



MALTREATMENT INVESTIGATIONS

PROCEDURES & GUIDELINES

**UPDATED TO:
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MALTREATMENT INVESTIGATIONS

GENERAL INFORMATION

As outlined in Hockey Alberta's *'Maltreatment, Bullying & Harassment'* policy, participants in Hockey Alberta sanctioned programming should have the reasonable expectation that they will be in an environment that is accessible, inclusive and is free from all forms of Maltreatment, Bullying and Harassment.

Maltreatment (on-ice infractions, allegations arising from game play, and allegations from outside of game play), is considered one of the most serious violations that a team official or player can commit. All infractions and allegations/ complaints are required to be reported to the Hockey Alberta office and required to have an investigation initiated to determine any necessary disciplinary action.

ALLEGATIONS THAT MAY BE INVESTIGATED BY A MEMBER ORGANIZATION OR LEAGUE:

Member: Allegations involving individuals of the same Team.

Member: Allegations involving individuals from different Teams within the same Member organization.

Member: Social Media related conduct of an individual from the organization that could be deemed to be detrimental to the game of hockey and the organization.

League: Allegations involving individuals from multiple Teams that play in the same League (provided the actions occurred during a League game).

ON-ICE INFRACTIONS (11.4 Discrimination – Gross Misconduct)

A. Reporting Process

1. The official(s) will ensure that the infraction is properly reported to the official scorekeeper and recorded on the game sheet.
2. Immediately following the conclusion of a game, the official(s) will complete a detailed 'incident report' by way of the provided Game Incident Report form (some divisions of hockey will use an online report).
3. Copies of the official game sheet and all incident reports will be provided to each respective team prior to them leaving the facility (the game sheet will clearly outline that a 11.4 Gross Misconduct for Discrimination has been assessed to a specific participant).
4. Each team must submit the game sheet (and all other necessary incident reports) to their respective League (or Hockey Alberta designate) to notify them of the infraction(s).
5. An official 'Notice of Suspension' will be issued by the League (or Hockey Alberta designate) to the individual that committed the infraction, as well as the Team and the Member organization.

B. Investigations

1. Investigations for all On-Ice Infractions will be led by the Division of Hockey Chair (or designate) and staff lead.
2. Upon receiving a report of an infraction, the registration of the Player/ Team Official will be verified and an official file for the investigation of the infraction will be opened.
3. A review of the game sheet and incident reports will be completed to determine if any additional information is required. If needed, additional statements and applicable evidence will be solicited from the alleged victim(s), offender(s) and/or any relevant witnesses.
4. To be included in the investigation, all submissions must be received in the Hockey Alberta Office at least 48 hours prior to the date of the formal review/ hearing.
5. Based on the severity of the infraction, it will be determined whether a Hearing (conference call/ video call, or in-person) will be required or if a decision can be rendered after a review of the submitted information.



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6. Process for Review:
 - i. The office will post all relevant information (game sheet, incident reports, statements, accounts of the issue, videos, etc.) into a file sharing folder (DropBox, OneDrive, etc.) for the Division of Hockey Chair (or designate) to access.
 - ii. Within 48 hours of receiving the file, a list of additional information being requested to complete the review will be provided to the staff.
 - iii. The Division of Hockey Chair (or designate) will review the relevant documents and consider all available options that would provide a decision on the dispute being presented.
7. Process for Hearings:
 - a. A conference/video call hearing will be held within 10 days of the infraction being received in the Hockey Alberta Office.
 - b. Those invited to attend the hearing will be the individual that allegedly committed the infraction (& his/her parent/guardian, if under the age of 18), as well as one Team Official from the accused individual's team.
 - c. A maximum of two (2) options for times to host the hearing will be identified and communicated to all required parties to confirm which option works best for the majority of the parties.
 - d. Once the majority has selected a hearing time, the hearing will be confirmed by circulating logistics for the call to all parties. The selected hearing time will not be changed to accommodate additional requests from any party.
 - e. In the case that any party is not able to participate in the hearing, their written submission(s) will be used as a statement of the facts they have presented.
 - f. Relevant witnesses (such as the official(s), team officials or players, etc.) can be invited to join the hearing process, however in most cases witnesses will be asked to submit statements in writing and will not be part of the hearing.
 - g. Hockey Alberta will circulate the relevant materials and documentation being reviewed as part of the investigation.
 - h. The Division of Hockey Chair (or designate) will introduce the infraction and the issue being addressed as well as introduce the participants that are on the call.
 - i. The Division of Hockey Chair (or designate) will list all relevant documentation that has been submitted and circulated to the parties.
 - j. The hearing will provide an opportunity to present statements of the facts and for questions to be asked for the purpose of clarification and/or to solicit additional feedback from any party on the call.

