



# HARASSMENT, ABUSE, BULLYING AND MISCONDUCT POLICY

*PROMOTING POSITIVE HOCKEY BEHAVIOUR*

For More Information:

**Ontario Women's Hockey Association**

5155 Spectrum Way

Building #3

Mississauga, Ontario

L4W 5A1

Phone 905-282-9980

Fax 905-282-9982

Email [info@owha.on.ca](mailto:info@owha.on.ca)

[www.owha.on.ca](http://www.owha.on.ca)

---

## **TABLE OF CONTENTS**

---

1.	Policy Statements .....	3
2.	Effective Date .....	3
3.	OWHA Requirements .....	3
4.	Definitions .....	4
5.	Receiving a Complaint .....	8
6.	Complaint Administration .....	8
7.	Investigation .....	9
8.	Investigation Decisions .....	10
9.	Discipline .....	10
10.	Appeals .....	10
	APPENDIX A – OWHA Complaint Intake Form .....	11
	APPENDIX B – OWHA Code of Conduct .....	16
	APPENDIX C – OWHA Code of Ethics .....	17
	APPENDIX D – OWHA Social Networking Policy .....	18
	APPENDIX E – OWHA Responsibilities .....	19
	APPENDIX F – OWHA Values .....	22
	APPENDIX G – Links to Resources .....	23

## **1. POLICY STATEMENTS**

---

- 1.1 The Ontario Women's Hockey Association (OWHA) is committed to provide an environment that is safe and respectful. The OWHA supports the right of all its members and staff to participate and work in an environment that prohibits discriminatory practices of all kinds and promotes equitable opportunities.
- 1.2 It is the policy of the OWHA that there be no harassment, abuse, bullying or misconduct of any participant in any of its programs.
- 1.3 The OWHA expects every athlete, coach, assistant coach, trainer, manager, official, parent, guardian, family member, director, officer, volunteer, employee and chaperone within the OWHA to take reasonable steps to safeguard the participants against harassment, abuse, bullying or misconduct.
- 1.4 The OWHA will make all reasonable efforts to promote awareness of the problems of harassment, abuse, bullying and misconduct among all its members.

## **2. EFFECTIVE DATE**

---

- 2.1 June 27 1998
- 2.2 Revised July 2014

## **3. OWHA REQUIREMENTS**

---

- 3.1 OWHA Member Teams, Associations, Programmes, Leagues and individuals are responsible for creating awareness and understanding of this policy and for following this policy.

## **4. DEFINITIONS**

---

### **4.1 Legislation**

[1] Child Protection Legislation – Ontario Child and Family Services Act (CFSA)

<http://www.canlii.org/en/on/laws/stat/rso-1990-c-c11/latest/rso-1990-c-c11.html>

<http://www.children.gov.on.ca/htdocs/English/topics/childrensaidthereportingabuse/index.aspx>

[2] Human Rights Legislation – the Canadian Human Rights Act or the Ontario Human Rights Code

<http://laws-lois.justice.gc.ca/eng/acts/h-6/>

<http://www.ohrc.on.ca/en/ontario-human-rights-code>

### **4.2 Child**

In the Province of Ontario Child means a person between the age of 0 and 18 years.

### **4.3 Adult**

Adult means a person who has reached the age of maturity. In the Province of Ontario this age is 18 years.

### **4.4 Bullying**

Bullying describes behaviours that are similar to harassment, but occur between children that are not addressed under human rights laws. Bullying can be broken down into six categories:

#### **4.4.1 Physical Bullying:**

Hitting, shaking, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another person's property; used most often by boys.

#### **4.4.2 Verbal Bullying:**

Name calling, hurtful teasing, humiliating or threatening someone, degrading behaviors; may happen over the phone, through text messaging or chat rooms, through social media sites, in notes or in person.

#### **4.4.3 Relational Bullying:**

Trying to cut off victims from social connection by convincing peers to exclude or reject a certain person, spreading rumours or giving the "silent treatment; used most often by girls. This may happen in person, over the phone, through the computer.

#### **4.4.4 Discriminatory Bullying:**

Discriminatory bullying targets people because of their sexual orientation, ethnicity, gender identity, skin colour, religion, weight, appearance, disability, nationality or other things that are perceived to make them "different".

