



PETERBOROUGH HOCKEY ASSOCIATION RISK
MANAGEMENT AND DISPUTE RESOLUTION PROCESS -2017



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PHA CODE OF CONDUCT:

All youth participating in the hockey programs of the Peterborough Hockey Association (PHA) enjoy the following rights and are entitled to the protection of these rights.

- **SPORTSMANSHIP:** You have the right to participate in a program in which sportsmanship, honesty and integrity are the cornerstones.
- **RESPECT:** You have the right to the respect of your coaches, coaching staff, your team-mates, the coaches, coaching staff and players of the opposing team, the referees and spectators and each of them has the right to expect the same of you.
- **PARTICIPATION:** You have the right to participate fully in the activities of your team.
- **SKILL DEVELOPMENT:** You have the right to learn about your sport and develop your skills to the maximum of your potential.
- **FREEDOM FROM ABUSE:** You have the right to say no to physical contact or interaction with any member of the coaching staff or any other person in a position of authority or influence.
- **FREE SPEECH:** You have the right to speak freely without fear of recrimination.
- **FAIR TREATMENT:** You have the right to be treated fairly and with impartiality.
- **FUN:** You have the right to have fun.

PHA upholds a zero tolerance policy for drugs and alcohol for any Association events or activities regardless of location for its members and any individuals attending or participating.

PHA accepts responsibility for the behavior of its members and will take the necessary disciplinary actions against any individual (Parents/Guardians, players, coaches, coaching staff and spectators) who fail to comply with the codes; this may result in disciplinary measures, including suspension and/or expulsion from the association.

Players Code of Conduct:

1. I will be responsible for my conduct at all times and I will always be a positive representative of the PHA and the City of Peterborough.
2. I will always play by the rules of hockey, and in the spirit of the game
3. I will, regardless of the outcome of the game, congratulate my team-mates, coach, coaching staff as well as the players and coach, coaching staff of the opposing team in a genuine and positive manner.
4. I will respect the referee's decision, I will let the coach or team captain address the referees and they shall do so only in a civil tone and manner.

5. I will control my temper, behaviour and language. Fighting or "verbally abusing" can spoil the activity for everyone.
6. I will work at achieving my personal best and to not get discouraged if it's not the best. I will work hard to improve my skills at practice and in games. I will make every reasonable effort to attend all scheduled practices and games, arrive on time and I will contact the team manager or coach if I am unable to attend for any reason.
7. I will respect the rights and consider the safety of other players; I will not set out to intentionally maim or injure another player, in actions, words, conduct or inaction and I shall not encourage, support or approve of this such behavior by others.
8. I will do my best to be a team player.
9. I will remember that winning isn't everything - that having fun, improving skills, making friends and doing my best are just as important.
10. I will remember that coaches and officials are there to help me. I will accept their decisions and show them respect.

Parent/Guardian/Spectator Code of Conduct:

1. I will remember that my son or daughter and all players participate for their fun and enjoyment, not mine.
2. I will promote the emotional and physical well-being of my son or daughter and all players ahead of any personal desire to win.
3. I will teach my son or daughter and encourage all players that doing one's best is as important as winning so that my son or daughter and all players will never feel defeated by the outcome of the game.
4. I will remember that youth learn by example. I will applaud good plays and performances by all players involved in the game.
5. I will not speak negatively about players, coaches and coaching staff, referees, other parents/guardians or spectators.
6. I will respect the referee's decisions and I will encourage all players to do the same.
7. I will remember that the locker room is where the team prepares for a game and not a place for me to hang out or give instruction.
8. As a Parent/Guardian, I will practice and encourage open communication with the coaches and coaching staff. I will bring concerns forward and adhere to a 24 hour rule before addressing an issue or contentious point. I will respect the coach's decisions and not interfere with or undermine the coaches or coaching staff. As a Parent/Guardian, I will inform

the coach of any ailment that may affect the safety of my son or daughter or the safety of others and I will not permit my son or daughter to compete without complete and safe equipment.

9. As a Parent/Guardian, I will make every reasonable effort to have my son or daughter attend all scheduled practices and games, arrive on time and I will contact the team manager or coach if my son or daughter is unable to attend for any reason.

