

10.0 PARENT/GUARDIAN/SPECTATOR POLICY

10.1 Purpose

To set clear expectations for parent, guardian, and spectator conduct that supports a safe, respectful, and enjoyable hockey experience for all participants within DCMHA.

10.2 Roles and Responsibilities

- Parents/Guardians: Expected to act as positive role models, demonstrating respect and support for all players, coaches, referees, volunteers, and other families.
 - Spectators: Includes any individual attending games, practices, or team events. Spectators are held to the same behavioral expectations as parents/guardians.
 - Team Officials: Serve as the point of contact for concerns and manage communication according to DCMHA protocols.
 - One parent/guardian must complete the Respect in Sport Parent Program as required by BC Hockey.
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10.3 Conduct Expectations

- Support children's enjoyment and development — not personal expectations.
 - Show respect toward all participants, regardless of team or role.
 - Celebrate positive play and sportsmanship.
 - Recognize and appreciate the time and efforts of volunteer coaches and team staff.
 - Respect the 24-hour rule: wait 24 hours before addressing concerns. Except for urgent safety issues, all matters must be directed to the Team Manager.
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10.4 Unacceptable Behavior

Disruptive or inappropriate conduct will not be tolerated and may lead to disciplinary action. Examples include, but are not limited to:

- Yelling at referees, players, or coaches
- Coaching from the stands or contradicting team staff
- Using disrespectful, abusive, or inappropriate language
- Gossiping, bullying, or excluding others
- Entering team-only spaces without permission
- Attending events under the influence of alcohol or drugs
- Publicly confronting officials, referees, or volunteers
- Posting negative or harmful content on social media

See the DCMHA Disciplinary Policy for more details.

10.5 Social Media

All parents, guardians, and spectators must use social media respectfully. The following is strictly prohibited:

- Posting negative, inflammatory, or disrespectful content about players, coaches, referees, or DCMHA
- Sharing confidential team matters without consent
- Engaging in online harassment or gossip

Violations may result in formal disciplinary action.

See the DCMHA Disciplinary Policy for more details.

10.6 Complaint Process

All complaints must be submitted in writing using the official DCMHA Complaint Form. Verbal or informal complaints (e.g., texts, group chats) will not be accepted.

See the DCMHA Complaints Policy for process and procedures.

10.7 Disciplinary Process

Behavior that violates this policy will follow a structured process, including possible warnings, meetings, or suspensions.

See the DCMHA Disciplinary Policy for full details.

10.8 Appeals

Appeals must be submitted in writing within 7 days of the decision.

See the DCMHA Disciplinary Policy and Complaints Policy for guidance.

10.9 Acknowledgment

All parents and guardians are required to review and acknowledge this policy annually. Participation in DCMHA programs confirms agreement to comply with this policy.

Created: 01-2014

Revised: 07-2025