#### **4.4.5 Reactive Bullying:**

Engaging in bullying as well as provoking bullies to attack by taunting them

#### **4.4.6 Cyber Bullying:**

Involves the use of information and communication technologies such as email, cell phones and text messaging, camera phones, instant messaging, social networking sites such as Facebook, Twitter, Instagram, Tumblr, Flickr, Myspace etc., defamatory personal websites (such as Network 54), or other forms of electronic information transfer to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others, threaten, harass, embarrass, socially exclude or damage reputations and friendships.

Bullying is not...

- Conflict between friends
- An argument between people of equal power
- Accidental
- Normal relational development challenges
- A “one-time” event (usually)
- Friendly teasing that all parties are enjoying
- Something people grow out of

Bullying is...

- Hurting behaviours based on oppression and “meanness”
- Based on power differentials
- Intentionally harmful
- Intense and long in duration
- Repeated over time (generally)
- Oppressive – isolates victims
- Caused by many factors and behavioural challenges

#### 4.5 Harassment

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 which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions. Any of the different forms of harassment must be based on a prohibited ground of discrimination in the Ontario Human Rights Legislation, including race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation.

Types of behaviour which constitute harassment include, but are not limited to:

- Unwelcomed jokes, innuendo or teasing about a person's looks, body, attire, age, race, religion, nationality, sex or sexual orientation.
- Condescending, patronizing, threatening or punishing actions, **based on a ground of discrimination**, which undermine self-esteem or diminish performance.
- Practical jokes **based on a ground of discrimination**, which causes awkwardness or embarrassment, endanger a person's safety or negatively affects performance.
- Unwanted or unnecessary physical contact including touching, patting or pinching (in the case of minors, this is defined as abuse under the Child and Family Services Act).
- Unwelcome flirtation, sexual advances, requests or invitations (if minor involved, covered under Child Protection Legislation).
- Behaviours such as those described above which are not directed towards individuals or groups but which have the effect of creating a negative or hostile environment.

#### What is criminal harassment?

Criminal harassment—often known as stalking—involves following another person; monitoring them or someone close to them, or their home; contacting them repeatedly against their wishes or threatening them. For a charge of criminal harassment to be laid, the victim must have reason to fear for his/her safety (or the safety of someone else) and the perpetrator must know - or could reasonably be expected to know—that the victim is fearful (Family Violence in Canada, A Statistical Profile, 2001).

Criminal charges may also be laid in harassment cases if a person has been physically or sexually assaulted.

## 4.6 Abuse

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

### 4.6.1 Emotional Abuse

Emotional abuse is a chronic attack on a child's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child's needs but it is not simply benching a player for disciplinary reasons, cutting a player from a team after tryouts, refusing to transfer a player, limiting ice time and yelling instructions from the bench.

### 4.6.2 Physical Abuse

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

### 4.6.3 Neglect

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air.

**Some examples of neglect occurring in a sport environment are:**

- *Inadequate Shelter/Unsafe Environments:* Failure to maintain equipment or facility; forcing athletes to participate without proper protective equipment.
- *Inadequate Clothing:* Preventing athletes from dressing adequately for weather conditions or making them stay in wet clothes as punishment following a game.
- *Inadequate Supervision:* Leaving young athletes unsupervised in a facility or on a team trip (OWHA Two Deep Policy).
- *Lack of Medical/Dental Care:* Ignoring or minimizing injuries; ignoring medical advice; not seeking medical or dental attention when warranted.
- *Inadequate Education:* Encouraging athletes to not do homework, to not attend school, or to drop out.
- *Inadequate Rest:* Overdoing or increasing workouts as punishment; prohibiting adequate sleeping or resting time.
- *Inadequate Moral Guidance & Discipline:* Not providing adequate supervision during team functions; hiring strippers or prostitutes; offering pornography to young athletes.

### 4.6.4 Sexual Abuse

Sexual abuse is when a child is used by a child with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.

