**For**

**Clairmont Minor Hockey Club (CMHC)**

## 1. Introduction

The Clairmont Minor Hockey Club Conduct Management Plan has been developed to assist the Leaders, Volunteers, and Participants of the Club in understanding what we believe, how we intend to operate, and what we expect of our participants and volunteers.

The Conduct Management Plan will be updated based on year-end program assessments at each level. The assessment information in the form of suggested improvements, in addition to direction from HOCKEY ALBERTA, will determine future changes and improvements to the program.

In addition, the CMHC recognizes it will be necessary from time to time to change or add to this handbook. Changes or additions can only be made by executive approval.

A copy of this Conduct Management Plan "must" be presented to all Coaches, Managers, Commissioners, Volunteers, and Executive members at the commencement of the hockey season. These individuals will need to read and understand this document completely. A copy will be available for all parents online at [www.clairmonthockey.com](http://www.clairmonthockey.com). It is the responsibility of the Coach or Manager of each team to ensure that the parents of the team are aware of the Conduct Management Plan and the Association Rules and Regulations.

All Hockey Alberta and All Peace Hockey League rules are to be adhered to. CMHC expectations may add to Hockey Alberta and All Peace Hockey League rules providing these variations are more restrictive than the original rules. A copy of the CMHC Constitution is available online at [www.clairmonthockey.com](http://www.clairmonthockey.com).

The Clairmont Minor Hockey Club administers a hockey program of approximately 85-100 players from Clairmont and Zone1. CMHC current hockey program consists of

1. House League
2. All Peace Hockey League

It has become evident over the last couple of years CMHC needs to establish a clear and concise Conduct Management Program for all members of the association. With this program CMHC wants to address the fundamental values of the game:

- ❖ Shared respect for all participants of the game
- ❖ Development of the players involved in the game
- ❖ Fun while participating in the game

To achieve this CMHC wants to get away from the past & present problems in our great game is experiencing and focus on respect, positive development and fun.

The Conduct Management Plane is not a short term solution to the serious problems the game is facing. It has been created as a long term guiding principle for the minor hockey program in the CMHC

## 2. Clairmont Minor Hockey Club Philosophy:

### 1. The Conduct Management Plan

- i. Over the past several years it has become increasingly apparent that participating in Hockey, whether as a player, coach, official, spectator or administrator has become less and less enjoyable. People are leaving the game for the wrong reasons. Unacceptable conduct by coaches, players, officials and spectators is increasing both on and off the ice.

- ii. The Clairmont Minor Hockey Club views the Conduct Management Plan as support and confirmation to our many coaches, players, officials, parents and volunteers who are a majority and who have always participated in the game following the fundamental principles of respect, positive development and fun. We see this program as a vehicle to assist them to further these values and make the game better and moiré enjoyable. One could view the Conduct Management Plan as a celebration of the positive elements of the game that will overwhelm those negative elements that have unfortunately tainted the reputation of the game today. It is not a time to be defensive, but rather offensive and proactive in advocating a program that is totally positive. We encourage the majority to confidently come forward with energy and support the Conduct Management Plan to make our game even better.

## **2. Objectives of the Conduct Management Plan:**

- i. To provide a program that plays a significant role in the development of a young person's values, morals, social maturity, physical fitness and mental fitness. To promote acceptable conduct which provides:
  - ❖ Respect of other participants
  - ❖ Respect for the great game of hockey
  - ❖ Protection from harm
  - ❖ Development of ethical conduct towards others
  - ❖ Notions of justice, fairness and equity
  - ❖ Caring attitudes
  - ❖ Freedom to enjoy
- ii. It is a must that every participant abides by these principles. A participant is defined (but not limited to) a player, coach, official or spectator.
- iii. This program is not intended to be a new process for complaints about officiating of general hockey rules. The objective is to promote and insure acceptable behavior.

## **3. Definition of "Unacceptable Behavior"**

- i. An individual is displaying unacceptable behavior if they are verbally or physically harassing/abusing a game participant (Coach, player, official or spectator). When there is a situation of "unacceptable behavior", the responsibilities of CMHC coaches, players, officials and administrator are outlined below. The focus is on achieving the Conduct Management Plan objectives. Confrontation should be avoided. Practice the "24 Hour" rule and then report the incident as it is an important step in attaining the programs objectives.  
\*Note – In an event where possible criminal charges could be laid the CMHC will immediately contact the local authorities and involve their resources.

