



Vulcan & District Minor Hockey CAHL Communication Protocol

Updated April 2023

Parents and guardians of Vulcan Minor Hockey players,

Vulcan Minor Hockey teams within U11, U13, U15, and U18 fall under the umbrella of the Central Alberta Hockey League and as such, follows the bylaws and rules of CAHL. There is a process that your CAHL director, who sits on the Vulcan Minor Hockey board, follows to effectively communicate with the mother association. So too is there an outlined and required protocol that parents, guardians, and teams are to follow when addressing concerns to V.M.H.A or C.A.H.L. CAHL has required us to communicate the process and address the repercussions of not following the communication process.

CAHL has always expressed the fact that there should be no reason for a team fan, parent or guardian, or player to contact a league volunteer or league web administrator. Furthermore, a team should have no reason to contact the league web administrator or CAHL executive members without going through their CAHL director.

Parents, guardians, team fans and players may, after a **MANDATORY** twenty four (24) hour cool down period, relay concerns to the team manager. The manager will escalate the issue to the coaching staff if required. If at that juncture, the complainant deems the resolution to be unsatisfactory; with written notification, the grievance will be heard by the Vulcan Minor Hockey Association board. If there is still no resolution, the matter will then be relayed to C.A.H.L. through the C.A.H.L director present on each local board. The concern will be escalated up through the Tier governor and division lead governor as required and only through that channel will the CAHL Executive get involved. Communications not following these protocols will not be heard and will be subject to the disciplinary action outlined in the next section.

The VMHA bylaws allow for a 30 day suspension to parents, guardians, players or team fans upon the first violation of this protocol, a second offense will result in a board hearing with action TBD by the board. (sec 8.3)

Respectfully,

VMHA Board of Directors