#### 4.6.4.1 Contact

- Touch and fondled in sexual areas
- Forced to touch another person's sexual areas
- Kissed or held in a sexual manner
- Forced to perform oral sex
- Vaginal or anal intercourse
- Vaginal or anal penetration with object or finger
- Sexually oriented hazing

#### **4.6.4.2 Non-Contact**

- Obscene calls/remarks on a computer, cell phone or in notes
- Voyeurism
- Shown pornography
- Forced to watch sexual acts
- Sexually intrusive questions or comments
- Indecent exposure
- Forced to pose for sexual photographs or videos
- Forced to self-masturbate
- Forced to watch others masturbate

#### **Duty to Report**

Abuse and neglect are community problems requiring urgent attention. The Ontario Women's Hockey Association (OWHA) is committed to help reduce and prevent the abuse and neglect of participants. The OWHA realizes that persons working closely with children and youth have a special awareness of abusive situations. Therefore these people have a particular reporting responsibility to ensure the safety of Canada's young, by knowing their provincial protection legislation and following through as required.

The Province of Ontario has mandatory reporting laws regarding the abuse and neglect of children and youth, which are contained in Section 72 of the Child and Family Services Act (CFSA). Consequently, it is the policy of the OWHA that any OWHA personnel (part-time and full-time staff, volunteer, participant, team official, on ice official) or OWHA partner (parent, guardian) who, has reasonable grounds to suspect that a participant is or may be suffering or may have suffered from emotional, physical abuse and neglect and/or sexual abuse shall immediately report the suspicion and the information on which it is based to the local child protection agency and/or the local police detachment. In Ontario a person is considered a child up to the age of eighteen.

Those involved with the OWHA in providing hockey opportunities for participants understand and agree that abuse or neglect, as defined above, may be the subject of a criminal investigation and/or disciplinary procedures. Failure to report an offence and thereby, failure to provide safety for participants may render the adult who keeps silent legally liable for conviction under the CFSA.

#### **4.7 Hazing**

Hazing is an initiation practice that may humiliate, demean, degrade or disgrace a person regardless of location or consent of the participant(s).

#### **4.8 Misconduct**

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (for example an independent investigation) or informal process (i.e. for example an internal fact finding), to be contrary to the OWHA Code of Conduct and that is not harassment, abuse or bullying.

#### **4.9 Complaint**

Any allegation, verbal or written, that involves bullying, harassment, abuse or misconduct within the jurisdiction of the OWHA.

#### **4.10 OWHA Personnel**

OWHA personnel include OWHA office employees, and committee chairs and members, Directors and Officers and any other personnel that may be identified by the OWHA President or Chairperson.

#### **4.11 Billet**

Any individual who applies or is requested to host a traveling player or players for an OWHA sanctioned hockey activity, on his or her premises during periods when the player(s) will otherwise be unsupervised and outside of the care of parent(s), guardian(s), coach or other designated adult.

## **5. RECEIVING A COMPLAINT**

---

- 5.1** Complaints must be submitted in writing and on the OWHA Complaint Intake Form (Appendix A).
- 5.2 OWHA Responsibility:**
- 5.2.1** If a Complaint is directed to the attention of the OWHA, all relevant information will be forwarded to the appropriate team/association/individual(s) for follow up and/or investigation.
  - 5.2.2** If a Complaint concerns an OWHA Officer, Director, representatives while acting in the capacity of their OWHA position or OWHA Staff, the complaint will be handled by the OWHA, OHF or Hockey Canada when deemed appropriate.
  - 5.2.3** Upon notification of a Complaint the OWHA will report the situation and all relevant information to the Hockey Canada Insurance Department in accordance with Hockey Canada guidelines.
  - 5.2.4** If a Complaint is addressed to the OWHA but relates to an action within an OWHA Member Team/Association, the OWHA President will request the relevant OWHA Member Team/Association to conduct an investigation within an agreed time frame. The Complaint will be referred to that Member Team/Association to be dealt with in accordance with this and that Member Team/Association's policies.
- 5.3 OWHA Member Responsibility:**
- 5.3.1** OWHA Member Teams and/or Associations shall designate one person or committee to accept complaints originating from participants within their team/association. This person or committee will be identified on the OWHA Registration database at the beginning of each season.
  - 5.3.2** Upon receipt of a Complaint the OWHA Member Team/Association will complete an OWHA Complaint Intake Form and submit it to the OWHA President or staff designate.
  - 5.3.3** OWHA Member Teams/Associations will provide an annual report to the OWHA pertaining to complaints that meet the merits of the Speak Out/Respect in Sport Activity Leader Program on or before June 1 each year that will include: (a) The number of complaints of harassment, abuse, bullying and misconduct received, (b) the number of complaints of harassment, abuse, bullying and misconduct found to be with merit and those without merit, and (c) the number of Speak Out training sessions held, number of certified participants and the number of Respect In Sport Activity Leader certified participants for the season.

