
CODE OF CONDUCT

This Code for Conduct identifies the standard of behavior which is expected of all TMHA members and participants, which for the purpose of this policy shall include all players, guardians, parents, coaches, managers, officials and board of directors involved in Association activities and events.

TMHA is committed to providing an environment in which all individuals are treated with respect. Members and participants of TMHA shall conduct themselves at all times in a manner consistent with the values of the TMHA Association, which include fairness, integrity and mutual respect.

Association members and participants shall at all times adhere to TMHA and Hockey Manitoba's operational policies and procedures, to rules and regulations governing TMHA events and activities, and to rules and regulations governing any competitions in which the member participates on behalf of TMHA.

During the course of all Association activities and events, members shall avoid behavior, which brings the TMHA or the sport of hockey into disrepute.

Members and participants of TMHA shall not engage in any activity or behavior which interferes with a competition or with any player or team's preparation for a competition, or which endangers the safety of others.

Members of TMHA shall refrain from comments or behaviors, which are disrespectful, offensive, abusive, racist or sexist. In particular, behavior, which constitutes harassment or abuse, will not be tolerated.

Failure to comply with this Code of Conduct may result in disciplinary action. Such action may result in the member losing the privileges, which come with membership in the TMHA, including the opportunity to participate in Association activities and events, both present and future.

Board of Directors Code of Conduct

These standards of conduct shall apply to all Board Members of the Association.

This statement does not attempt to define all items of acceptable conduct. These items are minimum standards of behavior which board members are expected to observe. Violation of the standards by a board member may lead to a review by the Board of Directors and/or the Discipline Committee for subsequent exoneration, reprimand or expulsion.

1. In relation to the Association:

1.1. Board Members shall adhere to Association policy and seek to change such policy through the proper channels of the Association.

1.2. Board Members shall maintain the integrity of the Association at all times, and do not initiate or participate in any activity that will place the Association in ill repute.

1.3. Board Members shall honor commitments made on behalf of the Association.

1.4. Board Members shall not divulge to the membership or the general public any item raised in Executive Session.

1.5. Board Members shall resign from their position immediately if they become unable to fulfill the duties or obligations of the position.

2. In relation to other Board members:

2.1. Board Members shall not criticize the sphere of operation of another Board Member except to that Board Member or the President. Criticism or reports to the President shall only be made after the Board Member has been made aware of the nature of the criticism to be levied.

2.2. Board Members shall not comment, render opinion or decisions, with respect to operations not under their control, to the membership or the general public.

2.3. Board Members shall refer to appropriate Association Board Member's issues arising in the association with respect to their sphere of operation.

2.4. Board Members shall put all personal differences aside so that they can work with others towards a common goal knowing that each person must support the group consensus.

2.5. Board Members shall respect the dignity of others and ensure that they are criticizing the ideas presented rather than the person presenting them. Personal attacks, undermining and bullying of others are unacceptable.

2.6. Board Members shall help create an atmosphere where there is a high level of cooperation and trust.

2.7. Board Members must be knowledgeable, well organized and research facts, as well as listen to each and every person, before making a decision.

2.8. Board Members shall carry out their duties to the best of their abilities, with the experienced helping the inexperienced.

2.9. Board Members shall refrain from criticizing Past Board Members.

3. In relation to the membership:

3.1. Board Members shall fulfill the duties and obligations of their position to the best of their ability, always serving the best interests of all participants registered with the Association.

3.2. Board Members shall treat members with dignity and respect and are considerate of their circumstances.

3.3. Board Members shall not use their position to influence the placement of any players.

3.4. Board Members shall not use their position to influence the selection of any coach or team official.

Code of Conduct for Players

As a player, I will;

- Make a commitment to my team at all times by attending all practices, games, meetings, special events, and by playing to the best of my ability;
- Respect my Coaches at all times. I will remember that my Coaches are providing me with the opportunity to learn and play the game of hockey;
- Respect the safety of other players by playing the game within the rules at all times;
- Respect the Officials and their decisions at all times;
- Accept disciplinary action if I violate the rules or spirit of the game.

Code of Conduct for Parents/Spectators

As the parent of a player, or as a spectator, I will;

- Enroll my child for the pure enjoyment of the game and the opportunity to learn the skills of the sport;
- Recognize that at a hockey rink, my child's development is in the hands of volunteers who are giving their time and energy for the sake of all participants;
- Respect the decisions of the Coaches, whether at practice, special events, or during a game;
- Conduct myself in adult manner by attending games, practices, special events, and by being positive and encouraging to all players at all times;
- Encourage my child to play by the rules and to resolve conflicts without resorting to hostility, profanity, verbal or physical violence;
- Never verbally abuse a Coach, Assistant, Manager, Trainer, or Official. I will remember that they have difficult jobs and will not undermine them by contradicting, interfering, or questioning their character, motivation, or judgment in public. I will not engage in or encourage gossip. I will take concerns to the proper Association officials;
- Accept that I remain responsible, as a parent, for the safety of my child while he/she is participating in Association activities. I will therefore do my part to protect and enhance the safety of my child and others;
- Understand and accept that violation of this Code may result in disciplinary action of some kind up to and including revoking of membership and all rights associated with membership.

