



Member Conduct
Expectations



Spruce Grove Minor Hockey Association

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Spruce Grove Minor Hockey Association

I. Introduction

The Spruce Grove Minor Hockey Association Executive Committee and Board of Directors is elected by the general membership at the Annual General Meeting, and thus responds to the needs of the membership. Part of the mandate of the Executive Committee and Board of Directors is to establish conduct management guidelines for all participants in the hockey program.

It has become evident over the last couple of years that SGMHA needs to establish clear and concise Member Conduct Expectations for all members of the association. With this program, SGMHA wants to address the fundamental values of the game:

- Shared Respect for all participants of the game
- Development of the players involved in the game
- Fun while participating in the game

To achieve this SGMHA wants to focus on respect, positive development, and fun.

The Member Conduct Expectations are not a short term solution to the serious problems the game is facing. It has been created as a long term guiding principle for the minor hockey program in Spruce Grove.

II. Spruce Grove Minor Hockey Association Philosophy:

The Member Conduct Expectations

The Spruce Grove Minor Hockey Association views the Member Conduct Expectations as support and confirmation to our many coaches, players, officials, parents, and volunteers who are in the majority, and who have always participated in the game, following the fundamental principles of respect, positive development, and fun. We see this program as a vehicle to assist them to further these values and make the game even better and more enjoyable.

Objectives of the Member Conduct Expectations

1. To provide a program that plays a significant role in the development of a young person's values, morals, social maturity, physical fitness and mental fitness. To promote acceptable conduct which provides:
 - Respect for other participants.
 - Respect for the great game of hockey.



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- Protection from harm.
 - Development of ethical conduct towards others.
 - Notions of justice, fairness, equity.
 - Caring attitudes.
 - Freedom to enjoy.
2. It is a must that every participant abides by these principles. A participant is defined as (but not limited to) a player, coach, official, or spectator.
 3. This program is not intended to be a new process for complaints about officiating or general hockey rules. The objective is to promote and ensure acceptable behavior.

Definition of “Unacceptable Behavior”

An individual is displaying unacceptable behavior if they are verbally or physically harassing and/or abusing a game participant (coach, player, official or spectator). When there is a situation of "unacceptable behavior", the responsibilities of SGMHA coaches, players, officials, spectators and administrators are outlined below. The focus is on achieving the Member Conduct Expectations' objectives. Confrontation should be avoided. Practice the “24 Hour” rule and then report the incident, as it is an important step in attaining the program's objectives.

Providing an Incident Report

Rumors, innuendo and supposition will not be accepted by SGMHA. Complainants not willing to present their observations/concerns in writing with their name provided will NOT receive standing. ALL those who do provide this will receive a formal response. For the protection of all those involved, at minimum two SGMHA representatives will review and address a complaint.

III. Code of Conduct – Zero Tolerance Policy

1. Members, players and participants are expected to abide by the Bylaws, Rules, and Policies of the Spruce Grove Minor Hockey Association. Their behavior is expected to align with the spirit of the Bylaws, Rules, and Policies of this code.
2. All members and participants of the Association shall respect other members, officials, parents, players, fans, team officials, volunteers, executive committee members, employees and property of the association. Any inappropriate conduct, threats, harassment or abuse directed towards game or team officials, members, parents, fans, volunteers, executive committee members, employees,
3. Damage to the property of the Association, another Association, vendors, or public/shared spaces, will not be tolerated.
4. All members, fans, and participants of the Association shall respect the game of hockey and shall behave in a manner so as not to make a travesty of the game.
5. Spruce Grove Minor Hockey Association will not tolerate LOUD, obscene, or obnoxious coaches, managers, assistants, players, parents, or fans. Such individuals will be subject to disciplinary



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action as outlined in the disciplinary section.

6. Other than in the U7 and 4 Year Old programs, parents and fans are not permitted in the dressing room except as expressly permitted by the respective coach to assist their child in changing before or after a game or practice.
7. Under no circumstances will a parent or fan enter the opposing team's dressing room.
8. Within the Spruce Grove Minor Hockey membership Coaches and other team officials, players, parents, and fans are not permitted under any circumstance in the official's dressing room, nor are they to confront game officials about the game.
9. Violation by any member, fan, or participant of any provision of this Code of Conduct – Zero Tolerance Policy will result in disciplinary action being taken by the Association against such individuals as provided in this document.
10. Harassment and Bullying in all its forms, including cyber bullying (ie. Facebook, Twitter, Social Media, etc.) will not be tolerated during the course of any Spruce Grove Minor Hockey activity or program. All those involved with Spruce Grove Minor Hockey, including its volunteers, players and parents/guardians of players are responsible for making every reasonable effort to uphold this commitment. Specifically, this includes refraining from harassing or bullying behavior, responding promptly and informally to minor incidents of harassment or bullying and following Local or National policy guidelines for reporting or responding to more serious complaints of harassment or bullying. Everyone is encouraged to report incidents of harassment or bullying.
11. The inappropriate use of Cameras, Cell Phones, or any other type of recording device is strictly prohibited in dressing rooms and around player's benches. This includes coaches, parents, players, and visitors. Disciplinary action, including possible suspension will follow any breach of this rule.
12. Any cigarettes, smoking/vaping paraphernalia, nicotine pouches, chew, or related equipment is not allowed in the dressing rooms or rinks.
13. Coaches and Assistant Coaches will have their Cell phone available for emergency use only.
14. Also, after a game a picture may be taken by a team official or parents for a memory photo of the team under a special occasion such as a tournament or playoff win. Privacy Rules apply to any of these photos taken.