## **6. COMPLAINT ADMINISTRATION**

---

- 6.1** Complaints of abuse, harassment, bullying or misconduct may be handled informally where possible, or formally, but within a reasonable time frame.
- 6.2** The OWHA and any members thereof are not required to deal with all complaints. The OWHA or member thereof may decide not to deal with the complaint if it is of the opinion that it:
- 6.2.1** could be more appropriately dealt with under another policy, rule or regulation;
  - 6.2.2** is frivolous, vexatious or made in bad faith;
  - 6.2.3** is not within the governing body's jurisdiction; or,
  - 6.2.4** is based on occurrences that are more than six months old.
- 6.3** The OWHA or any member thereof will not deal with any complaint of abuse as defined in the Child Protection Legislation. Any investigation of a complaint of this nature will be left to the police or appropriate child protective agency.



- 6.3.1 During an investigation by the police or appropriate child protective agency the individual under investigation would be removed from participation.
  - 6.3.2 If a complaint of abuse of a child participant results in a conviction, the OWHA and/or member thereof may discipline the individual convicted.
  - 6.3.3 If a complaint of abuse of a child participant does not result in a conviction, the OWHA and/or member thereof may nevertheless discipline the individual subject to the complaint having merit.
  - 6.3.4 Consideration of time served during the investigation will be taken into account in any further discipline applied.
- 6.4 Complaints of abuse, harassment, bullying or misconduct will not qualify a player for an automatic release. This is to ensure the safety of all players on the team, not just the one initiating the complaint. If a complaint is substantiated, the primary option is to address the behaviour of the offending party which may include disciplinary action up to and including suspension or removal.

## **7. INVESTIGATION:**

---

- 7.1 In order to remain impartial for the purpose of hearing appeals, the OWHA will not engage in investigations except: (a) where it is inappropriate for the OWHA member to do so, or (b) if the initial investigation was conducted incorrectly as determined by the OWHA Chairperson and/or President or (c) if the complaint involves members from more than one OWHA member Association.
- 7.2 All investigations of harassment, bullying or misconduct will be conducted in accordance with the OWHA Privacy Policy. Disclosure of any part of the final report will be provided at the discretion of the OWHA President or designate and where third party confidentiality is required the report may not be provided. Upon the final determination a summary report may be available to the relevant parties who may include, but are not limited to, the person(s) who initiated the complaint, the person(s) against whom the complaint was made, any person(s) against whom any adverse finding is made.
- 7.3 When the OWHA is conducting an investigation, the report resulting therefrom, will be received by the OWHA Discipline Review Board for review and determination.
- 7.4 Any decision for the OWHA to contact the police on the basis of the Investigation Report will be made by the OWHA President.
- 7.5 **OWHA Member Responsibility:**
  - 7.5.1 OWHA Member Teams/Associations are required to oversee all investigations within their jurisdiction.
  - 7.5.2 Once directed to do so, an OWHA Member Team/Association may not cede its responsibility to:
    - 7.5.2.1. complete the investigation and;
    - 7.5.2.2. render a decision within the specified timeframe.
  - 7.5.3 The failure of an OWHA Member Team/Association to complete an appropriate fact finding investigation and render a decision, once directed, may result in disciplinary action at the discretion of the OWHA Discipline Review Board or Board of Directors.
  - 7.5.4 OWHA Member Teams/Associations are encouraged to employ the services of a professional investigation firm or suitably qualified individual (i.e. a retired police officer).