Code of Conduct for Coaches and Team Officials

I understand that as a Coach (Team Official); I am in a position of trust and authority. I will;

- Be reasonable when practicing, remembering that players have other interests and obligations;
- Teach players to play fairly and to respect the rules, Officials, and their opponents;
- Remember that players play to have fun and must be encouraged to have confidence in themselves;
- Remember that participants need a Coach they can respect. I will be generous with praise and set a good example;
- Respect all participants, striving to be a responsible (Coach, Assistant, etc.). I recognize that I am in a position of trust and power, and I will do nothing to take advantage of or abuse it;
- I will do my best to be a competent (Coach, etc.), well prepared and adequately skilled. I will obtain proper training and will attempt to upgrade and improve my skills;
- Fulfill my obligation and responsibility toward the team and the Association, as established by TMHA Association, to the best of my abilities;
- Direct comments at an individual's performance and not at the individual;
- Not ridicule or yell at players for making mistakes or for performing poorly;
- Take reasonable steps to see that equipment and facilities are safe and appropriate to my players;
- I will cooperate with the Officials and refrain from public criticism of them. I will respect the Officials and their responsibilities to administer the rules of the game. I will respect the fact that the Official may have a different point of view and I will put my concerns in writing and will send them to the proper individual;
- Learn the definitions and signs of harassment and abuse, and the process for responding to allegations or disclosures, and comply with TMHA guidelines, working to prevent physical, emotional/verbal, and sexual harassment and abuse;
- Communicate with my players and with their parents, regularly throughout the season, so that everyone is clear about the rules and expectations, and so that we have a shared goal for the season;
- Emphasize the importance of the Players' and Parents' Codes, and hold my team members and their parents accountable for compliance;
- Recognize and accept that violations of the Code of Conduct may result in disciplinary measures being taken against me up to and including revoking of membership and all rights associated with membership.

Code of Conduct for Officials

As a TMHA Association Official, I will;

- Recognize that my position is one of a teacher and role model for fair play, especially where young children are concerned. I will strive to honor that role and not to abuse my position in any way;
- Strive to see that every player has a reasonable opportunity to perform to the best of his or her ability, within the limits of the rules;
- Work in cooperation with Coaches for the benefit of the game, and will be open to discussion, constructive criticism, and will respect and consider different points of view;
- Take all reasonable measures to avoid or put an end to any situation that threatens the safety of players, team, team Officials, or spectators;
- Seek to maintain a healthy atmosphere and environment for competition;
- Not permit players to be intimidated by word or action. I will not tolerate unacceptable conduct toward myself, other Officials, players, team officials, or spectators;
- Strive to be consistent and objective in making my calls, regardless of the personal feelings I may have toward a player or team;
- Strive to handle all conflicts firmly and with dignity.

ISSUES, CONCERNS AND GRIEVANCES

Undoubtedly a variety of problems and situations may arise during the Hockey season that requires some form of resolution. A large amount of these problems are directed to the TMHA Board to resolve, even before a concerted attempt is made at the team level. It is our goal to have issues resolved at the lowest level possible and keep the lines of communication open.

A communication protocol exists, which extends from Program Director to coaches and to parents. All concerns or issues regarding teams shall follow this protocol listed below. It is always best if conflicts can

be resolved between the immediate parties involved, however, there are times when this is not possible. In those incidents, complaints are put in writing and dealt with at the Board level.

Coach/Manager
Program Director
President
Vice-President Technical/Discipline Committee
Board of Directors

Any team issue or concern brought forward to the Board which has not gone through this protocol will be redirected in that manner. The first contact should be the Coach/Manager. When an issue or concern has remained unattended to, it is then deemed appropriate to contact the next level of responsibility in a respectful and constructive manner. Should the issue reach the VP Tech, then if necessary the Discipline committee may be convened to address the situation. Any issue reaching this level must be reported to the Board at the next meeting.

COMPLAINT PROCEDURE

- 1) A Complaint may be raised by any member of the Association.
- 2) A Complaint must be made in writing to the President, must identify the discipline issue by providing a summary of the incident and must identify the Complainant.
- 3) Complaints or other Discipline Issues will be turned over to the Discipline Committee by the President.

DISCIPLINE COMMITTEE PROCESS

STEP 1

The Committee independently assesses the complaint and determines whether there is validity to the concerns raised

STEP 2

If the Discipline Committee determines that a complaint has no merit or that an informal meeting is unnecessary, the complaint will be referred back to the Board indicating that no further action will be taken. The Discipline Committee will prepare a written report containing its findings and will send the report to the Complainant/Respondent and to the President. The Board will keep a record of the complaint on file.

STEP 3

If the complaint has merit, an informal meeting before the Discipline Committee will be scheduled within (7) days from receipt of the written complaint. An investigation and interviews may be conducted if necessary. The Committee will assist the Complainant and the Respondent to reach a resolution.

