



Recreational Hockey Calgary (RHC) DISCIPLINARY POLICY

1.1 Application

This Policy applies to ALL MATTERS falling under the provisions of RHC and has been adopted by RHC in order to establish a process that will enable individuals participating in the activities, programs, events or business to participate, learn, work and play in a respectful environment free of discrimination, harassment, bullying and abuse. These actions, investigations and disciplines are independent of Hockey Calgary actions and can be implemented over and above any Hockey Calgary decision.

1.2 Complaints Committee

The Complaints Committee will be chaired by the VP Rec Hockey and supported by the Divisional Coordinator and the President of RHC unless there is a conflict of interest determined by the President of RHC. Any Board Member of RHC may be substituted to chair the Committee if the VP is unable to chair the meeting. Other RHC Officials such as Division Coordinators, Coaches and Managers maybe requested to attend a Complaints Committee meeting to assist in providing information or developing an action plan to move forward.

All decisions made by the Complaints Committee can be appealed and must follow the Appeals procedure.

1.3 Definitions

For the purposes of this Procedure:

- a. A Complainant is a person who discusses a concern or makes a complaint (an allegation, whether verbal or written) of unacceptable conduct, as that conduct is defined by the Policy;
- b. A Respondent is the party against whom a complaint is filed;
- c. An Official is any individual occupying a position of authority with RHC, Hockey Calgary, Hockey Alberta or Hockey Canada including but not limited to the executive, directors, officers, team officials and game officials;
- d. Verbal Harassment is name-calling, sarcasm, teasing, spreading rumors, threatening, making negative references to one's culture, ethnicity, race, religion, gender, sexual orientation and sexual comments;
- e. Social Harassment is mobbing, scapegoating, excluding others from a group, ganging up on and group teasing;
- f. Physical Harassment is hitting, poking, pinching, chasing, shoving, coercing, destroying or stealing belongings, sexual touching and hazing;
- g. Cyber Harassment is using the internet, social media technology or text messaging to intimidate, put-down, spread rumor, harass or make fun of someone.

- h. Bullying is a conscious, willful, deliberate and repeated hostile activity marked by an imbalance of power, intent to harm, and/or a threat of aggression.
- i. "24 Hour Rule" Parents/guardians, members or spectators are not allowed to confront a coach, team or league official to discuss any "negative" game or practice situation with the coaching and management staff until at least 24 hours has passed from the completion of the game or practice. A confrontation shall consist of any conversation, which is elevated from a normal speaking tone and demeanor to one which involves yelling, profanity or derogatory comments toward said coach, team or league official.

1.4 Expected Standard of Ethical Conduct

RHC commits to providing activities, programs, events or business to participate, learn, work and play in a respectful environment free of discrimination, harassment, bullying and abuse. All members and participants that are attending RHC activities, programs, events or business are expected to:

1. Adhere to all RHC bylaws, policies and procedures.
2. Rule and Regulations established by the facilities in which RHC activities, programs, events or business are taking place.
3. RHC is unequivocally opposed to tobacco, vaping, alcohol, cannabis and illegal drug use by any minor participants. Those parents and players and officials within the age of majority should not be consuming any such substances while representing the RHC.
4. Not use performance enhancing drugs or methods.
5. Engage in activities or behaviors that would interfere or create a safety situation at any RHC activities, programs, events or business.
6. Refrain from comments or behaviors which are disrespectful, humiliating, demeaning, offensive, abusive, racist, or sexist.

All RHC Board members, coaches, players and parents will be expected to sign a Code of Conduct outlining and acknowledging each individual's code of conduct before they are able to participate in RHC activities, programs, events or business.

1.5 Breach of Code of Conduct

Failure by a member or participant to comply with the applicable Code of Conduct while attending a RHC activity, program, event or business constitutes an infraction and may result in a disciplinary action and the possibility of sanctions in accordance within the guidelines set forth in this policy.

1.6 Penalties and Violations

1.6.1 Class 1 Violations

Class 1 violations include but are not limited to;

- Use of obscene or vulgar language or gestures directed towards anyone at any time.
- Abusive language towards players, coaches, officials, parents, opponents or spectators.
- Taunting of players, coaches, officials, opponents or spectator by means of baiting or ridiculing.
- Addressing a player, coach, official or volunteer in an unsportsmanlike, discourteous, or threatening manner.
- Questioning or approaching a coach, coaches or official about a decision during or immediately after practices or games, "the 24-hour rule".