ALLEGATIONS (In Game/ On-Ice)

A. Reporting Process

1. When an allegation is reported to an official(s) during the game (or immediately following the completion of a game), the official(s) will ensure the allegation is properly reported to the official scorekeeper and/ or recorded on the game sheet. The official(s) will report the allegation to the coaches of both teams, informing them that the allegation will be documented.
2. Copies of the official game sheet and all incident reports will be provided to each respective team prior to them leaving the facility (the game sheet will clearly outline that an allegation of Maltreatment/ Discrimination has been reported against a specific participant).
3. Each team must submit the game sheet (and all other necessary incident reports) to their respective League (or Hockey Alberta designate) to notify them of the allegation.
4. The League (or Hockey Alberta designate) will immediately forward the game sheet (showing the report of the allegation) to the Hockey Alberta Office for tracking purposes.



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B. Investigations

1. Investigations for Allegations that arise from a game (on-ice) will be led by the respective League or Division of Hockey Chair (or designate) and staff lead.
2. Upon receiving a report of an allegation, the registration of the Player/ Team Official will be verified and an official file for the investigation of the allegation will be opened.
3. The alleged offender(s) will be informed of the allegation and statements and applicable evidence will be solicited from the alleged victim(s), offender(s) and/or any relevant witnesses.
4. Based on the severity of the infraction, it will be determined whether a Hearing (conference call/ video call, or in-person) will be required or if a decision can be rendered after a review of the submitted information.
5. Process for Review:
 - i. Within 48 hours of receiving the file, a list of additional information being required to complete the review will be identified and requested.
 - ii. The League or Division of Hockey Chair (or designate) will review the relevant documents and consider all available options that would provide a decision on the dispute being presented.
6. Process for Hearings:
 - i. A conference call, video call, or in-person hearing will be held within 10 days of the allegation being reported.
 - ii. Those invited to attend the hearing will be the individual that allegedly committed the actions (& his/her parent/ guardian, if under the age of 18), as well as one Team Official from the accused individual's team.
 - iii. A maximum of two (2) options for times to host the hearing will be identified and communicated to all required parties to confirm which option works best for the majority of the parties.
 - iv. Once the majority has selected a hearing time, the hearing will be confirmed by circulating logistics for the call to all parties. The selected hearing time will not be changed to accommodate additional requests from any party.
 - v. In the case that any party is not able to participate in the hearing, their written submission(s) will be used as a statement of the facts they have presented.
 - vi. Relevant witnesses (such as the official(s), team officials or players, etc.) can be invited to join the hearing process, however in most cases witnesses will be asked to submit statements in writing and will not be part of the hearing.
 - vii. Relevant materials and documentation being reviewed as part of the investigation will be circulated to all participating parties.
 - viii. The League or Division of Hockey Chair (or designate) will introduce the allegation and the issue being addressed as well as introduce the parties that are on the call.
 - ix. The League or Division of Hockey Chair (or designate) will list all relevant documentation that has been submitted and circulated to the parties.
 - x. The hearing will provide an opportunity to present statements of the facts and for questions to be asked for the purpose of clarification and/or to solicit additional feedback from any party on the call.

ALLEGATIONS (OUTSIDE OF GAMEPLAY)

A. Reporting Process

1. When an allegation of Maltreatment occurring outside of game play is reported to a Member organization or League, the organization will immediately notify Hockey Alberta of the allegation for tracking purposes.



