

POLICY & PROCEDURE HANDBOOK

Contents

[**ST.CHARLES HOCKEY CLUB (SCHC) CODE OF CONDUCT** 3](#_Toc485904527)

[**1.0** **DISCIPLINE** 4](#_Toc485904528)

[**1.1 DISCIPLINE COMMITTEE** 4](#_Toc485904529)

[**1.2 COMPLAINT PROCEDURE** 4](#_Toc485904530)

[**1.3 COMPLAINTS INVOLVING A BREACH OF THE CODE OF CONDUCT** 5](#_Toc485904531)

[**1.4 INFORMAL PROCESS** 5](#_Toc485904532)

[**1.5 FORMAL HEARING** 5](#_Toc485904533)

[**1.6 CONDUCT OF THE HEARING** 6](#_Toc485904534)

[**2.0 COMPLAINTS AGAINST GAME OFFICIALS** 7](#_Toc485904535)

[**2.1 INCIDENT REPORTS** 7](#_Toc485904536)

[**3.0 ISSUES, CONCERNS AND COMPLAINTS** 7](#_Toc485904537)

[**4.0 PARENTS CODE OF CONDUCT** 8](#_Toc485904538)

[**5.0 COACHES CODE OF CONDUCT** 8](#_Toc485904539)

[**6.0 PLAYERS CODE OF CONDUCT** 9](#_Toc485904540)

[**7.0 BOARD AND EXECUTIVE COMMITTEE CODE OF CONDUCT** 9](#_Toc485904541)

[**8.0 FEMALE PLAYERS** 10](#_Toc485904542)

[**8.1 BENCH MOM** 10](#_Toc485904543)

[**9.0 CONFLICT OF INTEREST POLICY** 10](#_Toc485904544)

[**9.1 BOARD OF DIRECTORS** 11](#_Toc485904545)

[**9.2 GENERAL** 11](#_Toc485904546)

[**10.0 DISPUTE AND APPEAL POLICY 9.1 APPEALS COMMITTEE** 11](#_Toc485904547)

[**10.1 APPEALS PROCESS** 12](#_Toc485904548)

[**11.0 COACH SELECTION POLICY** 13](#_Toc485904549)

[**11.1 SCHC COACH SELECTION POLICY STATEMENT** 13](#_Toc485904550)

[**11.2 COACH SELECTION COMMITTEE** 13](#_Toc485904551)

[**11.2.1 COMMITTEE ORGANIZATION** 13](#_Toc485904552)

[**11.2.2 COACH SELECTION QUALIFICATIONS** 14](#_Toc485904553)

[**11.2.3 SELECTION CRITERIA** 14](#_Toc485904554)

[**11.3 MINIMUM QUALIFICATION REQUIREMENTS** 16](#_Toc485904555)

[**12 COACH SELECTION PROCESS** 16](#_Toc485904556)

[**12.1 IDENTIFYING COACH CANDIDATES** 16](#_Toc485904557)

[**12.2 SECURITY AND REFERENCE CHECKS** 16](#_Toc485904558)

[**12.3 SELECTING FROM THE CANDIDATE POOL** 16](#_Toc485904559)

[**12.4 SELECTION OF ASSISTANT COACHES** 17](#_Toc485904560)

[**12.5 EVIDENCE OF EXPERIENCE AND QUALIFICATIONS** 17](#_Toc485904561)

[**12.6 APPEALS** 17](#_Toc485904562)

[**13.0 PHYSICAL, SEXUAL HARASSMENT AND ABUSE POLICY** 17](#_Toc485904563)

[**13.1 COMPLAINT PROCEDURE** 18](#_Toc485904564)

[**14.0 PLAYER TRANSFER POLICY** 18](#_Toc485904565)

[**15 FORMS** 18](#_Toc485904566)

[**15.1 INCIDENT REPORT FORM** 18](#_Toc485904567)

[**15.2 COACH EVALUATION FORM** 19](#_Toc485904568)

[**16.0 PAYMENT PLAN & NSF CHEQUE POLICY** 20](#_Toc485904569)

[**17.0 SCHC REFUND POLICY** 20](#_Toc485904570)

[**18.0 SCHC PLAYER EVALUATION POLICY** 20](#_Toc485904571)

[**18.1 EVALUATION PROCEDURE** 20](#_Toc485904572)

[**19.0 EQUIPMENT POLICY** 22](#_Toc485904573)

[**19.1 GOALTENDER** 22](#_Toc485904574)

[**19.2 JERSEYS** 23](#_Toc485904575)

[**19.3 SCORE SHEETS** 23](#_Toc485904576)

[**19.4 PUCKS, PUCK BAGS AND PYLONS** 23](#_Toc485904577)

[**19.5 FIRST AID KITS** 23](#_Toc485904578)

# **ST.CHARLES HOCKEY CLUB (SCHC) CODE OF CONDUCT**

SCHC is committed to providing a hockey environment based on fundamental values of equality, trust and mutual respect that leads to a positive social and physical development for all children.

SCHC is committed to ensuring and emphasizing respectful behaviour and conduct, both on and off the ice, which emulates SCHC values. These values shall eliminate any disrespectful conduct and discriminatory practices including abuse, neglect and harassment from all elements of the game or events outside of the game.

Violation by any member, parent, fan, player, manager, coach or other participant of any provision of the SCHC Code of Conduct may result in disciplinary action being taken by SCHC against such individual as provided in the Discipline Policies of SCHC Hockey.

The SCHC Code of Conduct shall include (but not be limited to) the following principles:

* Players and participants of SCHC shall abide by the Bylaws, Rules and Policies of SCHC, and their behaviour is expected to mirror the spirit of the Bylaws, Rules and Policies and this Code.
* The Fair Play Code as supported by Hockey Edmonton and the Canadian Hockey Association.
* All members and participants of SCHC shall respect other members, officials, parents, players, fans, team officials, volunteers, Board members, Executive Committee members, and property of SCHC. Any inappropriate conduct, threats, harassment or abuse (including the use of profanity) directed towards game or team officials, members, parents, players, fans, volunteers, Board members, Executive Committee members, or damage to the property of SCHC or of another association or facility will not be tolerated.
* All members, fans and participants of SCHC shall respect the game of hockey and shall behave in a manner so as not to make a travesty of the game or of SCHC.
* SCHC will not tolerate inappropriate behaviour by parents or fans (participants), players managers, assistant or head coaches. Individuals exhibiting inappropriate behaviour will be subject to disciplinary action as outlined in the disciplinary section herein. All players and members shall be solely responsible for their participants in which they are related to and any monetary and non monetary damages (if any) that may occur.
* Under no circumstances is a parent or fan to enter the opposing team's dressing room, unless invited by the opposing team official.
* 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 at any time.
* Functions carried out by SCHC teams shall be at the sole responsibility of the teams involved and not the responsibility of SCHC.

