

**Fort Saskatchewan Minor Hockey
Policy and Procedures Manual**

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I. Mission Statement

- A.** In that the game of hockey is a team sport that provides a means for bringing people together in a healthy atmosphere of competition, the objectives of Fort Saskatchewan Minor Hockey (FSMH) shall be:
- B.** To promote hockey as a means of providing an enjoyable and rewarding learning experience for players and participants
- C.** To promote and develop player skills and abilities
- D.** To promote and develop sportsmanship, fair play, pride, and achievement through involvement
- E.** To recognize and address the needs of player development for recreational, elite and competitive streams
- F.** To keep balance in the development of every player on the team with the goal of being competitive
- G.** To promote and develop players towards being responsible adults that the City of Fort Saskatchewan can be proud to have as ambassadors
- H.** To maintain affiliation and abide by the constitution and bylaws of the Fort Saskatchewan Minor Sports Association (FSMSA), Hockey Canada (HC), and Hockey Alberta (HA)

II. Terms of Reference

- A.** Under the umbrella of the Fort Saskatchewan Minor Sports Association (FSMSA), the Fort Saskatchewan Minor Hockey (FSMH) Executive was formed to organize and administer all aspects of minor hockey and its operations within the City of Fort Saskatchewan.

III. FSMH Code of Conduct

- A.** Fort Saskatchewan Minor Hockey (FSMH) has endeavoured to create a code of conduct for all participants in the hockey program. A participant is defined as (but not limited to) a player, coach, official, spectator and/or executive member. The code of conduct will strive to address and ensure the following fundamentals of the game are adhered to at all times:
 - i.** Shared respect for all participants of the game
 - ii.** Maintain a healthy and safe environment for all participants
 - iii.** Promote positive development for all players and coaches
 - iv.** Ensure an environment allowing all participants to have fun
 - v.** All participants to represent FSMH in a positive way
- B.** Membership and participation in FSMH activities is a privilege, not a right. Members, players, and participants are required to abide by the Bylaws and Policies of both FSMSA and FSMH, and their behavior is expected to mirror the spirit of the Bylaws, Policies and this Code. The following is required of all participants in the program:
 - i.** All participants shall respect the game of hockey and behave in an appropriate manner

- ii. All participants shall respect other members, players, team officials, referees, spectators, executive members and volunteers
 - iii. The use of profanity towards any participant will not be tolerated
 - iv. The FSMH will not tolerate the consumption of alcohol and/or drugs at FSMH sanctioned events that would place FSMH in a manner of disrepute
 - v. Any property damage to FSMH or other associations equipment or facilities will not be tolerated and the offender will be required to provide full financial restitution
 - vi. The FSMH will not tolerate loud, obscene, obnoxious coaches, managers, assistants, players, parents or fans
 - vii. Parents and fans are not permitted in the dressing rooms except as expressly permitted by the Coach to assist their child in changing before or after a game.
 - viii. Under no circumstances is a parent or fan to enter the opposing team's dressing room.
 - ix. Coaches and other team officials, players, parents, and fans are not permitted in the officials' dressing room, nor are they permitted to confront game officials about the game.
 - x. The inappropriate use of cameras, cell phones, tablets or any other recording device is strictly prohibited in dressing rooms. This includes all coaches, parents, players and officials.
- C. Violation by any member, fan or participant of any provision of the Code of Conduct will result in disciplinary action being taken by FSMH against such individuals

IV. Executive Powers and Duties

- A. The FSMH Executive may consist of up to 14 (fourteen) elected member consisting of:
- i. President (Administration Committee)
 - ii. 1st Vice President (Administration Committee)
 - iii. 2nd Vice President (Administration Committee)
 - iv. Public Relations Director
 - v. Midget Director
 - vi. Bantam Director
 - vii. Pee wee Director
 - viii. Atom Director
 - ix. Novice Director
 - x. Initiation Director
 - xi. Senior Female Director
 - xii. Junior Female Director
 - xiii. Elite Director
 - xiv. Elite Director
- B. The Executive can nominate Coordinators (currently Billet Coordinator, Sponsorship Coordinator, Equipment Coordinator, Referee Coordinator, and NAI liaison) to assist in fulfilling the duties of FSMH. They will not have voting rights,

and will report to the President. The Executive may employ a Sports Coordinator to carry out the duties of FSMH.

- C.** FSMH shall ensure that the business and affairs of FSMH are conducted in accordance with the FSMH Policies and Procedures Manual. In general, the Executive supports a position of open access to FSMSA members and shall give full consideration to the affairs brought to its attention by any member.
- D.** Should any discrepancies or gaps exist in the FSMH Policies and Procedures, then Hockey Alberta Bylaws and Regulations will become the governing document.
- E.** The Executive shall:
 - i.** Determine the general policies with respect to the organization, administration and operation of FSMH at all levels
 - ii.** Support the development of players, coaches, referees and officials.
 - iii.** Consider questions brought in written form before it with due consideration of the opinions of the petitioner
 - iv.** Have the power to fill by nomination and election by a majority, at any regularly scheduled Executive meeting, any office of vacancy which may occur between annual meetings or as a result of the failure of an annual meeting to elect a full slate. These positions become up for election following the Election Procedure in Policy XI., when they come due.
 - v.** Have the power to suspend or discipline any player, team official, league representative, team follower, parent, Executive member, or FSMSA member for conduct in contravention of FSMSA/FSMH Policies and Procedures, as well as those of Hockey Canada, Hockey Alberta and league associations which govern rules of play
 - vi.** Elect executive members from the general membership at the Annual General Meeting. Members of the Executive shall hold office until their successors are duly elected, or re-elected.
 - vii.** Have the power to rescind, alter or add to its Policies and Procedures Manual at routine or special meetings. Such a resolution must be passed by a majority of not less than 2/3 (two-thirds) of the FSMH Executive present, and adequate notice must be provided by the President prior to the meeting

V. Resignation of an Executive Member

- A.** Members of the Executive may resign their position by providing the President 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 a replacement.

VI. Removal of an Executive Member

- A.** A member of the Executive board shall be relieved of their duties and removed as a member of the Executive board upon a 75% majority vote of the Executive

on the basis that the Executive member is doing an unsatisfactory job, or bringing FSMH into disrepute.

- B.** All eligible voting members must cast a vote, either in person or by email, to remove a member from the executive board for cause.

