

CROWFOOT MINOR HOCKEY ASSOCIATION



POLICY AND PROCEDURE HANDBOOK

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Crowfoot Minor Hockey Association

REVISION HISTORY

Revision	Date	Summary of Changes	Checked By
00	July/2015	Original draft of Policy and Procedure Handbook	Crowfoot Board of Directors
01	February/2016	Initial Release	Crowfoot Board of Directors

Introduction

Crowfoot Hockey is a volunteer based Association providing youths age 5 to 20 years an opportunity to play minor hockey. The elected volunteer Board of Directors administer the business and hockey operations of the Association according to our Bylaws and the Policies and Procedures contained in this handbook. Our Bylaws have been approved and voted on by our membership and follow the guidelines pursuant to the Societies Act of Alberta; registered as a non-profit society. We are also under the governing body of Hockey Calgary and must adhere to the Hockey Calgary, Hockey Alberta and Hockey Canada Rules and Regulations.

Mission Statements:

- To provide and administer the Hockey Program for the involvement and enjoyment of its members and participants.
- To encourage maximum participation in the Hockey Program by the members and their children.
- To create a spirit of competition with a fair and equal opportunity for all to participate.
- To encourage sportsmanship, involvement and team play.
- To foster the proper conduct of all who participate in or are involved in the Hockey Program.
- To effectively manage the Arena on behalf of all users.

Crowfoot Hockey Policy and Procedures:

This Policy and Procedure Handbook acts as a source of information that will be used by the Crowfoot Hockey Membership (Executive, Parents, Managers, Coaches and Players), Referees, Arena Staff and Spectators.

It is the regulatory document that outlines the rules by which Crowfoot Hockey operates.

This Policy and Procedures Handbook supplements

1. The Crowfoot Minor Hockey Association Bylaws
2. The Crowfoot Hockey Information for Parents
 - a. General Information
 - b. Registration, Refund Policy
 - c. Evaluation Procedure
 - d. Player and Parent Expectations
 - e. Volunteer Policy
 - f. Team Fundraising and Sponsorships
3. The Crowfoot Hockey Managers Manual and
4. The Crowfoot Hockey Coaches Manual.

Table of Contents

1. Code of Conduct

Alcohol and Illegal Drugs and Substances
Harassment
Weapons Policy

2. Safety

Safety Program Requirement
Player Supervision Policy
Dressing Room Policy

3. Team

Team Equipment
Team Fundraising and Sponsorship

4. Communication Policy

Conflict and Complaints
Conflicts resulting from the Evaluation Process
Complaints regarding Referees and Linesmen
Conflict Resolution

5. Policy Revision Procedure

Appeal Procedure and Form

1. Code of Conduct

This Code of Conduct Policy I identifies the standard of behavior which is expected of all Crowfoot Minor Hockey Association members and participants involved in Crowfoot Hockey activities and events.

Crowfoot Hockey (CMHA) is committed to providing an environment in which all individuals are treated with respect. Members and participants shall conduct themselves at all times in a manner consistent with the values of the CMHA which include fairness, integrity and mutual respect.

During the course of all Crowfoot Hockey activities and events, members shall avoid behavior which brings the Association or the sport of hockey into disrepute, including but not limited to harassment, abusive behavior, use of weapons, alcohol, use of non-medical drugs, and use of alcohol by minors.

Failure to comply with this Code of Conduct may result in disciplinary action, including but not limited to, the loss or suspension of certain or all privileges connected with the Association including the opportunity to participate in Crowfoot Hockey and its activities and events, both present and future.

At the end of the day, this is a game. It's greatest game on earth, the fastest game on earth, but still just a game.