STEP 4

Should the parties reach a resolution; a written report will be submitted to the Board with copies provided to the Complainant and the Respondent. No further action is required

STEP 5

Should a resolution not be reached, the Complainant and the Respondent will be excused from the meeting and the Discipline Committee will make a decision and a written report will be submitted to the board. The Complainant and the Respondent will receive verbally, followed by a copy of the decision within 3 days of the Committee meeting.

Some disciplinary sanctions may be as follows:

- a verbal reprimand
- a written reprimand
- a demand for an apology, either written or verbal, to any affected party
- a suspension from participation in or at Association activities
- a recommendation for an expulsion from the Association
- a combination two or more of the above.

STEP 6

If the Complainant is not satisfied with the Disciplinary decision, he/she can file an appeal to the Appeal's Committee.

THE APPEAL PROCESS

Right to Appeal:

1. Decisions made by the Board of Directors or Sub-Committees may be appealed to the President in writing within three (3) days of the verbal rendering of the decision.
2. The appeal letter must be accompanied with a hearing fee of one hundred dollars (\$100) in cash, bank draft, money order or certified cheque payable to the "Thompson Minor Hockey Association".
3. The Appeals Committee shall convene a meeting to hear the appeal within (7) days from receipt of the written appeal.
4. The Appeals committee may dismiss the appeal, grant the appeal, or vary the decision of the Discipline Committee to lessen or increase the discipline imposed to ensure that such discipline is fair and reasonable in all of the circumstances.
5. Upon completion of the appeal report given to the Board of Directors, TMHA will not look at the incident any further and any member wishing to appeal the appeal will be directed to contact Hockey Manitoba.

TMHA APPEALS COMMITTEE

Directive

The Thompson Minor Hockey Association (TMHA) Appeals Committee is structured to review and render decisions on appeals submitted by TMHA members in regards to decisions made by the Board of Directors of TMHA or Sub-Committees of the TMHA.

Members appealing such decisions must be aware that the TMHA Appeals Committee is not empowered to re-open a matter in order to view all of the original material presented with the intent of producing a new decision. The Appeals Committee will only review a decision or hear an appeal under one or more of the following conditions:

- a) New relevant evidence that was not available to those persons who made the decision that is being appealed.
- b) An appeal maybe filed on the grounds of irregularities in the proceedings of the original hearing that may have caused an unjust decision.
- c) An appeal maybe filed on the grounds that the decision of the original hearing was too severe.
- d) An appeal maybe filed on the grounds that there is proof to establish that the decision of the original hearing was reached in an unjust manner.

- e) A written request for an appeal hearing based on one or any of the above criteria must be submitted to the President within (3) days of the original decision and be accompanied by a hearing fee \$100.00.
- f) Only those Appeals filed from June 1st to May 31st of the current hockey season will be heard.

Each officially convened TMHA Appeals Committee will, for the purpose of the hearing, have a triad as its official participants. ***They will be the appellant (i.e. parent, player) the designated spokesperson for the Board or Committee whose decision is being appealed; and the members of the Appeals Committee.*** All other persons who are present will not be deemed to have official standing and may speak only with the permission of the Chairperson.

At each hearing, the Chairperson will endeavour to have business conducted in the following sequence.

1. Call to order
2. Introduction of Committee Members
3. Introduction of Designated Spokespersons
4. Appellant's presentation
5. Presentation on behalf of the Board or Committee who's decision is being appealed.
6. Committee members questions to the presenters.
7. Rebuttal opportunities for the presenters, followed by summary statements.
8. Adjournment, followed by the private discussions required for the Committee members to render a decision. The Appeals Committee has full authority to make decisions based on the case before them.

When the Appeal Committee's decision is to uphold the appeal, than the refund of the appeal fee will be returned. If the Committee's decision is to reject the appeal, then TMHA will retain the full appeal fee. The decision of the Appeal committee shall be in writing.

The appeals committee may hear legitimate complaints about the actions of board members. The complaint must be specified in writing outlining the reasons. The Appeals Committee will determine whether the complaint will be heard.

All members must follow the proper process as set out in the Operations & Procedures Manual. **No member will be permitted to circumvent the process by going directly to the Appeals Committee.**

Decisions of the TMHA Appeals Committee may be appealed to Hockey Manitoba – Norman Region.

Discipline Committee Members

1. At the beginning of each hockey season the current Board of Directors will appoint (5) members of the Board of Directors to sit on the Discipline Committee, which is chaired by the Vice-President Technical.
2. These appointed members will remain on the Discipline Committee for the full hockey season.
3. Should a situation arise where there is a conflict of interest with any or all members of the Discipline Committee then the Executive Committee has the right to appoint up to (5) other Board Members to temporarily deal with the issue at hand.

Appeal Committee Members

1. At the beginning of each hockey season the current Board of Directors will appoint (3) members of the Board of Directors to sit on the Appeal Committee, which is chaired by the President.
2. These appointed members will remain on the Appeal Committee for the full hockey season.

3. Should a situation arise where there is a conflict of interest with any or all members of the Appeal Committee then the Executive Committee has the right to appoint up to (3) other Board Members to temporarily deal with the issue at hand.