VII. Sports Coordinator

- A.** Reporting to the FSMH President, FSMH shall hire a full or part time Sports Coordinator who will be responsible to take on the roles of Registrar, Treasurer and Secretary. This position will not form a part of the executive.

VIII. Membership

- A.** To hold membership in the FSMH, one must be in good standing with both FSMSA and FSMH.
- B.** According to FSMSA Bylaws, Membership in the FSMSA is automatic for all participants and their parents or legal guardian of any Minor Sport program under the umbrella of the FSMSA or when providing a support role for FSMSA or a Minor Sport program under the umbrella of FSMSA.
- C.** Membership is open to all residents of Alberta who have registered and paid all fees associated for an individual to participate in any of the Minor Sport programs under the umbrella of FSMSA.
- D.** Members of FSMSA include all participants, their parents and/or legal guardian, FSMSA Board member, Minor Sport program executive member, coaches, officials, referees and any other volunteer or administrator providing services for FSMSA or a Minor Sport program under the umbrella of FSMSA.

IX. Administration

A. Annual Budgets

- i.** The FSMH President shall be responsible for presenting an annual budget to the FSMSA, which accurately reflects all financial aspects of the hockey operations, by the 31st of July each year.
- ii.** In addition to the Sports Coordinator, the President, 1st Vice president and 2nd Vice President must be involved in the budget procedure.

B. Accounting and Auditing

- i.** The Sports Coordinator and the FSMSA Treasurer and/or the FSMSA office accounting clerk shall work together to prepare and administer an adequate system which shall, in accordance with approved accounting procedures, assure correct measurement and control of revenues and expenditures of FSMH operations.
- ii.** A year-end report should be made available to the FSMH membership at the end of the hockey season and tabled at the Annual General Meeting

X. Meetings

A. Regular Meetings

- i.** Meetings of FSMH Executive shall be held as often as necessary. Unless cancelled for summer recess, they shall take place on a monthly basis.

B. Special Meetings

- i.** A special meeting may be called on the instructions of the President or any 3 (three) Executive members of the FSMH, providing all Executive members have been duly informed. No business can be conducted unless there is a quorum of Executive Members in attendance.

C. Quorum

- i.** A quorum of the Executive shall consist of one member more than 50% of the filled positions on the Executive. Vacant positions are excluded for purposes of calculating quorum requirements.

D. Attendance

- i.** As part of each member's commitment to the board, attendance at Regular Meetings is mandatory. Understanding these are voluntary positions and circumstances do arise which may make it difficult to attend all meetings.
- ii.** All members must attend a minimum of 7 Regular Meetings per year and are not permitted to miss more than 2 Regular Meetings in a row.
- iii.** In the event a member is unable to fulfill these attendance requirements, sanctions towards the member may take the form of:
 - a.** A written reprimand
 - b.** A loss of voting rights
 - c.** An expulsion
 - d.** A combination of the above
- iv.** The President shall ensure that each incident is reviewed and dealt with by a committee of not less than three people.

E. Conduct of Regular Meetings The following forms a general guideline for the order of business at any regular meeting. The agenda may be modified if required.

- i.** Reception of Visitors
- ii.** Review/Adopt the Agenda
- iii.** Review/Adopt Minutes of Previous Meeting (Regular/Special)
- iv.** Old Business
- v.** Reports
- vi.** Working Committee Updates
- vii.** New Business
- viii.** Adjournment

F. Minutes

- i.** The minutes of FSMH meetings shall include a record of those in attendance, those sending regrets, motions considered and their disposition.
- ii.** Copies of the meeting minutes shall be kept on file at the FSMSA office and be available for review by any FSMSA members in good standing.
- iii.** Records retention for FSMH meeting minutes is 3 years + current.

G. Voting

- i.** Every Executive member present shall vote on every matter unless excluded by a majority of the Executive from voting by reason of perceived conflict of interest.
- ii.** The only time that the President will vote is in the event of a tie vote by the members present. He/she will cast their vote in order to break the tie.

H. Motions

- i.** Each member shall have the privilege of proposing motions for consideration by the Executive with a requirement of a seconder.
- ii.** On any question, members shall observe parliamentary courtesy. The proposer of any motion shall have the right to open and close debate. However, closure shall not take place until every member choosing to speak has had the opportunity to do so.
- iii.** Each member has the right to propose amendments to the motion, providing it enhances the intent of the original motion and is accepted by the proposer.
- iv.** A proposer has the right to withdraw the motion at any time.

XI. Annual General Meeting (AGM):

- A.** FSMH shall hold an AGM open to all FSMSA members in good standing, at least once per hockey season. Due notice of the Annual General Meeting will be advertised to all participating members and those interested in the hockey program, with a minimum of four weeks notice.
- B.** Only members of the FSMSA and FSMH in good standing may attend the AGM, and are eligible to vote. Proxy votes are not allowed. Members have the privilege of standing for, or nominating a representative for election for each position.
- C.** Amendments to the FSMH Policies and Procedures cannot be made at the AGM. However, attendees at the AGM can express their concerns and elect members that are dedicated to working on the FSMH Board to promote and institute their consensus.
- D.** FSMH should use the AGM to respond to concerns and report details as to their ideas, initiatives, and policy changes in relation to the operations of the minor hockey program.
- E.** FSMH membership can petition FSMH at least 21 (twenty-one) days prior to an AGM with a written request to the President for any topic they wish to have added to the agenda.

- F.** An annual report from all Directors and Level Directors is to be made available and filed with the minutes of the AGM.
- G.** Any FSMSA member in good standing that wishes to run for any vacant executive position at an AGM, must complete the online intent form, which will include the position that they are applying for as well as a contact address and phone number, to FSMSA no less than 21 days prior to the scheduled AGM.
- H.** The agenda for the AGM will be finalized at least seven days prior to the meeting. FSMH Executive members shall receive the agenda by e-mail. As well, copies of the agenda and the names of the individuals who are applying for positions will be posted on the FSMH website, and made available at the FSMSA office for the general public.
- I.** Only members who have served on the Board for a minimum of one term, and are committed to the fair management and integrity of FSMH, are eligible to be nominated for the positions of President, 1st Vice President, and 2nd Vice President.