Class 1 violations can be dealt with at a Team Level having agreed the course of action with the Division Coordinator and can carry a penalty of up to one (1) game suspension. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

1.6.2 Class 2 Violations

Class 2 Violations include but are not limited to;

- Threats of physical violence towards any player, coach, official, parent, opponent, volunteer or spectator.
- Throwing of an object in the spectator viewing area, player's bench, penalty box, in the locker room or on the ice that in a manner that appears to be malicious or creates a safety hazard.
- Intentionally shoving or striking a player, coach or official during a RHC activity, program, event or business.
- Public disparagement of other members or RHC (allegations have to be false statements).
- 2nd violation of the same Class 1 violation, or 3 or more Class 1 violations.

Class 2 Violations can only be dealt with at the Complaints Committee Level. Class 2 Violations carry a maximum penalty of Three (3) up to a Five (5) game suspension. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

1.6.3 Class 3 Violations

Class 3 violations will be at the discretion of the Complaints Committee based on a full investigation of the background and violation(s) involved. Depending on the severity of the incident(s), Class 1 and Class 2 violations may be deemed Class 3.

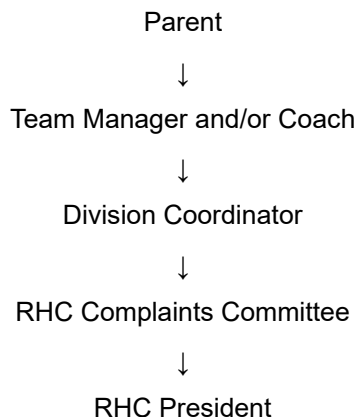
If the violation(s) is considered to be a Class 3 violation the Complaints Committee will recommend that the violation be heard by the RHC Board Members, where quorum is met and a $\frac{2}{3}$ majority decision by the RHC Board Members must be met on any decision.

Class 3 Violations carry a penalty of an Automatic Five (5) game suspension up and including maximum penalty of expulsion. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

1.7 Reporting of Unacceptable Conduct or Policy Breaches

RHC holds an expectation that the management of any issues arising during the course of the hockey season will follow the following process.

RHC Communication Escalation



This communication progression is consistent with Hockey Calgary, Hockey Alberta and Hockey Canada and is the expectation of the governing bodies that the communication escalation is followed. It is requested that RHC membership respect the process and adhere to the communication escalation.

Members of RHC must **not** communicate directly with Hockey Calgary without following the escalation process.

1.8 Team Level Issues

Any Class 1 violation, including but not limited to alleged misconduct of players, coaches and parents should be first reported by the Complainant to the Team Manager.

A Complainant wishing to file a complaint must follow the 24-Hour Rule, unless there is an immediate concern that the safety of any person is in jeopardy.

At no time and under no circumstances should any RHC parent or extended relative confront a player, coach, game official or another parent at the time of the incident or at any time of in the presence of players.

RHC asks that teams do their best to resolve issues at the team level. These issues should first be addressed at the Team Manager level. If the issues cannot be resolved at the Team Manager level, then the issues need to be brought to the attention of the Division Coordinator. This is primarily for issues that meet the criteria for filing an official complaint.

If the Division Coordinator is not able to resolve the dispute to the satisfaction of the parties involved, or if they require further input and guidance, they will send the complaint to the Complaints Committee for review.

1.8.1 RHC Level Issues

The following issues will be considered RHC level issues:

- Any Class 2 violations
- Issues that arise prior to the season commencing.
- Issues during the season that arise outside of a game, practice or other team activity, or that involves parents, coaches or players from more than one team but is hockey related.
- Issues that take place during the Sorting Skates Process.

No party within this resolution process shall tolerate any behavior that constitutes bullying, harassment or threats of any form. Any instance of the behaviors shall be escalated immediately to the Complaint Committee if necessary and appropriate disciplinary action against the offender shall be considered by the Committee.

1.9 Minor Instances of Unacceptable Conduct

Nothing in this Procedure prevents an Official or other appropriate person having authority from taking immediate informal and corrective disciplinary action in response to behavior that, in their view, constitutes a minor Class 1 incident of unacceptable conduct, as defined by the Policy.

