

# **CROWFOOT MINOR HOCKEY ASSOCIATION**

## **CODE OF CONDUCT AND DISCIPLINE POLICY**





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## 1. Discipline Policy Objectives

Membership in the Crowfoot Minor Hockey Association (CMHA), and participation in its activities, brings with it many benefits and privileges that are balanced by member and participant responsibilities and obligations.

The CMHA Code of Conduct defines the parameters for these responsibilities and obligations, and thus identifies a standard for behavior that is expected of all members and participants.

This policy defines the parameters for these responsibilities and obligations, and thus identifies a standard for behavior that is expected of all CMHA members and participants.

### 1.2 Application of This Policy

- a. This Policy applies to all Members as defined in the bylaws of CMHA (“Members”) as well as any individuals engaged in activities with CMHA, including, without limitation, players, coaches, parents and spectators (“Participants”).
- b. This Policy applies to the conduct of Members and Participants at all CMHA activities, programs and events.
- c. This policy identifies the procedures to be followed when this standard is not achieved.

## 2. Code of Conduct

### 2.1 Expected Standard of Ethical Conduct

- a. CMHA is committed to providing an environment in which all individuals are treated with respect. All Members and Participants of CMHA are thus expected to:
  - i. conduct themselves at all times in a manner consistent with the values of CMHA which include fairness, integrity and mutual respect,
  - ii. Demonstrate through words and actions the spirit of sportsmanship, sports leadership and ethical conduct,
  - iii. avoid behavior which brings CMHA or the sport of hockey into disrepute including, but not limited to, abusive use of alcohol, use of non-medical drugs or performance-enhancing drugs or methods, and use of alcohol by minors,
  - iv. adhere at all times to:
    - CMHA’s bylaws, policies, procedures, rules, regulations and directives,
    - Hockey Alberta and/or Hockey Calgary operational policies, procedures, rules and regulations,
    - Rules and regulations governing any competitions, in which the member participates on behalf of CMHA,
    - Rules and regulations established by the facilities in which the Member or Participant participates in any activity on behalf of CMHA,
    - Any contracts or agreements executed with or by CMHA,
    - Any sanction imposed by CMHA
  - v. care for and respect the property and assets of CMHA,

- vi. Refrain from engaging in any activity or behavior which interferes with a competition or with any player or team's preparation for a competition, or which endangers the safety of others,
- vii. Refrain from comments or behaviors which are disrespectful, humiliating, demeaning, offensive, abusive, racist or sexist. In particular, behavior which constitutes bullying, harassment or abuse will not be tolerated, and will be dealt with under Hockey Canada's Harassment & Abuse policy.

## **2.2 CMHA Fair Play Codes of Conduct**

CMHA believes in, promotes, is guided by, and has built a culture around the Fair Play Codes of Conduct and we require that all members read, accept, and conduct themselves in accordance with these codes. CMHA members shall agree to adhere to the tenants of the Respect in Sport program, the CMHA Fair Play Codes of Conduct and Speak-out Program. Behavior contrary to these codes will be dealt with seriously and suspensions from hockey may be imposed.

Fairness, integrity and respect – these are the principles of fair play. With them, the spirit of competition thrives, fueled by honest rivalry, courteous relations and graceful acceptance of the results. Playing fair also has to do with making choices. As we interact with each other in sport, or as spectators of sport, we must regularly consider and define what we think is right and what is not.

### **Fair Play Code of Conduct for Parents/Guardians**

It is the intention of this pledge to promote fair play and respect for all participants within Hockey Calgary. The CMHA encourages all parents and guardians to read the pledge and expects adherence to it in order to observe the principles of fair play.

1. I will not force my child to participate in hockey.
2. I will remember that my child plays hockey for his or her enjoyment, not mine.
3. I will encourage my child to play by the rules and to resolve conflicts without resorting to hostility or violence. I will condemn the use of violence in any form and will express my disapproval in an appropriate manner to coaches and league officials. I will show respect for my team's opponents, because without them there would be no game.
4. I will teach my child that doing their best is as important as winning, so that my child will never feel defeated by the outcome of a game.
5. I will make my child feel like a winner every time by offering praise for competing fairly and trying hard.
6. I will not have unrealistic expectations. I will remember that players are not professionals and cannot be judged by professional standards. I will never ridicule or yell at my child for making a mistake or losing a game.
7. I will remember that children learn best by example. I will applaud good plays and performances by both my child's team and their opponents.

