



# Parent Handbook Policies and Procedures

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## **PURPOSE**

The purpose of this handbook is to provide all members of DMHA with easy access to the most frequently asked questions about policies and procedures. This handbook does not cover all the bylaws, policies, rules, and guidelines used by DMHA but does outline the most common operational issues and frequently asked questions that arise during the season.

## **MISSION STATEMENT**

The mission of Delburne Minor Hockey Association is to Lead, Develop and Promote Positive Hockey experiences for all players at all levels of hockey. To promote the importance of good work ethic, good sportsmanship, discipline, and the fair treatment of others. To encourage players to uphold these principles and to become fine young adults, contributing to the community after their playing involvement is over.

## **VALUES**

Teamwork – Sportsmanship – Leadership – Respect

## **MESSAGE FROM THE BOARD OF DIRECTORS**

Delburne Minor Hockey is a volunteer organization. Our volunteers do their best to make decisions that support the best interest of the association and the players. Anyone interested in volunteering is welcome to attend meetings or join the board of directors or executive as positions become available. Input from parents is encouraged. However, decisions are voted on by the board and ultimately, they have authority for the final decision. In the event that a board decision is not respected there may be possible discipline as the board sees fit.

## **DISCIPLINE COMMITTEE**

In the event that a discipline matter should come up and a discipline committee is needed the executive members pick 5 to 7 impartial members from the directors. If the executive is impartial, they don't get to vote on the 5 to 7 members the remaining executives pick the directors. (As per March 3, 2020 meeting).

## **CODE OF CONDUCT – ZERO TOLERANCE POLICY**

**Membership and participation in DMHA activities are a privilege, not a right.** Members, players and participants are required to abide by the bylaws, rules and regulations of the local association and provincial (Hockey Alberta) and national (Hockey Canada) organizations.

- All members and participants of DMHA must RESPECT other members, parents, players, fans, team officials, game officials, volunteers and executive members at home as well as any other associations we visit. Any inappropriate conduct, threats, harassment or abuse (including the use of profanity) directed towards these members or those of another association will not be tolerated.
- All members, fans, and participants of DMHA shall respect the game of hockey and shall behave in a manner so as not to make a travesty of the game.
- Registration may be denied to anyone, at the discretion of the DMHA executive. History of conduct detrimental to DMHA will be considered.
- Social media activity is subject to any and all Code of Conduct Standards. Social media activity referencing DMHA, its players, coaches, parents and opponents should be only of a positive nature, regardless of circumstance.

## **WITHDRAWALS & REFUND POLICY**

Refunds for players withdrawing from DMHA will be paid upon written application to the President. For players withdrawing voluntarily for personal reasons or injury, guideline is as follows:

- \$50.00 processing fee will be charged to all refund applications.
- The insurance portion of a player's registration will NOT be refunded once the player has participated in one ice time.
- No conditioning camp fee will be reimbursed once the player has participated in one ice time.
- The remainder of the registration fees will be refunded as follows:
  - Before first ice time – full refund less the \$50.00 handling fee.
  - Before November 10th – 2/3 of registration fee less the \$50.00 handling fee and the insurance portion.
  - Before December 10th – 1/2 of registration fee less the \$50.00 processing fee and the insurance portion.
  - Before January 10th – 1/3 of registration fee less the \$50.00 handling fee and the insurance portion.
  - After January 10th – No refund.

*No refunds will be issued to players suspended or expelled for disciplinary reasons.*

## **LATE REGISTRATION**

Anyone registering after the July 1 deadline will be charged an extra \$200 as a late registration fee. The only exception to this rule is for first time players in the association.

## **PARENT & FAN RESPONSIBILITIES**

Parents are responsible for having their player at practice and games on time. It is also important that they show up consistently. It is very hard to develop a team if players are continually absent. Parents are also responsible to make sure their child has proper equipment, so they are safe out on the ice. Parents and fans need to remember that they are also role models and that their input should be positive and supportive with players, coaches and board members.

