



# **RESPECT**

# **SPEAK OUT**

# **POLICY**

**PROMOTING POSITIVE  
BEHAVIOUR IN THE OWHA**

**May 2012**

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## **POLICY STATEMENTS**

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- 1.1** It is the policy of the OWHA that there be no harassment, abuse or bullying of any participant in any of its programs.
- 1.2** 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 and bullying.

## **2. EFFECTIVE DATE**

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- 2.1** June 27 1998
- 2.2** Revised May 2011

## **3. OWHA MEMBER REQUIREMENTS (also see Appendix A)**

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- 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.
- 3.2** All individuals holding the title of coach, assistant coach, trainer, assistant trainer, manager, on-ice official and anyone else determined by the Risk Assessment Tool shall be subject to Criminal Record Checks, which include the Vulnerable Sector Screening and a search of the National Sex Offender Registry.

## 4. DEFINITIONS

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### 4.1 Child

Child means a person between the age of 0 and 16 years.

### 4.2 Youth

Youth means a person between the age of 16 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 child and youth 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 five categories:

#### 4.4.1 Physical Bullying:

Hitting, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another persons 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; used most often by girls. This may happen in person, over the phone, through the computer.

#### 4.4.4 Reactive Bullying:

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

#### 4.4.5 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 and twitter, defamatory personal websites, to support deliberate, repeated and hostile behavior by an individual or group that is intended to harm others, threaten, harass, embarrass, social exclude or damage reputations and friendships.:

### 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 human rights legislation, including race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation.**

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

- Unwelcome jokes, innuendo or teasing about a person's looks, body, attire, age, race, religion, 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 cause awkwardness or embarrassment, endanger a person's safety or negatively affect performance.
- Unwanted or unnecessary physical contact including touching, patting or pinching (in the case of minors, this is defined as abuse under Child Protection Legislation).
- Unwelcome flirtation, sexual advances, requests or invitations (if minor involved, covered under Child Protection Legislation).
- Behaviors 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.

## 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.

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be in 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).

### 4.6.1 Emotional Abuse

Emotional abuse is a chronic attack on a child or youth'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 or youth's needs.

### 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 or youth. 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:* Lack of maintaining 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.
- *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 or youth 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.

## 4.7 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 OWH Code of Conduct and that is not harassment, abuse or bullying.

## 4.8 Complaint

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

## 4.9 OWH Personnel

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

#### **4.10 Billet**

Any community volunteer who applies or is requested by OWHA Personnel or OWHA Member to host a traveling player or players, for a 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. SCREENING PROCESS**

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The OWHA will conduct the following 10-step screening process for OWHA Personnel and recommends that each member team, association, league, and programme follow the same 10-step screening process, with the exception that steps 5.7 and 5.8.2 of the 10-step screening process shall be required of all members of the OWHA.

Volunteers and staff who do not meet the requirements or abide by the requirements of the screening process may not be accepted, may be disciplined or may be dismissed.

#### **5.1 Position Design**

Clearly identify, define and control the design of positions. Each position has a set of conditions and level of risk. Determine screening standards based on position design. (see Appendix B)

#### **5.2 Position Description**

Develop and maintain descriptions that define responsibilities, expectations and levels of supervision for each staff and volunteer position (see Appendix A).

#### **5.3 Application Form**

Prepare and make available appropriate forms for staff and volunteers and if the position requires other screening measures (medical exam, driver's record, police record check) the application form will so indicate (see Appendix C).

#### **5.4 Formal Recruitment Process**

Post all staff and volunteer positions and indicate that screening is a part of the application process.

#### **5.5 Conduct Interviews**

Conduct interviews for staff and volunteers to ensure candidates meet the position requirements and fit in with the organization. Interviews for volunteer positions, for which the level of risk is determined to require interviews, will be conducted under the supervision of the President or designate as deemed appropriate.

#### **5.6 Reference Check**

Implement a standard reference check questionnaire and follow through with candidate's list of references.

#### **5.7 Criminal Record Check/Vulnerable Sector Search**

All coaches, assistant coaches, trainers, managers, on-ice officials and anyone else determined by the Risk Assessment Tool (Appendix B) will be subject to Criminal Record Checks, as follows:

**5.7.1** The OWHA requires that any check include a vulnerable sector check and search of the national Canadian Police Information Centre database (CPIC).

