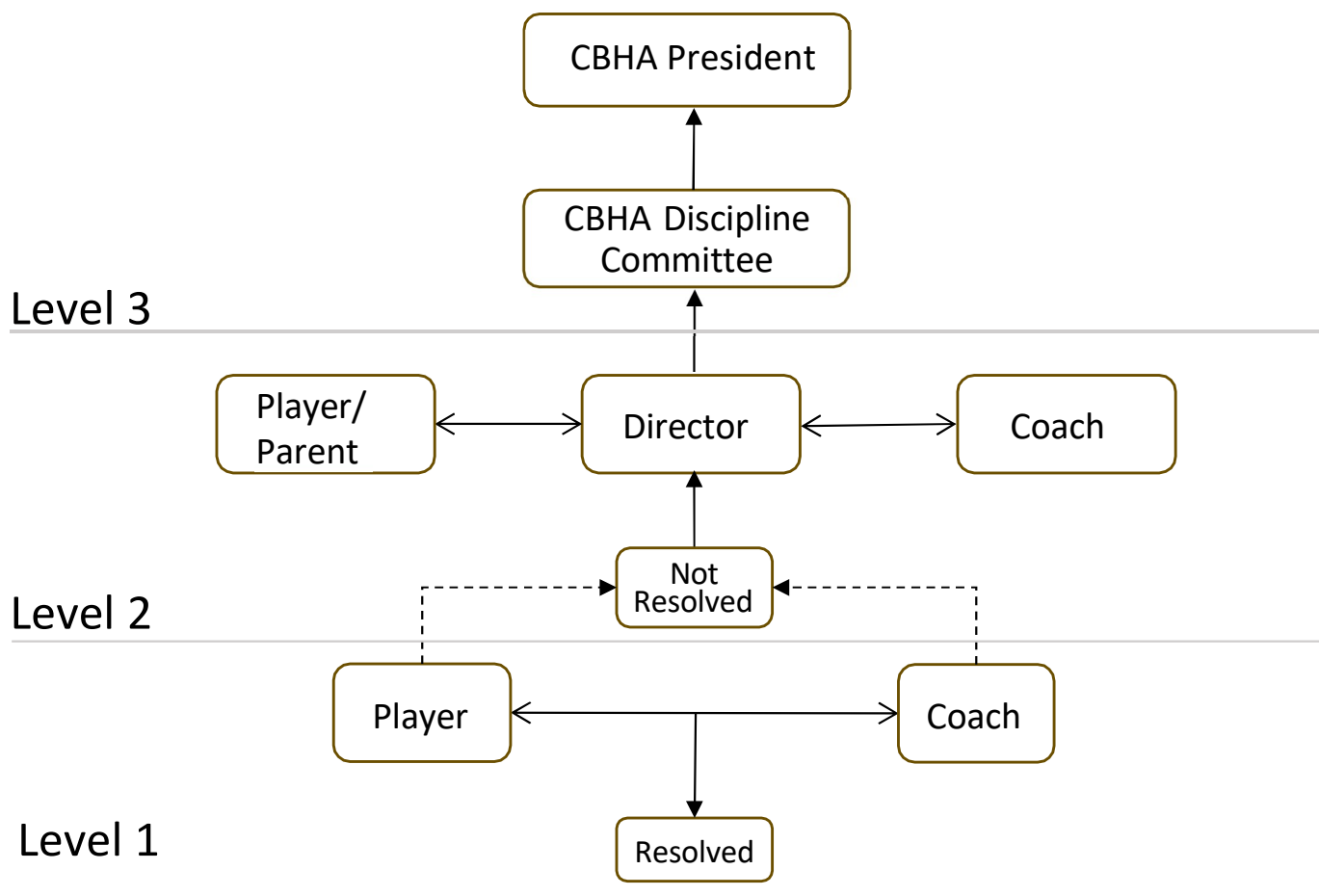




CALGARY BUFFALO HOCKEY ASSOCIATION COMMUNICATION ESCALATION PATH



The 24-Hour Rule: Coaches, parents and players should not discuss any incident or situation that could be contentious or provoke an adverse emotional response until at least 24 hours after the incident or situation took place. This gives a chance for all parties to gain some perspective before deciding if this is something that should be pursued further and the ability to approach the situation in a calmer manner.

Communication: The first line of communication (Level 1) should always be between Player and Coach to resolve any on/off ice issues, conduct or incidents that contravene team rules. If there cannot be a resolution in the matter, (Level 2) **the Team Director should be notified** and a meeting between the Coach, Director, Player and possibly the Parent is scheduled. If a resolution cannot be reached, the issue or incident will elevate (Level 3) to the Discipline Committee and/or the CBHA President for a decision

If an incident occurs, the Team Director should be notified immediately and an Incident Report started. Alternatively, the incident can be reported via confidential email to the President or Discipline Chair. Current contact information is found under the **Contact Us** tab on this website. Anonymous emails will not be considered.