



# Game & Conduct Policy

[www.southwesthockey.ca](http://www.southwesthockey.ca)

**'MAKING HOCKEY FUN AND REWARDING,  
FOR ALL PARTICIPANTS'**



## Table of Contents

Section	Topic	Page
1.0	Mission Statement & Objectives	2
2.0	General	2
3.0	Officials	4
4.0	Complaint received from outside of Southwest Hockey	4
5.0	Game & Conduct Committee	4
6.0	Terms of Reference	5
7.0	Relevant Situations or Incidents	6
8.0	Expected Standard of Conduct	6
9.0	Actions Unbecoming (Coaches, Participants, Families)	7
10.0	Process for Managing Concerns	7
11.0	Complaint Handling Procedures	9
<b>Appendix A</b>	Game & Conduct Communication Tree	<b>17</b>
<b>Appendix B</b>	Game & Conduct Guidance	<b>18</b>
<b>Appendix C</b>	Game & Conduct Discipline Matrix	<b>20</b>

### **IMPORTANT**

If there is a discrepancy between this Game & Conduct Guide, and the Southwest Hockey Policies and Procedures, Southwest Hockey Bylaws, Hockey Calgary, Hockey Alberta, or Hockey Canada Rules and Regulations, those documents will take priority over this document.

**Any discrepancies should promptly be brought to the attention of the Southwest Administrator.**

Questions surrounding the Game & Conduct Process can be directed to:  
[admin@southwesthockey.ca](mailto:admin@southwesthockey.ca)



---

## 1.0 Mission Statement & Objectives

### 1.1 Mission Statement

Southwest Hockey aims to make hockey a fun and rewarding experience for all participants through a program that provides an organized and disciplined approach to developing hockey skills.

### 1.2 Association Objectives

To encourage, promote, coordinate, improve and provide the means to enhance the experience of all those who wish to play, coach or otherwise become involved in the sport of hockey. To provide a safe, fun and fair environment in order to promote the improvement of the participants' basic hockey skills, coaching skills.

### 1.3 Game & Conduct Objectives

These policies have been implemented by Southwest Hockey in order to establish a process that assists members with understanding expectations relating to conduct on and off the ice, and to allow members to participate in various activities & positions within the Association; in a respectful environment that is free from harassment, bullying and abuse. Southwest Hockey encourages members to behave appropriately, and abide by the following ideals:

- **Respect** for all persons
- **Approachable:** Listening to the concerns of others in response to their needs.
- **Accountable:** Being responsible for our own decisions and actions.
- **Collaborative:** Build mutually beneficial relationships, towards a common goal.
- **Consistency:** Being open and consistent in the interpretation and application of rules and policies.
- **Communications:** Getting the right message, to the right people, at the right time, and in the right way.

## 2.0 General

### 2.1 Confidentiality

Southwest Hockey recognizes this Game & Conduct Policy may engage in sensitive matters, including incidents involving unacceptable conduct. Southwest Hockey also recognizes that matters may be requested to be dealt with confidentially and will apply a conscious, mindful approach whenever possible. However, in order to conduct investigations, disclosure of some information may be required such that Southwest Hockey cannot provide an absolute guarantee of confidentiality of information.



---

### 2.1.1 Member Confidentiality

Southwest Hockey expects that all members who are involved in matters subject to this Game and Conduct Policy will keep such information confidential. Members are to be aware and mindful that disruptive behaviours can have negative effects towards other members; and while members may not agree with the outcomes, respect is to be maintained.

### 2.2 Member Defined

For the purpose of this Game & Conduct Policy – a “member” is defined as being a participant, coach, manager, parent/legal guardian, family/relatives, volunteer, or spectator.

### 2.3 Policy Framework

This Game & Conduct Policy, follows a joint vision of the framework established by Hockey Alberta with integration of support from Hockey Calgary, along with some modifications to fit the needs of Southwest Hockey.

### 2.4 Support

Should additional support / direction be needed, Southwest Hockey may reach out to Hockey Calgary, Hockey Alberta or Hockey Canada as required.

At times Southwest Hockey may also be obligated to consult with, and report to Hockey Calgary, Hockey Alberta, and/or Hockey Canada regarding complaints filed, investigations, or disciplinary hearings resulting in sanctions.

### 2.5 Conducting Meetings & Attendees

Additional attendees are limited at any meeting held in regards to game and conduct to those persons requested to attend, or as approved to be in attendance, **in advance**, by the Game & Conduct or Appeal Committee, as the case may be.

Should the complainant or subject of the complaint wish to bring legal counsel to any meeting or hearing, they must notify the Game and Conduct Committee, or the Appeal Committee, as the case may be, in advance. If legal counsel does not declare themselves prior to, or during the meeting/hearing, the meeting/hearing will immediately be concluded by the Committee with a follow up meeting scheduled so Southwest Hockey’s legal counsel can also be present.

As noted in parts of this Game and Conduct Policy, depending on the stage / situation of the game and conduct, a “face-to-face” meeting is not always required.



### 3.0 Officials

Any complaints regarding Officials, **MUST** be sent via the President of Southwest Hockey for potential endorsement, and onward delivery to Hockey Calgary for possible action. Members are **NOT** to contact Hockey Calgary, Central Region, Hockey Alberta or Hockey Canada directly. The complaint **MUST FIRST** go through the President of Southwest Hockey.