XII. Executive Positions

- A. Voting Member Elections** - Any executive positions left vacant following the AGM will be filled through an election process by motion, by an Executive majority, with full voting privileges, at subsequent executive meetings.
 - i.** Elected in even numbered of years for two year terms:
 - a.** President
 - b.** 2nd Vice President
 - c.** Senior Female Director
 - d.** Midget Director
 - e.** Peewee Director
 - f.** Atom Director
 - g.** Initiation Director
 - h.** Elite Director II
 - ii.** Elected in odd numbered years for two year terms:
 - a.** 1st Vice President
 - b.** Public Relations Director
 - c.** Elite Director
 - d.** Bantam Director
 - e.** Novice Director
 - f.** Junior Female Director
- B. Non-voting Member Elections** – Nonvoting positions will also be elected at the AGM.
 - i.** Elected in even numbered years for two year terms:
 - a.** Billet Coordinator
 - b.** Equipment Coordinator
 - ii.** Elected in odd numbered years for two year terms:
 - a.** Referee Coordinator
 - b.** Sponsorship Coordinator
 - c.** NAI Liaison

XIII. Sponsorship

- A.** FSMH shall encourage corporations, businesses, and organizations to become sponsors of the FSMH program. Sponsorship fees and guidelines for sponsors shall be set by the FSMH Executive.

XIV. Coach Selection

- A.** Selection of the head coach for all levels in Fort Saskatchewan Minor Hockey will be overseen by the executive of Fort Saskatchewan Minor Hockey. Any individual interested in a Head Coach position may apply for that position by submitting a resume by the deadline specified by Fort Saskatchewan Minor Hockey, to the Fort Saskatchewan Minor Sports Association office, or by indicating their intention to volunteer as the head coach when registering their child through RAMP.
- B.** Should there be more than one individual interested in a team's head coaching position the interested candidates will participate in an interview process. In addition, if there are multiple applications and the person interested in head coach has a child trying out for the team, the child must evaluate in the top 9 forwards, top 6 defensemen or top 2 goalies at the conclusion of the scrimmage evaluations to be considered for the head coach position.
- C.** The interested candidates will be interviewed by a three person panel consisting of the level director and two other members consisting of the President, Vice Presidents, Fort Saskatchewan Minor Hockey executive board members, volunteer board members and/or staff members.
- D.** In addition to the interview process other factors such as coach certifications, prior experience coaching and involvement in leadership areas, previous season coaching evaluations, coaching progression opportunities and overall qualifications and experience will be considered.
- E.** The 3 person interview panel will have predetermined questions relating to the applicants readiness to coaching the team they are applying for. The same core questions will be asked of all candidates to ensure fairness and consistency, with the possibility of additional questions being required depending on the candidate's philosophy and/or answers.
- F.** At the conclusion of all candidates' interviews the panel will determine the most suitable candidate and advise the applicants of their selection within a suitable time period.

XV. Team Formation

- A.** Tryout fees will be set every year, by FSMH, before the registration dates. It will be reviewed using the same user pay formula that is used to set the registration fees every season. The tryout fees are non-refundable after the tryouts begin.
- B.** Team Formation is to be a clear and transparent process, with the end goal to place each child at the level they are able to best develop and play with other players of similar level.
- C.** We are a "Zone AAA" and "Regional AA" centre. At both levels there is no limit on imports. The team formation process for teams in the Rangers Athletic Club

will be overseen by the Elite directors and will differ from the recreational stream.

- D.** At each level, the Director will oversee the Team Formation Process with assistance from the respective Level Vice-President, and the President of FSMH. To be clear - the Level Director, Level Vice-President and President will oversee the process at each level.
- E.** The evaluation process for all Novice, Atom and Peewee teams that are not designated "Zone AAA" and "Regional AA" will be consistent. The players will participate in a time trial and scrimmage evaluation process to determine team formation. At the novice level the time trial scores for each player will be used to determine which tier scrimmage evaluation they will participate in. In all other levels the time trials are utilized to assist in having as balanced teams as possible for the scrimmage evaluations. The drills used for the time trials in each level will be placed on the Fort Saskatchewan Minor Hockey website prior to the time trials occurring.
- F.** Players will participate in an advised number of scrimmage evaluation sessions as determined by the level director after the completion of the time trials evaluations. Fort Saskatchewan Minor Hockey has hired a private, independent company to evaluate the players competing in the scrimmage evaluation portion of the tryout process at all levels in the recreation program. The scrimmages will be evaluated by 3 independent evaluators who will provide a score for each player on a 1 to 10 scale (10 being the highest). The scoring will include, but not limited to, the player's skills related to skating, shooting, passing, positional play, engagement and overall hockey awareness. Persons applying for a head coaching position and/or the level director will no longer be evaluating the players.
- G.** In the event there are any anomalies in the respective evaluations separated by 4 or more points – the anomaly number will be removed from the calculations. The anomaly number must be 4 or more from the median score of the three evaluations. (ex. Scores of 7-6-2, the 2 would be removed because it is 4 or more from the median number). This will prevent any one score having a negative or positive impact on a players overall ranking. All scoring submitted by the independent evaluators will be reviewed by the level director and the level V.P. to ensure the evaluations are conducted fairly and bias free.
- H.** The independent evaluators will calculate the results and provide the level director a list of the top 20 skaters (ideally 12 forwards and 8 defensemen if position specific). The head coach, level director and level vice president will be responsible for finalizing the players that are selected for the team referencing list of 20 skaters. The head coach, level director and vice president will determine which players are selected for the final team and how many players will be placed on each team for the season.
- I.** For Goalies outside evaluators will be used to assess the goalies at Novice, Atom and Peewee levels. Goalies will also have an additional goalie evaluation session, in addition to the scrimmages. Goalies will rotate through the stations in the goalie session. The goalie selection for each team will be at the discretion of the coach with evaluator input. In novice all players registering as a goalie will also complete the time trial portion of evaluations as a player as well.