CODE OF CONDUCT POLICY

1. Membership and participation in Crowfoot Hockey Association is a privilege, not a right. Members, players, officials and participants are required to abide by the bylaws, rules and regulations of this Association, Hockey Calgary, Hockey Alberta and Hockey Canada organizations. Note that Crowfoot Hockey abides by the Fair Play Codes as found in Hockey Calgary Rules and Regulations.
2. All members and participants of Crowfoot Hockey shall RESPECT other members, parents, players, fans, team officials, game officials, volunteers and executive members. Any inappropriate conduct, threats, harassment or abuse (including the use of profanity) directed towards these members or those of another association will not be tolerated.
3. All members, fans, and participants of Crowfoot Hockey shall respect the game of hockey and shall behave in a manner so as not to make a travesty of the game.
4. Violation by any member, fan or participant of any provision of the Code of Conduct may result in an immediate and indefinite suspension or expulsion from Crowfoot Hockey for the family (including the player) or family member involved.
5. In the event of an alleged violation of this Code of Conduct, the President shall be immediately notified and shall convene a hearing with the Discipline Committee as soon as possible. Until such time as the Executive can meet, the President may suspend the member(s), participants and/or player(s) accused of the code violation. This suspension would remain in effect until the Executive could rule on the incident.

Alcohol and Illegal Drugs and Substances

Alcohol, performance enhancing and/or narcotic drugs have no place in youth sports. Crowfoot Hockey is committed to providing all our players with an alcohol and drug free environment. Our Alcohol and Illegal Drug Policy will be strictly enforced.

If a player is caught using illegal drugs, alcohol and controlled substances, including all tobacco products including chewing tobacco, and non-prescribed pharmaceuticals during any Minor Hockey event, he/she will be suspended immediately. Any member (player, team official, on-ice official) caught during a Crowfoot team activity (i.e. game, practice) under the influence of, be in the possession of or attempting to distribute the above mentioned items will be immediately suspended until a hearing with the Discipline Committee can be convened to determine the length of the suspension or expulsion.

The suspended player will not be allowed to participate in any team activities until the suspension is dealt with.

In the event that a player contravenes this policy:

1. If the parents are at the event, the player will be turned over to their care.
2. If the parents are not at the event then the player will be sent home (under escort), and any additional expenses incurred will be the responsibility of the player and their family. In the event that a coach or on-ice official contravenes this policy they will be asked to IMMEDIATELY leave the arena. They will be suspended and asked to appear before the Discipline Committee to determine the length of suspension or expulsion.

Sanctions

First Infraction includes up to a two game suspension. During the suspension period, the player is required to attend team activities; including games, practices, team building and dry land.

Second infraction includes a minimum of 3 games and up to an 8 game suspension. During the suspension period, the player is required to attend team activities; including games, practices, team building and dry land. The player will be may be required to attend an assessment and addiction counseling session as approved by the Association.

Third infraction of the player conduct policy will be an immediate indefinite suspension to be reviewed by the Vice President and or the President of the Crowfoot Hockey to render an appropriate course of action.

All decisions regarding discipline under the Crowfoot Hockey Association Code of Conduct Policy for Addressing Drugs, Alcohol and Controlled substances shall be at the discretion of the Discipline Committee whose decision will be final.

Harassment

While we understand that we are all human and our emotions sometimes get the better of us, we must always keep in mind that this is an organization run by volunteers at all levels and we all must face the challenge together. Just as parents expect to be treated with respect and civility, our volunteers should expect and receive the same treatment.

Bullying, abuse, hazing or harassment of any type will **not be tolerated** and will lead to some form of sanction. Crowfoot Hockey supports and adopts the position of Hockey Canada, in that harassment and bullying cannot and should not be tolerated in any environment including hockey.

Bullying, abuse, hazing or harassment may occur in person, in dressing rooms, in schools, or elsewhere in the community. If the offending activity is related directly or indirectly to Crowfoot Hockey, it will be dealt with whenever and wherever it occurs including bullying or hazing outside a hockey related event, on websites such as Facebook, Twitter, email or other electronic or written correspondence. This includes harassment and discrimination on the basis of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, gender identification, sexual orientation, age, marital status, family status and handicap (disability).

Harassment is defined as any conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading, or otherwise offensive to an individual, or which creates an uncomfortable, hostile or intimidating environment. .

Harassment includes, but is not limited to: unsolicited remarks (both verbal and written) gestures, inappropriate physical contact, sexual harassment, slander (whether stated or innuendo), libelous acts, repeated communication (emails and/or phone calls) to any member of Crowfoot Hockey (parent, player, volunteer, game official, team members) with the intent of defaming another member, inappropriate use of email by parents through team email lists. If you are the victim of harassment, know of someone who is, or you witness this type of behavior, Crowfoot Hockey encourages you to contact a member of the Executive for immediate action.