SCHC supports Hockey Alberta’s Abuse and Harassment Policies.

# **DISCIPLINE**

All members, players, parents, managers and coaches, participants and fans are expected to abide by SCHC’s Code of Conduct, as well as the For the Good of the Game principles, the acknowledgement of which is a condition of registration of the member. Members are expected to assume responsibility for those participants or fans who attend any game, practice, team or SCHC Hockey function, at their invitation. Violation of the SCHC Code of Conduct or the For the Good of the Game principles, may result in disciplinary action being taken.

Standards of behaviour are communicated and may be updated throughout each season. It is recognised that behaviour may transgress outside acceptable standards and that disciplinary action may be required. Such discipline may be applied to any member of SCHC Hockey, including Executive, Directors, Category Directors, Team Officials (Coaches, Assistants, Trainers, Managers, etc), Players, Parents and spectators and may take the form of, but are not limited to:

• a verbal reprimand • a written reprimand • a demand for an apology, either written or verbal, to any affected party • a suspension from participation in or at Association activities • continued participation in SCHC Hockey under a discipline contract • a request for damages compensation for SCHC damages • expulsion from SCHC Hockey • a combination of two or more of the above.

The result of any discipline action taken may affect a member’s current standing or future appointment as a team official.

The non-observance or non-performance by a person of any sanction or discipline imposed by the Discipline Committee shall be deemed a breach of the SCHC Code of Conduct and be the subject of review by the Discipline Committee.

## **1.1 DISCIPLINE COMMITTEE**

The SCHC Board of Directors shall appoint a Discipline Committee each year. The term of the Discipline Committee shall be one year. Any member of SCHC may be appointed to the Discipline Committee. The Discipline Committee shall be chaired by the Vice President. The Discipline Committee shall consist of a minimum of 4 members with the deciding vote in the event of a tie, falling to the President.

## **1.2 COMPLAINT PROCEDURE**

A Complaint may be raised by any member of SCHC, by members of another association (through their association’s executive), by league officials or by members of the SCHC’s Executive acting in response to a report from game officials or by any other party.

A Complaint may be in writing, must identify the time, place and participants as well as provide a summary of the incident. An Incident Report Form may be used to outline the Complaint. These forms may be obtained from the SCHC website.

In certain circumstances, the Executive Committee may choose to engage the Discipline Committee to investigate and render a decision on an incident even though a formal complaint has not been lodged.

Examples of incidents which may warrant disciplinary action are as follows:

• A player or team official who receives excessive game misconducts, gross or match penalties. • A coach, who in the opinion of the Category Director, is being assessed too many bench penalties or penalties of a serious nature. • Any member of SCHC or their guests who repeatedly brings discredit to a team, team officials or SCHC Hockey through frivolous and vexatious actions, violent, abusive or gross behaviour, on or off the ice.

SCHC will not entertain lawyers present at any meetings, with the exception of a lawyer representing SCHC.

## **1.3 COMPLAINTS INVOLVING A BREACH OF THE CODE OF CONDUCT**

SCHC Hockey stipulates that any issues involving a breach of conduct by any member of SCHC Hockey including Executive, Directors, Category Directors, Team Officials (Coaches, Assistants, Trainers, Managers etc.), Players, Parents and fans, shall be directed to the Discipline Committee.

The Category Director, on receiving an Incident Report or Complaint Report, shall countersign the Report and provide the complainant with a copy for their records.

The Category Director will forward such Report to the Discipline Committee chair (Vice-President).

The Discipline Committee may choose upon the report of the Incident or Complaint, to issue a temporary immediate suspension from all association functions until such time as a decision has been made by the Discipline Committee after review of the Incident.

The Discipline Committee shall review the Report and determine if a hearing is required and shall set a date for such hearing.

## **1.4 INFORMAL PROCESS**

If the majority of the Discipline Committee members believe that the matter can be dealt with on an informal basis without the necessity of a hearing, the committee may investigate the complaint, including accepting submissions (verbal or written) from the Complainant, the person(s) being investigated, and such other persons as may be required to ensure a fair and reasonable decision is rendered. The Discipline Committee shall provide written notice of its decision to the Complainant and the party being investigated. Should either the Complainant or the party being investigated feel that the informal process has not satisfactorily resolved the issue, either may request in writing, that the Discipline Committee undertake a formal hearing.

## **1.5 FORMAL HEARING**

The Discipline Committee shall establish a date and time for the formal hearing.

At least 5 days prior to the hearing, both the Complainant and the Respondent (person being investigated or accused party) shall be issued a “Notice of Discipline Hearing” which shall set out the date, location and time of the hearing, the nature of the charge or alleged conduct. Any submissions provided to the Discipline Committee prior to the hearing by either party will be provided to all affected parties.

The Respondent shall be suspended from participation in or attendance at SCHC Hockey activities pending the outcome of the hearing. The Respondent may make a written request to participate in or attend SCHC Hockey activities. Such permission shall be at the sole discretion of the Discipline Committee and will be issued in writing.

The Respondent and the Complainant shall provide any information requested by the Discipline Committee at least 2 days prior to the hearing.

At least 2 days prior to the hearing, the Respondent and the Complainant shall provide the Discipline Committee with a list of the witnesses they intend to request appear at the hearing.

The Discipline Committee may also request the attendance of any other party whom the Committee believes should appear by delivering to each such witness a “Notice to Attend the Discipline Hearing” which shall set out the date, location and time of the hearing, the nature of the charge or alleged conduct and any information to be provided by the witness to the Discipline Committee prior to the hearing.

If either the Complainant or the Respondent fails to appear at the hearing, the hearing shall be conducted in the Complainant or Respondent’s absence with the witnesses and information available to the Discipline Committee.