**Officials Complaint Form** is to be filled out in its entirety, and is available on the Southwest Hockey website. The President of Southwest Hockey will review the complaint and **if supported**, will forward to Hockey Calgary for review.

### 4.0 Complaint received from outside of Southwest Hockey

If a complaint or incident is reported from someone outside of Southwest Hockey, including but not limited to persons from other Associations, facilities, the general public etc., the Southwest Hockey Board may deviate from this Game & Conduct Policy, as necessary, and proceed accordingly given the circumstances in which they were presented with, and will address the issue in a manner that is deemed appropriate, while acting reasonably.

An Incident Form may still be required, as deemed necessary, which can be accessed on the Southwest Hockey website.

Issues regarding Southwest Hockey players, coaches and/or spectators may be brought forward by people that are not members of Southwest Hockey. These issues are required to be reported, in writing, to the President of Southwest Hockey.

**NOTE:** If the person bringing the issue forward is a member of another Minor Hockey Association, the written report **MUST** be endorsed by their Association's President/or alternate; **BEFORE** the matter will be addressed by the President of Southwest Hockey.

### 5.0 Game & Conduct Committee

This Game & Conduct Policy will be administered by the Game & Conduct Committee ("GCC").

The GCC will aim to be objective, fair, and as consistent as possible in the interpretation and application of rules and policies. The administration of the Game & Conduct Policy may include: education, communication, investigation, and enforcement of Southwest Hockey policies.

The GCC will be comprised of up to three (3) members of the Southwest Hockey Board to deal with infractions regarding conduct. The GCC is responsible for reviewing conduct that contravenes policies, regulations, and core values of Southwest Hockey, and has the authority to determine outcome(s) / including any disciplinary actions / suspensions / sanctions; that may result from such contravention.

GCC members must disclose any conflicts of interest **PRIOR** to beginning any investigative process, or as soon as a conflict of interest presents itself.



## 6.0 Terms of Reference

Southwest Hockey operates under the jurisdiction of Hockey Calgary which in turn is governed by the rules of Hockey Alberta and Hockey Canada. Each level of hockey (Community → Regional → Provincial → National) has the authority to implement rules and regulations.

In addition to the following references that may be utilized, the GCC will also take into consideration the Southwest Hockey '**Expectations – Parent Code & Team Rules**' that were acknowledged at the time of registration.

- Association Policies
- Hockey Calgary Regulations & Bylaws
- Hockey Alberta By-laws & Regulations
- Hockey Canada By-laws & Regulations
- Hockey Canada Rule Book

### 6.1 Rule 11.4 – Maltreatment, Bullying & Harassment

Where an allegation of maltreatment, bullying and/or harassment is made based on discriminatory conduct (on-ice or off-ice), as covered in the Hockey Canada / Hockey Alberta Playing Rule 11.4, the allegation must first follow the investigation process under that playing rule (which may also include Hockey Calgary), rather than this Game & Conduct Policy.

If Southwest Hockey is notified by one of the governing bodies that the allegation does not fall under Playing Rule 11.4, Southwest Hockey may, at its sole discretion, proceed as deemed necessary, utilizing this Game & Conduct Policy as appropriate.

It is a requirement for member organizations to report violations / occurrences and allegations of maltreatment, bullying and harassment to Hockey Alberta.

**Hockey Alberta's Maltreatment Investigation & Decision-Making Process (Communication Tree)** should be reviewed regarding process for infractions/incidents if:

- The infraction was assessed during game play;
- The incident occurred during the game; however, an infraction was not called;
- An allegation occurred outside of game play.

## 7.0 Relevant Situations or Incidents

This Game & Conduct Policy mainly deals with situations or incidents arising from the actions of a participant at any organized event in which Southwest Hockey is taking part or represented. Events can include, but are not limited to, games, practices, evaluations, tournaments, team events, team travel, and meetings.



## 7.1 Governing Body Incidents

The GCC will **NOT** review incidents that are being handled at the Hockey Calgary, Hockey Alberta or Hockey Canada level (unless specifically required, and as instructed by governing bodies). The GCC will not entertain requests to reduce sanctions levied by higher governing authorities.

Southwest Hockey investigations and disciplines can be independent of any action taken by Hockey Alberta, or Hockey Calgary, and Southwest Hockey can implement supplemental sanctions that are over and above any Hockey Calgary or Hockey Alberta suspension(s), just as Hockey Calgary and Hockey Alberta can implement sanctions over and above Southwest Hockey sanctions.

### 7.1.1 In-Person Meeting (Supplemental Sanctions/Suspensions)

An in-person hearing or meeting does not have to take place for the GCC to apply additional sanctions/suspension(s) that are over and above a governing body suspension.

## 8.0 Expected Standard of Conduct

Standard of Conduct identifies the typical behaviour which is expected of ALL Southwest Hockey members.

Southwest Hockey is committed to providing an environment where all individuals are treated with respect. Members of Southwest Hockey shall conduct themselves in a fair and responsible manner.

**Members shall refrain from comments or behaviours that are**, without limitation, disrespectful, malicious, offensive, abusive, racist, sexist or brings the sport of hockey in disrepute.

Failure to comply with the Standard of Conduct may result in disciplinary actions in accordance with the Southwest Hockey Policies and Procedures, or those Rules and Regulations set forth by Hockey Calgary, Hockey Alberta, or Hockey Canada, as applicable. Such disciplines may include the member losing privileges that come with a Southwest Hockey membership, up to and including suspension or possible removal from the Southwest Hockey Association.