## **RISK MANAGEMENT**

Risk Management in Hockey Alberta refers to Insurance, Safety and Abuse issues.

### **1. Insurance:**

- a) Registration is the method for hockey players and coaches to become insured. Only coaches, managers and players registered or affiliated to a team are protected and allowed to participate in practices or games.
- b) Violation of this policy could jeopardize the insurance for the team and puts the coaches, parents and players of the team and the Association at a high level of personal financial risk.
- c) DMHA will provide 5 cards per team for Coaches, Assistant Coaches, and Team Manager.

## 2. Safety:

- a) The ultimate goal of this program is for all hockey coaches and volunteer managers to implement effective risk management programs with their own teams where safety is the first priority at all times both on and off the ice. Volunteers need to have as much knowledge and awareness as possible related to safety, injury prevention, emergency planning, and dealing with injuries until medical assistance can be obtained.
- b) All hockey teams must have 1 person registered to their team that has completed the Hockey Canada Safety Program on the bench at each game.
- c) All DMHA registered players must be fully dressed whenever they are on the DMHA ice (including helping with another team's practice).
- d) No player is allowed on the ice without adult supervision.
- e) Any player who is not playing but is on the bench (unless s/he is a carded coach) is expected to wear full equipment.
- f) Parents are not insured when on the ice unless they are a carded coach. As per Hockey Alberta rules under no circumstances is there any Parent/Child games. This is not insurable.

## 3. Abuse:

- a) Hockey Canada has adopted a zero-tolerance policy on abuse. DMHA supports this policy.
- b) Hockey Canada defines child abuse as any form of physical, emotional and/or sexual mistreatment or lack of care, which causes physical injury or emotional damage to a child.
- c) All teams registered to play in a given hockey season must have all team officials complete the Respect in Sport – Coach Program (or Speak Out equivalent) by the beginning of the current season.
- d) One parent from each family must complete the Respect in Sport – Parent Program in order for their child(ren) to be eligible for play. Respect in sport is valid for up to 4 years then you will be required to renew.

## **CONCESSION HOURS**

DMHA requires each parent to complete 15 hours of concession time per child they have registered in the association. Parents are able to fill some of those hours during practices but not all. For any family that does not have the time to work their hours or do not wish to do so, there is the option for the hours to be paid out. The cost of paying your kitchen hours is \$225/player due at registration time. Players or siblings 15 years of age and older may work kitchen hours.

- Free Concession hours = 1 session -President, Vice President, Secretary, Treasurer, Registrar, CAHL Director, CAHL Governor (as per meeting September 9, 2019).

## **FUNDRAISING POLICY**

Each year all teams from U7 to U15 are expected to host one home tournament as their only fundraising activity for their team. The team is allowed to keep 30% of their income for team expenses like away tournaments. The remainder will go into the collective pot for DMHA to cover expenses during the season. If a team has struggled with finding teams for their home tournament and does not gross a profit large enough to cover one away tournament, DMHA board may approve (if funds permit) to top that team up to cover the cost of one tournament

entrance fee. All other fundraising will be done as an association. Teams are NOT ALLOWED to solicit for donations outside of their home tournament or do any individual team fundraising. In the past, sponsorship has been given to individual teams. When sponsorship is offered, all sponsorships are to be approved by the board before being accepted, and no money is to be directly given to the team. All team donations and sponsorship beyond home tournaments must be presented to the board in a timely matter with all questions answered before proceeding forward.

(Providing sponsorship to a charity or non-profit is not a gift, and a receipt cannot be issued for sponsorship. Sponsorship is when a business sponsors and in return receives advertising or promotion of its brand, products or services. A donation is a gift with no strings attached and a receipt can be provided. Usually, donations are given to associations that have charitable/non-profit standing)

## **MANDATORY PARENT VOLUNTEER OBLIGATIONS**

(As per January 7, 2020 meeting)

It is mandatory that parents equally participate in selling 50/50s and/or work in the time box at team games.