## **1.6 CONDUCT OF THE HEARING**

In accordance with SCHC Conflict of Interest Policy, prior to the hearing, any member of the Discipline Committee who is in, or could be perceived to be in, a conflict of interest shall declare such conflict and leave the Hearing. This will also apply to any other stages subsequent and related to such hearing. The Board may direct replacement of members, including the Chair, in such circumstances.

The Chairperson of the Discipline Committee shall chair the Hearing and be responsible for the orderly conduct of the Hearing. If the Chairperson is not available, the remaining members of the Discipline Committee shall appoint a chairperson for the hearing who shall be responsible for the orderly conduct of the hearing.

The Discipline Committee shall provide each witness with an information sheet on the hearing process or, alternatively, may hold a briefing session immediately prior to the commencement of the hearing to ensure all parties understand the hearing process.

The witnesses will not be sworn nor will there be a transcript taken of the proceedings. Neither the Respondent nor the Complainant may make a tape, video or use other electronic media in the proceedings.

The Respondent and the Complainant must appear in person and may not be represented at the hearing by another individual or legal counsel. The only exception to this rule is that minors must be accompanied by a parent or guardian.

The Discipline Committee comprises volunteers who are not versed in the application of law. Accordingly, neither the Respondent nor the Complainant may have legal counsel representing them at the hearing.

The Complainant and the complainant’s witnesses shall appear before the Discipline Committee first. Each witness will appear individually and will not be present in the hearing room during the presentation by other witnesses. The Respondent shall be present during these presentations and shall have the right to ask questions of each witness through the Committee Chairperson.

The Committee Chairperson may determine the relevance of any question asked by the Respondent. The Chairperson may then instruct the witness not to reply to a question deemed irrelevant and inform the Respondent of the reason why the question is not relevant. The question will be documented and remain part of the file for future reference.

The Respondent will then be asked to present their version of the events which led to the complaint, and to respond to the information provided by the Complainant and witnesses.

The Discipline Committee shall, with all dispatch, render a decision, and communicate that decision to both the Complainant and the Respondent. Such communication may be verbal at the outset but shall be confirmed in writing.

Coaches who are suspended for two or more games, by Hockey Edmonton, Hockey Alberta, the Canadian Hockey Association, or two or more times per season, will be required to notify the Discipline Committee and be indefinitely suspended by SCHC till such time that;

• They ask for a Discipline Committee meeting. • The Discipline Committee chooses to reinstate them.

The Discipline Committee shall maintain a file on each matter referred to it and shall be comprised of the original complaint or incident report, copies of all “Notices of Discipline Hearing”, copies of all "Notices to attend Discipline Hearing", copies of the witness lists, the notes made by each member of the Discipline Committee during the hearing, and a copy of the written decision of the Committee.

The Discipline Committee Chairman, in the absence of the President, shall provide a written report of the outcome of the hearing to the President.

# **2.0 COMPLAINTS AGAINST GAME OFFICIALS**

SCHC does not have the authority to conduct hearings into the conduct of game officials. Hockey Edmonton and Hockey Alberta govern the referees and other officials. Written complaints about game officials must be reported in writing, setting out the particulars of the incident and must be signed by the individual making the complaint and forwarded to the appropriate Category Director and the VICE PRESIDENT. At no time shall a complaint, both verbal and written, be made to any association or organization other that SCHC Hockey. The complaint may be sent to the Referees Association, as determined by SCHC Hockey.

## **2.1 INCIDENT REPORTS**

The INCIDENT REPORT FORM shall be used to report disciplinary incidents and other forms of protest or for cases where officiating is deemed to be less than satisfactory. Copies are available on the SCHC website.

# **3.0 ISSUES, CONCERNS AND COMPLAINTS**

Unless otherwise specified, the order for pursuing resolution of Issues, Concerns and Complaints in SCHC is as follows:

• Coach • Category Director • Vice President • Discipline Committee (Written or oral presentation) • President

# **4.0 PARENTS CODE OF CONDUCT**

Under no circumstances is a parent or fan to approach the bench or a coach during or immediately after the game. The coach(es) shall be given a reasonable amount of time at the conclusion of a game to spend with the players. A parent may then indicate to the coach that he/she wishes to speak to the coach, and if granted, it shall be conducted in a respectful, courteous manner.

Parents and fans shall be supportive of their child/children, other children, the coaches, the team and other parents.

Parents shall not solely focus on winning or your child being the best player, but rather shall focus on team play, fun and development.

Parents shall not be critical of any coach, parent or another player on the team. Much like players, parents are part of the team and shall support one another.

Any dispute, disagreement or issue shall be handled with respect and dignity as you would expect the same courtesy.

Parents shall not contact Hockey Edmonton directly. Any questions, clarification or complaint shall be directed to the appropriate channel within SCHC Hockey first, unless otherwise instructed by a member of the SCHC Executive Committee.

Parents shall not "coach" their child/children in a way that conflicts with the team coaches' philosophy. Secondary coaching confuses the child/children and ultimately affects play and encourages disrespect of an authority figure. Coaching your child/children behind the glass or from the stands confuses the child/children and disrespects the coaching staff.

Parents shall be supportive of the SCHC Hockey organization, its members, volunteers, Executive Committee and Board.

Parents or fans are not allowed on the benches or the ice at any time unless they are listed on the team "hard card", which shall also mean the Official Team Roster or Team Sheet Hard Card.

Parents or fans that want to discuss or indicate their displeasure with a call on the ice or coaching decision, shall abide by the 24 hour rule. There shall be no emails, phone calls or personal discussions until 24 hours after the event. Such emails, phone calls or personal discussions shall be conducted in a respectful, courteous manner.

Coaches, the Executive Committee and the Board shall communicate and be available to discuss matters of concern, clarification with parents, volunteers and other members of SCHC Hockey.

# **5.0 COACHES CODE OF CONDUCT**

Coaches are viewed to be the leaders and the authority figure and must lead by example.

Coaches must control their behaviour as they are the leaders of the children and have a direct impact on the perception of the SCHC Hockey program.

Coaches must not use profane language at any time while in the presence of children.

Coaches must not abuse, criticize or disrespect another coach, game official, member of another team, parent or fan.