## 9.0 Actions Unbecoming (Coaches, Participants, Families)

Members (as defined in **SECTION 2.2**) are accountable for their actions, and need to understand the impact that such unbecoming behaviours have on the person(s) affected, the team, and the reputation of Southwest Hockey.

Unbecoming behaviours, including but not limited to, violation of policies, harassment, bullying, and abuse will not be tolerated. Should such behaviours present themselves, persons involved may be subject to suspension(s) deemed appropriate based on the circumstance(s). Definitions of unacceptable behaviour – Refer to **Appendix B – Game & Conduct Guidance**



## 9.2 Reprisal or Retaliation

Reprisal taken against any member will **NOT** be tolerated. If a member subject to an investigation is found to have engaged in any of the following activities, they may become subject to discipline:

- Harasses or intimidates (verbally or physically) any person involved in the investigation before, during, and/or following any investigation;
- Attempts to discourage an individual's participation in the investigation, or from reporting an incident;
- Influences or attempts to influence another person to interfere with or manipulate the process.

## 10.0 Process for Managing Concerns

### 10.1 "24 Hour Rule"

The **24-hour rule** allows all parties to let the dust settle and gain perspective on the situation

When an incident or dispute occurs, unless there is imminent danger, OR criminal behaviour, the Complainant **MUST adhere to the 24-Hour Rule** ("Cooling Off" period), and not contact anyone during that time. During this "Cooling Off" period, the Complainant should also review the full Game & Conduct Policy for an understanding of the process.

**IMPORTANT:** If there is imminent danger, or criminal behaviour is present - then the matter **MUST** be brought to the immediate attention of the President of Southwest Hockey **IMMEDIATELY**, as well as Calgary Police Services, should the situation be warranted.

**After 24-Hours has passed:** The Complainant would begin the process, starting at **SECTION 10.2**.

### 10.2 Contacting Board Members

If a Board Member is contacted as a 1<sup>st</sup> point of contact, the Board Member should re-direct the complainant back to the **Game & Conduct Communication Tree** and/or the Administrator.

### 10.3 The Team Level

#### Step 1 – Communicate (Don't Let Problems Simmer!)

It is in a member's best interest to respond to a problem as soon as they are aware of it, after following the 24-Hour Rule; as explained in **SECTION 10.1**. **Every effort should be made to FIRST resolve the conflict at the team level** and try to work through matters **BETWEEN EACH OTHER FIRST**.





---

---

**Communications MUST BE RESPECTFUL & TIMELY.**

**Step 2 – Head Coach / Team Manager**

If the Complainant and the Subject involved in the incident are not able to resolve the situation between each other, then the Complainant proceeds with **Step 2 – Head Coach/Team Manager**.

The Complainant would bring the dispute to the attention of the **Team Manager & Head Coach**. The Complaint should outline the facts of the situation and not the emotions; as well as all parties that are involved and what outcome the Complainant would like to see. **The complaint should be in writing in order to have a documented chain of events as well as the time when the complaint is brought forward.** The **Team Manager or Head Coach** should acknowledge written complaints in a timely manner.

The Team Manager / Head Coach will arrange a meeting with the individual(s) to review the situation with efforts of resolving the concern(s) brought forward, and will:

- Speak with the affected parties to ensure they feel heard, and that the lines of communication are open.
- Understand the facts in the situation.
- Bring the affected parties together in a meeting to present and clarify the facts of the situation.
- Come to an agreed-upon resolution, if possible.
- Take notes during the meeting which are to be kept on file with the Team Manager in the event another incident was to arise with any of the affected parties.
- Follow up in writing after the meeting with the affected parties; including all outcome(s) / agreements from the meeting.
- Those parties are to acknowledge receipt of that email.

**Support:** Team Managers and Head Coaches can utilize the support of their Division Lead during the Team Level meeting.

For matters that fall within the Game & Conduct Policy; **which are 1<sup>st</sup> or 2<sup>nd</sup> offences**, the Head Coach can utilize the **Appendix C – Game and Conduct Discipline Matrix**.

- If the Head Coach deems an alternate outcome is required, they can contact the Director and/or Assistant Director of Coaches for direction.

If the Complainant feels their concern was not managed appropriately at the Team Level, or a resolution could not be agreed to; then refer to **SECTION 10.4**.

If the Head Coach and Team Manager feel the incident is serious enough to go to the Game and Conduct Committee, then refer to **SECTION 11.0**.



## 10.4 Minor Hockey Association Level (Southwest Hockey)

If a Complainant felt their concern was not managed appropriately at the Team level, or a resolution was not agreed to, **OR** the incident involves the Head Coach and/or Team Manager; the next step is to bring the concern to Southwest Hockey's attention through the Complaint Handling Procedures, and the Complainant would refer to **SECTION 11.0**.

## 10.5 Hockey Alberta / Hockey Calgary Level

Should a person feel their concern was not managed appropriately by Southwest Hockey (following the Complaint Handling Procedures), the final step would be for Hockey Calgary and/or Hockey Alberta to review the matter.

Governing bodies review the process/procedures used to manage the situation, and **NOT the outcome of the process**. The onus is on the person bringing forth the concern to identify where they believe the process was not managed appropriately.

## 11.0 Complaint Handling Procedures

### 11.1 Game & Conduct Communication Tree

Refer to **Appendix A** for the Game & Conduct Communication Tree diagram, to review the process regarding complaints. This Communication Tree is also available on the Southwest Hockey website.