XVI. Underage Policy

- A.** All players MUST register for their age category at the time of registration.
- B.** All players who wish to play in a higher age category MUST complete an underage application form and submit the completed form to the FSMH office by July 15th. The form will be reviewed by the President, 1st Vice President, 2nd Vice President, and both level directors affected. Additional information may be required, including letters from the coach of the previous season. A decision on the application will be provided to the player prior to the start of evaluations.
- C.** Initiation age players who would like to play Novice hockey will have to go through the Novice time trial skate for evaluation. Only players determined by the initiation director to be one of the top 5 players in the top tier of initiation will be permitted to participate in the time trials. Following the time trial, any player movement will need to be approved by the Initiation Director, Novice Director, and 2nd Vice President.
- D.** Underage players in the categories of Novice and above shall be permitted to try out for the category immediately above their age group, but only for the top team in the category for which they are trying out. If the player cannot make the top team in the category for which they are trying out they must return to the evaluations in their appropriate age category.
- E.** A player can only be one birth year below the age category they are trying out for. This would be defined as being a second year player in the category below which they are trying out for
- F.** If the player makes the team, they must pay the registration and rep fees for the higher level team. In the event the player is sent back to their normal category, they will not be responsible for another tryout fee at the lower level.
- G.** The FSMH Board reserves the right to move players to a higher age category when it is in the best interest of the player, team, family and/or FSMH.
- H.** Any player movement will be considered on a case by case basis and no precedents relating to other player's movement will be considered in the decision making process.

XVII. Player Requesting Release from Fort Saskatchewan Minor Hockey

- A.** All players requesting release from Fort Saskatchewan Minor Hockey must do so in writing to the sports coordinator. The player, or a member of their immediate family, must include the reasons the wish to leave Fort Saskatchewan Minor Hockey in the document and state the minor hockey association they are wishing to transfer to. The following reasons for release will not be considered:
 - i.** The player or family does not like the coach and/or staff selected to the team
 - ii.** Perceived lack of potential success of the team
 - iii.** The player would be playing on a team of the same level in another minor hockey association
 - iv.** The player has not previously been released to play in another minor hockey association
- B.** Any player requesting release from Fort Saskatchewan Minor Hockey will be considered on a case by case basis and no precedents relating to other player's

movement will be considered in the decision making process. All requests for a players release will be debated and voted on by the Fort Saskatchewan Minor Hockey Executive.

XVIII. Player Requesting Transfer to Fort Saskatchewan Minor Hockey

- A.** Fort Saskatchewan Minor Hockey will make every effort to offer players a place to play but reserves the right to deny any player and/or family transfer into Fort Saskatchewan Minor Hockey for any reason they seem fit.
- B.** Any player requesting transfer into Fort Saskatchewan Minor Hockey will be considered on a case by case basis and no precedents relating to other player's movement will be considered in the decision making process.
- C.** All requests for a players transfer will be debated and voted on by the Fort Saskatchewan Minor Hockey Executive.
- D.** Players and/or families requesting transfer into Fort Saskatchewan Minor Hockey must do so in writing to the sports coordinator. The player, or a member of their immediate family, must include the reasons the wish to transfer to Fort Saskatchewan Minor Hockey in the document and state the minor hockey association they are wishing to transfer from.
- E.** Any player or family wishing to transfer to Fort Saskatchewan Minor Hockey will be advised that the Fort Saskatchewan Minor Hockey sports coordinator will conduct a thorough background check into the reasons the player is requesting a transfer. This will likely include, but not limited to, speaking to the executive of their current minor hockey association, the players previous coaches and staff and anyone providing context into the player and family's previous conduct on and off the ice with their current minor hockey association.

XIX. Affiliations

- A.** The affiliation process must be completed as per Hockey Alberta regulations on or before December 15th of each season. It is the responsibility of the teams' coaches and managers to ensure that they either do a team-to-team or a named affiliation and have that in to the registrar with their director's approval.
- B.** The President must then also approve of these affiliations before the sports coordinator can enter them into the HCR. The deadline for submitting affiliations to FSMH is December 1st of each season.
- C.** Players that are not affiliated to a team will not be allowed to join the team's bench during games.
- D.** Players do not need to be affiliated to participate in practice with another team, as long as they are registered with FSMH.

XX. Uniforms/Equipment

- A.** All team uniforms (socks and sweaters) are provided by FSMH, and remain the property of FSMH, under the direction of the Equipment Coordinator. These are to be used for all league, playoff and exhibition games. These items are not to be used as practice equipment.

- B.** Uniforms and equipment will be assigned to each coach in accordance with established procedures. The Coach/Manager is responsible for in-season care and return at season's end. Any needs or concerns regarding equipment/uniforms are to be brought to the attention of the Equipment Coordinator
- C.** The official uniform shall be New York Rangers home and away colours, appropriately crested. All helmets and pants must be black.
- D.** The Pee wee AA, Major Midget AAA, Minor Midget AAA, Midget AA, Bantam AAA and Bantam AA teams will wear red helmets and red pants. These colours differentiate these teams as the "Zone AAA" and "Regional AA" teams in FSMH. The procurement and cost of these items is borne entirely by the teams/parents, not by FSMH.

XXI. Program Details

- A.** FSMH provides programs for players aged 4 (four) to 17 (seventeen) in the following divisions:
 - i.** Initiation: Open to all players up to 6 years of age until January 1st of current season. Before registering a 4 year old, the Sports Coordinator and President must be consulted.
 - ii.** Novice: Open to players up to 8 years of age until January 1st of current season
 - iii.** Atom: Open to players up to 10 years of age until January 1st of current season
 - iv.** Pee wee: Open to players up to 12 years of age until January 1st of current season
 - v.** Bantam: Open to players up to 14 years of age until January 1st of current season
 - vi.** Midget: Open to players up to 17 years of age until January 1st of current season

XXII. Eligibility

- A.** An eligible player shall be one who:
 - i.** Is currently in good standing with FSMSA
 - ii.** Resides within the HA boundaries as specified in XXIII
 - iii.** Is a non-resident who meets the criteria as determined by FSMH and Hockey Alberta (XXIV)
 - iv.** Is the correct age for the division/level. All players must register according to their age. Any moves will occur during the evaluation process subject to the conditions that are set out in Policy XV Team Formation.
 - v.** Has not been suspended.
 - vi.** Has been correctly registered and. has paid the designated fees.
 - vii.** Is not in arrears on their previous season's fees (team or FSMH)
 - viii.** Residents who leave the program after September 1st, then wish to return, may re-register provided there is space in the program.