Coaches must, to the best of their ability, ensure equal playing time for players on their team. Each player, regardless of skill level, must be give the same opportunity to develop and grow.

Overall, coaches must display the professionalism and respect an average parent would expect in a volunteer community based hockey organization.

Any question, clarification, complaint regarding a SCHC, Hockey Edmonton or other authority rule or process shall be directed to the appropriate individual in SCHC first. Coaches, managers and parents shall not contact Hockey Edmonton directly unless permission has been granted by an individual from the SCHC Executive Committee.

Coaches must strictly adhere to the Policies and Guidelines of SCHC Hockey and Hockey Edmonton.

# **6.0 PLAYERS CODE OF CONDUCT**

Players shall respect their coaches, parents, fans and other team mates at all times.

Players shall never disrespect another player, coach or referee for alleged bad calls, missed calls, short shifts or any other reason which may occur in the game of hockey.

Players shall never intentionally hurt someone.

Players shall avoid the use of foul language.

Players shall never disrespect the SCHC organization, its volunteers, Executive Committee or Board.

Players shall never disrespect Hockey Edmonton or any other hockey organization.

Players shall follow all reasonable direction of the coach, manager and other team officials.

Players shall demonstrate a positive attitude to the game, practice and learning in general.

Arrive for games, practices and other team functions at the time specified by the team.

Maintain dressing rooms in a clean and orderly fashion. Clean up any garbage left in the room.

Respect the rules set out by the rink authorities.

# **7.0 BOARD AND EXECUTIVE COMMITTEE CODE OF CONDUCT**

The Board and the Executive Committee shall abide by SCHCs Policies and By-laws.

Maintain the integrity, purpose and values of the organization at all times.

Respect the members, Board and Executive Committee and not cause any public embarrassment or humiliation.

Be supportive and respectful of each other.

Not use their position for personal profit, personal gain or their child/children's gain.

Not use their position to influence the selection of a team official or benefit any team or individual(s) within the organization.

Use the position for the benefit of SCHC Hockey as a whole.

Act in an ethical manner at all times as one would expect from an organization of integrity.

Maintain the information of SCHC Hockey including but not limited to financial information, strategy, actions or any matter or decision by the Board of Directors, Committee or sub-committee as confidential. Any other person present in a Board, committee, sub-committee meeting shall be bound by this confidentiality provision.

# **8.0 FEMALE PLAYERS**

SCHC Hockey welcomes both female and male hockey players into its organization. During Evaluations and development of teams, SCHC will use its best efforts to ensure that more than one female are placed on a team. This creates a more enjoyable environment for the female players during the season.

Should female players be placed on a team, the following rules shall apply:

• A separate/private changing area shall be provided for the child(ren) subject to the approval of the parents. • No one will be allowed in the separate changing area except the parents. • Should there be more than one female in the changing area from different families, the parents must receive consent from the other parent(s) before entering the change area while the other child(ren) are present. • Coaches are to ensure that the female hockey players are dressed and in the main team dressing room prior to any team talks/discussions.

## **8.1 BENCH MOM**

Prior to the commencement of the hockey season, teams with a female player(s) are to nominate a bench mom who will be placed on the "hard card" or "team card" at the expense of SCHC.

Should an injury occur to a female players during a game or practice, the bench mom is the only female (outside of a female coach) who is allowed onto the bench or onto the ice.

Should the injured female's father not be on the "hard card", the bench mom must be in attendance on the ice or on the bench to assist as necessary.

Once the injured females is in the dressing room, the following shall apply: • One or both of the parents must be present • In the event the parents are not present, the bench mom or other female adult from the team must be present in the dressing room.

# **9.0 CONFLICT OF INTEREST POLICY**

SCHC is committed to the ethical behaviour of its volunteers and Board. All members of the Board, committees and sub-committees are bound by the Conflict of Interest Policy.

For the purposes of this policy, a conflict of interest may be deemed, but not limited to exist when;

• A volunteer or member of the Board places themselves in a position which might benefit them, their children or any person directly related to them from improper consideration or favouring. • A volunteer or member of the Board seeks or is perceived to seek, gain, receive or benefit financially from preferential treatment in the duties and responsibilities in SCHC from situations, but not limited to: → Participating as an owner, part owner, director or officer of a firm which is a supplier of materials or services to SCHC; → Entering into a sponsorship agreement or promotional agreement with SCHC where the participant is an owner, part owner, director or officer of the company; → Receiving gifts, monies or favours of any kind in exchange for preferential treatment on the team.

• When a conflict or perceived conflict arises, the person (people) involved shall; → Immediately advise the President, and the Board of the nature of his/her conflict on interests; → Remove themselves immediately from the meeting or situation;

## **9.1 BOARD OF DIRECTORS**

Every Board or Committee member who directly or indirectly has an interest in a proposed or existing contract or decision or other matter relating to SCHC Hockey shall make a full and fair declaration of the nature and extent of the interest at a Board Meeting.

The declaration of a conflict of interest shall be made at the meeting at which the question of entering into the contract or transaction or other matter is first being considered by the Board. If the Board or Committee member is not in attendance on the date of the meeting, the declaration of conflict of interest must be made to the President prior to the meeting if the matter is identified on the agenda or, if the matter is not identified on the agenda, immediately following the meeting or, if the Board or Committee member is not in attendance on the date of that meeting, at the next meeting held after the Board or Committee.

After making such a declaration, no Board or Committee member shall vote on such a contract or decision or other matter, nor shall he or she be counted in the quorum in respect of such a contract or transaction or other matter.

If a Board or Committee member fails to make a declaration of conflict of interest in a contract, decision or other matter shall account to and reimburse SCHC Hockey for all profits realized, directly or indirectly, from such contract or decision, and may be required to step down from such position.

## **9.2 GENERAL**

Any team officials, SCHC Committee members or members at large who are in, or could be perceived to be in, a conflict of interest on a matter shall declare such conflict when a matter is first being considered and leave the meeting in question and shall not otherwise participate in any decision on the matter.

Examples of conflicts of interest include, but are not limited to:

• Occupation, customer or client relationships • Coach selection • Selection or composition of a team • Parent of player or parent on a team which a player is on

# **10.0 DISPUTE AND APPEAL POLICY 9.1 APPEALS COMMITTEE**

The SCHC Board shall appoint an Appeals Committee each year. Members of the appeals committee shall not be members from the committee rendering the original decision, such as the Discipline Committee. The term of each Appeals Committee shall be one year. Any member of SCHC may be appointed to the Appeals Committee. The Appeals Committee shall be chaired by the Past President of SCHC or his/her delegate or such other individual(s) as may be designated by the Board of Directors.