## **3. Complaint Handling Procedure**

### **1. Implementation Trigger**

- i. The reporting of unacceptable behavior by a coach, player, official, spectator or administrator is the triggering event of the complaint handling procedure. These reporting processes will govern the person(s) responsible for investigating the complaint. The methods of enforcement will vary dependent on the severity of the event.

## **2. Reporting Process**

- i. If an incident occurs which meets the definition of unacceptable behavior and in the opinion of a coach, player, official, spectator or administrator, is serious enough to warrant a formal complaint, then an Incident Report Form (Appendix E) must be completed and forwarded to CMHC President /Executive within seven days of occurrence.
- ii. The incident Report Form should be submitted to your CMHC Executive for review and actions.

## **3. Responsible Reporters**

- i. If, in the opinion of a coach, player, official, spectator or administrator an individual verbally or physically harassing/abusing a game participant (coach, player or official), at the next stoppage of play, the offending individual will be identified and through discussions with one or both coaches, request that the offending individual(s) cease this unacceptable behavior. If the behavior continues, the official will document the offense on an incident report form or the back of the game sheet. A copy of the write up will be forwarded to the President/Executive of CMHC. The President /Executive will determine if an investigation team is required or the matter can be dealt with by the President/Executive.

## **4. Investigation Team**

- i. If an investigation Team is required, it will consist of up to 4 members of the association appointed by the President/Executive of CMHC. They will be given a copy of the Conduct Management Plan to ensure they conduct the investigation according to the objectives of the plan.

## Complaint Handling Procedure (cont'd)

### 5. Enforcement

- i. Reports handled by an investigation team/CMHC Executive/President
  - ❖ After the investigation, the CMHC Executive & President shall have the power to implement the recommendations of the investigation team that could include suspending any player, coach, spectator/parent or administrator of any team under the auspices of the CMHC
- ii. Reports handled by the President
  - ❖ The President has the power to suspend any coach, player, official of spectator of any team under the auspices of CMHC for any conduct on or off the ice which in the sole discretion of the President is deemed to be unbecoming or detrimental to the game or CMHC.
  - ❖ The CMHC Executive/President shall have the power to prevent any spectator from viewing any game or other activity or entering a facility to view such game or activity under the auspices of CMHC for any conduct which in the sole discretion of the President is deemed to be unbecoming or detrimental to the game or CMHC.

Further, the President/Executive has the power to suspend the player, coach, team official or team to which the spectator/parent is attached.
- iii. This authority may be delegated by the President, to other members of CMHC Executive or Members.
- iv. The power and delegation granted the President allows effective and quick action against conduct considered detrimental to the game and its participants. The Clairmont Minor Hockey Club is prepared to enforce these provisions as required and is an integral part of the reporting and informant initiatives.

### 6. Appeal Process

- i. Upon receiving a request for an appeal, the CMHC Executive will establish an appeal committee made up of four (4) members to hear the appeal related to any disciplinary action handed down as a result of an investigation. Appeals should be heard as quickly as is practical (within 7 days). The appeal must contain a clear and concise summary stating the grounds for the appeal. Notice of the appeal must be submitted, in writing, to the President/Executive of CMHC within (5) days from the date of discipline notification was received. If the appeal is denied, further appeals can be made to Hockey Alberta under Hockey Alberta Rules and Regulations 13.03 "Appeal from Decision of Local Minor Hockey Association".

## 4. Implementation Process

### 1. Introducing the Program

- i. At the start of each season, a meeting is to be held with all participants of the game to present the program. At this meeting, the Clairmont Minor Hockey Club will:
  - ❖ Detail the objectives
  - ❖ Outline the expectations
  - ❖ Layout the consequences
  - ❖ Explain the teams responsibilities
  - ❖ Explain the associations responsibilities
  - ❖ Explain the distribution and collection method that will be used

- ii. The members will be given packages with the Fair Play Pledge forms (Appendix A, B, C and D) and a program outline. Once complete they will be collected and returned to Clairmont Minor Hockey Club.
- iii. Other Notifications/Partnerships
  - ❖ It is recommended that notification is given and more importantly that program support be garnered from local stakeholders regarding the objectives and implementation of the program. The following are examples of local stakeholders that may need to be aware of the program as they may be requested to support in the enforcement of some sanctions.
    - Local/city recreation board
    - Arena a operating board
    - Agricultural society
    - Town/city council
    - Community services department
    - Local/city police department

**Appendix A – Parents Pledge Form**

**Parents Pledge**

It is the intention of this pledge/code to promote proper behavior and respect for all participants with in CMHC. All parents and Guardians are required to sign this pledge to show their support for the principles of Fair Play before your children can participate in CMHC.