**5.7.2** Any check submitted that is older than six (6) months must be accompanied by a Criminal Offence Declaration form or a notarized sworn document may also be used as an alternative to the Criminal Offence Declaration form. A receipt from the local police station indicating that the process has been initiated must also be included.

**5.7.3** Checks of a person's service are not necessary every year of a person's service, but are required for the first year in a position that mandates one and every four years thereafter.

**5.7.4** Previous offences that may exclude a person's application for a position within the OWHA include, but are not limited to, offences against persons, offences involving property or offences related to substance abuse.

**5.7.5** Billets used within the OWHA must be properly screened and in addition, complete a Criminal Record Check (CRC).

## **5.8 Orientation and Training Sessions**

**5.8.1** The level of risk associated with a position (as indicated in the position description) will determine when an organization should conduct an orientation session with new staff and volunteers to help familiarize them with the organization's goals, objectives, policies and processes.

**5.8.2** All coaches, assistant coaches, managers and trainers within the jurisdiction of the OWHA are required to be certified in the Speak Out/Respect in Sport Programme.

## **5.9 Supervise and Evaluate**

The risk assessment of each position (as indicated in the position description) will determine the necessary level of supervision and evaluation in respect of a person's performance in his or her position. An example of supervision may include an unscheduled observation of a practice. An example of evaluation may include an annual staff appraisal.

## **5.10 Follow Up**

Follow up in respect of a person's performance in his or her position may be necessary and will be determined by the position description. An example of follow up may include an end of season interview with a coach.

# **6. SCREENING ADMINISTRATION**

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## **6.1 OWHA Responsibility**

The OWHA President (or designate) will maintain records of all OWHA Personnel required to be certified in Speak Out/Respect in Sport. The Criminal Record Checks, of staff and volunteers of the OWHA who are required to submit such information, will be directed to and maintained by the OWHA President.

**6.2** OWHA Personnel will be required to provide a Criminal Record Check upon assuming their role or, at the request of the OWHA President, and every four years thereafter. Where a volunteer or staff person has provided a Criminal Record Check to Hockey Canada or any member thereof within the past four years that Criminal Record Check may be accepted by the OWHA when presented by the applicant. The cost of providing a Criminal Record Check will be assumed by the individual.

**6.3** All personal records maintained by the OWHA and OWHA members will be obtained and secured in compliance with the OWHA Privacy Policy.

## **6.4 OWHA Member Team and/or Association Responsibility**

For the purposes of reporting to Hockey Canada and policy development, the OWHA and its members are required to maintain records of all Speak Out/Respect in Sport certified personnel within their jurisdiction and provide relevant statistical information to the OWHA at the conclusion of each season (number of training sessions, number of certified participants, etc.).

## **6.5 OWHA Member League Responsibility**

OWHA Member Leagues are responsible for ensuring all league executive members and staff are in compliance with the OWHA policy. Complaints within the Speak Out policy are handled by the team, Association and the OWHA.

# **7. RECEIVING A COMPLAINT**

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**7.1** When there is a complaint of abuse (as defined in the [Child Protection Act](#)) of a child participant there will be no investigation by the OWHA or OWHA member. Any investigation will be left to the police or appropriate child protective agency.

**7.1.1** If a complaint of abuse of a child participant results in a conviction, the OWHA may discipline the individual convicted.

**7.1.2** If a complaint of abuse of a child participant does not result in a conviction, the OWHA or member thereof may nevertheless discipline the individual subject to the complaint.

**7.2** Complaints of harassment, bullying or misconduct may be handled informally where possible or formally, but within a reasonable time frame.

**7.3** 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:

7.3.1 could be more appropriately dealt with under another policy, rule or regulation;

7.3.2 is frivolous, vexatious or made in bad faith;

7.3.3 is not within the governing body's jurisdiction; or,

7.3.4 is based on occurrences that are more than six months old.

7.4 Complaints of harassment, abuse or bullying 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.

## **8. COMPLAINT ADMINISTRATION**

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### **8.1 OWHHA Responsibility:**

8.1.1 If a Complaint is directed to the attention of the OWHHA, all relevant information will be forwarded to the appropriate team/association for follow up and/or investigation.