## **10.1 APPEALS PROCESS**

An Appeal may be raised by any member of SCHC should a member feel that a decision of any committee has not satisfactorily resolved an issue.

The decision of any committee may be appealed to the Appeals Committee by filing written application to appeal, within fourteen (14) days of rendering of the decision or such extension of time as may be reasonably accepted by the Appeals Committee.

An Appeal must be in writing, must identify the issue being appealed and give details of the reason for the appeal.

The written appeal must be accompanied by an Appeal Fee of two hundred dollars ($200).

The Appeals Committee shall, in its sole opinion, determine whether the appeal shall be in the form of a new hearing or whether the matter can be dealt with based upon the written material and summaries before the prior Committee. The Appeals Committee may request further written material from the appellant and / or their witnesses and any affected party, if any. No new witness may be introduced to the appeals process. The Appeals Committee may also undertake the appeal hearing in the form of a new hearing wherein the Appeals Committee shall allow adequate time for each of the Complainant and Respondent to state their case as to why the appeal should be allowed or dismissed.

 The Appeals Committee will advise the affected party of the Appeal (i.e., if the Appeal involves a Discipline issue and the Complainant appeals, the Respondent will be advised; if the Respondent appeals, the Complainant will be advised).

Conduct of the Appeal Hearing, if a new hearing is required: • The Appeals Committee shall convene a meeting to hear the appeal within a reasonable period of time. • In accordance with SCHC Conflict of Interest Policy, any member of the Appeals Committee who is in, or could be perceived to be in, a conflict of interest shall declare such conflict prior to the Appeal Hearing and shall not participate in the Hearing. • The Past President of SCHC or his/her delegate shall chair the Appeal Hearing and be responsible for the orderly conduct of the Appeal Hearing. If the Chairperson is not available the remaining members of the Appeals Committee shall appoint a chairperson for the Appeal Hearing who shall be responsible for the orderly conduct of the Appeal Hearing. • The Appeals Committee shall provide the appellant (and, if any, any affected party notified of the Appeal) with an information sheet on the Appeal Hearing process or, alternatively, may hold a briefing session immediately prior to the commencement of the Appeal Hearing to ensure all parties understand the hearing process. • The appellant and any affected party, will not be sworn nor will there be a transcript taken of the proceedings. If applicable, neither the appellant nor any affected party, if any, may make a tape recording, video or use other electronic media in the proceedings. • The Appellant and any affected party, if any, must appear in person and may not be represented at the Appeal Hearing by another individual. The only exception to this rule is that minors must be accompanied by a parent or guardian. • The Appeal Committee comprises volunteers who are not versed in the application of law. Accordingly, no party may have legal counsel representing them at the hearing. • The Appellant and any affected party, if any, will appear individually and will not be present in the hearing room during the presentation of any other party. • The Appeal Committee shall, with all dispatch, render a decision, and communicate that decision to both the Appellant and the affected party, if any. Such communication may be verbal, at the outset, but shall be confirmed in writing.

The Appeals Committee may make any decision the prior SCHC Committee could have made (i.e., if applicable, it may lessen or increase any penalty imposed to ensure that a fair and reasonable decision is rendered).

Refunds - Appeals Fee: • If the Appeals Committee overturns the decision and renders a decision in favour of the appellant, the appeals fee shall be refunded. In the event of a compromise judgement, the Appeals Committee may decide whether or not the appeal fee shall be refunded, in their sole discretion. • A decision of Appeals Committee shall be final and binding on all parties. The only exception to this is where avenues of recourse that may be provided by Hockey Edmonton, Edmonton South West Zone, Hockey Alberta, the Canadian Hockey Association or applicable legislation may direct that the decision be altered.

# **11.0 COACH SELECTION POLICY**

## **11.1 SCHC COACH SELECTION POLICY STATEMENT**

The SCHC Coach Selection Committee's goal is to select the most appropriate head coach for a team taking into account not only qualifications and experience but a coach that will demonstrate the use of the Coach Code of Conduct and the For the Good of the Game principles that give the players the most positive experience on and off the ice.

The SCHC Coach Selection Committee uses some or all of the following criteria in no particular order, to select the head coach of a team: • Training • Experience • Background • Evaluations • References

There is no predetermined weighting for the criteria as the information is used as a whole when selecting the most appropriate coach.

Coaches are selected by the SCHC Coach Selection Committee after all players on the team have been placed. Coach selection will have no effect or bearing on the ranking of players and coaches will have no influence in the selection of teams.

Coach selection is for one season only. All coach candidates must reapply each season for selection. If all applicants for a team are deemed unsuitable, SCHC is not obliged to appoint any coach. The position will remain vacant until a suitable candidate is found by the SCHC Coach Selection Committee from either the membership at large or from outside candidates.

## **11.2 COACH SELECTION COMMITTEE**

The Coach Selection Committee is responsible for making all final coach selections. This is done in conjunction with the Category Directors who participate as part of the Coach Selection Committee.

### **11.2.1 COMMITTEE ORGANIZATION**

The SCHC Coach Selection Committee consists of, but not limited to, the following members:

• Vice President • Category Director • President

A Category Director participates in coach selections for their category only. Therefore, the makeup of the committee when making decisions for any one category is three (3) members. Committee participation is subject to the SCHC Conflict of Interest Policy. Should a conflict(s) exist amongst the SCHC Coach Selection committee, the President shall appoint such replacement member from the Board.

### **11.2.2 COACH SELECTION QUALIFICATIONS**

Coaches are selected taking into consideration the following selection criteria. Some qualification criteria comprise the recommended minimum qualifications for a coach at that level and category. Others simply contribute to the overall rating of the coach candidate.

An applicant not meeting the minimum training qualifications may be selected over one who meets or exceeds the stated qualifications. An applicant not meeting the minimum training qualifications who is selected as a coach must commit to attend the required courses in order to get those qualifications during the season.