Coaches and Coaching Staff Code of Conduct:

1. I will lead by example and I will work to create a desire for our players to do their best while playing the game.
2. I will remember that players need a coach they can respect. I will be generous with praise and set a good example at all times through my actions and words.
3. I will teach my players to play fairly and to respect rules, officials, team-mates, opponents, parents/guardians and spectators.
4. I will ensure my players get fair instruction, support and playing time.
5. I will not ridicule or yell at my players for making mistakes or for performing poorly.
6. I will remember that players play hockey to have fun and must be encouraged to have confidence in themselves.
7. I will obtain proper training and will continue to upgrade my coaching skills.
8. I will be reasonable when scheduling extra practices and team events, remembering that players have other interests and obligations.
9. I will cooperate with on and off ice officials for the benefit of the game and players.
10. There is a need for regular, open communication with parents/guardians, coaching staff, players and Association officials. As a coach I will be approachable at any time regarding anything to do with players or the team 24 hours after a game.

Association (PHA) Code of Conduct:

1. We will make sure that all players are given the same opportunity to participate, regardless of gender, ability, ethnic background, or race.
2. We will make sure that all prudent and reasonable, appropriate and necessary measures are taken on an ongoing basis to protect the safety of all players, coaching and volunteers wherever PHA activities take place.
3. We will make sure that age, skill level and maturity level of the players are considered in program development, rule enforcement, and scheduling.
4. We will make sure that the play is done for its own sake and make sure that winning is kept in proper perspective. We will make sure that appropriate and thorough screening of all those who provide service on behalf of PHA, both before, but especially after they are involved, seeking to have Coaches, Coaching Staff, Officials and other volunteers who are capable of promoting fair play as well as the development of good technical skills.
5. We will distribute, publicize, promote, implement and enforce the Codes of Conduct within PHA.

Harassment and Abuse Policies:

PHA strictly adheres to the Bullying Harassment and Abuse Policies outlined by Hockey Canada <http://www.hockeycanada.ca> and <http://www.hockeycanada.ca/en-ca/Hockey-Programs/Safety/Essentials/Downloads.aspx>

PHA's goal is to eliminate all forms of harassment and abuse, including physical, verbal and sexual abuse. PHA's first priority is to protect its players and at the same time, Coaches, Parents, and Officials can also be the targets of harassment and abuse.

PHA believes that you should have the ability to discuss any concerns that might be classified as harassment or abuse. PHA also believes that false allegations can be devastating to a person's career and personal life. If you believe there is a need to discuss any incident that, in your opinion, is an issue of harassment or abuse please contact the PHA Chair of Risk Management. (President of Association)

DEFINITIONS OF TERMS USED IN THE PHA DISPUTE RESOLUTION PROCESS:

Complaint: Description of the problem

Complainant: The person raising the complaint

Respondent: The person with whom the complaint is about and who responds to the complaint.

***Team Designate:** The person whom the team identifies as the person available to assist with the handling of complaints within the team (i.e. Team manager, trainer, parent, guardian, team liaison if applicable).

RISK MANAGEMENT GROUP WILL CONSIST OF THE FOLLOWING AS PER PHA CONSTITUTION:

12.5. Risk Management Committee:

The Risk Management Committee shall;

– be chaired by the President, and shall consist of the Vice President Business, Vice President Operations, Vice President Rep Hockey, Vice President House League, Past President and at least two (2) elected sitting Executive Members (Risk Management Directors).

PHA DISPUTE RESOLUTION PROCESS:

The hockey environment can be quite emotional in both a positive and negative sense. As a spectator at a hockey game or practice, it is common for individuals to pass judgement and opinion on the situation at hand and/or the hockey program. At times, these judgements and opinions may be accurate or inaccurate. When these views evolve into a dispute, it is highly advisable to address the matter at the earliest opportunity.

STEP 1:

Complainant should attempt to meet with the Respondent & Team Designate following a 24 hour period with whom the complaint is about.

STEP 2:

If the Complainant is not satisfied with the response provided by the Respondent, the matter should be presented to the team designate (team designate to be determined by the team at beginning of a hockey season. Team Designate is not to be used in complaints being addressed by the PHA)

Within 7 days of receiving the verbal complaint, the team designate will arrange an informal meeting between the Complainant and the Respondent to address the issue in an attempt to reach a resolution.