**Code of Conduct**

**for Parents**

1. I will not force my child to participate in hockey.
2. I will remember that my child plays hockey for his or her enjoyment, not mine.
3. I will encourage my child to play by the rules and to resolve conflict without resorting to hostility or violence.
4. I will teach my child that doing one’s best is as important as winning so that my child will never feel defeated by the outcome of the game.
5. I will make my child feel like a winner every time by offering praise for competing fairly and hard.
6. I will never ridicule or yell at my child for making a mistake or losing a game.
7. I will remember that children learn by example. I will applaud good plays and performances by both my child’s team and their opponents.
8. I recognize officials are being developed in the same manner as players, and will be supportive of their decisions during games.
9. I will support all efforts to remove verbal and physical abuse from the hockey environment.
10. I will respect and show appreciation for the volunteers who give their time to hockey for my child.
11. I will respect other parents.

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I agree to abide by the principles of this code/pledge as set forth and supported by Clairmont Minor Hockey Club.

I also agree to abide by the rules and regulations as well as the constitution and bylaws as set by Clairmont Minor Hockey Club.

I agree that breaking of this code/pledge can or will result in my family’s immediate suspension from all CMHC activities on and off the ice until such time as a hearing by the executive can be held.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signatures:

Parent: \_\_\_\_\_ Parent: \_\_\_\_\_

## Appendix B – Players Pledge Form

### Players Pledge

It is the intention of this pledge to promote proper behavior and respect for all participants within Clairmont Minor Hockey Club. All players are asked to sign this pledge to show their support for the principles of Fair Play.

#### Code of Conduct for Players

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1. I will play hockey because I want to, not because someone else wants me to.
  2. I will play by the rules of hockey and in the spirit of the Game.
  3. I will control my temper so I do not spoil the activity for everyone.
  4. I will respect my opponents.
  5. I will do my best to be a true team player.
  6. I will remember that winning isn't everything - that having fun, improving skills, making friends and doing my best are also important.
  7. I will acknowledge all good plays and performances – those of my team and my opponents.
  8. I will remember that coaches and officials are there to help me. I will accept their decisions and show them respect.
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I agree to abide by the principles of this CODE as set and supported by Clairmont Minor Hockey Club.

I also agree to abide by the rules, regulations and decisions as set for Clairmont Minor Hockey Club.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Player: \_\_\_\_\_ Team: \_\_\_\_\_



## Appendix C – Coaches Pledge Form

### Coaches Pledge

It is the intention of this pledge to promote proper behavior and respect for all participants within Clairmont Minor Hockey Club. All Coaches are asked to sign this pledge to show their support for the principles of Fair Play.

#### Code of Conduct for Coaches

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1. I will be reasonable when scheduling games and practices remembering young athletes have other interests and obligations
  2. I will teach my athletes to play fairly at to respect the rules, officials, opponents and teammates.
  3. I will ensure all athletes receive equal instruction, discipline, support and appropriate, fair playing time.
  4. I will not ridicule or yell at my athletes for making mistakes of for performing poorly. I will remember that children play to have fun and must be encouraged to have confidence in themselves.
  5. I will make sure that equipment and facilities are safe and match the athletes ages and ability
  6. I will remember that children need a coach they can respect. I will be generous with praise and set a good example.
  7. I will obtain proper training and continue to upgrade my coaching skills.
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I agree to abide by the principles of this CODE as set and supported by Clairmont Minor Hockey Club.

I also agree to abide by the rules, regulations and decisions as set for Clairmont Minor Hockey Club.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature:

Coach: \_\_\_\_\_ Team: \_\_\_\_\_

**Appendix D – Volunteer Pledge Form**

**Volunteers’ Pledge**

It is the intention of this pledge to promote proper behavior and respect for all participants within Clairmont Minor Hockey Club. All volunteers are asked to sign this pledge to show their support for the principles of Fair Play.