### **11.2.3 SELECTION CRITERIA**

Coach Selection shall be based on the following criteria, with no specific weighting or ranking on any particular section:

***Training***

Training qualification is based on the National Coaching Certification Program (NCCP) standard coach certifications.

All prospective head coaches in the SCHC program MUST have the minimum NCCP designation, or have committed to obtaining the minimum designation before December 31 in the hockey season. Coach candidates may present registration details in the appropriate training session in lieu of designation. See the Minimum Qualification Requirements section for details on minimum training requirements for each category/level.

***Experience***

Experience qualification is based on: • years as head coach • years as assistant coach • the category and level of the teams coached • SCHC Hockey or organization of the teams coached

Preference may be given to coach candidates that have demonstrated positive coaching experience and abilities for the SCHC teams they have coached.

***Background***

Background qualification is based on:

• playing hockey experience • the category and level of the teams played on • SCHC Hockey or organization of the teams played on

Preference may be given to coach candidates that can demonstrate playing at a higher category and level and more years of playing.

***Evaluations***

Evaluation qualification is based on the results of the yearly SCHC Coach Evaluation Program. During each year the Coach Evaluation process produces a rating of each Coach in one of three categories:

• Acceptable to continue coaching • Conditionally acceptable to continue coaching subject to the following: (more training, identified areas for improvement, probationary basis, assistant coach only, etc.) • Unacceptable for continued coaching

Preference may be given to coach candidates that have positive SCHC coaching history, evaluations and conduct.

Coach evaluations above will be assessed by the Coach Selection Committee and may result in the disqualification or lowering of preference for the coach candidate. See the SCHC Coach Evaluation Program for a definition of incidents and the process by which SCHC resolves them with coaches.

***References***

Coach candidates that do not have SCHC evaluations must provide references that can verify their background and experience. References should include:

• coaching philosophy and style • adherence to fair play • conduct with officials • character evaluation • adherence to SCHC Coach Code of Conduct principles

***Interviews***

In some cases, the Coach Selection Committee may choose to conduct interviews with candidate coaches in order to establish a better sense of candidate qualifications and suitability in the following areas:

• coaching philosophy and style • adherence to fair play • conduct with officials • character evaluation • adherence to SCHC Coach Code of Conduct principles

The need for an interview process will be determined by the Coach Selection Committee typically if circumstances arise such as:

• Multiple coach candidates have applied, and the qualifications are too closely matched to make a straightforward decision. • One of the coaching candidates is new to the SCHC organization. In such a case all perspective coaching candidates may be interviewed.

The need for interviews is entirely at the discretion of the SCHC Coach Selection Committee.

***Other Commitments***

Preference may be given to coach candidates that are relatively free of other commitments (for example, coaching another team, extensive job related travel or volunteer time in non-hockey organizations).

The Coach Selection Committee will evaluate the level of other commitment and may include this as a factor in the selection process.

## **11.3 MINIMUM QUALIFICATION REQUIREMENTS**

 As determined by Hockey Alberta

# **12 COACH SELECTION PROCESS**

The coach selection process consists of four distinct steps.

## **12.1 IDENTIFYING COACH CANDIDATES**

Every coaching volunteer must submit a completed SCHC Volunteer Application Form indicating the volunteer position they wish to hold. This includes specification of the:

• Role – head coach, assistant coach or manager • Category

Application forms are available from the SCHC website. All applications must be submitted either to the Category Director during evaluations or to the Coach Selection Committee prior to inclusion of the final team card (formerly known as the team hard card).

In most cases, the Category Director and Assistant Category Director will take names of individuals wanting to either Head Coach or be an Assistant Coach during evaluations.

## **12.2 SECURITY AND REFERENCE CHECKS**

Security and reference checks are mandatory and shall be performed as follows:

• New Coach: the Coach Selection Committee, by appropriate representative, shall ensure that all 3 references are checked for applicants who have not coached for SCHC before. All information supplied by references shall be recorded on the back of the SCHC Volunteer Application Form. • Coach candidates that have not had an Edmonton Police Association Volunteer Security Check process MUST complete and submit all forms to the Coach Development/Evaluation Director. Candidates who have not completed the forms prior to the first scheduled game of the year will be replaced.

Failure to pass the security or reference check will automatically result in disqualification of the coach candidate.

## **12.3 SELECTING FROM THE CANDIDATE POOL**

Coaches are selected from the available volunteer pool and assigned to a team after player evaluation and tiering, for the respective team, has been completed. The selection process is:

• Assign coach candidates to each team based on player affiliation. In the case where there is no player affiliation, then the Coach Selection Committee will assign a qualified coach to a team that is both short of coach candidates and for which they are qualified to coach.

Note that unaffiliated coach candidates may be considered for one of several different coaching positions, whereas affiliated coaches will typically only be considered for coaching a team with an affiliated player. This reflects the typical situation of few unaffiliated coach candidates and a strong desire by affiliated coaches to coach the affiliated player. • Determine which teams have no coach candidates assigned to them and recruit coach candidates to fill the position. • Select the most appropriate coach from the set of candidates assigned to each team as head coach. Qualification is based on the criteria defined in the Coach Selection Policy section. • In situations of multiple coach applicants, the unsuccessful coaches will be notified that they were not successful. • Under no circumstances does the SCHC Hockey have a responsibility to explain to a parent group the reason why one coach was selected over another.

## **12.4 SELECTION OF ASSISTANT COACHES**

Typically head coaches will select their coaching staff; however the Coach Selection Committee reserves the right to recommend and/or refuse an individual’s inclusion on team sheets based on previous coaching, evaluations, or transgressions related to Fair Play, SCHC Coach Code of Conduct adherence or behaviour issues.

Assistant coaching is a major commitment of time and this must be considered by individuals prior to putting their name forward so as not to impact the team. Under no circumstances are coaches or assistant coaches allowed to coach in two different associations within the same division.

As SCHC is a community hockey organization, preference will be given to parent coaches over nonparent coaches on a team. Should a head coach wish to appoint a non-parent assistant coach, the SCHC Coach Selection Committee must approve such appointment and he/she will be subject to the Coach Selection Criteria. Consent may also be requested from existing team assistant coaches and assistant coaching candidates. Any additional costs for non parent coaches shall be borne by the team.