XXIII. Boundaries

- A.** The boundary between Strathcona Minor Hockey Association and FSMH has been set at the mid-point between Twp. Rd. 540 and Twp. Rd. 542. The effective line is 541.
- B.** The boundary between the Crowsnest North Spurs Minor Hockey Association and FSMH has been set at:
 - i.** Highway 37 and Range Rd 231 to Twp. Rd. 552
 - ii.** East on Twp. Rd. 552 to Range Rd. 230
 - iii.** North on Range Rd 230 to Twp. Rd. 554
 - iv.** East on Twp. Rd. 554 to Range Rd. 224
 - v.** North on Range Rd. 224 to Twp. Rd. 557 (midpoint between Twp. Rd. 554 and 560)
- C.** The boundary between Josephburg Minor Hockey Association and FSMH has been set at the mid-point between Range Rd. 220 and Range Rd. 221. The effective line is 220.5.

XXIV. Non-resident Player

- A.** A non-resident player is defined under the regulations of Hockey Alberta as a player that resides outside of the boundaries of FSMH. While FSMH operates programs for City residents, there are conditions for which FSMH allows the registration of non-resident players.
- B.** When there is an insufficient number of Fort Saskatchewan resident player registrations to create the teams needed to fulfil league requirements. Non-resident players may only register after September 1st by paying the regular registration fees, provided there is room available in that division. Non-resident players who wish to play must provide a Player Movement Form from their home association.
- C.** Whereas neighbouring Associations (i.e. Bruderheim, Josephburg, CNN) have players who have registered with their Associations and there are insufficient registration numbers, or too many for one team, at the players' level, then these players shall be allowed to register with FSMH as a non-resident player, providing FSMH has a placement for them. These players must come with a Zone 2 Player Movement Form that has been signed by the FSMH President. A Zone 2 Player Movement Form player will be released back to their home association at the end of the current season.
- D.** Over-riding all these provisions, if the player is considered an import according to Hockey Alberta player verification process, then the player will be considered an import by FSMH.

XXV. Imports

- A.** While FSMH operates programs for City residents, there are conditions for which FSMH Policies and Procedures allow the registration of non-City residents.
- B.** FSMH has specific geographical boundaries (Refer to XXIII) with our neighbouring minor hockey associations (CNN, Josephburg, Strathcona) as required by Hockey Alberta. Players residing within our boundaries will now be

referred to as 'resident players' of FSMH. Non-resident players, or imports, are defined as players residing outside of our specific boundaries, which would carry their association's numbers if they were to play in FSMH.

- C.** When there is a working relationship between FSMH and neighbouring associations to share facilities, we will accept non-resident players if the neighboring association does not have sufficient players, or has too many players for one team, as mandated by Hockey Alberta, at that specific level. That player will carry the non-resident status (see Policy XXIV Non-resident Player).
- D.** Imports are allowed at Peewee AA, Bantam AA, Minor Midget AA, Midget AA, Bantam AAA, Minor Midget AAA and Midget AAA

XXVI. Registration

- A.** All players MUST be in good standing with FSMH and FSMSA in order to register each season. The registration timeline is as follows:
 - i.** April - new fee schedule is determined and made available through the FSMH office and the FSMH web site. Advertise FSMH registration start of May.
 - ii.** May - RAMP packages open for registration for the Season, Camps and Tryouts
 - a.** Communicate with the elite and competitive (AAA and AA) stream coaches regarding registration procedures for local/import players
 - b.** Elite and competitive stream team coaches send out invitations to tryout
 - iii.** June -late registration process begins. Additional fees may apply.
 - iv.** July – July 15th registration closes. Players wishing to register after this date will be placed on a waiting list.
- B.** All players must be registered with FSMH prior to stepping on the ice for the evaluation process. Failure to do so may result in a fine and/or the member being placed in poor standing.
- C.** Registration Fees - Shortly after the AGM, FSMH will consider current and projected operating costs and prepare a fee schedule for the upcoming season. This information will be available to the general public through the FSMSA office, and the FSMH website
- D.** Registration will be broken down into two categories:
 - i.** Regular Registration – will be offered during the period of May1st to May 31st when entered using the on-line registration system at www.fortsaskminorhockey.com.
 - ii.** Late Registration - Registrations must still be performed on-line at www.fortsaskminorhockey.com. A \$200 additional fee will be charged to resident players who register after June 15th.
- E.** Until players are registered, and all players are paid in full, they will not be allowed to participate in any program activities unless other arrangements have been made with the Sports Coordinator. The player will not be entered into the Hockey Canada Registry and will not be submitted to Hockey Alberta until full payment is made to FSMH. If necessary, special payment plans can be worked out on an individual basis with the President and the Sports Coordinator.

- F.** Appropriate forms must be used and completed in full. All players are required to complete on-line registration. All players will be able to review the FSMH registration policy when they register, either on-line, or by reading the FSMH Policies and Procedures that are posted on the FSMH website
- G.** The tryout fee is non-refundable after the start of tryouts.
- H.** Should a player come in from another Zone to try out for one of the rep teams after their first round of releases, the tryout fee may be adjusted by consulting with the Sports Coordinator and the President.
- I.** Tryout fees MUST be paid in full before any player is allowed on the ice.

XXVII. Required Forms

- A. Player Movement Form** – To be completed by players who reside outside FSMH boundaries. Any player that resides outside FSMH boundaries is considered a non-resident or import player and must complete this form before participating in any team selection process.
- B. Parent Declaration Form** – For players who have moved into FSMH boundaries. Hockey Alberta requires that this form must be accompanied by two additional pieces of documentation to verify the address information. This documentation can consist of:
 - i.** A proof of sale document for a house or home with the family’s name and address
 - ii.** A letter from a school indicating that the player is registered with the school
 - iii.** A utility bill, with the family’s name and address
 - iv.** Any piece of Government issued document that contains the family’s name and address (i.e. Driver’s License, Tax Assessment, etc.)
- C.** Notification of Try-Out Form (for AAA Hockey only) – All players trying out for Elite Hockey who reside outside of FSMH boundaries must submit this form before try-outs.
- D.** Any required releases or other documentation must be submitted to FSMH before the player’s first ice-time, and is the responsibility of the player. FSMH will, to the best of their ability, try and ensure that players are aware of all required documentation at the time of registration. However, it is ultimately the parent’s and player’s responsibility to read registration policies and complete any required documents.

XXVIII. Payment

- A.** Payment of registration fees shall be made by credit card only. The date of payment shall be the same as the date of registration unless arrangements have been made with the Sports Coordinator.
- B.** A post-dated payment plan is available to individuals who register prior to the middle of June. The payment plan consists of three approximately equal (3) credit card payments, the first on the date of registration, second at the end of June, third at the end of July.