8. I will never question the official's judgment or honesty in the public forum.
9. I will support all efforts to remove verbal and physical abuse from minor hockey games. I will not use bad language, nor will I harass players, coaches, officials or other spectators.
10. I will respect and show appreciation for the volunteer coaches who give their time to coach hockey for my child. I will respect the coach's decisions and encourage open communications with them.

### **Fair Play Code of Conduct for Players**

It is the intention of this pledge to promote fair play and respect for all participants within Hockey Calgary. The CMHA encourages all players to read this pledge and expects adherence to it in order to observe the principles of the fair play code while participating in minor hockey in Calgary.

1. I will play hockey because I want to, not just because others or coaches want me to.
2. I will play by the rules of hockey and in the spirit of the game.
3. I will control my temper. Fighting or mouthing off can spoil the activity for everyone.
4. I will respect my opponents.
5. I will do my best to be a true team player and function in the team environment.
6. I will remember that winning isn't everything. Trying hard, having fun, improving skills, making friends and doing my best are also important.
7. I will acknowledge all good plays and performances, both of my team and of my opponents.
8. I will remember that coaches and officials are there to help me. I will accept their decisions and show them respect.

### **Fair Play Code of Conduct for Coaches**

1. I will be reasonable, remembering that players have other interests and obligations.
2. I will teach my players to play fairly and to respect the rules, officials and opponents.
3. I will ensure that all players get equal instruction and support time.
4. I will not ridicule or yell at my players for making mistakes or for performing poorly.
5. I will remember that players play to have fun and must be encouraged to have confidence in themselves.
6. I will make sure that equipment and facilities are safe and match the player's ages and abilities.
7. I will remember that participants need a coach they can respect.
8. I will be generous with praise and set a good example.
9. I will obtain proper training and continue to upgrade my coaching skills.
10. I will foster regular and effective communications with the parents.
11. I will ensure that locker room behavior is acceptable and nonthreatening for all Participants, and that locker room supervision is always maintained.
12. I will remember that it is a privilege, not a right to coach.

13. I will give each team member a fair and honest chance to play.
14. I will obtain all necessary certifications and credentials as required by Hockey Calgary. I will keep these certifications and credentials up-to-date and current for the entire season.
15. I will endeavor to ensure a safe environment for all players involved.

### **Fair Play Code for Officials**

1. I will avoid or put an end to any situation that threatens the safety of the players.
2. I will not permit the intimidation of any player either by word or by action.
3. I will not tolerate unacceptable conduct toward myself, other officials, players or spectators.
4. I will be consistent and objective in calling all infractions, regardless of my personal feelings toward a team or individual player.
5. I will handle all conflicts firmly, but with dignity.
6. I will obtain proper training and continue to upgrade my officiating skills.
7. I will work in cooperation with all involved for the benefit of the game

### **Fair Play Code for League Organizers and CMHA Executive**

1. We shall do our best to see that all players are given the same chance to participate, regardless of gender, ability, ethnic background or race.
2. We shall endeavor to ensure that all equipment and facilities are safe and match the athletes' ages and abilities.
3. We shall make sure that the age and maturity level of the participants are considered in program development, rule enforcement and scheduling.
4. We shall remember that play is done for its own sake and make sure that winning is kept in proper perspective.
5. We shall distribute and make available the fair play codes to coaches, athletes, officials and parents.
6. We shall make sure that coaches and officials are capable of promoting fair play as well as the development of good technical skills and we will encourage them to become certified.

## **2.3 Failure to Comply**

- (a) Failure by a Member or Participant to comply with the expected standard of conduct set out above constitutes an infraction and may result in disciplinary action and the imposition of a sanction in accordance with the CMHA policy on discipline, refer to section 3 [Discipline Policy] of this Manual.

### 3. Discipline Policy

It is Crowfoot's intention that each infraction will be dealt with in an objective, fair and consistent manner with appropriate repercussions for the severity of the actions, which could include either the suspension or revocation of an offender's Crowfoot Hockey membership.