- It is mandatory that one parent per team is to attend a monthly meeting. Board members who already have an obligation to go to the monthly meetings will not be considered as the parent from the team. Parents are to rotate.
- In the event that you are not able to fulfill your assigned commitment it is your responsibility as the parent to trade or find your own coverage for your commitment. All team commitments are to be split equally amongst parents.
- Cash Calendars- Is a mandatory fundraiser one book per player. If you do not sell them, you buy them.

Tournament Commitments:

U7 – It is mandatory that a \$40 cash donation or a donation worth \$40 per player is provided for the tournament draw table.

U9-U15 – It is mandatory that a \$50 cash donation or a donation worth \$50 per player is provided for the tournament draw table.

\*All duties in a tournament are to be split equally amongst parents. If you cannot fulfill your obligation, it is up to you as the parent to trade or find your own coverage not the manager.

- U18: Do not put on home tournament their mandatory commitment to the DMH includes:
  - Putting Ice in.
  - Participating in cleaning bees.
  - Organizing cash calendar.
  - Taking glass out.

MEAT FUNDRAISER- is not mandatory.

\*Anyone negligent to fundraising in the past years will have to pay \$100 which will be part of their hockey fees. (As per January 7, 2020 meeting).

## **MILEAGE FOR VOLUNTEERS**

Mileage will not be paid to volunteers except for circumstances that have been previously approved by the board. Currently the CAHL rep/governor, those required to attend West Country meetings and Hockey Alberta meetings, are the only ones approved to submit mileage. (AS PER AGM 2016/2017) Mileage rate will be set by the board.

## **AWAY TOURNAMENTS**

Each team is responsible to discuss **as a group** at the start of the season how many tournaments they will attend and what distance everyone is willing to travel. Away tournament dates should be decided upon collectively amongst the team. Managers and Coaches need to be mindful of families that may have more than 1 child in hockey, and that families have more commitments than just hockey. If a team's decision is to proceed with extra tournaments and the team has spent its earned tournament money the extra cost will be at the expense the parents on the team.

## **PLAYER MOVEMENT**

Policies in regard to player movement are as follows

- DMHA will not grant ANY player movement in U7, U9, and U11
- DMHA will provide a letter of permission to try-out for players eligible to play in the elite hockey stream as identified by Hockey Alberta and includes U15 AAA, U15's AAA, and U17 AAA.
- DMHA will provide only one letter of permission to try-out for U13AA, U15AA, and U17AA to our recognized AA Hub.
- If the player does not make the designated team, they must return to DMHA.  
A letter of permission to try-out will not be authorized unless all outstanding balances owed to DMHA are paid in full.
- Movement up and down within the association will only be granted if;
  - There are not enough players for a team
  - Movement won't affect the numbers of either team negatively
  - Preference will be given to 2<sup>nd</sup> year players first and then 1<sup>st</sup> year players.

## **INJURY**

Any coach has the authority to not allow a player to return to the ice prior to an injury being assessed by a doctor or appropriate medical professional and a medical release provided even if the injury did not occur at hockey.

## **CONCUSSION**

Players who suffer a concussion must obtain a letter from a licensed medical professional outlining that it is safe to return to play hockey. Once the letter is received, the player must skate (in a different colored jersey) symptom free for one practice prior to game play.



## **DRESS CODE**

Professional appearance will assist in gaining respect and confidence of everyone involved in the game both on and off the ice. With this in mind, the following outlines the acceptable dress code for all divisions of Delburne Minor Hockey:

- button up shirt and tie
- casual pants or dress pants
- appropriate footwear
- DMH hats only

\*Coaches are to coordinate outfits (all track pants or all button up shirts/ties) Black jeans are permitted as long as they are not faded.

\*The only exception to this will be if the entire team opts to purchase matching Delburne Minor Hockey track suits issued through the Delburne Minor Hockey Merchandizing Coordinator.

\*Teams will vote on the dress code of the team at the welcome meeting. Coaches are to set an example for the team.