**Code of Conduct** **for Volunteers**

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1. I will make sure that every player has a reasonable opportunity to perform to the best of his or her ability, within the rules.
2. I will avoid or remedy any situation that threatens the safety of the players.
3. I will maintain a healthy atmosphere and environment for competition.
4. I will not permit the intimidation of any player either in word or action. I will not tolerate unacceptable conduct towards myself, other members, players, coaches or spectators.
5. I will be consistent and objective in dealing with members of CMHC, regardless of my personal feelings towards a team or individual in CMHC.
6. I will handle all conflicts firmly but with dignity.
7. I will accept my role as volunteer and role model for fair play, especially with young participants.
8. I will be open to discussion and contact with all members of CMHC.
9. I will remain open to constructive criticism and show respect and consideration for different points of view.
10. I will work in cooperation with coaches and managers as well as the Executive for the benefit of the game and CMHC.

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I agree to abide by the principles of this CODE as set and supported by Clairmont Minor Hockey Club.

I also agree to abide by the rules, regulations and decisions as set for Clairmont Minor Hockey Club.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature:

Volunteer: \_\_\_\_\_

Appendix E – Incident Report Form

Incident Report Form



Submit completed form to:  
Clairmont Minor Hockey Club  
Attention President/Executive  
Box 490  
Clairmont, AB  
T0H 0W0

This form is to be utilized by anyone in the Clairmont Minor Hockey Club to report an incident of unacceptable behavior. An individual is considered to be displaying unacceptable behavior if they are verbally or physically harassing/abusing a game participant (player, coach, spectator or official)

Date & Time of Incident \_\_\_\_\_

Name of Offending Individual \_\_\_\_\_

Associated with (Team Name & Division) \_\_\_\_\_

Name(s) of Additional Witnesses \_\_\_\_\_

**On a separate attachment, please provide a clear description of the unacceptable behavior witnessed. Please use black ink or type the report. Reports that are not legible will not be reviewed.**

You can expect an official to investigate your report. Unfortunately a written response to all reports is not possible as our volunteers do not have the resources to do so. We do however hope to be able to contact complainants at some point during or after the investigation. Resolution typically takes two to four weeks from receipt.

Please summarize your expectation of the outcome resulting from your report:

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

**If additional space is required, please use reverse side or attach separately.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Appendix F – Discipline Guidelines**

**Discipline Guidelines**

In many instances, offences that are similar to those identified in the Hockley Alberta Minimum suspension Guidelines will be dealt with in the same manner. The only difference being that when we are dealing with adults who should know better, they would be given an additional game suspension.

When an individual is suspended they are suspended from all Minor Hockey activities. This includes attending other sibling’s games if they are a parent with other children playing hockey. It will also include refereeing games if they are a referee, or coach.

All suspensions should be reviewed by the same person to insure consistency in the application of discipline is maintained.

**Severity of Discipline**

**I. Mild (Verbal Reprimand + Possible Suspension)**

This would be applied when it is a first time offence which is less severe in nature. The offending individual has shown true remorse and the actions are out of character. There is little chance of this person reoffending.

**II. Moderate (Written Reprimand + Minimum two(2) game suspension)**

This is for offences which are mild to moderate in severity. Application of this type of discipline would be for a second offence. It would also be applied to individuals who have not accepted responsibility for their actions, show no remorse and the likelihood of reoffending is high. As well as causing a detrimental effect on the operation of CMHC, endanger the interest and reputation of CMHC.

**III. Severe (Written Reprimand + Minimum 5 Games to Indefinite Suspension)**

This is for the most serious offences. An example could be physically threatening or assaulting another individual. Application of this type of discipline would be for individuals who have reoffended multiple times or have not accepted responsibility for their actions, show no remorse and are likely to reoffend, as well as having a detrimental effect on the operation of CMHC, endanger the interest and reputation of CMHC.

**The following lists individuals that have been delegated authority to assess suspensions on behalf of the Clairmont Minor Hockey Club:**

<b>President /Executive</b>	<b>(Indefinite)</b>
<b>Individual(s) or committee designated by the CMHC Executive with program enforcement</b>	<b>(up to 3 years)</b>

## Appendix G – Matters of Unacceptable Conduct and Behavior

### Hockey Alberta Game & Conduct Management SECTION 7: ABUSE & HARASSMENT POLICIES & PROCEDURES

#### 7.1 Instruction to Membership

Hockey Alberta has adopted a policy and procedures on unacceptable conduct for use within the Branch. A copy of the policy and procedures is contained in this guide. Hockey Alberta will apply these policies specifically to the volunteers, staff and programs directly controlled by Hockey Alberta

It is **REQUIRED** that each Minor Hockey Association and each team above minor hockey implement a similar policy and forward a copy to their Zone GCM coordinator for his/her perusal. Associations may adapt the Hockey Alberta policy to meet their specific needs.