Crowfoot has zero tolerance with regard to possession of or contact with any drug, alcohol, tobacco products or weapon use at any Crowfoot Hockey practice, game or event. Also, there will be zero tolerance for incidents of theft, vandalism or other blatant disrespect of any personal, community or City property. Those responsible for such acts will be immediately suspended and subject to further action to be determined by the Crowfoot Discipline Committee. The Discipline Committee will be comprised of the Vice President and at least two other members from the Crowfoot Minor Hockey Association Board of Directors. This committee will enforce the Association's Code of Conduct, as well as specific Player, Coach or Parent expectations contained within this guide.

The discipline process outlined in this policy manual follows the schema below. The rest of this policy manual will describe the processes, expectations, actions and roles of individuals or groups throughout the discipline pathway.

#### **Discipline Pathway**

Initiating Discipline Issue or Complaint



Team Manager / Head Coach



Age Division Coordinators /  
Coach Coordinators



Discipline Committee



Board Hearing



Hockey Calgary





### 4. Discipline Procedure


It is the expectation of Crowfoot Hockey that minor disciplinary issues should be first dealt with at the team level whenever possible. Major incidents will follow the Major Incidents Discipline



Pathway; however Minor Incidents will be escalated following the flow diagram below culminating with the Discipline Committee. Sanctions or decisions can be appealed to the next highest authority in the flow diagram, with final appeals resting with the Board of Directors of Crowfoot Hockey.

### **Discipline Process and Roles**

Stage	People	Action	Informed
<b>Team Level</b>	<ul style="list-style-type: none"> <li>- Parents</li> <li>- Players</li> <li>- Manager</li> <li>- Head Coach</li> </ul>	<ul style="list-style-type: none"> <li>- Complaint received</li> <li>- Coordinated by Manager</li> <li>- Communication with Head Coach</li> <li>- Documentation of incident, communication and outcome retained at the team level</li> </ul> <p><b>Outcome: team-level resolution</b>  <b>Escalation: If resolution cannot be achieved or severity of incident warrants</b></p>	<ul style="list-style-type: none"> <li>- Age-level Coordinator</li> <li>- Coach Coordinator</li> </ul>
			
<b>Age-Division Coordinator</b>	<ul style="list-style-type: none"> <li>- Coordinator</li> <li>- Manager</li> <li>- Head Coach</li> <li>- Manager</li> </ul>	<ul style="list-style-type: none"> <li>- If resolution cannot be obtained at team level</li> <li>- Nature of incident is reviewed through a review of documentation</li> <li>- Action Plan</li> </ul> <p><b>Outcome: directed team-level resolution</b>  <b>Escalation: If resolution cannot be achieved or severity of incident warrants escalation</b></p>	<ul style="list-style-type: none"> <li>- Coach Coordinator</li> <li>- Discipline Committee</li> <li>- Vice President</li> </ul>
			
<b>Coach Coordinator</b>	<ul style="list-style-type: none"> <li>- Coach Coordinator</li> <li>- Age-Level Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>- If the issue involves the action of the coach specifically, the age-level coordinator phase may be skipped</li> <li>- Nature of incident is reviewed through a review of documentation</li> <li>- Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Vice President</li> <li>- Discipline Committee</li> <li>- Director of Hockey Ops</li> </ul>
			
<b>Discipline Committee</b>	<ul style="list-style-type: none"> <li>- Vice President</li> <li>- Discipline Committee Members</li> </ul>	<ul style="list-style-type: none"> <li>- If the issue cannot be resolved at the team or coordinator level, the matter will be brought to the Vice President who may then choose to action the discipline committee to initiate an investigation.</li> </ul>	<ul style="list-style-type: none"> <li>- President</li> <li>- Vice President</li> <li>- Discipline Committee</li> </ul>
			

<b>Board Hearing</b>	Board Members	<ul style="list-style-type: none"> <li>- If the decision of the Discipline Committee is unacceptable to the involved individual(s) (i.e. appeal)</li> <li>- If the nature of the incident is determined to be severe, incidents may be referred directly to Hockey Calgary</li> </ul>	-
			