STEP 3:

If the Complainant is not satisfied with the outcome of the informal meeting described in Step 2, the Complainant may complete a complaint form and submit the formal complaint to the PHA Chair of Risk Management /Dispute Resolution .

The PHA Chair of Risk Management/ Dispute Resolution will make an initial determination as to whether the Complaint has merit or the incident requires further investigation and possible referral to the Risk Management team.

If any Complaint is found to involve a possible criminal offence, the statutory authorities will then be informed and the Respondent may be suspended at the discretion of the PHA as applicable, pending the resolution of the matter by the statutory authorities.

Note regarding Impartiality***

At each level of the dispute resolution process, the PHA will:

1. Be fair and impartial; and

2. ensure that none of the persons involved in investigating and/or resolving the Complaint have a personal or other interest in the outcome as per the PHA Code of Conduct .

RISK MANAGEMENT / DISPUTE RESOLUTION COMMITTEE PROCESS AND PROCEDURE:

The RM/DR committee is responsible to investigate all Complaints brought to it. It is important to note that not every issue that is investigated will end with a disciplinary action- some cases will be found to be without merit, while others may be resolved via informal discussions or mediation. However, substantiated Complaints will be addressed according to their severity having regard primarily to the safety of all participants.

In addition to investigating Complaints that have been made by Members, the RM/DR also has the power to initiate investigations of its own accord when it is made aware of circumstances that may constitute a breach of PHA's code of conduct or policies.

All decisions made by the RM/DR committee are binding at the PHA level, any further recourse must be sought through the Ontario Minor Hockey Association (OMHA) Appeals Process.

STEP 1: Initial Investigation.

Whenever a Complaint is referred to the RM/DR or the committee otherwise undertakes to investigate an incident, a member of the chair of the committee will undertake an initial investigation by contacting the Complainant (if applicable) and the Respondent (or, where the Complainant or Respondent is under 18 years of age, his or her parent or guardian) for any necessary clarification.

The RM/DR chair may in appropriate circumstances, withhold the identity of the Complainant from the Respondent and PHA Board and Executive members during the Initial Investigation.

If the RM/DR committee reasonably believes that the alleged behavior constitutes a safety risk, or otherwise reasonably believes that immediate intervention is required, they may suspend the Respondent pending the completion of the PHA dispute resolution process.

STEP 2: Classification of Complaint

The RM/DR will make a determination as to whether the Complaint has merit or whether it can be resolved to the satisfaction of all parties through an informal resolution or revisiting any of the previously covered steps of the PHA dispute resolution process.

If the RM/DR determines that a complaint is without merit or that an informal meeting is unnecessary, the committee will prepare a written report containing its findings which will be kept on file and copies distributed to the Complainant/Respondent.

If the RM/DR finds that the complaint has merit and is not appropriate for informal resolution, the Committee will proceed to a formal investigation.

STEP 3: Formal Investigation

Within three (3) business days the RM/DR will notify the Respondent (or, where the Respondent is under 18 years of age, his or her parent or guardian), in writing, of the commencement of the Investigation, the identity of the RM/DR members and a tentative time frame for the completion of the Investigation.

The nature and extent of the Investigation will depend primarily on the nature and severity of the Complaint, and may include any or all of the following:

- 1.** Oral interviews with any and all parties, witnesses and other interested Members;
 - 2.** Solicitation of written statements from any and all parties, witnesses and interested Members; and
 - 3.** Such other methods of investigation as the RM/DR may reasonably deem appropriate.
- Upon the conclusion of the Investigation, the RM/DR will prepare a formal investigative report containing its findings which will be kept on file .

Further, the RM/DR committee may impose one or more of the following Sanctions;

1. No further action;
2. Warning/reprimand;
3. Required apology;
4. Required re-education/training (e.g., re-taking Speak Out);
5. Suspension; and
6. Expulsion.

As indicated previously, all decisions made by the RM/DR are binding at the PHA level, any further recourse must be sought through the Ontario Minor Hockey Association (OMHA) Appeals Process.

www.omha.net

[OMHA 2017 - 2018 Appeal Package](#)

CODE OF CONDUCT POLICIES & PROCEDURES

[OMHA Code of Conduct Policies & Procedures](#)

[Complaint Form](#)

[Dispute Resolution Flow Chart](#)

[Code of Conduct Appeal Application Form](#)