## **DELBURNE MINOR HOCKEY LOGO**

All merchandise that has the DMHA logo can only be ordered through the merchandise coordinator. Individuals are not allowed to make orders directly through the apparel company. The DMHA logo is not to be used outside of the association, unless it has been approved by the DMHA board. The Men's Senior Hockey team does have permission to use the logo like their own all approval must go through the Senior Men's Board. (As per February 04, 2020 meeting)

## **PLAYERS DRIVING**

DMHA allows midget players to drive themselves to practices and home games ONLY. Players may NOT drive themselves to any away games.

## **SCHOLORSHIPS**

To be eligible to claim a scholarship with DMH a player must have played a minimum of 4 years with DMH and has played all of their possible hockey years with DMH (lived in zone and played in Delburne, not been released to another center that has comparable hockey) except for if the player has played in elite hockey. If there was no team for the player to play on in Delburne, and the player had to play elsewhere, the player is still eligible for the scholarship. The player must claim the scholarship with proof of enrollment in a secondary school within four years of Minor hockey completion. The amount will be for \$350.00

(AS PER MEETING MINUTES OCTOBER 2015/2016)

## **COACH/MANAGER SELECTION**

DMHA makes all effort to NOT allow a husband and wife to manage and coach the same team. If the team votes on allowing this, they can meet with the board and after discussion the board MAY approve.

## **CONFLICT RESOLUTION CHAIN OF COMMAND**

- 1- If an issue arises there is a **mandatory 24hr cool down period** before ANY communication occurs.
- 2- The person with concern is to go to team staff.
- 3- If the person with concern cannot go to team staff, then they are to go to team liaison.
- 4- The liaison will attempt to resolve the problem as a neutral 3<sup>rd</sup> party.
- 5- If the liaison cannot resolve the situation they will communicate with the board regarding concern.
- 6- Board will address concern. Which may result in discipline.
- 7- Between each step in the chain of command. Allow a 24hr processing time.

## **CONFLICT OF INTEREST POLICY**

A conflict of interest is any situation where (a) your personal issues (financial, political or otherwise), or (b) those of a close friend, family member, business associate or corporation that you hold significant interest or a person to whom you owe an obligation, could influence your decisions and impair your ability to (i) act in the associations best interest and the best interest of its members, or (ii) Represent the Association fairly, impartially and without bias.

Individual/individuals will be asked to leave the room during discussion and voting on matters where there is a real or perceived conflict of interest.

## **REFGING INFO**

After a ref completes 5 minor hockey games, DMHA will reimburse them for their ref course.

If a ref has completed the number allotted number of games, in one day, they will be provided with the following:

After 1 game - water or hot chocolate.

After 2 games - you will receive a voucher for a meal that Leanne will have for pickup at the office.

If a ref only completes one game during the day they do NOT qualify for a meal.

## **TEAM REPS AT MEETINGS**

Each team is required to provide a team rep to be in attendance at every DMHA meeting. Any parent that sits on the board or as a director does not count as your team rep. Coaches and managers are NOT responsible to attend the meetings as the parent rep. Each parent will take their turn attending meetings.

## **COACH TRAINING REIMBURESMENT**

Coaches will be reimbursed for coach training. After the association receives a receipt for the completed course, they will issue a refund.