8.1.2 Upon notification of a Complaint the OWHHA will report the situation and all relevant information to the Hockey Canada Insurance Department in accordance with Hockey Canada guidelines.

8.1.3 If an OWHHA member, for whatever reason, wishes to defer to the OWHHA to investigate a complaint, the OWHHA will do so on written request of the OWHHA member.

### **8.2 OWHHA Member Responsibility:**

8.2.1 The OWHHA team and/or association shall designate one person or committee to accept complaints originating from within their organization. This person or committee will be identified to the OWHHA Registrar at the beginning of each season.

8.2.2 Upon receipt of a Complaint the OWHHA member will forward/complete an OWHHA Complaint Intake Form and submit it to the OWHHA President or staff designate (see Appendix D).

8.2.3 OWHHA designates as per 8.2.1 will provide an annual report to the OWHHA pertaining to complaints that meet the merits of the Speak Out Policy on or before May 1 each year that will include: (a) The number 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 and number of certified participants (as per 5.8.2).

## **9. INVESTIGATION**

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9.1 In order to remain impartial for the purpose of hearing appeals, the OWHHA will not engage in investigations except: (a) where it is inappropriate for the OWHHA Member to do so, or (b) if the initial investigation was conducted incorrectly or (c) if the complaint is of one OWHHA member team/association/programme from another OWHHA member team/association/programme.

9.2 All investigations of harassment, bullying or misconduct will be conducted in accordance with the OWHHA Privacy Policy. Disclosure of any part of the final report will be provided at the discretion of the OWHHA President 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.

9.3 When the OWHHA is conducting an investigation, the report resulting there from will be received by the OWHHA Officers for review and determination.

9.4 Any decision for the OWHHA to contact the police on the basis of the Investigation Report will be made by the OWHHA President.

### **9.5 OWHHA Member Team and/or Association Responsibility:**

9.5.1 OWHHA member teams/associations/programmes are required to oversee all investigations within their jurisdiction.

9.5.2 Once directed to do so, an OWHHA member team and/or association may not cede its responsibility to:



**9.5.2.1.** complete the investigation and;

**9.5.2.2.** render a decision within the specified timeframe.

**9.5.3** The failure of an OWHa member team and/or association to complete an appropriate fact finding investigation and render a decision, once directed, may result in disciplinary action at the discretion of the President or Board of Directors.

**9.5.4** OWHa member teams and/or associations programmes are encouraged to employ the services of a professional investigation firm or individual, be it that of the OWHa or another approved firm or individual.

## **10. INVESTIGATION DECISIONS**

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**10.1** The following decisions resulting from any investigation may be made:

**10.1.1** the complaint is with merit;

**10.1.2** the complaint is without merit;

**10.1.3** there is insufficient information to enable a conclusive decision to be made; or

**10.1.4** the complaint is outside of the jurisdiction of the investigating body.

## **11. DISCIPLINE**

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**11.1** Any athlete, coach, assistant coach, trainer, manager, official, parent, guardian, family member, director, officer, volunteer, employee or chaperone within the OWHa found in violation of the Hockey Canada Policy on Harassment, Abuse and Bullying or the OWHa Speak Out Policy or the OWHa Code of Conduct, Code of Ethics and/or Values may be disciplined up to and including dismissal and/or revocation of membership in accordance with the OWHa Constitution, By-Laws, Regulations and Policies.

**11.2** 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 and Policies.

**11.3** Any athlete, coach, assistant coach, trainer, manager, official, parent, guardian, family member, director, officer, volunteer or employee or chaperone who is the subject of a complaint of harassment, abuse or bullying 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 President or other designate on a case by case basis in accordance with the OWHa Constitution, By-laws, Regulations and Policies.

**11.4** Any coach, assistant coach, trainer, manager, official, parent, guardian, family member, 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 and Policies.

## **12. APPEALS**

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**12.1** Except where otherwise provided, an appeal of any disciplinary matter will be regulated and heard in accordance with OWHa Rule Six.

## APPENDIX A – OWHHA Criminal Record Check Policy

All individuals holding the title of coach, assistant coach, trainer, assistant trainer, manager, on-ice official and anyone else determined by the Risk Assessment Tool shall be subject to Criminal Record Checks, which include the Vulnerable Sector Screening and a search of the National Sex Offender Registry.

