

CMHA Social Media and Respectful Communications Policy

Crowfoot Minor Hockey Association (CMHA) is committed to respectful behaviour, communications and conduct both on and off the ice, and works to eliminate any disrespectful conduct and discriminatory practices including abuse, neglect and harassment of any kind. Simply put, CMHA expects respectful interactions at all times.

Unacceptable Conduct is not condoned by CMHA on CMHA personal or other social media channels or accounts, as well as in emails, text messages and direct messaging on TeamSnap between staff, volunteers, players, parents, officials, or any member of the hockey community.

Unacceptable Conduct is considered contrary to CMHA's guidelines and is subject to disciplinary action. Unacceptable Conduct is defined as and includes but is not limited to the following actions and communications:

- Bullying, harassment, intimidation or threats of any type.
- Repetitive harassing and/or disrespectful communications of any type
- Making negative, discriminatory, or derogatory comments about, or statements deemed detrimental to the welfare of, any individual or group.
- Divulging confidential information or any other matter of a sensitive nature.
- Posting photographs, video or comments promoting negative influences or criminal behaviour, including but not limited to drug use, alcohol use, public intoxication, hazing, and harassment of any kind.
- Undertaking activity that contradicts the current policies of CMHA.
- Any online activity or comments that defame CMHA, its Board of Directors, Volunteers or Players
- Undertaking activity that is meant to alarm other individuals or to misrepresent fact or truth.
- Creating an online social media group that uses or reflects CMHAs name or logo that is not approved by CMHA

When Unacceptable Conduct is discovered by staff, parents, players, officials, volunteers or program areas directly controlled by CMHA, details of the Unacceptable Conduct will be provided by any Complainant in writing for review to the CMHA Discipline Committee.

CMHA's preference is to educate, inform and help develop positive habits when unacceptable or inappropriate comments or posts occur. When required,

disciplinary action or sanction will be assessed toward the individual making the unacceptable communication. Depending on the nature of the infraction, and any past discipline history, discipline or sanction may include but is not limited to, the individual being banned or blocked from CMHA's social media channels and CMHA email accounts, suspension from or removal as a CMHA Member in Good Standing, or the individual's Unacceptable Conduct may be referred to the Calgary Police Service, or other authorities being called.

PROCESS AND PROCEDURE

When Unacceptable Conduct is identified which involves staff, players, members, volunteers or program areas directly controlled by CMHA, the following process will occur:

1. Acknowledgement: the Complainant's allegation will be acknowledged by the President in writing.
2. Investigation: a thorough investigation will be conducted by an individual who is appointed by the CMHA Board in their sole discretion, with findings delivered to the CMHA Discipline Committee within a reasonable period of time. During the period of the investigation, confidentiality will be maintained by all parties to the investigation. During the investigation, If the Unacceptable Conduct occurred on a CMHA social media channel or CMHA email account or on TeamSnap, the individual will be blocked from having access to post on those channels or to those accounts.
3. Hearing: if the investigation determines sufficient evidence to proceed, the complainant and the individual will be notified and given the opportunity to present evidence to the Discipline Committee.
4. Sanctions: based on the evidence presented at the hearing, a determination will be made on whether a breach of the policy occurred and whether a sanction is required. A sanction will be delivered to the offending individual in writing.
5. Appeal: the individual may appeal the sanction, using the specified appeal process which will be provided to the individual in the written hearing decision.
6. Document retention: all documentation related to the hearing and appeal if any, will be on record with the CMHA and be held confidentially.

NOTE: Where the Unacceptable Conduct involves abuse, neglect or harassment of any type and the Conduct is of such a nature as to warrant legal authorities, and CMHA has a reasonable belief such Unacceptable Conduct has occurred, the matter may be turned over to the Calgary Police Service or other appropriate external authorities

Best Practices in Electronic Communications – General Advice and Tips

Social Media and electronic communications have placed increased pressure on everyone. News, comments and opinions are shared immediately. Your personal reputation, as well as your organization and CMHA is at stake, with every post, email and text. Therefore, before you communicate think about whether the post should be made. Would you say it to someone in person? If not, it is probably not a suitable post for any medium.

Dealing with Negative Posts

- Screenshot the post, so you have evidence if it is subsequently deleted.
- Don't feel obligated to answer EVERY negative tweet, message, etc.
- When responding, always be professional
- Encourage them to email, or even call if they have an issue
- Don't engage in an argument – social media arguments are a spectator sport

Communications Guidelines –CMHA Volunteers

The above guidelines are applicable to all members of the CMHA community, including Board members, committee members and staff, on-ice and off-ice officials. The guidelines include communications through all social media channels, electronic messaging (such as emailing, direct message and texting), TeamSnap, Internet media and websites.

When using social media and networking mediums, CMHA officials, members and volunteers should assume they are representing CMHA and should conduct themselves in an appropriate and professional manner. Once comments are posted or sent they cannot be retracted. Ultimately, each individual is solely responsible for his/her comments.

- Use your best judgment – THINK before posting or sending.
- Comments of an inappropriate nature, which are detrimental to CMHA, a team fellow official or any other member or individual, are not tolerated and are subject to disciplinary action and sanction.
- Do not divulge confidential information about an individual or team, including business or game strategy that could give someone else a competitive advantage.
- Do not discuss injury information about any player.