### 11.2 Submitting an Incident Report (Activation & Requirements)

The filing of an Incident Form detailing unacceptable behaviour by a member is the **activation point** of the Complaint Handling Procedures. The Incident Form can be found on the Southwest Hockey website under the **Parent>Game and Conduct** tab.

#### 11.2.1 Timeline & Submissions

A member who feels their concern was not handled appropriately at the team level can complete and submit the online Incident Form **WITHIN 1-WEEK FOLLOWING** the team level meeting. **For the Acknowledgement step to proceed, the Complainant has ONE (1) OPPORTUNITY** to submit ALL DOCUMENTATION / EVIDENCE at the same time that the Incident Form is submitted, in order for **SECTION 11.3** to proceed.

#### 11.2.2 Requirement: Proof of Respect in Sport Certification

Regardless of the type of issue, the Complainant who is raising a concern to the board level, will not be formally considered by Southwest Hockey unless the Complainant who is submitting the Incident Form has **THEIR OWN VALID Respect in Sport (RIS) Certification number**. This certification can be verified.



**CLARIFICATION** – If one (1) parent/legal guardian has an RIS number and one (1) parent/legal guardian does not, only the parent WITH an RIS number can have a complaint heard by Southwest Hockey.

Should the Complainant need to complete the RIS Certification, information is available on the Southwest Hockey website at this link: <https://www.southwesthockey.ca/respect-in-sport/> This is an online certification, and all costs are the responsibility of the member.

### 11.2.3 Anonymous Incident Reports

Anonymous incidents can be submitted in certain circumstances, depending on the nature of the incident, and shall be kept confidential to the extent possible having regard to Southwest Hockey's need to conduct an adequate investigation.

If there is evidence of the incident, it may not be required for the anonymous Complainant to come forward; however, if there is no way to further corroborate the report, the incident may need to be dismissed – as there would be no manner in which to contact the Complainant due to the anonymity.

### 11.2.4 Withdrawn Incidents

Withdrawal of a reported incident does not preclude Southwest Hockey from looking further into the incident. Where the GCC believes there is sufficient evidence to warrant a review, but the Complainant does not wish to do so and would like to withdraw the Incident Form, the GCC may still proceed, based on the severity of the information that was submitted.

### 11.2.5 False Incident Reporting

Members found to have deliberately made vexatious (upsetting / troublesome) or malicious incident reports, or have reported an incident in bad faith, may be subject to appropriate disciplinary action up to and including being removed from the Association.

## 11.3 Complaint Handling Stages

Once activated, following **SECTION 11.2** processes; the Complaint Handling portion has six (6) stages:

- **Stage 1** – Acknowledgment
- **Stage 2** – Mediation and/or Investigation
- **Stage 3** – Due Process
- **Stage 4** – Sanctions / Enforcement
- **Stage 5** – Appeal Process
- **Stage 6** - Documentation



### Stage 1: Acknowledgment – Determining if Action Warranted

Incident Forms will be used to determine **if the information presented warrants further review** based on the nature of the complaint.

If any clarification is required from the submission, the Complainant can be contacted; where a request for additional information can be asked, so the GCC can determine **if there IS or IS NOT sufficient reason** to move the Incident Report forward.

As per **SECTION 11.2**, there is **ONE (1) OPPORTUNITY for the Complainant to submit ALL DOCUMENTATION / EVIDENCE** in order for the GCC Committee to determine an appropriate course of action.

The GCC Committee will determine if:

<b>There <u>IS</u> sufficient reason to undertake a review</b>	Will proceed to Stage 2. If the GCC Committee corroborates the complaint, this may or may not require a face-to-face meeting
<b>There <u>is NOT</u> sufficient reason to indicate further action is warranted.</b>	File will be closed. If there is no further action to be taken, this will be communicated to the member in writing.

### Stage 2: Mediation and/or Investigation

**Mediation:** May be proposed to help clear up misunderstandings, to come together and find satisfactory resolutions; prior to any possible investigation. Mediation can be considered at any point during the Game and Conduct process.

The GCC has the right to accept or deny any mediated settlement.

- Upon acceptance of a mediated agreement, the GCC will communicate the understanding(s) in writing.
- If the mediated agreement is denied, the GCC will proceed accordingly.

**Investigation:** Investigations (if required) will be conducted by the GCC, and anyone further appointed by the GCC as an investigator, if needed.

The GCC will make efforts to conclude investigations as soon as practicable, and has the authority to temporarily suspend any member involved in an incident, immediately until the investigation has concluded. The immediate suspension, and number of games in which the person missed while conducting the investigation may be taken into consideration when determining the overall suspension period.

Investigations may include, but not limited to, conducting interviews with the complainant, members involved, and/or any witnesses – as well as collecting/reviewing statements and any other evidence collected as part of the investigation.



Once the investigation has been completed, the GCC will either corroborate or refute what is documented in the complaint and decide whether any member(s) involved in the incident are deserving of disciplinary actions.

**NOTE:** The Association may be unable to investigate the conduct of a member in instances where law enforcement is conducting a parallel investigation.

### **Refusal to Cooperate**

If the member subject to an investigation refuses to cooperate with the investigation, that member shall lose the opportunity to request a meeting with the GCC.

In this circumstance, the GCC will complete its investigation and has the authority to deem any allegation against the subject of the complaint to be proven, and proceed accordingly when it comes to determining possible discipline / sanction(s).