## **8. INVESTIGATION DECISIONS**

---

- 8.1 The following decisions resulting from any investigation may be made:
- 8.1.1 the complaint is with merit;
  - 8.1.2 the complaint is without merit;
  - 8.1.3 there is insufficient information to enable a conclusive decision to be made; or
  - 8.1.4 the complaint is outside of the jurisdiction of the investigating body.

## **9. DISCIPLINE**

---

- 9.1 Any athlete, coach, assistant coach, trainer, manager, official, parent, guardian, family member, director, officer, volunteer, employee or chaperone within the OWHA thereof found in violation of the OWHA Harassment, Abuse, Bullying and Misconduct Policy or the OWHA Code of Conduct, OWHA Code of Ethics and/or OWHA Social Networking Policy may be disciplined up to and including dismissal and/or revocation of membership in accordance with the OWHA Constitution, By-Laws, Regulations, Rules, Policies and Procedures.
- 9.2 Any athlete, coach, assistant coach, trainer, manager, official, parent, guardian, family member, director, officer, volunteer, employee or chaperone within the OWHA who knowingly brings a false complaint against an OWHA participant may be disciplined up to and including dismissal and/or revocation of membership in accordance with the OWHA Constitution, By-laws, Regulations, Rules, Policies and Procedures.
- 9.3 Any athlete, coach, assistant coach, trainer, manager, official, director, officer, volunteer or employee or chaperone who is the subject of a complaint of harassment, abuse, bullying or misconduct may be suspended from his or her position, or made subject to other precautions taken for the duration of an investigation. This action will be reviewed by the OWHA Discipline Review Board or other designate on a case by case basis in accordance with the OWHA Constitution, By-laws, Regulations, Rules, Policies and Procedures.
- 9.4 Any coach, assistant coach, trainer, manager, official, director, officer, volunteer, employee or chaperone who is discovered by means other than a criminal record check to have a conviction that may impact upon their position, may be disciplined up to and including dismissal and/or revocation of membership in accordance with the OWHA Constitution, By-Laws, Regulations, Rules, Policies and Procedures.

## **10. APPEALS**

---

- 10.1 Except where otherwise provided, an appeal of any disciplinary matter will be regulated and heard in accordance with OWHA RULE SIX.

# APPENDIX A – OWHA Complaint Intake Form

	<b>ONTARIO WOMEN'S HOCKEY ASSOCIATION COMPLAINT INTAKE FORM</b>	
---	---	---

**Please note the following:**

- Complaints of harassment, abuse, bullying or misconduct will not qualify a player for an automatic release.
- Definitions are provided below.
- Substantiated allegations of harassment, abuse, bullying or misconduct will be considered for sanctions ranging in severity from: no further action to expulsion.
- The OWHA cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing the form, you agree that the OWHA may share some or all of this information in the process of resolving the complaint.
- Complaints will be addressed according to severity, resources and safety for participants.
- Fax or email completed form to 905-282-9982 or fran@owha.on.ca

**Please complete the following:**

1. **Person making the complaint:**  Player  Parent  Administrator  Official  Other

First Name		Last Name	
Address			
City/Town	Province	Postal Code	
Telephone Number	Fax Number	Email	

2. **Person on whose behalf the complaint is made:** (to be completed if different from above)

First Name	Last Name
Birth Date (day / month / year)	

3. **Name of person(s) against whom you are complaining:**

First Name	Last Name
Title/Role	Name of Association/Team
First Name	Last Name
Title/Role	Name of Association/Team

4. **When did the last incident occur? (date):** \_\_\_\_\_

**5. Please check the ground(s) that best describes your complaint:**

A.  Harassment (refer to Appendix A)

---

Type of behaviour:

<input type="checkbox"/> Conduct	<input type="checkbox"/> Gestures	<input type="checkbox"/> Comments
----------------------------------	-----------------------------------	-----------------------------------

Based on:

<input type="checkbox"/> Race	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Disability	<input type="checkbox"/> Colour
<input type="checkbox"/> Religion	<input type="checkbox"/> Age	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Sex
<input type="checkbox"/> Marital status	<input type="checkbox"/> Family status	<input type="checkbox"/> Pardoned conviction	

B.  Abuse (refer to Appendix A)

---

Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Emotional	<input type="checkbox"/> Sexual	<input type="checkbox"/> Neglect
-----------------------------------	------------------------------------	---------------------------------	----------------------------------

Please note: Neither the OWHA, nor any Member thereof will investigate reports of abuse that meet the definition provided. This information will be provided to the appropriate authorities for follow up.