ANY VIOLATION OR BREACH OF THE PROVISIONS IN THIS CODE OF CONDUCT – ZERO TOLERANCE POLICY BY MEMBERS, FANS, OR PARTICIPANTS OF SGMHA WILL RESULT IN DISCIPLINARY ACTION BY THE ASSOCIATION AGAINST SUCH INDIVIDUALS. THIS INCLUDES SUSPENSION AS OUTLINED IN THE DISCIPLINARY PROCEDURES OF THIS CODE OF CONDUCT – ZERO TOLERANCE POLICY.

IV. Complaint Handling Procedure

Implementation Trigger

The reporting of unacceptable behavior by a coach, player, official, spectator, or administrator, is the triggering event of the complaint handling procedure. This reporting process will govern the person(s) responsible for investigating the complaint. The methods of enforcement will vary



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dependent on the severity of the event.

Reporting Process

1. If an incident occurs which meets the definition of unacceptable behavior and in the opinion of a coach, player, official, spectator, or administrator, is serious enough to warrant a formal complaint, then an Incident Report Form (sgmha.ca > Information > Parent Information) must be completed and forwarded to SGMHA Division Director within seven days of occurrence.
2. The Incident Report Form will then be submitted to the current Commissioner for review. Incident Reports must be filed within the season in which the incident occurs.
3. If an incident is unreported, it cannot be used as evidence in a future incident report.

Responsible Reporters

If, in the opinion of a Coach, Player, Official, Spectator, or Administrator, an individual is verbally or physically harassing or abusing a game participant (coach, player or official), at the next stoppage of play, the offending individual will be identified and through discussion with one or both coaches, request that the offending individual(s) cease this unacceptable behavior. If the behavior continues, the official will document the offense on an incident report form. A copy of the write up will be forwarded to the Division Director, triggering the complaint handling process.

Investigation Team

If an Investigation Team is required, it will consist of 3 members of the association appointed by the Commissioner. They will be given a copy of the Member Conduct Expectations to ensure they conduct the investigation according to the objectives of the plan.

Enforcement

1. Reports handled by an Investigation Team

After the investigation, the Spruce Grove Minor Hockey Association Commissioner shall have the power to implement the recommendations of the Investigation team that could include suspending any player, coach, official, spectator, or administrator of any team under the auspices of the Spruce Grove Minor Hockey Association.

2. Reports handled by the Commissioner or Designate

The Commissioner or Designate has the power to suspend any coach, player, official or spectator of any team under the auspices of the Spruce Grove Minor Hockey Association for any conduct on or off the ice which in the sole discretion of the Commissioner or Designate is deemed to be unbecoming or detrimental to the game.

The Commissioner or Designate shall have the power to prevent any spectator from viewing any game or other activity, or entering a facility to view such game or activity under the auspices of the Spruce Grove Minor Hockey Association for any conduct which in the sole discretion of the



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Commissioner or Designate is deemed to be unbecoming or detrimental to the game. Further, the Commissioner or Designate has the power to suspend the player, coach, team official or the team to which the spectator is attached.

3. Authority

This authority may be delegated by the President, to other members of the association's executive committee or board of directors.

4. Power and Delegation

The power and delegation granted to the Commissioner or Designate allows for effective and quick action against conduct considered detrimental to the game and its participants. The Spruce Grove Minor Hockey Association is prepared to enforce these provisions as required and are an integral part of the reporting and enforcement initiatives.

Appeal Process

Upon receiving a request for an appeal, the Spruce Grove Minor Hockey Association will establish an appeal committee made up of three (3) members to hear the appeal related to any disciplinary action handed down as a result of an investigation. Appeals should be heard as quickly as is practical (within 7 days). The appeal must contain a clear and concise summary stating the grounds for the appeal. Notice of the appeal must be submitted, in writing, to the President of the Spruce Grove Minor Hockey Association within five (5) days from the date of discipline notification was received. If the appeal is denied, further appeals can be made to Hockey Alberta under Hockey Alberta Rules & Regulations 13.03 "Appeal from Decision of Local Minor Hockey Association".