Bullying, abuse, hazing or harassment of any type will **not be tolerated** and will lead to some form of sanction. Any Crowfoot Hockey member making a complaint which is found to be clearly and unequivocally unfounded, false or frivolous will also be subject to discipline.

Sanctions:

When directing appropriate disciplinary sanctions, Crowfoot Hockey will consider factors including the following:

- a. The nature and severity of the harassment.
- b. Whether the harassment involved any physical contact.
- c. Whether the harassment was an isolated incident or part of an ongoing pattern.
- d. The nature of the relationship between the complainant and the harasser.
- e. The age of the complainant.
- f. Whether the harasser has been involved in previous harassment incidents.
- g. Whether the harasser admitted responsibility and expressed a willingness to change.
- h. Whether the harasser retaliated against the complainant after a complaint is made.

If a higher governing authority becomes involved (Hockey Calgary, Hockey Alberta, Hockey Canada) there may be additional sanctions imposed upon the affected member by the high governing body.

Any e-mail or letter sent to members with any type of threat (physical, legal or other) whether outright or veiled, will result in immediate suspension until the Discipline Committee can rule on the merits. Additionally, retaliation and/or intimidation against any individual who has made a complaint will be considered harassment.

Failure to comply with sanctions as determined by Crowfoot Hockey or higher governing body shall result in automatic suspension of membership with Crowfoot Hockey until such time as the sanction is fulfilled.

Weapons Policy

Possession of weapons or objects used as weapons (weapons may include firearms, knives, projectiles, martial arts paraphernalia, hockey sticks, etc.) at a Crowfoot Hockey team activity (i.e. game, practice, team building) is prohibited. The Discipline Committee will hear evidence and will review each case taking into account any unique circumstances. Breach of this policy will be dealt with severely and may include suspension for indefinite periods including life suspensions.

2. Safety

The ultimate goal of the Safety program is for all hockey coaches and volunteer managers to instill with their teams that safety is the first priority at all times both on and off the ice. Volunteers need to have as much knowledge and awareness as possible related to safety, injury prevention, emergency planning, and dealing with injuries until medical assistance can be obtained.

All teams must have a minimum of one (1) person registered to their team that has completed the Hockey Canada Safety Program, available to take online.

Insurance:

Registration is the method for hockey players and coaches to become insured. Only coaches and players registered or affiliated to a team are protected and allowed to participate in games. Coaches and on-ice help not listed on the roster may participate in team practices. Violation of this policy could jeopardize the insurance for the team and puts the coach, parents and players of the team and the Association at a high level of personal financial risk.

Abuse:

- a. Hockey Canada has adopted a “no tolerance” policy on abuse. Crowfoot Hockey supports this policy and additionally has established a “Code of Conduct Policy Manual. Refer to this manual for additional information.
- b. Coaches, Managers and Parents are required to complete the Parent - Respect in Sport online Program to identify risks, measure risks and control risks in order to prevent Abuse and Harassment with hockey.
- c. All teams registered to play hockey must have ALL members of the team officials complete a Respect In Sport-Coach online course before going on the bench or on the ice.

POLICY ON PLAYER SUPERVISION

No player, under any circumstances, should be left alone with another adult without minimum supervision during any team event, unless the adult is his legal guardian. An event can be a practice, game, exhibition game, tournament or any other event that brings the team together. Minimum supervision means that care must be taken that the player is not being isolated one on one with an adult, who is not his legal guardian, without a second adult supervisor present. With this policy we are trying to avoid any circumstances where a player could be separated from his team by anyone, and left alone for any period of time.

This can only be accomplished if parents and coaches follow these general guidelines:

1. Teams must select one or two additional supervisors, preferably parents to help with all supervisory functions during any team event.
2. Never have closed door discussions with players one on one, unless you are the player’s parent. A minimum of two adults must be involved in player discussions at all times. During coaching discussions of any type, coaches are required to have a minimum of one additional coach present.

3. Avoid any team event where you cannot guarantee full time supervision for all players, by applying a minimum of one adult per five player's guideline, but never a one on one isolated situation. Avoid non-sanctioned events as described below altogether.
4. Take player supervision rules seriously with the approach that they are designed to protect kids and volunteers from potential harm, not spying on them.
5. Report any breach of this policy to the Vice presidents or the President of Crowfoot Hockey immediately.