### **Stage 3: Due Process (Meeting / Hearing)**

If the GCC determines that the action(s) outlined in the complaint appear to have violated a code of conduct, policy, bylaw, rule or guideline, the subject of the complaint will be informed in as timely a manner as possible; of what they are alleged to have done, and would be entitled to due process.

**NOTE:** Notification to the subject of the complaint does not have to be immediate, if the delay is due to the Association exercising due diligence in reviewing the complaint.

Such members will be given the opportunity to defend themselves by providing a statement or evidence that refutes the information included in the complaint. This evidence would be presented to the GCC for review.

**NOTE:** The subject of the complaint is also not privy to the entire complaint – only what they are alleged to have done. If the evidence presented by the subject clearly refutes the complaint, the GCC may dismiss the complaint.

### **Game & Conduct Committee Meeting (Hearing)**

If a GCC Meeting is warranted, the GCC shall utilize the following process:

- 1. Presentation of details pertinent to the complaint.**
  - a. Information may be received/presented orally or in writing. If submitted in writing, sufficient copies should be available for each panelist of the GCC, and subject of the complaint.
  - b. Complainant presents first, followed by the subject of the complaint.
  - c. Complainant has rebuttal opportunity, followed by subject of the complaint.
  - d. All presentations are done during an uninterrupted period of time; as determined by the GCC.
- 2. Review of information/details by the GCC Committee**



- a. Once the presentation of information/details is complete, the GCC considers what has been presented.
  - b. GCC should be in a private setting when reviewing the presented details.
  - c. The GCC may only consider actions relevant to the incident presented; past incidents/actions are not to be considered at this point in the process.
  - d. The onus of proof is on the Complainant and they must have provided **clear** information/details that the subject of the complaint has committed the action(s) outlined in the complaint.
- 3. Decision rendered by the GCC. The decision must:**
- a. Be based on reasonable probability that a code of conduct, bylaw, policy, guideline or rule has been violated.
  - b. Be supported by the majority of the GCC Committee.
  - c. Be communicated in writing, including the rationale for the decision, and all supporting documentation.
  - d. Also refer to **Stage 4: Sanctions / Discipline**.

#### **Stage 4: Sanctions / Discipline**

Once the GCC has determined if there has been a violation of a code of conduct, policy, bylaw, rule or guideline, they are responsible for deciding if the situation requires discipline, sanction, and/or re-education to be applied against the subject of the complaint.

When determining a discipline / sanction, the GCC can utilize the following six (6) factors as well as the **Appendix B: Game and Conduct Guidance**, and **Appendix C: Game and Conduct Discipline Matrix**.

1. Subject's prior: history, disciplinary action(s) and/or any pattern evolving;
2. Ages of the individuals involved;
3. Subject's voluntary admission of the offense(s), acceptance of responsibility, and/or cooperation with the Game and Conduct process;
4. Real or perceived impact of the incident on the Complainant, the Association, governing bodies, or the hockey community;
5. A subject who is in a position of trust, may face more serious sanctions;
6. Other mitigating or aggravating circumstances

#### **Rendering a Decision**

The GCC's decision will be communicated to affected members accordingly; and in writing, including an outline of the Appeal Process, and the acceptable reasons for requesting an appeal, and reasonable timelines for submitting an appeal.

Unless otherwise required to disclose to the Associations' governing bodies:

1. The specific details of the discipline / sanction **will only be shared with the subject of the complaint**.
2. The Complainant will be informed **only that the process is completed**, and whether action has or has not been taken.



---

---

## **Stage 5: Appeal Process**

### **1. Notice of Appeal**

Once the GCC hearing has been completed, and discipline / sanctions have been imposed, the subject of the complaint has the right to request an appeal.

**Criteria of an appeal will only be considered if the subject of the complaint can provide NEW evidence, which indicates:**

1. No authority for such decision;
2. The Association processes were not followed;
3. There was a bias or a conflict of interest by a GCC member.

The Notice of Appeal must:

1. Be submitted via the Southwest Hockey online Appeal Form, and must contain a clear and concise summary of the grounds of the appeal, including **NEW** evidence to support the appeal.
2. Be completed **within seven (7) days** of the time/date stamp of the GCC's decision.
3. Include an **Appeal Fee** in the amount of **\$150**, sent via an e-transfer payment to: [treasurer@southwesthockey.ca](mailto:treasurer@southwesthockey.ca)
  - a. The Appeal Fee is non-refundable, unless the Appeal Committee determines that there IS sufficient evidence to move the appeal forward, and the appeal is successful.

### **2. Appeal Committee**

The President of Southwest Hockey shall Chair the Appeal Committee, and will appoint a minimum of two (2) Board Members as soon as practicable, who:

- a. Shall have no significant relationship, and be free from any actual, or perceived bias or conflict with the affected parties;
- b. Shall have no significant involvement with the issue being appealed; and,
- c. Shall not have been part of the GCC.

### **3. Appeal Scheduling**

The Appeal Committee shall arrange a date and time for the Appeal Hearing as soon as practicable, and will give notice of the details to the appellant.

This date and time **may not** be rescheduled, unless extenuating circumstances present themselves, and as approved by the President of Southwest Hockey.



Otherwise, failure to attend the Appeal Hearing will forfeit the Appeal Hearing, and Appeal Fee. No further appeal may be submitted, and any disciplinary action(s), suspension(s) or sanction(s) initially issued by the GCC will remain in effect.