V. Implementation Process

Introducing the Program

1. Season Start

At the start of each season, team coaches will host separate meetings with all participants, and participant families of the game to present the Member Conduct Expectations. At these meetings, the Spruce Grove Minor Hockey Association representative (Coaching Staff) will:

- Detail the objectives
- Outline the expectations
- Lay out the consequences
- Explain the team's responsibilities
- Explain the Association's responsibilities
- Explain the distribution & collection method that will be used

Players, parents, and coaches will have access to a copy of the SGMHA Member Conduct Expectations at all times through the SGMHA website. Players, parents and coaches may be required



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to sign a statement agreeing to abide by the SGMHA Member Conduct Expectations as part of the season start meetings. SGMHA members refusing to sign the SGMHA Member Conduct Expectations will be immediately suspended from all member privileges.

2. Other Notifications and/or Partnerships

It is recommended that notification is given, and more importantly that the Program support be garnered from local stakeholders, regarding the objectives and implementation of the Program. The following are examples of local stakeholders that may need to be aware of the Program as they may be requested to support in the enforcement of some sanctions.

- Local/City Recreation Board
- Arena Operating Board
- Agricultural Society
- Town Council
- Community Services Department
- Local RCMP Detachment

VI. Communication Protocol

Prior to reporting and or filing a complaint all members must wait 24 hours before submitting their concern. This will be strictly enforced.

Communication Flow Chart (SGMHA)

- Step One: Player / Parent
- Step Two: Team Manager
- Step Three: Team Coach
- Step Four: Division Director
- Step Five: SGMHA Chair of Operations
- Step Six: SGMHA Commissioner
- Step Seven: SGMHA President
- Step Eight: Hockey Alberta

Please note: Hockey Alberta will direct all members back to the association if the communication flow chart is not adhered to.

Accompanying procedure

Under no circumstances shall issues be advanced without first seeking resolution at the correct level. If a resolution cannot be secured at the appropriate level the communication must be delivered as per the flow chart as above. Once the communication has been received you will be contacted by a representative of SGMHA.



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VII. Discipline Guidelines

In many instances, offences that are similar to those identified in the Hockey Alberta Minimum Suspension Guidelines will be dealt with in the same manner. The only difference being that when we are dealing with adults who should know better, they would be given an additional game suspension. When an individual is suspended, they are suspended from all Minor Hockey activities. This includes attending other sibling's games if they are a parent with other children playing hockey. It also includes refereeing games if they are a referee.

Severity of Discipline (Game and Conduct)

a) Mild (Verbal Reprimand + Possible Suspension)

This would be applied when it is a first offence which is less severe in nature. The offending individual has shown true remorse and the actions are out of character. There is little chance of this person re-offending.

b) Moderate (Written Reprimand + Minimum 2 game suspension)

This is for offences which are mild to moderate in severity. Application of this type of discipline would be for a second offence. It would also be applied to individuals who have not accepted responsibility for their actions, show no remorse and the likelihood of re-offending is high.

c) Severe (Written Reprimand + Min. 5 games to Max. 3 year suspension)

This is for the most serious offences. An example could be physically threatening or assaulting another individual. Application of this type of discipline would be for individuals who have reoffended multiple times or have not accepted responsibility for their actions, show no remorse and are likely to re-offend.

Severity of Discipline (Game and Conduct – Zero Tolerance)

a) 1st Offence

Minimum 1 week (7 days) to a maximum of twenty one (21) days suspension from participating in any Spruce Grove Minor Hockey activity. This will include all dryland, exhibition, games, league games, arenas, tournaments as well as any team functions.

b) 2nd Offence (or failure to comply with 1st Offence ruling)

Will result in: instant removal of the offending player, parent (s), or guardian (s) from any and all activities within SGMHA, for the remainder of the season from the date of the infraction.

c) 3rd Offence (or failure to comply with 1st or 2nd Offence rulings)

Will result in: instant removal of the entire family (all family members) from any and all activities within SGMHA, for the remainder of the season from the date of the infraction.

The Code of Conduct checked off at registration is good for one season. The season is from the registration date to the end of that upcoming season.



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Any Physical abuse of another person will carry an indefinite suspension from all SGMHA events until reviewed for further discipline.

A permanent suspension will entail NO refund of registration monies.

Use the SGMHA Incident report Form to document and file all incidents.

Once received, the incident form will be forwarded to the Commissioner for review.

All formal complaints will be kept on file for the time the offender is a member of SGMHA.