<b>Hockey Calgary</b>	Board Members Hockey Calgary	<ul style="list-style-type: none"> <li>- If the decision of the CMHA Board is unacceptable to the involved individual(s) (i.e. appeal)</li> <li>- Hockey Calgary will review the complaint, communicate with the CMHA Board and request supplemental information</li> <li>- HC may only hear and make rulings regarding the adherence to these CMHA discipline procedures</li> </ul>	

#### 4.1 Disciplinary Procedures

- (a) All informal disciplinary situations involving minor infractions will be dealt with by the appropriate person having authority over the Member or Participant involved: this person may include, but is not restricted to, a coach, official, director, officer, volunteer or staff member.
- (b) When assigned by the President to informally address a complaint of a minor infraction, the appropriate person having authority over the Member or Participant involved shall:
- i. Determine if an investigation is required to ascertain whether an infraction has in fact occurred,
  - ii. If deemed necessary, conduct a fair and impartial investigation of the matter and provide a written report of investigation findings to the Complainant, the Respondent, and the President
  - iii. Upon the facts of the case as originally presented, or upon the results of an investigation, determine if an infraction has in fact occurred,
  - iv. Where it is determined that an infraction has occurred, decide the appropriate disciplinary sanction and issue a written decision to the Complainant, the Respondent, and the President
  - v. Where it is determined that an infraction has not occurred, obtain the President's concurrence, then advise the Complainant and Respondent that the complaint has been dismissed, with reasons.

- vi. Where a disciplinary sanction has been imposed, coordinate the application of the sanction with other CMHA representatives as necessary, and monitor compliance by those upon whom the sanction has been imposed.
- (c) The Discipline Committee shall deal with all complaints of major infractions within the jurisdiction of this policy and may deal with complaints of minor infractions if so directed by the President.
- (d) Depending on the circumstances of the complaint, the Discipline Committee may authorize an investigation into the alleged infraction.
- (e) The Discipline Committee will determine the format of the disciplinary process, which may involve an oral hearing in person, a hearing based on written CMHA Codes of Conduct, and Discipline Policy submissions, or a combination of these methods.
- (f) The Member or Participant will be given reasonable notice of the format as well as day, time and place of the hearing; will receive a copy of the Investigation Report if an investigation was carried out; may be accompanied by a representative; and will have the right to present evidence and argument before the Discipline Committee.
- (g) After hearing the matter, the Discipline Committee will reach a decision as to whether an infraction has occurred and if it has, what the sanction should be. The Discipline Committee will issue a written decision, including reasons, for distribution to the Member or Participant, the complainant and the President.
- (h) Where the conduct being reviewed by this policy is of a sensitive nature, CMHA will keep all proceedings under the policy confidential, except where disclosure is ordered as part of the sanction, is required by law, or is in the best interests of the public.
- (i) In fulfilling its duties, and with the approval of the Board, the Discipline Committee may obtain independent advice.
- (j) CMHA reserves the right, and at times may be obligated to consult with, and report to Hockey Calgary any information regarding complaints filed, investigations, disciplinary hearings, and any resulting sanctions.

## 4.2 Disciplinary Sanctions

- (a) Penalties for minor infractions may include a verbal warning, written warning, request for an apology, service or other voluntary contribution to CMHA, removal of certain privileges of membership for a designated period of time, and/or removal from the current activity.
- (b) The following are examples of the progressive disciplinary sanctions that may be applied where it is found that a major infraction has occurred:
  - i. Verbal or written warning,
  - ii. Require a verbal or written apology,
  - iii. Service or other voluntary contribution to CMHA,
  - iv. Removal of certain privileges of membership,
  - v. Suspension from certain CMHA events or activities,
  - vi. Suspension from all CMHA activities for a designated period of time, CMHA Codes of Conduct, and Discipline Policy
  - vii. Expulsion from membership, and/or

- viii. Publication of the disciplinary sanction.

### **4.3 Alternate Sanctions**

Where warranted, CMHA will follow a progressive discipline policy to ensure offending person is given a chance to improve behavior.

1. Individual has been identified as a discipline problem.

Individual will be verbally counseled on their shortcomings and performance expectations will be reviewed. Record of conduct and actions taken will be maintained by the coaching staff and forwarded to the Discipline Committee, to be stored electronically. The Vice President must be notified of the situation. Player discipline issues will be presented at first available meeting for Discipline Committee discussion.