#### 4. Eligibility of an Appeal

Once the Appeal Committee is formed, the panelists must determine whether the appeal request is eligible to be heard, based on the criteria listed under Notice of Appeal.

The onus is on the Appellant to provide **NEW** information/details indicating error(s) which may have been made by the GCC that would warrant an appeal being heard.

If the Appeal Committee determines the appeal **IS NOT ELIGIBLE** to be heard based on the allowable grounds for appeal, the Appeal Committee will notify the Appellant of the decision and the rationale, in writing. This decision is at the sole discretion of the Appeal Committee, and is final. The discipline(s)/sanction(s) levied by the GCC will remain in effect. The Appeal Fee would **NOT** be returned.

If the Appeal Committee determines the appeal **IS ELIGIBLE** to be heard, the Committee will start the process of an Appeal Hearing. The Appeal Committee will review previous information gathered during the investigation, prior to the Appeal Hearing.

#### 5. Appeal Hearing

Additional attendees are limited at an Appeal Hearing to those persons requested to, or as approved to be in attendance in advance; by the Appeal Committee. The Appeal Hearing will also be in accordance to the guidelines provided about meetings, in **SECTION 2.5**.

The Appeal Committee has discretion to govern the hearing of the appeal in a manner deemed appropriate, **and will focus on the following:**

1. Evidence being presented to the Appeal Committee in writing; ensuring enough copies are provided for all members of the Appeal Committee.
2. Presentation of **NEW** evidence, and other information to demonstrate how the GCC may have erred in rendering decision(s) on the original complaint, or the imposing of the discipline(s) / sanction(s).
3. The presentation may NOT include information/details already presented to the GCC.
4. The Appeal Committee can dismiss the appeal immediately, if it is determined to be frivolous or vexatious.

The time limit for the presentation, will be a maximum of 15 minutes. The length of the 'question period', will be as determined by the Appeals Committee, at its sole discretion.





Once the 'question period' has concluded, the Appeals Committee will meet privately to consider the evidence and deliberate on the appeal to make a decision.

## 6. Appeal Decision

The decision rendered by the Appeal Committee must be supported by the majority of the panelists, and will be one of the following outcomes:

A.	<b><u>Affirms the ORIGINAL decision</u></b> , and rejects the appeal.
B.	Rejects the original GCC's decision, and <b><u>SUPPORTS the appeal</u></b> <ul style="list-style-type: none"><li>▪ This decision occurs if there <b><u>IS</u></b> a reasonable belief that in rendering the original decision by the GCC that one of the following occurred:<ol style="list-style-type: none"><li>1. <b>No authority for such decision;</b></li><li>2. <b>Association processes were not followed;</b></li><li>3. <b>There was a bias or conflict of interest by the GCC.</b></li></ol></li><li>▪ If the appeal is supported:<ol style="list-style-type: none"><li>1. The Appeal Committee may; reverse, or modify the GCC's decision.</li><li>2. The Appeal Fee <b><u>WOULD BE</u></b> refunded.</li></ol></li></ul>

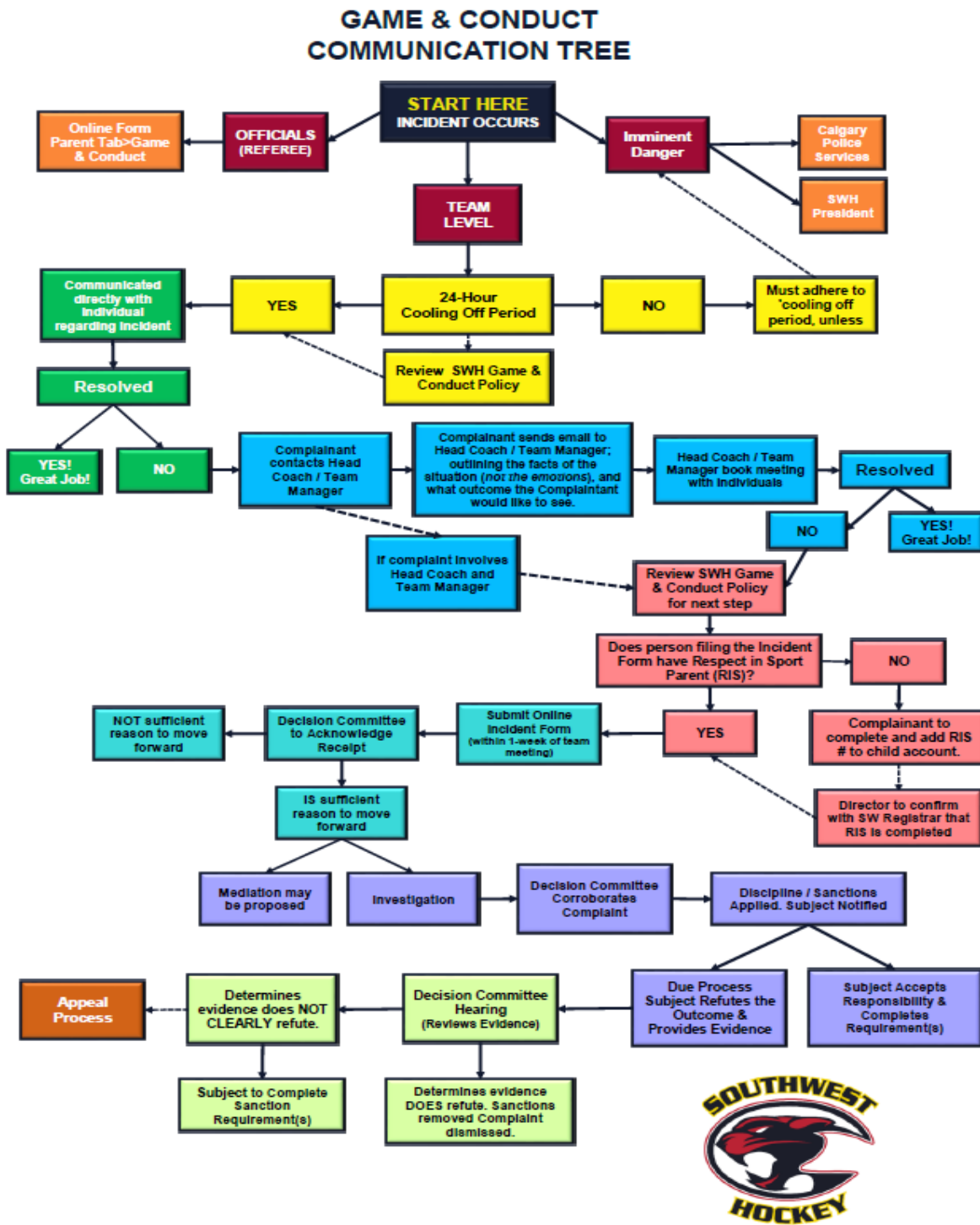
The Appeal Committee outcome will be issued in writing to the Appellant, including the rationale for the decision as soon as practicable. The Administrator and Registrar should be informed of the final decision(s); as a copy of the decision(s) can be kept on file, along with GCC's written report.