1.10 Instances where Immediate Response may be required

Complaints of unacceptable Class 1 conduct arising during games may be dealt with immediately, if deemed necessary, by an Official, provided the individual being disciplined is advised of the nature of the infraction and has an opportunity to provide information concerning the incident. In such

situations, sanctions shall be for the duration of the game only and must be reported to the Complaints Committee. Further sanctions may be applied but only after review of the matter in accordance with RHC Complaints Committee and this Procedure. In the event that an alleged offense is so serious as to possibly jeopardize the safety of others, an Official may immediately remove the alleged offender from an RHC program or event pending an investigation of the complaint in accordance with this Procedure.

1.11 Reporting Unacceptable Conduct

A person who experiences, witnesses, or has reason to believe that unacceptable conduct has occurred is encouraged to make it known to the alleged offender as soon as is practicable that the behavior is unwelcome, offensive and contrary to RHC Policy, however if the person does not feel comfortable approaching the alleged offender they are encouraged to report the incident immediately. Members can directly contact the Vice President with any conduct concerns.

1.12 Informal Resolution

Once contacted by a Complainant, and it is shown that the communication progression has been followed the Complaints Committee will serve in a neutral, unbiased capacity to receive information regarding the incident(s) and, where appropriate, assist in the informal resolution of the matter. If a member of Complaints Committee considers that he or she is unable to act in this capacity, a replacement from the RHC Board of Directors will be requested.

If an informal resolution acceptable to the Complainant and Respondent is reached, then the Complaints Committee will:

- a. Send a written communication to both parties, setting out the understandings and/or agreement. Receipt of this written communication must be acknowledged by both the Complainant and Respondent;
- b. Assist in bringing about whatever administrative or other action is needed to implement the resolution;
- c. Ensure that an appropriate record of the resolution is documented and maintained by the Complaints Committee

1.13 Formal Complaint

If the matter is not resolved informally, or if the unacceptable conduct continues or reoccurs, or if the Complainant chooses not to attempt to resolve the matter informally, the Complainant has the option to file a formal complaint.

The formal complaint shall:

- a. Be in writing stating that it is a formal complaint.
- b. Set out the particulars of the allegations, including, where possible, the dates, times and nature of the allegations, the person(s) involved, and the names of any witnesses to the behavior;
- c. Be submitted to the Complaints Committee.

A Complainant may request the assistance of the Complaints Committee to help assess if the incident(s) should be considered a formal complaint.

Persons who wish to file formal complaints are encouraged to do so at their earliest opportunity. However, to be considered by the Complaints Committee all formal complaints must be filed within 1 week from the date of the most recent alleged violation of the Policy. The Complaints Committee can look at extenuating circumstances that would warrant an extension of time.

1.14 Applicability of the Complaint

Upon receipt of the formal complaint the Complaints Committee, with advice from appropriate persons or professionals as needed, will review the allegation(s) to determine:

- a. whether the alleged conduct falls within the definitions of unacceptable conduct established by the Policy;
- b. the nature of the complaint, including an initial assessment as to the seriousness of the alleged conduct;
- c. who the complaint involves.

If it is determined that the allegation(s) does not fall under the definitions set out by RHC Discipline Policy or that the complaint does not involve any person to whom the Policy applies, then the Complainant shall be advised accordingly, and no further action will be taken on the formal complaint. The Complaints Committee may recommend that other avenues be pursued by the Complainant in order to resolve the matter at issue.

If it is determined that the complaint does not involve any individual participating in RHC activities, programs, events but may involve a member/participant of RHC or if the complaint raises issues within the exclusive jurisdiction of Hockey Calgary, the Complaints Committee shall refer the complaint to Hockey Calgary.

If it is determined that the complaint involves a person or persons to whom the Policy applies and the complaint is initially assessed as minor in nature, and if agreed upon by the parties, resolution may be attempted through mediation for such period of time that the Complaints Committee considers reasonable. Any such resolution may provide for withdrawal of the complaint or a portion thereof. Should mediation be unsuccessful or if at any time one or both of the parties decline to participate further with the resolution process, the Complaints Committee shall proceed to handle the matter as per the following;

If it is determined that the complaint involves a person or persons to whom the Policy applies and the complaint is initially assessed as serious in nature, the Complaints Committee may then contact/appoint an individual with the necessary training, skills and experience to conduct an investigation of the complaint. This may be an individual(s) external to RHC.

1.15 Instituted Investigation

The Complaints Committee, in consultation with RHC Board of Directors and/or appropriate professionals may request that an investigation be conducted in the absence of a formal complaint and in circumstances where the Committee deems it appropriate to do so. The procedures applicable to the investigation of a formal complaint and post-investigative response will apply, adapted as necessary to meet the particular circumstances.