XXIX. Refunds

- A.** All refunds will be assessed a \$20.00 or 10% processing fee, whichever is lower.
- B.** Refund of fees for individuals dropping out of the program shall be rendered upon request to the Office Administrator as per the following schedule:
 - i.** 100% if the refund is requested before October 1st
 - ii.** 85% if the refund is requested before October 31st
 - iii.** 45% if the refund is requested before November 30th
- C.** No refunds after November 30th. Refunds do not include the tryout fee. In cases where reasons beyond the control of the participant require them to leave the program, FSMH may authorize a refund based on the percentage of time left in the regular season upon written request.

XXX. Referee

- A.** All referees and linesmen must be currently registered with the Hockey Alberta Referees Association.
- B.** Game assignments will be based on the referee's level of accreditation, reliability, and the game circumstances. That notwithstanding, the Allocations will be as fair as possible in terms of distributing work assignments.
- C.** Minimum standards regarding systems are as follows:
 - i.** Novice - one referee
 - ii.** Atom/Pee Wee - two man system
 - iii.** Bantam/Midget - three man system
- D.** All referees are accountable to the Referee Coordinator for their performance and conduct.
- E.** All referee duties, will be assigned by the Referee Allocator(s). Claim and payment for services rendered will be in accordance with FSMH approved fee schedule and the established procedures for processing.

XXXI. HARASSMENT, ABUSE AND BULLYING

A. Policy Statement

It is the policy of FSMH that harassment and bullying in all its forms will not be tolerated during the course of any FSMH sanctioned event. Accordingly, all FSMH members are responsible for making every reasonable effort to uphold this commitment. Specifically, this includes refraining from harassing or bullying behaviour, responding promptly and informally to minor incidents of harassment or bullying and following local or national policy guidelines for reporting or responding to more serious complaints of harassment or bullying. Players and other participants are expected to refrain from harassing or bullying behaviour and are encouraged to report incidents of harassment or bullying.

B. Definition of abuse

- i.** Abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to an individual. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and/or breach of trust.

- ii. Any member of FSMH who has reasonable grounds to believe abuse is occurring should report the abuse immediately to the local child protection agency and/or local police service.

C. Definition of Harassment

- i. Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals, and which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions.
- ii. Any of the different forms of harassment must be based on the grounds prohibited in human rights legislation, such as race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation.
- iii. Harassment may occur among anyone between peers (e.g.: player to player, parent to official, coach to coach) or between someone in a position of power or authority and an adult in a subordinate position (e.g.: coach to player, sports administrator to employee).

D. Definition of Bullying

- i. Bullying involves a person expressing their power through the humiliation of another person. Bullying occurs between people at any age and is not addressed under human rights legislation. It is inappropriate behaviours that are typically cruel, demeaning and hostile toward the bullying targets. Bullying is similar to harassment but the behaviours are not addressed under human rights laws. Bullies are typically cruel, demeaning and hostile towards the targets of their bullying.
- ii. Bullying can be broken down into four common types, but are not limited to:
 - a. Physical (hit or kick victims; take/damage personal property)
 - b. Verbal (name calling; insults; constant teasing)
 - c. Relational (try to cut off victims from social connection by convincing peers to exclude or reject a certain person)
 - d. Cyber and/or social media bullying

E. Responses and Remedies

- i. Harassment and bullying cannot and should not be tolerated in any environment, including hockey. Both harassment and bullying are unacceptable and harmful. FSMH recognizes the serious negative impact of all types of harassment and bullying on personal dignity, individual and group development and performance, enjoyment of the game and in some cases, personal safety.
- ii. Minor incidents of harassment or bullying should be corrected promptly and informally, taking a constructive approach and with the goal of bringing about a change in negative attitudes and behaviour.

- iii. More serious incidents must be dealt with according to the FSMH policy and procedure. Complaints must be handled in a timely, sensitive, responsible and confidential manner. Anyone making a complaint which is found to be clearly unfounded, false, malicious or frivolous will be subject to discipline.

XXXII. FSMH Grievance/Complaint Policy

- A. Throughout the course of a hockey season, there may be situations of dispute or disagreements that may arise. These may range from disagreements that are relatively minor in nature and can be handled at the team level, to incidents that may require intervention from the FSMH board of directors.
- B. FSMH utilizes a three stage protocol to solve problems that must be followed prior to any disciplinary committee being established. The three stages that followed are:
 - i. Utilize the 24 hour rule - The 24 hour rule requires that you wait 24 hours before bringing forward a concern or complaint. This allows adequate time for emotions to settle out and ensure they are not the main driver of the complaint. Regardless if the concern or complaint is acted upon the incident must be documented.
 - ii. Team Level - If following the 24 hour discussion, the individual advising the grievance is not satisfied with the concern and wishes to proceed, the concern will be directed to the parent liaison and the team manager. The parent liaison and the manager will document the concern and discuss with the team coaching staff. The parent liaison will chair the meeting and has the authority to terminate the discussion if no progress is made or the meeting turns confrontational. Some guidelines for bringing a concern to the coach are:
 - a. Grievances are only brought to the head coach if the parent wants a meeting
 - b. Grievances must involve their own child, unless the safety of other children are at risk
 - c. Anonymous grievances will not be accepted
- C. Director Level - Should the matter fail to be resolved at the team level using the aforementioned guidelines, the matter will be referred to the director of the division of the players involved. The director will conduct a thorough assessment of the statements of all participants and attempt to provide a satisfactory resolution in consultation with the FSMH board of directors, if necessary.
- D. Proper documentation of all meeting and correspondence must be maintained throughout the entire process and is paramount in order to protect all of the parties involved. FSMH has created a compliment/concern/complaint form (Appendix A, Page 28) that will be used for all disputes regardless of severity of the issue. The compliment/concern/complaint form will be provided to the managers as well as being placed on the FSMH website for future reference.
- E. Once a concern is resolved to the satisfaction of both parties, a complaint resolution form (Appendix B, Page 31) must be completed and signed, by all participants, showing their mutual agreement to the resolution. All

compliment/concern/complaint forms (Appendix A) and resolution forms (Appendix B) will be retained and secured by the FSMH office.