C.  Bullying (refer to Appendix A)

---

Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Relational	<input type="checkbox"/> Reactive
-----------------------------------	---------------------------------	-------------------------------------	-----------------------------------

D.  Hazing (refer to Appendix A)

---

E.  Misconduct (refer to Appendix A)

---

Please note: Complaints of misconduct will generally be directed to the OWHA Member Team/Association for formal or informal resolution according to that organization's constitution or policies.

**6. Particulars:** Provide a summary of the incidents you are complaining about. Your summary must answer the following questions. Section 6 is to be no longer than 2 pages. You may attach any additional documents as necessary.

- 1. Date incident(s) happened
- 2. Where did the incident(s) happen?
- 3. Who was involved (Name and title/role)?
- 4. What happened?
- 5. How were you treated differently from others (if at all)?
- 6. How do the incident(s) relate to the ground(s) you selected?
- 7. Remedy/Resolutions you are seeking


\_\_\_\_\_ Day/Month/Year

\_\_\_\_\_ Signature of Complainant



## **DEFINITIONS**

The following abbreviated definitions will be used to determine the grounds on which the complaint is made and the process to address it. For the complete definitions please see Section 4 of the OSHA Harassment, Abuse, Bullying and Misconduct Policy.

### **Misconduct**

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (for example an independent investigation) or informal process (i.e. for example an internal fact finding), to be contrary to the OSHA Code of Conduct and that is not harassment, abuse or bullying.

### **Bullying**

Bullying describes behaviours that are similar to harassment, but occur between children that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into six categories: Physical, Verbal, Relational, Reactive, Discriminatory and Cyber.

### **Harassment**

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 which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions. **Any of the different forms of harassment must be based on a prohibited ground of discrimination in Human Rights Legislation, including race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation..**

### **Hazing**

Hazing is an initiation practice that may humiliate, demean, degrade or disgrace a person regardless of location or consent of the participant(s).

### **Abuse**

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care, which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children is an abuse of power or authority and/or breach of trust.

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at [www.hockeycanada.ca](http://www.hockeycanada.ca).

#### **Emotional Abuse**

Emotional abuse is a chronic attack on a child's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child's needs.

#### **Physical Abuse**

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

#### **Neglect**

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. Neglect may apply in a hockey setting where there is a chronic inattention in the hockey context, for example when a player is made to play with injuries.

#### **Sexual Abuse**

Sexual abuse is when a child is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.



## APPENDIX B

### **ONTARIO WOMEN'S HOCKEY ASSOCIATION Code of Conduct**

This Code of Conduct identifies the standard of behaviour which is expected of all Ontario Women's Hockey Association (OWHA) Members, including athletes, coaches, parents, directors, volunteers, staff, chaperones and others.

OWHA Teams, Associations, Programmes and Leagues are committed to providing a sport environment in which all individuals are treated with respect. Members of the OWHA shall conduct themselves at all times in a fair and responsible manner. Members shall refrain from comments or behaviours which are disrespectful, offensive, abusive, racist or sexist. In particular, behaviour which constitutes harassment, abuse, bullying or cyber-bullying will not be tolerated by the OWHA.

During the course of all OWHA activities and events, members shall avoid behaviour which brings OWHA members or the sport of hockey into disrepute, including but not limited to abusive use of alcohol and non-medical use of drugs.

Members shall not use unlawful or unauthorized drugs/narcotics or performance enhancing drugs or methods.

Members of the OWHA shall not engage in activity or behaviour which endangers the safety of others.

OWHA members shall at all times adhere to the OWHA Team, Association, Programme and League operational policies and procedures, to rules governing the OWHA events and activities and to rules governing any competition in which the member participates on behalf of the OWHA.