**The Ruling of the Appeal Committee is FINAL.**



## Appendix A: Game & Conduct Communication Tree

**\*\*NOTE – This diagram is also located on the SOUTHWEST website\*\***



as of August 1, 2024



## Appendix B: Game and Conduct Guidance

Southwest Hockey recognizes not all incidents of Game & Conduct are equal in nature and in their consequences. Game and Conduct covers a wide spectrum of behaviours, and the response to those forms of behaviour may be equally broad in range, appropriate to the behaviour in question, and capable of providing a constructive remedy.

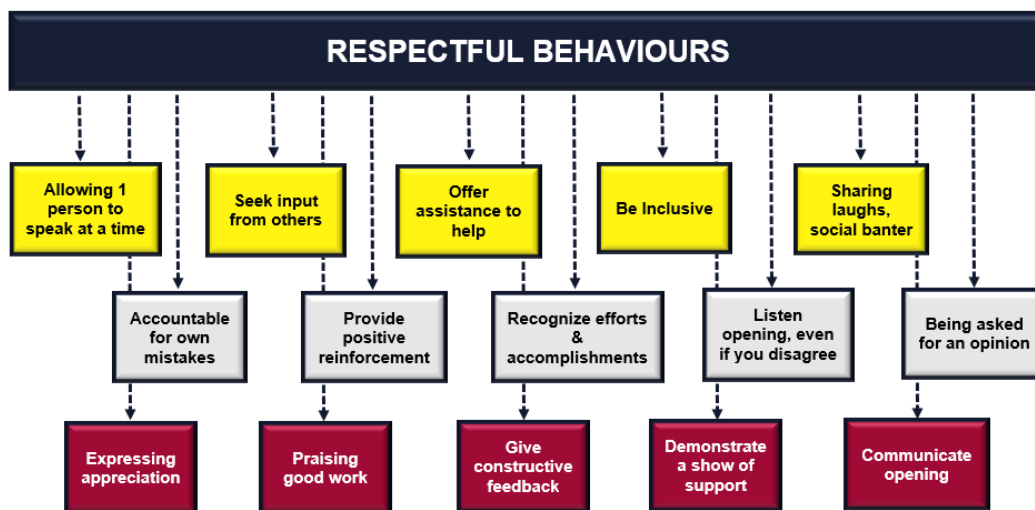
### Definitions

1. **Abusive Behaviour:** This includes yelling, belittling, intimidation, coercion, blackmail, unwanted sexual advances, favouritism, and inappropriate reprimands.
2. **Abuse of Authority:** The improper use of one's power and authority inherent to their position in Southwest that interferes with another's performance or that may be seen to endanger, threaten, or influence a member's position, or office.
3. **Abuse of Game Officials:** (Which include; Referees, Linesman, Time Keepers, Score Keepers, or other Off-Ice Officials). Behaviour that is considered disrespectful to the game and the individual including a dispute or argument over any decision made by a game Official, during or after a game.
4. **Appellant:** An individual who wishes to appeal a decision, under the Game & Conduct Policy.
5. **Bullying:** A pattern of conscious, inappropriate behaviour that lowers a person's self-esteem or causes them anguish, torment or dejection. An act that badgers another with threats or intimidation. This may be in the form of abusive, aggressive or obnoxious behaviour. Jokes or hoaxes that create anxiety are deemed to be a form of bullying. Forms of bullying; physical, verbal, social, and cyber (social media, email, cell phones, text).
6. **Code of Conduct:** Fair Play Code, Expectations – Parent Code/Team Rules.
7. **Complainant:** Person who makes a report of an incident.
8. **Damage to Property:** Vandalism / deliberate destruction of another person/facilities equipment/property.
9. **Discrimination:** Treatment of a person or group in a way that illegally or unreasonably distinguishes them from others or denies opportunities to that person or group, based on a characteristic.
10. **Disrespectful Behaviours:** The following can negatively affect an individual's self-worth; such as but not limited to: eye rolling, finger wagging, angry outbursts, gossiping, physical gestures, regularly interrupting, & unsportsmanlike conduct.
11. **Disturbing Behaviours:** The use of obscene and vulgar language or the throwing of articles in a deliberate or aggressive manner.
12. **Harassment:** Can generally be defined as engaging in a course of vexatious comments or behaviours against a person that is known or ought reasonably to be known to be unwelcome. Harassing behaviour can involve comments, conduct or gestures which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive.
13. **Hazing:** An initiation practice that may humiliate, demean, degrade or disgrace a person regardless of location or consent of the participants.
14. **Member:** For the purpose of this document, a member is defined as a; participant, coach, manager, parent/legal guardian, volunteer, spectator, or family member/relative.
15. **Subject:** Is an individual who is alleged to have engaged in a violation of Game and Conduct.
16. **Threats:** Direct or implied expressions that may reasonably be perceived as an expression of intent to inflict harm. This includes expressions made in written, verbal or electronic form.
17. **Unacceptable Conduct:** Unsportsmanlike, discourteous behaviour, outbursts/arguing.
18. **Violence:** Attempted or actual, exercise of physical force by a person against a member that causes or could cause physical injury to a member.