Under no circumstances shall coaches and assistant coaches be paid to coach a SCHC Hockey team. Exceptions may be granted by the SCHC board in regards to zone hockey teams such a SWZ. If such exception is granted, the team shall be responsible for all costs.

## **12.5 EVIDENCE OF EXPERIENCE AND QUALIFICATIONS**

An applicant may be asked to provide copies of training certificates and other qualification as may be requested by the SCHC Coach Selection Committee. Failure to provide such requested documentation may result in disqualification from the coach selection process.

## **12.6 APPEALS**

The selection of a coach candidate may be appealed under the SCHC Appeal Policy by the unsuccessful coach candidate. An appeal may be made by the parents of a team with the support of no less than a two-thirds majority of the members of the affected team. Only one member of a family will be considered in determining the two-thirds majority.

# **13.0 PHYSICAL, SEXUAL HARASSMENT AND ABUSE POLICY**

SCHC is committed to providing a hockey program and environment that promotes equal opportunities and prohibits discriminatory or harassing practices.

This policy applies to all Board members, Executive Committee members, players, coaches, managers, parents, volunteers and guests of SCHC.

For the purposes of this policy, Harassment is generally defined as comments or conduct directed towards an individual(s), which is insulting, intimidating, humiliating, malicious, degrading or offensive.

For the purposes of this policy, Sexual Harassment is defined as unwelcomed sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature.

SCHC recognizes that it can be extremely difficult to come forward with a complaint of harassment or sexual harassment. SCHC recognizes the interests of both the complainant and the respondent in keeping the matter confidential.

## **13.1 COMPLAINT PROCEDURE**

A person who experiences harassment is encouraged to make it known to the harasser that the behaviours are unwelcome, offensive and contrary to this policy.

If confronting the harasser is not possible, or if after confronting the harasser the harassment continues, the complainant should contact the President of SCHC.

Once notified, the President will contact the Discipline Committee, or the police if in the opinion of the President, the police should be involved.

All matters will be addressed in accordance with SCHCs values, Code of Conduct and Discipline Policy.

# **14.0 PLAYER TRANSFER POLICY**

The purpose of this policy is to make it clear to existing, and potential members of SCHC Hockey the policy and conditions around transfer into and out of SCHC Hockey.

Player Transfers will be done in accordance of Hockey Edmonton regulations.

# **15 FORMS**

## **15.1 INCIDENT REPORT FORM**

INCIDENT REPORT FORM Submit Completed form to: SCHC Discipline Committee c/o Vice President e-mail

This form is to be utilized by anyone in SCHC to report an incident of unacceptable behaviour. An individual is considered to be displaying unacceptable behaviour if they are verbally or physically harassing and/or abusing a game participant (player, coach, spectator or official), or perceived to be in violation with the SCHC Code of Conduct or For the Good of the Game principals.

DATE & TIME OF INCIDENT NAME OF OFFENDING INDIVIDUAL(S) ASSOCIATED WITH (TEAM NAME) NAME(S) OF ADDITIONAL WITNESSES

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

You can expect the SCHC Discipline Committee 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 complaints at some point during or after the investigation. Please summarize your expectation of the outcome resulting from your report:

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

Name: E-Mail: Address: City: Postal Code: Phone: Signature: Date:

## **15.2 COACH EVALUATION FORM**

Coaching Evaluation form

The purpose of this form is to assist coaches in developing their skills and to

assist in the coach selection process.

***To be completed by the player:***

1. Did you enjoy being on the hockey team? 1 2 3 4 5

2. Did you learn more about hockey? 1 2 3 4 5

3. Did your hockey skills improve? 1 2 3 4 5

4. Are you planning to tryout for a hockey team next year? no - yes

5. What was your favorite activity in practice?

6. What was your least favorite activity in practices?

7. Did you think playing time was fair? How could it have been better?

8. Do you think you had enough opportunity to ask questions?

9. What would you change to help next year's team?

***To be completed by the parent:***

1. Did your child enjoy the hockey experience? 1 2 3 4 5

2. Do you feel your child became a better hockey player? 1 2 3 4 5

3. Did your child gain a better perspective of teamwork? 1 2 3 4 5

4. Did the hockey experience help your child mature? 1 2 3 4 5

5. Did hockey help your child's self-confidence? 1 2 3 4 5

6. In your opinion, was playing time administered appropriately? 1 2 3 4 5

7. Was the coach's public conduct at games acceptable? 1 2 3 4 5

8. Do you feel your child was treated with respect? 1 2 3 4 5

9. How would you rate the coach's communication with parents? 1 2 3 4 5

10. Please provide comments about the coach/coaching staff.

11 Please suggest changes you think would improve the program.

# **16.0 PAYMENT PLAN & NSF CHEQUE POLICY**

SCHC does offer a payment plan for athletes that require one. The payment plan consists of 3 payments, and they are as follows:

1. 50% of registration fees due at time of registration.
2. 50% of outstanding balance due by Sept 30 of current hockey season.
3. Remainder of balance (including club fee) due by Oct 31 of current hockey season.

Failure to make payments will result in the athlete being required to sit until payments are made.

SCHC does not accept cheques for registration (cash, debit, credit only), we do accept cheques for bingo commitments. Failure to show for your bingo will result in your cheque being cashed, if the cheque is returned NSF you will be required to pay the bingo deposit, plus a $20 NSF charge. Athletes will be required to sit until payment is made.

# **17.0 SCHC REFUND POLICY**

Players who withdraw from St.Charles Hockey Club prior to any evaluation or ice time may request a refund of 100%.

Players who withdraw from St.Charles Hockey Club prior to placement on a team, but after evaluation have begun may request a full refund of fees minus $50 Administration Fee.

Players who withdraw from St.Charles Hockey Club after placement on a team may request a refund of 50% of fees minus $50.00 administration fee.

Players who withdraw from St.Charles Hockey Club after October 31 will be INELIGABLE for any refund.

# **18.0 SCHC PLAYER EVALUATION POLICY**

Objective: To develop well balanced teams where children can participate with peers of similar skill and ability, and to promote personal growth.

## **18.1 EVALUATION PROCEDURE**

Each child will be placed in groups for evaluations. These groupings will be formed using the last name of each player alphabetically and players will be placed based on how many we need in each group. Note that players are required to be in full hockey gear for evaluations.