The following will be the course of action for each Minor Hockey Association, each Zone, and each team above minor hockey to follow should any incidents covered under the descriptions of harassment and / or abuse occurs within the confines of their authority:

Hockey Canada/Hockey Alberta Playing Rules - Local Association / Zone team.

Harassment and Verbal Abuse - Local Association / Zone team.

Hazing – local Association / Zone team

Neglect -Local Police / Child Protection Agency.

Physical Abuse - Local Police / Child Protection Agency.

Chronic Emotional Abuse- Local Police / Child Protection Agency.

Sexual Abuse - Local Police / Child Protection Agency.

In the case of neglect or physical abuse by an association member the local police or child protection agency may opt to turn the matter back to the association or Hockey Alberta for appropriate action.

It is expected that every member will take action to prevent any type of harassment and /or abuse within the confines of the organization.

#### 7.2 Hockey Alberta Policy on Unacceptable Conduct

##### 7.2.1 Policy Direction – Conduct Management

**Values** – Hockey Alberta is committed to providing a comfortable, sports and work environment based on fundamental values, equality, trust and mutual respect leading to positive social and physical development of all participants.

## 7.2.1 Policy Direction – Conduct Management (Cont'd)

**Conduct** – Hockey Alberta is committed to ensuring and emphasizing respectful behavior and conduct both on and off the ice, which emulates these values. It will work to completely eliminate any disrespectful conduct and discriminatory practices including abuse, neglect and harassment from all the elements of the GAME.

**Awareness, Education and Procedures** – Hockey Alberta will promote awareness and understanding of unacceptable conduct. It will engage educational mechanisms to include training and clinics for its members on matters of conduct and behavior particularly relating to Canadian Hockey's "Speak Out" Program. It will put in place procedures for receiving and acting upon incidents of unacceptable conduct.  
Application and Scope

Matters of abuse, neglect and harassment are specific areas of unacceptable conduct and behavior, however, such unacceptable conduct and behavior is not limited to only those areas and any reference to harassment herein and should be interpreted broadly to include the general subject area of unacceptable behavior and conduct.

This policy direction applies to all categories of members as well as to all individuals participating in activities of or employed by Hockey Alberta including, but not limited to, players, officers, conveners, committee members, team managers, trainers, administrators, employees and volunteers.

This policy applies to unacceptable conduct and behavior, which may occur during the course of Hockey Alberta business, activities and events, including, but not limited to administration of the game competition, team practices, training camps, exhibitions, meetings and travel associated with these activities.

**Note:** "Child" is defined in subsection 1(1) (d) Child, Youth and Family Enhancement Act as a person under the age of 18 years.

## Matters of Unacceptable Conduct and Behavior

### I) Abuse and Neglect

When any person has reasonable grounds, in the course of Hockey Alberta business, activities or events that a child is being abused or neglected, he or she shall report this belief to the child protection authorities and/or Police. Hockey Alberta's General Manager should also be advised of the intent to report.

Hockey Alberta shall take no further action until such time as the authorities and/or Police have concluded their investigation, unless there is cause for an immediate suspension on an interim basis to protect the child from further harm.

The matter shall then be dealt with as a disciplinary matter pursuant to this policy, and the report of the investigation carried out by authorities may be utilized as required by Hockey Alberta.

## **Matters of Unacceptable Conduct and Behavior (cont'd)**

### **II) Harassment**

Harassment is a form of discrimination.

Harassment is prohibited by human rights legislation. In its most extreme forms, harassment can be an offence under the Criminal Code of Canada.

Harassment is defined as conduct, which is disrespectful, insulting, intimidating, humiliating, offensive or physically harmful. Types of behavior which constitute harassment include, but are not limited to:

- Unwelcome jokes, innuendo or teasing about a person's looks, body, attire, age, race, religion, sex or sexual orientation.
- Condescending, patronizing, threatening or punishing actions which undermine self-esteem or diminish performance.
- Practical jokes that cause awkwardness or embarrassment endanger a person's safety or negatively affect performance.
- Unwanted or unnecessary physical contact including touching, patting or pinching.
- Any form of hazing.
- Any form of physical assault or abuse.
- Any sexual offense.
- Behaviors such as those described above which are not directed towards individuals or groups but which have the effect of creating a negative, hostile or uncomfortable environment.