NON-SANCTIONED EVENTS

Any team event removing a player from the care, custody and control of his legal guardian, overnight, for any other purpose than playing a scheduled hockey game, whether it is a tournament or exhibition games, is not supported. Therefore, team sleepovers are not supported under any circumstances; team trips that do not involve playing a game are not supported if they include overnight stays. Team building events should be kept to a single day and proper supervision must be maintained.

HOCKEY TRIPS

Under no circumstances should hockey players be left without supervision during transportation to and from tournaments or exhibitions, as well as during the events. As per guideline 3 above, there must be a minimum of one adult per five players and players should not ride alone with an adult unless the adult is his parent. As an example, on a team of 16 players a minimum of 3 to 4 adults are required at all times to supervise. Of course, we expect that the coaches and parents selected to supervise or their delegates will be present at all events. Regardless of the number of players, however, there should never be less than two adults present at all times as indicated earlier. This responsibility lies not only with the coach, but all adults on the team.

Dressing Rooms

Careful attention should be taken to ensure that proper supervision is available to players in dressing rooms. Players must be supervised by at least two adults. We encourage the use of the supervisory parents when coaches cannot guarantee proper supervision.

At the PeeWee level and up, no female coaches, managers, supervisors or parents should be in a boys' team dressing room during changing and shower periods, nor should male coaches, managers, supervisors or parents be in female team dressing rooms under the same circumstances. If the coach is of the opposite gender of the players, then he or she must always put a parent or assistant coach supervisors of the same gender as the players in the dressing room and ask for their help to enter the room at the appropriate moment.

Girl players at Atom level and up should change in washrooms or a designated female dressing room and must leave the room before shower periods, when and if showers are taken. Players of the under-represented gender shall be granted access to the shower facilities after the balance of the team.

The Crowfoot Arena has an 'Alternate Changing Room' to be used for female players. Team managers and/or parents of the female player can enquire if separate dressing facilities are in place for other Calgary Arenas.

In all cases where members of a team include both male and female players, the following dress code will apply in the team dressing room:

- a. Male players will not undress to less than a minimum of shorts while females are present.
- b. Female players will not undress to less than a minimum of shorts and a tee-shirt while males are present.

In closing, as much as it is our duty to do everything we can to eliminate the threat of abuse from our organization, it is also as important not to over react and create an environment of distrust without having facts that support concerns. We would like to thank all our coaches, parents and players for their help and co-operation in implementing our policy and providing a safe environment for our players.

3. Team

Team Equipment

Crowfoot teams are provided with home and away jerseys, pucks, pylons and a first aid kit. Novice teams additionally are provided with goalie equipment. These items are the property of Crowfoot Hockey and must be returned in reasonable condition at the end of the season. Any issues with Association provided equipment can be addressed to the Equipment Coordinator, equipment@crowfoothockey.com.

Crowfoot Hockey Jerseys and Logos

Crowfoot Hockey is committed to the consistent use of jerseys and the Crowfoot Hockey logo in order to preserve the reputation of Crowfoot Hockey on behalf of all of its members. Crowfoot Hockey has therefore adopted the following policy governing the use of its logo and jerseys. The adherence to this by all members and volunteers is required and offences to this policy may result in sanctions where appropriate.

A. **Jerseys** - For all games including regular season, exhibition and tournaments, all Crowfoot teams shall wear only jerseys distributed by Crowfoot Hockey Association. No other jerseys may be worn without the approval of the executive. Coaches and Managers shall be responsible for ensuring that this provision is upheld by their respective teams.

B. **Crowfoot Hockey Logo** - the Logo shall be used only by Crowfoot teams and members and only in its official form (colour version of the logo below). No deviations from the logo drawing shall be permitted. No deviation to the form or colouration of the logo is permitted without the consent, in writing, of the Crowfoot Hockey Executive. This provision shall apply to all members and teams who wish to procure clothing and other items (including clothing, hats, gear bags and other items) with the Crowfoot Hockey logo.