Where the Complaints Committee believes there is sufficient evidence to warrant the Complainant making a formal complaint, but the Complainant does not wish to do so, the Complaints Committee may make a formal complaint on behalf of RHC and proceed in accordance with these Procedures.

1.16 Investigations

Upon an investigation being launched, the investigator shall:

- a. Notify the Respondent that a complaint has been received and that an investigation is being commenced. The Respondent shall be provided with a copy of the formal complaint and copies of RHC Discipline Policy;
- b. Provide the Respondent with a reasonable opportunity to consult with a representative if required to do so;
- c. Request the Respondent to provide a written response to the complaint within a reasonable time which shall be at the discretion of the Complaints Committee;
- d. Investigates the complaint, including interviewing the Complainant and the Respondent, and any other person deemed relevant to the investigation;

- e. Re-interview the parties of the complaint, as needed, in order to provide them with a full opportunity to respond to all pertinent information gathered during the investigation;
- f. Carry out the investigation in a timely manner.

Upon completion of the investigation, the Complaints Committee shall prepare a written report which sets out:

- a. The allegation(s);
- b. All relevant information obtained during the course of the investigation;
- c. A recommendation that states either:
 - no further action be taken because no breach of the Policy has been found to have occurred; or
 - the complaint has merit and was referred to the Complaints Committee; or
 - the complaint has been shown to be clearly false, malicious or frivolous, no disciplinary action required against the Respondent required. Action may be taken against the Complainant if required.

A copy of the written report shall be provided to the President will file and kept on record.

1.17 Decision of the Complaints Committee

Within 10 business days of the receipt of the investigator's report and any written submissions by the parties or as soon as is possible thereafter, the Complaints Committee will deliver its written decision to the Complainant and Respondent. The written decision shall contain:

- a. a summary of the facts, referring as necessary, to the investigator's report;
- b. a conclusion as to whether or not the Policy has been breached;
- c. the disciplinary action, if any, to be taken against the Respondent for any breach of the Policy found to have occurred;
- d. the disciplinary sanctions, if any, to be administered to the Complainant in the event of the finding that the complaint was clearly false, malicious, or frivolous;
- e. if determined to be necessary, measures to remedy or mitigate the harm or loss suffered by the Complainant, for any breach of the Policy found;
- f. any other measures that may be necessary to properly dispose of the complaint.

Unless the Committee decides otherwise, any disciplinary sanctions determined to be taken against either the Complainant or Respondent shall take effect immediately.

Failure by a member to comply with a sanction as determined by the Complaints Committee shall result in an automatic suspension of membership in RHC until such time as the sanction is fulfilled.

1.18 Appeals

Both the Complainant and Respondent shall have the right to appeal the decision of the Complaints Committee. A notice of intention to appeal, along with the grounds for appeal, must be provided to the Grievance and President within 5 business days of the Complainant or Respondent, as applicable, receiving the Complaints Committee's written decision. The notice must include the grounds upon which the decision is being appealed as set out below.

Appeals may only be made on the following grounds:

- a. members of the Complaints Committee did not follow the Procedure applicable to administering the RHC Discipline Policy;
- b. members of the Complaints Committee reached a decision that could not be supported by the evidence;
- c. members of the Complaints Committee reached a decision on a remedy that was grossly unfair or unreasonable in all of the circumstances.

The other party will be notified if a notice of appeal is received. The party will be provided with the grounds of the appeal and the opportunity to submit a response to the notice. The appeal shall be heard by the RHC President.

The President shall, within 7 business days of receipt of a written appeal, arrange a date for the appeal hearing and give notice of the date to the Complainant and Respondent.

Representations are limited at an appeal hearing to those persons requested to, or approved to, appear by the President;

The President has discretion to govern the hearing of the appeal in the manner they deem appropriate, provided that it adheres to the following;

- a. The decision of the President will be based on a review of the documentation regarding the complaint, including the complaint and any reply by the Respondent, the report of the investigator, any submissions made by the parties in response to the investigator's findings, the decision of the Complaints Committee, the notice of appeal and any representations in response to the appeal permitted by the President.
- b. In deciding the appeal, the President may uphold the decision of the Complaints Committee, substitute its decision for that of the Complaints Committee or it may modify any of the Complaints Committee's conclusions regarding disciplinary action or remedial measures.
- c. A ruling by the President with respect to an appeal filed pursuant to this section is final and binding on all parties.