***Failure to comply with this Code of Conduct may result in disciplinary action, suspension or release from membership. Such action may result in the member losing the privileges that come with membership in the OWHA, including the opportunity to participate in OWHA activities.***



### OWHA CODE OF ETHICS 2014-2015

As a representative of female hockey, I support the Values, Mission and Code of Conduct of the Ontario Women's Hockey Association. It is an honour to work with others who share the desire to contribute to the positive growth and development of female hockey. I am pleased to support this document, thereby demonstrating my support for the high standards required by the volunteer role models for the players.

My commitment as a volunteer is to:

- recognize that positive communication is key to the success of the OWHA
- accept responsibility
- contribute to the best of my ability
- look at the big picture - supporting the advancement of female hockey throughout the entire Province of Ontario
- consider the "needs" and "desires" of every single player
- state my thoughts honestly and through proper channels
- refrain from participation on web site forums
- listen to other points of view with an open mind
- approach problems constructively, with a determined effort for a fair solution
- sincerely support majority decisions once they are made
- speak in a positive manner about the OWHA, its members, organizations and individuals involved and about female hockey in general
- deal with concerns internally and constructively
- speak positively about peers - if there are concerns, talk to the individual(s) concerned, not to others
- graciously share the credit when things go right
- remain humble
- share the blame and work towards a solution when things go wrong
- do my own job and support others who are doing their work
- always speak positively about female hockey
- declare a conflict of interest in appropriate cases, stepping aside from decisions
- refrain from swearing
- avoid public confrontations
- wear neutral or OWHA clothing when representing the OWHA
- refrain from cheering for a team when wearing OWHA clothing
- refrain from wearing OWHA identification/clothing when representing a team, league or association
- agree to screening as per the OWHA/Hockey Canada Harassment and Abuse Policies and Procedures
- take time to enjoy the game, and, most importantly, the people in the game

**Failure to comply with this Code of Ethics is considered to be a violation of the OWHA Code of Conduct.**



## Appendix D

# OWHA SOCIAL NETWORKING POLICY

SOCIAL NETWORKING is defined as communicating through on-line communities of people such as, but not limited to, Facebook, Twitter, You Tube, blogging, etc.

The Ontario Women's Hockey Association understands the importance of SOCIAL NETWORKING, however, it also allows for inappropriate unsupervised conduct which may be detrimental to the welfare of the OWHA, and the future of OWHA players.

The OWHA holds the entire OWHA community, including Executive Members, Managers, Coaches, Trainers, Players, Scouts, Support Staff, on/off-ice Officials and others who participate in SOCIAL NETWORKING to the same standards as it would with all forms of media, including television, radio and print.

Inappropriate behaviour over SOCIAL NETWORKING media will not be tolerated and may result in disciplinary action being taken by the OWHA.



## Appendix E

### OWHA RESPONSIBILITIES

#### OWHA

- Governing body for female hockey in the Province of Ontario.
- Interpret and manage the Constitution, By-Laws, Regulations, Rules, Policies and other relevant documents.
- Approval, registration and governance of players, teams, associations, programmes, officials, leagues and others.
- Responsible for the Respect – Speak Out Policy.
- The OWHA shall have sole discretion of classifying teams under its jurisdiction consistent with the OWHA's age limits.
- Run clinics and maintain records and oversee the certification programs of coaches, trainers, officials and volunteers.
- Responsible for the OWHA officiating program including but not limited to certification, registration, supervision and discipline. Collect, review and file Vulnerable Sector Searches for on-ice officials.
- Responsible for discipline including but not limited to receiving game reports and assessing suspensions.
- Oversee the Hockey Canada Insurance Program within the OWHA.
- Protests and Appeals.
- The OWHA Board of Directors may always, at any time, over-rule any decision of a team, association, league, or any individual thereof, which is inconsistent with the Constitution, By-Laws, Regulations, Rules, Policies and Playing Rules or Board of Directors' decisions of the OWHA, including any decision which makes a national ruling less restrictive.
- Business operations of the OWHA.