Evaluations for the upcoming season will take place in early September and will normally take approximately 2 weeks to complete (depending on ice slots received from the City of Edmonton). The evaluation process is used to create competitive teams based on the score of each individual athlete, these scores are ranked in descending order and teams are formed based on these rankings.

The evaluation process will consist of:

2 skill skates and 2 games. Each category will be weighted differently depending on the age category (see below). The player technical skill and team play evaluation ice sessions are based on Hockey Canada’s recommended proportions.

|  |  |  |
| --- | --- | --- |
| **Category** | **Technical Skill %** | **Team Play/Game %** |
| Novice | 65 | 35 |
| Atom | 50 | 50 |
| PeeWee | 35 | 65 |

During the evaluations we will be evaluating things such as:

* Skating
* Shooting
* Passing
* Game knowledge, and
* Puck control.

The skills portion will have:

* 1 skate will have the players doing drills with no pucks and
* 1 skate will have the players doing the same drills with the puck

Goalie evaluations:

Goalies will not be on the ice for the player technical skill evaluations as listed above. However, they will be required to take part in the game evaluations. Goalies will also have a separate position-specific skill evaluation which will be conducted by evaluators that have specific knowledge in this area.

Evaluations are conducted by impartial volunteers that have experience in hockey either through playing or coaching. St. Charles will not place evaluators in a category where the evaluator would have a conflict of interest. St. Charles’ goal is to have an open and transparent evaluation process so that each child has the same opportunity as anyone else in their peer group.

If a parent would like to know what their child’s final score in the evaluation process is they can contact their category director after evaluations have been completed.

Teams will be formed by the Team Formation Committee which consists of:

* Category directors
* Vice President, and
* President.

St. Charles Hockey Club will determine the amount of players on each team, of course this will be based on number of registrations and evaluations scores. St Charles Hockey Club reserves the right to place a child on a team as they see fit. The bottom 3 scores on one team and the top 3 scores on the team below that will be considered the “bubble score”. This means that these children could be placed on either the higher or lower team. This decision will be made by the directors after seeking input from the rest of the Team Formation Committee.

Should you have any issues with placement of your child, the process of dispute resolution will be as follows:

* Parent to contact Category Director with issue after a 24 hour cooling off period.
* Category Director attempts to resolve parent issue.
* If parent is unsatisfied will Directors attempt/answer then the matter will be forwarded to the President and Vice President. At this point a meeting will be set up with all parties to find an amicable solution.

Typically the season will begin approximately 2-3 weeks after evaluations are completed, however it is up to Hockey Edmonton when they start the season so it may be longer than the 2-3 weeks. During the timeframe between the conclusion of evaluations and the official start of the season teams will begin receiving ice time slots for practices.

# **19.0 EQUIPMENT POLICY**

All equipment (jerseys, goaltender equipment, coaching aids, etc.) loaned out to coaches, players or parents is the property of SCHC Hockey and must be returned by the end of the season on the date requested by the Board or the Equipment Coordinator.

 Any player or parent not returning equipment on loan shall have the cost of the items added to their registration for the following season or deducted from any fees due from SCHC.

Those players not returning to SCHC Hockey and refusing to return the equipment may be subject to civil court action to recover the cost of the items.

A coach or parent may request an extension of time prior to the specified annual return date.

Equipment damage due to injury: Should any piece of the players or association equipment be cut off or damaged as a result of treatment for an injury shall ensure the proper section of the Hockey Canada Injury Report Form is completed in order that the cost of these items may be recovered.

## **19.1 GOALTENDER**

A set of goaltender equipment consists of one pair of leg pads, one pair of gloves, one chest/arm protector and one equipment bag.

All Novice teams will have access to a minimum of 1 set of goaltender equipment. Novice and Atom teams will also be issued one goal stick.

Coaches shall monitor the goaltender equipment of goaltenders in the Novice and Atom levels for abuse and proper maintenance by their player. If a piece of goaltender equipment is returned and has been misused, it will not be replaced and the goaltender will have to purchase his/her own.

There have been some cases of abuse of equipment such as players using equipment for street hockey or not properly drying the equipment after a game. Any player found to have abused the goaltender equipment in this or any other manner shall have their equipment privileges cancelled and shall no longer be allowed to use association equipment. The cost of replacement or repair shall be added onto the player’s registration fees or deducted from any fees due from SCHC.

SCHC Hockey shall only be responsible for repairs to equipment owned by SCHC Hockey and players requiring repairs to their own privately owned equipment shall be responsible for that cost.

Should a piece of equipment be returned to the Equipment Coordinator for any reason and found to have been abused, it shall not be returned or replaced. The player will then be responsible to: • Purchase his/her own replacement equipment • Pay for the cost of repair or replacement of the abused equipment.

## **19.2 JERSEYS**

SCHC Hockey will supply 2 sets of game jerseys to all teams.

Only SCHC Hockey issued jerseys will be worn by teams/players during games. These jerseys shall be kept in team jersey bags ONLY.

Due to privacy concerns, SCHC Hockey does not encourage the use of name bars. No family shall be forced to affix name bars should they choose not to.

Teams are required to have a volunteer(s) who will be responsible for the caretaking and frequent cleaning of the jerseys on through the season.

Under no circumstances are jerseys to be taken home by each child.

Game jerseys are to be worn during games only and shall NOT be worn at practices or any other events except where approved by the Executive Committee.

Game jerseys may be worn by players who are involved in a fundraising event in order to identify themselves, such as in bottle drives.

Games jerseys will not be worn to any events in which damage may occur to the jerseys.

## **19.3 SCORE SHEETS**

Each season, SCHC Hockey purchases enough game sheets to last the season. Sufficient game sheets will be issued to the Category Directors for their teams. Coaches shall monitor the use of these sheets and not issue them in excess of what is required.

## **19.4 PUCKS, PUCK BAGS AND PYLONS**

Teams will be supplied each season with pucks and one puck bag/pail. Any replacements over and above this for lost or stolen pucks will be the responsibility of the team.

The pucks issued to a team shall be turned in at the end of the season.

Each team shall be issued pylons that are to be returned at the end of the season. Any replacements over and above this for lost or stolen pylons will be the responsibility of the team.

## **19.5 FIRST AID KITS**

Each team shall be issued one (1) first aid kit.

First aid kits are to be returned by the end of the sea