- F. FSMH will follow the five recommended steps relating to standards provided by Hockey Alberta (www.hockeyalberta.ca) when accepting, managing, and resolving a conduct related complaint:
 - i. Acknowledgment of concern
 - ii. Investigation (independent and thorough)
 - a. Independent Investigator will conduct a thorough investigation
 - b. Present findings
 - iii. Due process, including all members the right to:
 - a. Notice
 - b. Defend
 - c. Appeal
 - iv. Sanctions
 - v. Record retention

XXXIII. FSMH Grievance/Complaint Procedure

A. Step 1 - Acknowledgement of Concern

- i. The reporting of unacceptable behaviour in contravention of the FSMH Code of Conduct by a coach, player, official, spectator and/or executive member is the triggering event of the complaint procedure. The Compliment/Concern/Complaint form (Appendix A) must be completed and submitted to the appropriate recipient of the FSMH three Stage Problem Solving Protocol within 7 days of the incident.
- ii. Anonymous complaints received at any level will be retained as information only documents by the FSMH office and not acted upon, unless the alleged conduct is so egregious that it must be investigated.
- iii. Any complaint or allegations of illegal and/or criminal behavior will immediately be turned over to the local RCMP authorities.
- iv. The satisfactory resolution of a written complaint by both parties can be reached at any stage of the 3 stage process (24 hour rule, team level, director level). A resolution form will then be completed and signed by all parties. The resolution document will then be presented to the FSMH executive to provide feedback and maintain consistency throughout the FSMH organization. If it is determined that an investigation is not warranted the reasons must be documented. If the complainant decides to pursue further action, especially legal, the documentation will be provided as evidence. All documents will be retained by FSMH office.
- v. If a complaint is not resolved to all parties' satisfaction after reaching stage 3, the Level Director, with participation with of the FSMH executive will determine if further investigation is warranted.

B. Step 2 - Investigation of complaint

- iii. The disciplinary committee will be comprised of three members that are independent of the incident being reviewed. The disciplinary committee will be comprised of identified members in good standing within FSMH.
- iv. The Disciplinary Committee will be responsible for the following:
 - a. Notifying the individuals involved of a hearing date that is as soon as practicable
 - b. Preside over all presented evidence and documentation provided by all parties. The complainant, or designate, and subject of the complaint, or designate, will provide their version of the events and the discipline committee will be allowed to ask questions and/or obtain clarification
 - c. Listen to testimony of witnesses for both the complainant and the subject of the complaint
 - d. Deliberate and render a decision based on the facts presented. The disciplinary committee will only consider evidence relevant to the incident, past incidents will not be considered at this point in the process. The onus of proof is on the complainant, and they must show clear evidence that the subject of the complaint has committed the alleged offence.
 - e. Present a written decision, with reasons to the executive, complainant and subject of the complaint. The decision must be based on the reasonable probability that a rule has been broken.
 - f. Recommend appropriate disciplinary sanctions to the FSMH executive
- v. Once the written decision has been provided to the FSMH executive, they will determine if the recommended discipline is acceptable. The formal decision will be delivered in writing and the option will be given to the participant to have the decision presented in person. The details of the discipline will only be shared with the subject of the discipline and all documentation will be stored in the FSMH office.
- vi. The following forms of discipline may be implemented:
 - a. Verbal reprimand
 - b. Written reprimand
 - c. Required course completion at their costs (i.e. Respect in Sport)
 - d. Suspension
 - e. Expulsion
 - f. Placed in poor standing with the FSMSA
 - g. Any combination of above

D. Step 4 – Sanctions

- i. Once a breach of code of conduct, bylaw, policy or guideline has been proven, the executive must determine if the situation requires sanctions.
- ii. Any sanction, such as suspension, must be done to remedy the issue; the goal is to create a safe and healthy environment for hockey, to educate the individual as to the impact of the conduct and to correct the undesired behaviour.

- iii. The board maintains the right to impose sanctions against an individual they deem as appropriate to fix the undesirable behaviour

E. Step 5 – Documentation

- i. All complaints received by FSMH at any stage will be retained in the FSMH office.
- ii. All documentation relating to the resolution of any written complaints prior to initiating a disciplinary committee will also be retained.
- iii. Any sanctions placed on individuals will be retained and may be referred to providing context to future complaints and/or sanction decisions.

F. Appeal Process

- i. The subject of any disciplinary action will be permitted to appeal the decision to an appeal panel. A separate 3-person appeal panel will be established to hear arguments relating to the disciplinary panel. The appeal must be heard within 7 days of receiving the notice of appeal.
- ii. Any sanctions or suspensions will remain in effect until the completion of the appeal process.
- iii. Prior to the establishment of an appeal panel the following conditions of the notice of appeal must be met:
 - a. The disciplinary committee receives written notice from the subject of discipline within 5 days of the notice of judgement
 - b. The written notice must contain a clear and concise summary stating the grounds for appeal
 - c. A \$300 appeal fee is payable to FSMH to cover the additional costs of the appeal hearing.
- iv. An appeal will only be considered if the accused can provide evidence:
 - a. The intent of FSMH procedures were not followed
 - b. There were facts or documents that were not originally provided through the initial disciplinary hearing
 - c. There was bias or conflict of interest by investigator or the Disciplinary Committee.

XXXIV. Officiating Incident Reporting Policy

- A.** A team may report on incidents or games where officiating is deemed to be less than satisfactory and shall receive a response to the report.
- B.** The Association does not have the authority to conduct hearings into the conduct of game officials acting in their capacity as such. Rather, the North Zone Referees Association, and Hockey Alberta govern the referees and other officials.
- C.** Complaints or incident reports about referees must be made in writing by team management to the Level Director (or equivalent). If it is felt by the Level Director that a complaint is warranted, it will be passed on to the Referee Coordinator.

- D. Complaints or incident reports received by FSMH about referees are passed to the appropriate Level Director who will pass it to the Referee in Chief to handle if warranted.
- E. The reporting process is as follows:
 - i. Team members and team representatives SHALL NOT speak to the officials about officiating concerns during or after the game, nor contact the Referee Coordinator or assignor.
 - ii. The complainant shall be provided in writing to the Level Director or President, signed by the coach within 48 hours. The incident reporting form may be used for this purpose.
 - iii. The complainant shall include specific details of teams playing, game date, time, location, names of officials in attendance (if available) and rule infractions, rule interpretations or conduct incidents giving rise to the complaint.
 - iv. Upon receipt of the complaint the Level Director or President shall forth with bring the matter to the attention of the Referee Coordinator.
 - v. The Referee Coordinator will investigate complaints and incident reports received about referees and respond to the complaint.