## **OWHA TEAMS/ASSOCIATIONS**

- Teams and Associations have an obligation and are empowered to operate in a manner consistent with the Constitution, By-Laws, Regulations, Rules, Policies, Playing Rules and Board of Directors' decisions of the OWHA.
- File a copy of their current operating documents and executive list with the OWHA office on a timely basis and at least once per hockey season.
- Apply for membership in the OWHA on an annual basis.
- Registration of teams with the OWHA.
- Registration of players and staff with the OWHA.
- Selection and monitoring of team staff.
- Ensure team staff and volunteers have certification and screening in accordance with OWHA standards.
- Process to collect, review and file Vulnerable Sector Searches.
- Grouping of players on teams.
- Application to OWHA for participation in league play.
- Application for sanction for exhibition and tournament games.
- Ensure team members and parents/guardians, as appropriate, have a clear understanding of rules, regulations, policies, procedures and expectations and financial commitments.
- The OWHA recommends each team holds a player/parent/guardian meeting at the beginning of every season to outline expectations. This meeting, at a minimum, should include risk management, concussion education and budget review.
- File injury report forms with the OWHA office.
- Follow the OWHA Insurance Guide.
- Ensure participants and fans are aware that they require primary medical insurance when travelling out of Ontario.
- Operation of Fundamentals programme with OWHA guidelines.
- Application, hosting and reporting of OWHA sanctioned tournaments.
- Receive and manage a process to address and resolve complaints on regular day to day issues.
- Receive, manage and report complaints in accordance with the OWHA Respect - Speak Out policy.
- Operate on a fully not for profit basis.
- Financial management.
- File year-end financial statements with the OWHA office.
- Understand that membership in the OWHA by players, members and individuals is purely voluntary, but application for or acceptance of membership entails acceptance by such constituent bodies, players, members and individuals, of the final and binding authority of all rulings and decisions of the Board of Directors of the OWHA and acceptance of the governing authorities of the OWHA.

## OWHA LEAGUES

- Leagues have an obligation and are empowered to operate in a manner consistent with the Constitution, By-Laws, Regulations, Rules, Policies, Playing Rules and Board of Directors' decisions of the OWHA.
- The OWHA Board of Directors may always, at any time, over-rule any decision of a league or any individual thereof, which is inconsistent with the Constitution, By-Laws, Regulations, Rules, Policies and Playing Rules or Board of Directors' decisions of the OWHA, including any decision which makes a national ruling less restrictive.
- Apply for membership with the OWHA on an annual basis.
- File list of league volunteers and staff with OWHA office.
- Advise and ensure league volunteers and staff submit a completed vulnerable sector screening/criminal record check/criminal offence declaration form to the OWHA Privacy Officer.
- Coordinate the league and playoff schedules and competition of OWHA registered and approved teams and participants.
- Group teams in divisions/loops/pools.
- Oversee the scheduling of on-ice officials.
- Oversee game format for league games, including warm up, length of games and overtime
- Oversee playoff set up and eligibility.
- Maintain an operational structure that is in compliance and approved annually by the OWHA Board of Directors.
- All proposed changes to the league operating documents must be submitted to the OWHA Board of Directors for review and approval prior to taking forward to membership and prior to implementation.
- All games played within a league , and the qualifications of all persons competing in such games as members of its teams shall conform to the OWHA Constitution, By-Laws, Regulations, Rules and Policies and Playing Rules.
- Take minutes of all meetings of the league and file a copy with the OWHA office within one week of their approval.
- Keep a copy of all game sheets.
- Refer all issues involving the OWHA Respect – Speak Out Policy, discipline, harassment and abuse and legal matters to the OWHA office for advisement.
- Operate on a fully not for profit basis.
- File year-end financial statements with the OWHA office.



Appendix F

## OWHA VALUES

*FAIR PLAY*

*FUN*

*EXCELLENCE*

*GOOD CITIZENSHIP*

*INTEGRITY & HONESTY*

*EQUITY*



## **APPENDIX B – Links to Resources**

Cyberbullying Resources

<http://www.getcybersafe.gc.ca>

<http://www.needhelpnow.ca>

<http://www.prevnet.ca>

Tip Sheet on Cyberbullying

<http://www.opp.ca/ecms/files/250363910.6.pdf>