Team Fundraising and Sponsorship

Team Fundraising

Individual teams may undertake their own fundraising activities. All team fundraising activities must comply with the rules and regulations of the Alberta Gaming Commission, including 50/50 fundraisers. The principle behind fundraising is to cover costs for team activities; clothing or additional player development outside Crowfoot Hockey's fixed program costs from registration fees.

Sponsorships

Any sponsorship or donation that is obtained by an individual for a team should be for the benefit of all players on that team.

With the exception of Board approved third jerseys, Crowfoot Hockey Jerseys cannot be altered for any team sponsorship.

4. Communication Policy

Conflict and Complaints

Part of the strength of any organization is its ability to solve problems and deal with conflict. It is our intent at Crowfoot Hockey to deal with all conflict and complaints with integrity, in a constructive, respectful manner. Please be aware at all times that the Crowfoot Hockey is a volunteer organization, and that coaches, managers and board members are all giving a great deal of time and effort to the Association and the development of the players involved. Those who point out and attempt to address problems in a team or in the organization will not be punished – in particular, players are not made to suffer for the actions of their parents. It is expected, though, that all problems will be addressed in a constructive manner, and always with utmost respect and courtesy. It is our mission to develop players, coaches and volunteers through the working of the Association. Abuse will not be tolerated or accepted, while constructive contributions will always be appreciated.

Conflict Resolution

Crowfoot Hockey realizes that conflicts do take place from time to time throughout the hockey season. Conflicts through hockey can take place due to various reasons and how the conflict is dealt with is critical for all parties involved. Crowfoot Hockey has a 24-hour rule in place should an incident occur. Whether you are a coach, a manager, a parent or a fan, you are to wait 24-hours before taking any steps to resolve the conflict. The intent of the 24-hour rule is to allow a cool-down period to further assess the situation and better understand the incident before taking any action. If after the 24-hour period, further steps are felt necessary, it is MANDATORY that the following protocol is taken:

1. Document the incident or problem in writing; clearly state all components of the situation with detail and a timeline to the incident (verbal complaints will not be acknowledged).
2. Discuss the situation with the team Manager or alternate team representative; see if the conflict or problem can be resolved at the team level.
3. If the conflict cannot be resolved at the team level, submit the incident or complaint to the Division Coordinator in writing. The Division Coordinator will then assess the situation to determine if the conflict can be resolved at that level.
4. If the conflict cannot be resolved at the Division level, the Division Coordinator will submit/forward the incident or complaint to the Hockey Operations Director for the Executive team to review.

Conflicts resulting from the Evaluation Process

All questions, comments and complaints will be directed to the Division Coordinator.

If the conflict cannot be resolved by the Coordinator alone, a written request for appeal will then be given to the Hockey Operations Director. Appeals will be taken a minimum of 24 hours after the end of the evaluation process. The written request shall include documenting the problem, clearly stating all the components of the situation with detail and timelines.

Complaints regarding Referees and Linesmen

This form of complaint is not meant for coaches or others who do not like the way a referee or linesmen called a particular game, nor is it questioning the interpretations of judgement calls. Any serious concerns by coaching staff or others should be reported in writing to Crowfoot Hockey's Referee in Chief, referee@crowfoothockey.com and copied to the President.

Appeal Procedure

Members who have been imposed a sanction and wish to appeal must do so in writing to the Discipline Committee, vicepresident@crowfoothockey.com. The Discipline Committee is headed by the Crowfoot Hockey Vice President and two to three Board Executives.

Policy Revision Procedure

Any section of the Rules and Regulations Handbook can be revised, edited or deleted by simple majority vote of the Executive at any meeting of the Executive. The notice of motion must be in writing. Any substantive change in the manuals will be communicated to the membership by email and notice on the Crowfoot Hockey website.

Any member wishing to initiate a revision of the policy and procedures manual may do so by providing a copy of the proposed revision to the Hockey Program Administrator, admin@crowfoothockey.com who will bring it forward to the Executive.

With the Crowfoot Hockey Bylaws, bylaw changes must be voted on at the Annual General Meeting. The proposed bylaw revisions are an Agenda item and the membership is to be notified of this a minimum of 21 days prior to the AGM. Contact the Vice President or the Administrator if you have questions regarding the bylaws.