## PARENT CODE OF CONDUCT

1. I will not force an unwilling player to participate in sports.
2. I will remember that players should be involved in organized sports for their enjoyment, not mine.
3. I will encourage my player to always play by the rules.
4. I will teach my player that honest effort is as important as victory and that if you give your best, then you have won, regardless of the score.
5. I will turn defeat to victory by helping my player work toward skill development and good sportsmanship.
6. I will congratulate my players on honest effort and skill development, not just on goals and assists.
7. I will remember that players learn best by example.
8. I will not publicly question the official's judgement.
9. I am aware that abuse of board members, players, coaches, officials or volunteers will not be tolerated.
10. I will actively support all efforts to remove verbal and physical violence from hockey.
11. I will recognize the value and importance of volunteers. They give their time and resources to provide recreational activities for my player.
12. I will remain in a designated spectator's area only unless requested by coaching staff.
13. I understand that failing to comply with the Code of Conduct will result in appropriate consequences.
14. I understand that Delburne Minor Hockey has a zero tolerance towards bullying. Any parent found to be participating in any kind of bullying, harassment or discrimination including cyber-bullying will result in disciplinary action as decided by the disciplinary committee appointed by the board.
15. Chain of Command Bylaw: If an issue arises, I understand
  - a. There is a 24hr cool down period before ANY communication occurs.
  - b. The person with concern is to go to team staff.
  - c. If the person with concern cannot go to team staff, then they are to go to team liaison.
  - d. The liaison will try and resolve the situation as a neutral 3<sup>rd</sup> party.
  - e. The liaison will communicate with the board regarding concern.
  - f. Board will address concern.
  - g. Between each step in the chain of command. Allow 24hr processing time.

## **PLAYER CODE OF CONDUCT**

1. I will play for the “fun of it”, not just to please my parents or coach.
2. I will play by the rules.
3. I will not argue with an official’s decision; I will let my captain or coach ask any necessary questions.
4. I will control my temper...this includes no mouthing off, breaking or throwing sticks, equipment or objects.
5. I will work equally hard for myself and my team.
6. I will be a good sport and show class.
7. I will remember the goals of the game are to have fun, improve my skills and feel good.
8. I will co-operate with my coach, team mates, officials and parent volunteers.
9. I understand the use of illegal or legal drugs, vaping or alcohol (at any time during the season) at a sanctioned minor hockey event, will result in a 3-game suspension.
10. I am aware that use of cell phones in the dressing rooms is strictly prohibited.
11. I understand Delburne Minor Hockey has a zero tolerance towards bullying. If I am found to be participating in any kind of bullying, harassment or discrimination including cyber-bullying, I will face disciplinary action. This may result in up to a three-game suspension after the first offence and an indefinite suspension if a second incident occurs. I understand that failing to comply with the Code of Conduct will result in appropriate consequences, which may result in discipline.

## COACH CODE OF CONDUCT

1. I understand that I have an obligation to abide by Hockey Alberta's Coaches code of conduct as well as implement their long-term athlete/player development program-
2. I understand that I have an obligation to abide by the policies of Delburne Minor Hockey Association and that failure to do so will result in a loss of coaching privileges.
3. I will make sure that my players abide by the PLAYER'S CODE.
4. I will be reasonable in my demands on the young player's time, energy and enthusiasm. I will remember that they will have other interests and being able to pursue those interests, as well as hockey, will help them maintain their enthusiasm and make them better hockey players.
5. I will teach my players that the rules of the game are mutual agreements which no one should evade or break. Without them, there would be no game.
6. I will remember that participants play for fun and enjoyment and that winning is only a part of it. I will never ridicule or yell at players for making a mistake or losing a competition.
7. I will develop team respect for the ability of the opponents, as well as for the judgement of officials and opposing coaches.
8. I will follow the advice of a licensed medical professional when determining when an injured player is ready to play. Player must obtain a letter from a licensed medical professional authorizing play.
9. I will remember that players need a coach that they can respect and look up to...I will be generous with praise when it is deserved and set a good example despite winning or losing.
10. I will make a personal commitment to keep myself informed on sound coaching principles and the principles of growth and development in athletes. I will attend all clinics and functions as required by Delburne Minor Hockey Association.
11. I will treat players as I would like to be treated.
12. I am responsible for the conduct of my players and team officials during practices, games and team functions.
13. I am responsible for the supervision of dressing rooms at all times including phones. CAHL rule no cell phones in the dressing room (As per January 7, 2020 meeting).
14. I understand the use of illegal or legal drugs and alcohol (at any time during the season) at a sanctioned Minor Hockey event will result in indefinite suspension.
15. I understand that failing to comply with the Code of Conduct will result in appropriate consequences, which may result in discipline.