## Appendix B: Continued – Game and Conduct Guidance

**Respectful Behaviours:** The following examples describe our ideal state of interaction. Taking the time to ensure we are all supporting the following behaviours will help bring us closer to a safe, healthy and respectful environment:



### Forms of Discipline / Sanctions

One (1) or more of the following forms of sanctions may be imposed:

1. **Verbal / Written Warning** – A verbal reprimand or an official written notice that the subject has violated the Game & Conduct Policy, and that more severe sanctions will result should the subject be involved in other violations.
2. **Education** – Occasionally the subject of the complaint was unaware of the impact of their actions. Re-education is the requirement that a subject undertake specified educational or similar remedial measures to address the violation. Should there be any costs associated with these resources; they will be the responsibility of the member and will not be reimbursable. **NOTE:** This is an avoidable expense when members adhere to appropriate conduct.
3. **Probation** – A period can be set wherein, if the subject is found to have engaged in any behaviour prohibited, then they will be subject to loss of privileges or other conditions, restrictions, or requirements for a specified period of time.
4. **Eligibility Restrictions** – Restrictions or prohibitions from some types of participation but allowing participation in other capacities under strict conditions.
5. **Suspension** – Suspension, either; immediate, for a set time, or until further notice, from participation, in any capacity, in any sanctioned activity. A suspended subject is eligible to return to hockey, but reinstatement may be subject to certain restrictions or contingent upon the subject satisfying specific conditions.
6. **Permanent Ineligibility (Expulsion)** – Permanent ineligibility to participate (Member not in Good Standing), with the association for a period of time.



## Appendix C: Game and Conduct Discipline Matrix

**This Game and Conduct Discipline Matrix will be utilized by the Game & Conduct Committee as a guideline for disciplinary outcomes. The matrix allows for at least two (2) factors to be considered simultaneously.**

Any discipline imposed will aim to be proportionate, reasonable and possibly progressive; relative to the conduct that occurred, while also considering any previous disciplinary action(s). **Repeated misconduct does not have to be of the same behaviour** in order to be considered as repeated misconduct.

**Progressive discipline is not necessarily required.** If the situation warrants a significant discipline/sanction

regardless if this was the subject's 1<sup>st</sup> offence, the Discipline Committee is not required to apply progressive discipline, and can apply an appropriate discipline accordingly; based on the seriousness of the incident.

<b>Level 1 Mild</b>	This would be applied when it is a first offence, and is less severe in nature. The individual has shown true remorse, and the action is out of character. There is little chance of this person re-offending.
<b>Level 2 Moderate</b>	This would be for offences that are moderate in severity, and for individuals who have not accepted responsibility for their actions, show no remorse and the likelihood of re-offending is high.
<b>Level 3 Severe</b>	This is for the most serious types of offences. This application would be for individuals who have re-offended multiple times, have not accepted responsibility for their actions, and show no remorse and are likely to re-offend.

<b>Game &amp; Conduct Discipline Matrix</b>			
	1 <sup>st</sup> Offence	2 <sup>nd</sup> Offence	3 <sup>rd</sup> or More Offences
<b>Level 1 Mild</b>	<b>Team Issued Warning</b> Bench Staff is expected to deal with the participant using progressive discipline.	<b>Team Level Penalty</b> Dismissed from the event, and cannot play in the next game.	<b>Game &amp; Conduct</b> Minimum two (2) Game Suspension
<b>Level 2 Moderate</b>	<b>Team Level Penalty</b> Dismissal from the event, and cannot play in the next game.	<b>Game &amp; Conduct</b> Minimum two (2) Game Suspension	<b>Game &amp; Conduct</b> Four (4) Game Suspension
<b>Level 3 Severe</b>	<b>Game &amp; Conduct</b> Minimum Six (6) Game Suspension.	<b>Game &amp; Conduct</b> Minimum Ten (10) Game Suspension.	<b>Game &amp; Conduct</b> Member Not in Good Standing, may be ineligible to register for upcoming season, or expulsion from the Association. *

\*Expulsion from the Association would follow the Southwest Hockey Policies & Procedures.