2. Conduct has not improved.

Individual will be issued a Recorded Warning. The Discipline Committee will be formally notified and given a copy of the Recorded Warning. All correspondence will be maintained by the Vice President and reflected in the Board Meeting Minutes.

3. Individual has failed to meet the conditions of the Recorded Warning.

The CMHA Board will notify the individual that they have recommended suspension. The Board will conduct an emergency meeting and render a quick decision, if necessary.

4. Individual is removed/banned from the Crowfoot Minor Hockey Association.

Notify the individual of the CMHA Board/Discipline Committee decision. Hockey Calgary, if necessary, will be notified. A Letter will be provided to the individual. The Individual will be suspended/banned for the defined duration, with NO refund paid.

- (c) It is understood that the above are representative penalties only, that they may be modified to fit the circumstances of the infraction, and that they are presented generally in order of severity. Any suspensions given will apply to all teams the participant is involved with. 3 Appeals Policy This policy identifies the procedures to be followed when a Member or Participant wishes to appeal a decision made by an official of CMHA.

### **4.3 Application of this Policy**

- (a) This Policy applies to all Members as defined in the bylaws of CMHA, as well as any individual participant engaged in activities with CMHA, including, without limitation, coaches, players, parents and spectators.

## 5. Appeals

(a) An individual who wishes to appeal a decision (“Appellant”), shall have 72 hours from the time they received notice of the decision, to submit the following: written notice of their intention to appeal; detailed reasons for the appeal, and an appeal fee of \$250.00. All to be submitted directly to the President of CMHA.

(b) Any consideration of an appeal after the 72 hour window has closed, will be at the sole discretion of the President, or designate.

### 5.1 Grounds for Appeal

(a) Appeals may only be heard if sufficient grounds exist surrounding the decision-maker or decision made (irrespective of the events precipitating the decision), as detailed below:

- i. Decision-maker did not have authority or jurisdiction as set out in CMHA’s governing documents, to make such decision;
- ii. Decision-maker failed to follow procedures as laid out in the bylaws or approved Policies of CMHA, in making the decision;
- iii. Decision was influenced by bias; CMHA Codes of Conduct, and Discipline Policy
- iv. Decision-maker exercised their discretion for an improper purpose; or, v. Decision made was grossly unreasonable.

### 5.2 Screening of Appeal

(a) Within 72 hours of receiving the notice of appeal, the President shall decide if the appeal constitutes sufficient grounds as set out in section 3.3. If the President is not available, a member of the Executive Committee will be designated to perform this function.

(b) If the appeal is denied due to insufficient grounds, then written notice shall be provided to the Appellant, and the \$250 Appeal fee returned.

(c) This decision is at the sole discretion of the President or the President’s designate, and may not be appealed.

### 5.3 Procedure for the Appeal

(a) An Appeal Panel appointed by the President shall govern the Appeal by such procedures as it deems appropriate, provided that:

- i. The hearing is held within 7 days of the Panel’s appointment;
- ii. All affected parties are given 5 days’ notice of the hearing (date, location, CMHA Codes of Conduct, and Discipline Policy time);

- iii. The hearing will be held in person, within the geographic boundaries of CMHA;
- iv. Written documents to be considered by the Panel must be submitted by the affected parties, at least 2 days in advance of hearing. These may be submitted by email to the Chairperson, for further distribution to the Panel;
- v. Affected parties may be accompanied by 1 other person (advisor/counsel) who will not address the Panel directly;
- vi. There shall be no communication between Panel members and the parties except in the presence of, or by copy to, the other parties; and
- vii. Decisions shall be by majority vote, where the Chairperson carries one vote.

#### **5.4 Appeal Decision**

(a) The Panel shall issue its written decision, with specific explanation, within 72 hours of the conclusion of the hearing; via email, to all parties and to the President.

(b) The Panel may decide as follows:

- i. To void or confirm the decision being appealed.
- ii. To vary the decision, where it is found that the decision-maker was unable to make a reasonable decision for reasons which could include, but are not limited to: lack of clear procedure; lack of time, or lack of neutrality. (The Panel will have no greater authority than the original decision-maker when changing a decision).
- iii. To refund the appeal fee, in whole or in part. (Fees not returned will be deposited with CMHA and incorporated into the operating budget.)