Individuals with outstanding Criminal Code convictions or who have been charged with such offences that have not yet gone to trial but which continue to be prosecuted, shall not be eligible to hold the above positions or those Association positions determined by the Risk Assessment Tool. These offences include, but are not limited to, the following:

### **Offences which deem the Individual ineligible to participate in any capacity as determined by the Risk Management Tool**

- Assault with a Weapon
- Assault Causing Bodily Harm
- Aggravated Assault
- Sexual Assault
- Sexual Interference
- Sexual Exploitation
- Invitation to Sexual Touching
- Making, distributing or possessing child pornography
- Current prohibitions or probation orders forbidding the individual to have contact with children under the age of 14
- Indictable criminal offences for child abuse
- Luring a Child
- Voyeurism
- Possession for the Purpose of Trafficking
- Production of a Substance (as defined in the Controlled Drug and Substance Act [C.D.S.A.])
- Robbery
- Any other offences pertaining to violence, whether or not involving weapons

### **Offences for which disqualification from participation is to be determined by the OWHHA exclusion policy or as noted.**

- Assault
- Threatening
- Possession of a Substance (as defined in the Controlled Drug and Substance Act [C.D.S.A.])
- Impaired Driving (while Driver's License is suspended)
- Theft, Fraud and Related Offence (while in a Position of Trust)
- Convictions pertaining to illegal substances, other than for manufacture and/or trafficking
- Firearm Related Offences (other than use of firearm in the commission of an offence)

An acceptable window of time for the exclusion of offences (minimum of 3 years) shall be determined by the Member Partner. The exclusion of time commences at the expiration of the penalty imposed by the Courts, not the date of the charge or conviction.

It is the obligation of any person required to produce a Criminal Record Check by virtue of this Policy to advise his or her Association's Professional Designate responsible for criminal record checks of a charge or conviction under any offence listed in this Policy.

The Ontario Women's Hockey Association and its members shall each appoint a Professional Designate to be responsible for the collection and retention of criminal record checks, which must be under the designate's control and secured in a safe storage area separate from Association files.

# APPENDIX B – Risk Assessment Tool & Rating

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## Risk Assessment Tool

The Risk Assessment Tool is not a scientific assessment, but is designed to help alert you to potential factors in a volunteer or staff position. No single check-list fits all situations so organizations are encouraged to adapt this tool to meet their specific needs and any local legal obligations.

### Questions to consider when assessing the risk level associated with each position.

- 1) Does the person in this position serve people who may be vulnerable?
  - Children under the age of 18
  - Persons with communication or language boundaries
- 2) Does the person in this position have access to players?
  - Direct contact with players at the rink or away from the rink
  - Driving players in their vehicle within Hockey Canada's Speak Out parameters
- 3) Does the person in this position require making physical contact with a player's body?
  - Demonstrating a skill
  - Touching the player
  - Contact with bodily fluids
- 4) Does the person in this position have access to property or equipment?
  - Personal equipment
  - Facility equipment
  - Organization equipment
- 5) Is the person in this position involved in making decisions about a player's future or movement within the system?
  - Perceived or actual position of authority
- 6) Does the person in this position have access to confidential information?
  - Personal documents or communications
- 7) Does the person in this position have access to money?
  - Personal funds
  - Organizational funds
- 8) Is the person in this position involved in making decisions on behalf of the organization?
  - Perceived or actual position of authority
  - Enters into agreements on behalf of the organization

**If you answered "yes" to any question above, here are some suggested steps:**

- **Reference Check**
- **Police Record Check**
- **Regular supervision**
- **Participant evaluation of position**
- **Specific behaviour code is provided**

## APPENDIX C

### OWHA Criminal Offence Declaration



## CRIMINAL OFFENCE DECLARATION

Print Name: \_\_\_\_\_

Position: \_\_\_\_\_

Team/Association \_\_\_\_\_

I, \_\_\_\_\_, hereby declare that:

I have no convictions or outstanding charges for offences under the Criminal Code of Canada as specified in the OWHA Policy for Police Record Checks up to and including the date of this declaration for which a pardon has not been issued or granted under the Criminal Records Act (Canada).