XXXV. Insurance

- A. Liability, Indemnity and Accidental Death and Disability Insurance is mandatory for all FSMH players, teams, coaches, managers, referees, executive members and minor officials performing under the umbrella of Hockey Alberta and the Hockey Canada who are members of Hockey Alberta in accordance with Hockey Alberta's Regulations and Bylaws.
- B. In order to be insured, the participants of FSMH must have their registration fee paid in full and their names recorded in the Hockey Alberta office or designated office.
- C. In order to provide affordable/comprehensive insurance coverage, Hockey Canada and its provincial and local affiliates will participate in a self-funded National Insurance program. Premiums will be assessed annually and added to the price of Hockey Canada and Hockey Alberta card sets and Hockey Alberta team sheets.
- D. All annual registrations will henceforth include an assessment to cover the cost of the Hockey Canada/Hockey Alberta insurance premiums. Funds collected will assure coverage within terms and extent of the Hockey Canada/Hockey Alberta policy limits for all FSMH members. No players will be allowed to participate in any FSMH program unless they are registered.

XXXVI. Policies and Procedures Manual

- A. This FSMH Policies and Procedures Manual is to be reviewed annually, with changes made in accordance with procedures stipulated in section IV(E)(i) and in the Document Control Procedure for Minor Hockey Policies.
- B. All changes must be reviewed and approved by the Board. Where more detail is required, or clearer stipulation of policy is needed than detailed in this Policies

and Procedures Manual, FSMH can, in accordance with section IV(E)(i) pass and enact resolutions to the Policies and Procedures.

- C. A complete and updated Policies and Procedures Manual must be available to each FSMH Executive Member and kept on file at the FSMSA office for access by the FSMH membership.

XXXVII. Provincial Tournaments (Hosting)

- A. FSMH reserves the right to expropriate any team's tournament or regularly scheduled ice slot for the purpose of hosting Provincial level tournaments which FSMH has been awarded.

Document History

Original approval		This document was originally issued and approved by: Date:
Review history		This document shall be periodically reviewed to ensure that it is valid and current. The following information lists at least the last two reviews and all reviews that were done in the last 12 months.
Date	Reviewed by	Comments
May 23, 2018	FSMH Executive	Revision, update and review of Policies & Procedures.
August 14, 2017	FSMH Executive	Revision, update and review of Policies & Procedures.
June 26, 2016	FSMH Board	Revision, update and review of Policies & Procedures.

Revision process	This document will be reviewed annually along with the FSMH Policies and Procedures.	
Revision history	The following information documents at least the last two changes to this document, with all the changes listed for the last 12 months.	
Date	Approved by	Description of changes
May 23, 2018	FSMH Executive	Renumbering of sections. Revisions to XIV(F), XV(G), XVI(E), XXXIII(F)(iii)(c), adding consistency to job descriptions
August 14, 2017	FSMH Executive	Changes to wording of section 9.0 and subsections
26 Jun 2016	B. Cox	Revision of all sections.

APPENDIX A

FORT SASKATCHEWAN MINOR HOCKEY COMPLIMENT/CONCERN/COMPLAINT FORM



Notice to Fort Saskatchewan Minor Hockey Members:

This form is provided to all members of Fort Saskatchewan Minor Hockey Association who would like to provide information to the members of the FSMH board. This form is to be used for all written concerns involving FSMH members and will be the only form of compliment/concern/complaint accepted as official. The information on the form will be retained in the FSMH office on file relating to the subject person(s) involved. The form will be utilized in the following three ways:

1. **Compliment** – A member of FSMH wishes to bring to the board’s attention the actions of another that has gone above and beyond the requirements of their position. This form can be used to request formal recognition of the individual.
2. **Concern** – A member of FSMH wished to bring to the board’s attention a concern they have with an individual, an observed conduct of an individual, the actions or conduct of a team or any concern they have with an aspect of FSMHA. The completion of this form relating to a concern will be reviewed by the director of the appropriate level but will not automatically initiate an investigation.
3. **Complaint** – A member of FSMH wishes to make a formal complainant against an individual involved with Fort Minor Hockey. Before a formal complaint is filed the individuals should attempt to resolve the complaint at the team level through utilizing the following sections of the problem solving protocol listed in the policy and procedures of FSMH:
 - a. Utilizing the 24 hour rule
 - b. Bringing the concern to the parent liaison and filling in the appropriate incident form.

If the concerns of the incident are not resolved at the team level, or the incident is of such a nature that FSMH should be advised, the details of the incident are to be forwarded to the level director and this form is to be completed. All personal information will be removed should the document be provided to a third party.

Nature of Incident	Compliment []	Concern []	Complaint []
Time of Incident	Date:	Time:	Location:
Subject of Incident	Team Official []	Parent []	Player []
	Referee []	Board Member []	Other []

Reporter [] Subject []	Name	Contact Information	Team name
Reporter [] Subject []	Name	Contact Information	Team name
Reporter [] Subject []	Name	Contact Information	Team name
Reporter [] Subject []	Name	Contact Information	Team name
Reporter [] Subject []	Name	Contact Information	Team name
Reporter [] Subject []	Name	Contact Information	Team name
Reporter [] Subject []	Name	Contact Information	Team name
Reporter [] Subject []	Name	Contact Information	Team name

Description of Incident (Narrative)

APPENDIX B

FORT SASKATCHEWAN MINOR HOCKEY

COMPLIMENT/CONCERN/COMPLAINT

DISPOSITION FORM



Nature of Incident	Compliment []	Concern []	Complaint []
Time of Incident	Date:	Time:	Location:
Subject of Incident	Team Official []	Parent []	Player []
	Referee []	Board Member []	Other []
Resolution	Date:	Time:	Location:
Member Participating	Name:	Name:	Name:
Member Satisfied with Resolution	Yes [] No []	Yes [] No []	Yes [] No []

Comments of Member Initiating Compliment/Concern/Complaint

Name:	Signature:	Date
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Comments of Member Hearing Compliment/Concern/Complaint

Name:	Signature	Date
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Comments of Level Director/Vice President

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Name:	Signature	Date
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