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2. When an allegation of Maltreatment occurring outside of game play is reported to Hockey Alberta, the Member organization(s) and League(s) will be informed of the allegation immediately and Hockey Alberta will determine if an investigation needs to be completed by the Member organization or League.

B. Investigations

1. Investigations for Allegations that arise outside of game play will be led by the respective Member organization or League and must be managed in a manner consistent with Hockey Alberta's Conduct Management Guide and Maltreatment, Abuse & Harassment Policy.
[Game and Conduct Management and Hockey Alberta's Conduct Management Guide](#)
2. Upon receiving a report of an allegation, the registration of the Player/ Team Official will be verified and an official file for the investigation of the allegation will be opened.
3. The investigation shall be conducted thoroughly and independently by a party(ies) that is neutral, unbiased and free of conflict related to the allegation and those involved in the allegation.
4. The alleged offender(s) will be informed of the allegation and statements and applicable evidence will be solicited from the alleged victim(s), offender(s) and/or any relevant witnesses.
5. Based on the severity of the infraction, it will be determined whether a Hearing (conference call/ video call, or in-person) will be required or if a decision can be rendered after a review of the submitted information.
6. Process for Review:
 - i. Within 48 hours of receiving the file, a list of additional information being required to complete the review will be identified and requested.
 - ii. The Member organization or League will review the relevant documents and consider all available options that would provide a decision on the dispute being presented.
7. Process for Hearings:
 - i. A conference call, video call, or in-person hearing will be held within 10 days of the allegation being reported.
 - ii. Those invited to attend the hearing will be the individual that allegedly committed the actions and his/her parent/ guardian, if under the age of 18.
 - iii. A maximum of two (2) options for times to host the hearing will be identified and communicated to all required parties to confirm which option works best for the majority of the parties.
 - iv. Once the majority has selected a hearing time, the hearing will be confirmed by circulating logistics for the call to all parties. The selected hearing time will not be changed to accommodate additional requests from any party.
 - v. In the case that any party is not able to participate in the hearing, their written submission(s) will be used as a statement of the facts they have presented.
 - vi. Relevant witnesses (such as team officials or players, etc.) can be invited to join the hearing process, however in most cases witnesses will be asked to submit statements in writing and will not be part of the hearing.
 - vii. Relevant materials and documentation being reviewed as part of the investigation will be circulated to all participating parties.
 - viii. The Member organization or League will introduce the allegation and the issue being addressed as well as introduce the parties that are on the call.
 - ix. The Member organization or League will list all relevant documentation that has been submitted and circulated to the parties.
 - x. The hearing will provide an opportunity to present statements of the facts and for questions to be asked for the purpose of clarification and/or to solicit additional feedback from any party on the call.



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DECISION-MAKING

After the investigation is complete, the adjudicating organization will render a decision outlining any potential disciplinary actions to be taken.

If a Hearing was conducted, the decision must be issued within seven (7) business days of the Hearing. The decision will:

- Outline the BACKGROUND information that is relevant to the investigation;
- Identify the JURISDICTION that is provided to the Maltreatment-Discrimination Officers within the decision-making process;
- State the relevant EVIDENCE that has been presented during the investigation and hearing processes;
- Identify any FINDINGS that the Maltreatment Officers have considered as part of the decision-making process;
- Clearly state the DECISION that is being made and any rationale for it.

Within any decision the adjudicators may decide to issue suspensions and/ or alternative discipline measures such as:

- Educational and/or sensitivity training;
- Completion of courses/ clinics (ie – coach, official, RIS, etc.);
- Submission of a written apology;
- Mandatory completion of Volunteer work;
- Etc.

If a unanimous decision cannot be reached, a submission of the facts and recommendations will be sent to the Chief Executive Officer of Hockey Alberta and his/her decision shall be final.

A formal decision letter will be issued, by the adjudicating organization, to the participant that committed a Maltreatment violation. The decision will be circulated by email and will be copied to the other relevant parties (the Team, the Member organization, the League, and/ or Hockey Alberta).