OR

I have the following convictions for offences under the Criminal Code of Canada as specified in the OWHA Policy for Police Record Checks for which a pardon under the Criminal Records Act (Canada) has not been issued or granted:

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Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

## OWHA APPENDIX D

### OWHA CRIMINAL RECORDS CHECKS/ VULNERABLE SECTOR SEARCH

*A **Personal Criminal Record Check** is an official verification of any criminal charges which have been brought against an individual.*

*A **Vulnerable Sector Check/Verification** is used to determine the possible existence of a criminal record and/or a sexual offence conviction for which an individual has received a pardon.*

**Remember that criminal records checks are only one component of the ten step process!**

#### **Criminal Records Checks:**

There are limitations to Criminal Records Checks

- They are only good up to the checking day; a recent conviction may not show.
- There are lags in sending records from one country to another.
- The individual may be using an alias, so only fingerprint checks will ensure they are "clear."
- Relying solely on Criminal Record Checks is dangerous—a false sense of security may be created. Unfortunately, many abusers and sex offenders have never been convicted of a crime.
- The individual may have obtained a "pardon" and, therefore is no longer on the list.
- The information may not be available because the conviction occurred while the individual was protected by the Young Offenders' Act.

#### **Vulnerable Persons Checks/Verifications**

- New automatic query of flagged pardoned sex offender records based on the gender and date of birth of the applicant.
- Fingerprints are now required to complete a Vulnerable Sector Verification when the gender and date of birth of an applicant matches a pardoned sex offender record.
- Ensures that individuals, who have obtained a legal name change, are properly screened for pardoned sex offender records.
- Vulnerable Sector Verifications are treated as priority requests when fingerprints are submitted to the RCMP

## APPENDIX E

### Position Design and Description

#### Position Design:

Clearly identify, define and control the design of positions. Each position has a set of conditions and level of risk. Determine screening standards based on position design.

Position Title	Be brief (2-3 words) but descriptive
Purpose of Position	A short sentence or two identifying key reasons for volunteer involvement, in relation to the organization's mission or goals.
Risk Level	Based on the Risk Assessment of the position, and used as the basis for what screening mechanisms will be required for this position.
Skills and Qualifications	Include the attitudes, knowledge, past experience, background, education and personal traits that are directly related to the ability of the applicant to meet the duties/activities/responsibilities.
Boundaries and Limitations	What is the person in this position not allowed to do? What is outside of the parameters of the position?
Vulnerability of Persons Served:	Are the persons served by this position vulnerable and if so in what way?
Screening Requirements	List of applicable screening techniques for this position.
Supervision and Support	To whom is the person in this position directly responsible? How is the position supervised? What are the reporting and evaluation mechanisms?

#### Position Description:

Develop and maintain descriptions that define responsibilities, expectations and levels of supervision for each staff and volunteer position.

Duties/Activities/Responsibilities	Be specific about regular duties to be performed, duties performed on occasion, and any special equipment used. Do not list every step of every activity; this can be expanded on in the position training.
Time Commitment	Minimum number of hours, frequency, days and times and length of commitment.
Location:	Where will the person in this position work? Is it off site, isolated or unsupervised?
Orientation and Training	Both initial and ongoing training, making clear what is required and what is optional.

## Sample Design and Description: House League Head Coach

The following is a sample Head Coach position design and description:

<b>Position Title:</b>	House League Head Coach
<b>Vulnerability of Persons Served:</b>	Work directly with young children between ages of 5 and 15
<b>Location:</b>	Local Arena Facility, public setting
<b>Purpose of Position:</b>	To teach skills, supervise children and create a safe, social and welcoming environment for the players
<b>Risk Level:</b>	High, working in close proximity to children
<b>Time Commitment:</b>	1 weekend game and 1 week night practice, 2 tournaments per season, year end banquet
<b>Activities &amp; Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Oversee all team activities</li> <li>• Manage the safety of the participants</li> <li>• Comply and ensure compliance of his or her team with the rules, regulations, policies and processes of the team, league, club, and association, OWHA and Hockey Canada</li> </ul>
<b>Skills, Qualifications:</b>	<ul style="list-style-type: none"> <li>• Caring, friendly and patient attitude</li> <li>• Ability to communicate with parents and children</li> <li>• Must be certified in Speak Out/Respect in Sport!</li> <li>• Must have Coach Level certification.</li> </ul>
<b>Boundaries &amp; Limitations:</b>	The Head Coach is bound by the OWHA Code of Conduct and all rules, regulations, by laws, articles and policies of the OWHA
<b>Orientation &amp; Training:</b>	All new coaches will be provided with an orientation prior to the start of the season.
<b>Supervision &amp; Support:</b>	The Head coach is responsible to the club, association, league President and Board of Directors.
<b>Benefits:</b>	All head coach positions are eligible for various volunteer awards

## APPENDIX F – Sample Application Form

### **OWHA APPLICATION FORM**

This form is to be completed and forwarded to the OWHA Office by the date specified in the posting.

#### **Contact Information**

Name:					
Address:					
Home Ph:		Work Ph:		Mobile Ph:	
Preferred Email:					
Position you are applying for:					
Relevant certification or education:					
Years of relevant experience:					
Are you eligible to work in Canada?	Yes _____ No _____				

Please ensure you have attached your resume and at least 3 references (maximum one personal).

#### **Screening**

The Ontario Women's Hockey Association is committed to reducing harassment, abuse and bullying in our programs. As a priority we are screening volunteers and staff to ensure the highest quality of personnel to support our programs and create a friendly and welcoming environment for our participants. Some positions require additional screening.

Please be advised that your position may require a police record check. Do you wish to disclose any previous record(s) of offences?

Not applicable \_\_\_\_\_ No \_\_\_\_\_ Yes: \_\_\_\_\_

Official Charge	Date of Conviction

Disclosure or discovery of a previous record of offence may be considered in the person's application for position within the OWHA. Based on the circumstances of the record, a person may be excluded from participation within the OWHA.

I hereby acknowledge that the information provided above is accurate to the best of my knowledge

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





## **APPENDIX G**

### **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.

#### **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.

## **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 league volunteers and staff of their responsibility to submit a completed vulnerable sector search 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 H**

### **OWHA Complaint Intake Form**

	<b>ONTARIO WOMEN'S HOCKEY ASSOCIATION COMPLAINT INTAKE FORM</b>	
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Please note the following:

- Complaints of harassment, abuse, bullying or cyber-bullying will not qualify a player for an automatic release.
- Definitions are provided.
- Substantiated allegations of harassment, abuse, bullying or cyber-bullying 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](mailto:fran@owha.on.ca) or send/deliver to OWHA, #3-5155 Spectrum Way, Mississauga Ontario L4W 5A1

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	
Address			
City/Town	Province	Postal Code	
Telephone Number	Fax Number	Email	

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

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

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A) ☐ **Harassment (refer to Definitions)**

Type of behaviour:

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

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**B) ☐ Abuse (refer to Definitions)**

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

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**C) ☐ Bullying (refer to Definitions) ☐ Cyber-Bullying (refer to Definitions)**

<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Relational	<input type="checkbox"/> Reactive
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**D) ☐ Misconduct (refer to Definitions)**

Please note: Complaints of misconduct will generally be directed for formal or informal resolution according to the OWHA's Handbook and/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.
- a) Date incident(s) happened.
  - b) Where did the incident(s) happen?
  - c) Who was involved (Name and title/role)?
  - d) What happened?
  - e) How were you treated differently from others (if at all)?
  - f) How do the incident(s) relate to the ground(s) selected?
  - g) Remedy/Resolution(s) you are seeking.

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## DEFINITIONS

The following are definitions will be used to determine the grounds on which the complaint is made and the process to address it. The OWHHA acknowledges and supports Hockey Canada's definitions of bullying and harassment and abuse.

### 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 OWHHA Code of Conduct and that is not harassment, abuse or bullying.

### Bullying

Bullying describes behaviours that are similar to harassment, but occur between child and youth that are not addressed under human rights laws. Bullying can be broken down into five categories: Physical, Verbal, Relational, Reactive 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.

### 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 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 in 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 or youth'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 or youth'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 or youth. 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 or youth 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.



## 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.***



## APPENDIX I

### OWHA CODE OF ETHICS 2012-2013

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.**

Name

Signature

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# APPENDIX J



## OWHA SOCIAL NETWORKING POLICY

SOCIAL NETWORKING is defined as communicating through on-line communities of people such as, but not limited to, Facebook, Twitter, YouTube, 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-office 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.



## ***OWHA Values***

FAIR PLAY

FUN

EXCELLENCE

GOOD CITIZENSHIP

INTEGRITY & HONESTY

EQUITY

