

Code of Conduct Conduct Management Policy and Procedure Harassment, Bullying and Maltreatment

June 2022

SAMHA is committed to supporting a positive culture in hockey and upholding our core values.

Integrity – Transparency – Innovative – Collaborative – Consistency – Responsive

We feel that the fundamental goal of the game is for participants to have fun in a safe and healthy setting. It is evident that playing the game, whether as a player, coach, official, or spectator, is more fun when all participants act cooperatively and with the players' best interests in mind.

Adult and youth participants, and those who deliver the program, must consistently display appropriate attitudes and acceptable behaviours, bearing in mind that hockey is built on teamwork and respect.

CODE OF CONDUCT

The SAMHA Code of Conduct(s) identify the standard of behaviour which is expected of all St. Albert Minor Hockey Association (SAMHA) members and participants, including but not limited to players, coaches, team officials, parents, guardians, and volunteers.

[Coach Code of Conduct](#)

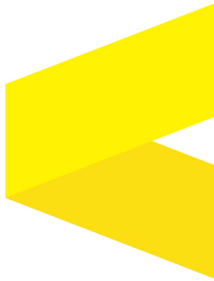
[Parent Code of Conduct](#)

[Player Code of Conduct](#)

The Association will not tolerate any violations, and such individuals will be subject to disciplinary action. All action follows Hockey Alberta's Conduct Management and Hockey Canada Investigation Guidelines.

The Policy is not intended to address complaints about officiating or general hockey rules. It is not intended to circumvent Hockey Alberta or Hockey Canada





recommendations or standards, nor does it take precedence over disciplinary actions enforced by any league that SAMHA/SARHC participates in.

CONDUCT MANAGEMENT

Under these Policies and Procedures, there shall be two types of infractions which may warrant discipline:

Minor infractions

These infractions under the SAMHA Code of Conduct are less serious than Major Infractions. These infractions and/or complaints will in most cases be dealt with by the Division Director, Head Coach and Parent Liaison, after which they may be appealed to the SAMHA Discipline Committee. These infractions may also warrant immediate corrective action.

Examples of situations involving **Minor Infractions** could include:

- a) a single incident of disrespectful, offensive, abusive, racist or sexist comments or behaviour directed towards others, including but not limited to peers, opponents, players, parents, coaches, officials, managers, trainers, administrators, spectators and sponsors;
- b) unsportsmanlike conduct such as angry outbursts or arguing;
- c) non-compliance with the rules and regulations under which SAMHA events are carried out;
- e) any complaint or infraction considered minor in nature.

Major infractions

These are infractions under the SAMHA Code of Conduct which are more severe and may warrant disciplinary action. These infractions and/or complaints are generally dealt with by the HOCVP, ADMIN VP and the Discipline Committee.





Examples of situations involving **Major Infractions** could include:

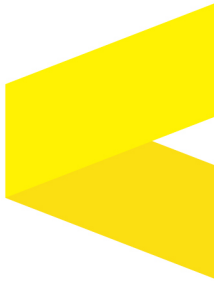
- a) repeated incidents of disrespectful, offensive, abusive, racist or sexist comments or behaviour directed towards others, including but not limited to peers, opponents, players, parents, coaches, officials, managers, trainers, administrators, spectators and sponsors;
- b) repeated unsportsmanlike conduct such as angry outbursts or arguing;
- c) activities or behaviour which interferes with the organization of a competition or with any player's or team's preparation for a competition;
- d) pranks, jokes or other activities which endanger the safety of others;
- e) deliberate disregard for the rules and regulations under which SAMHA events are conducted;
- f) abusive use of alcohol, where abuse means a level of consumption which impairs the individual's ability to speak, walk or drive; causes the individual to behave in a disruptive manner; or interferes with the individual's ability to perform effectively and safely;
- g) any use of alcohol by minors;
- h) use of illicit drugs and narcotics;
- i) use of, or condoning the use of, banned performance-enhancing drugs or methods;
- j) any Harassment, Abuse or Bullying complaint;
- k) lack of reporting, activity or action of a association member;
- l) any other complaint or infraction which is considered serious

Reporting Process

When an issue occurs, and a party has a resulting complaint to make or an issue to be resolved, they are asked to wait 24 hours, then put the issue in writing and submit it to SAMHA. The goal is to bring about change in negative attitudes and behaviours; all issues will be dealt with in the spirit of shared mutual respect.

Incident Reporting Forms will be used to report all disciplinary incidents and other forms of appeal. These forms are available on the [SAMHA website \(link\)](#).





- Complaints will be handled in a timely, sensitive, responsible and confidential manner.
- There will be no tolerance of reprisals against any party to a complaint.
- The names of the parties and the circumstances of the complaint will be kept confidential to the public or unrelated parties, except where disclosure is necessary for the purpose of investigation or taking disciplinary measures.
- SAMHA will accept anonymous complaints.
- Minor incidents may be dealt with informally, taking a constructive, collaborative approach with all parties involved.

SAMHA utilizes the standards outlined in Hockey Alberta's Guide to Conduct Management. The standards are based on the principles of independent investigation and due process.

1. Acknowledgment

An email acknowledgement will be sent to the complainant, recognizing that a concern has come to SAMHA. The Admin VP and Discipline Committee will decide if an investigation is warranted based on the nature of the complaint and the evidence presented.

If it is determined that an investigation is not warranted, these reasons will be documented and communicated to the complainant. If it is determined that the complaint is worthy of further investigation, the next step in the process is to conduct the investigation.

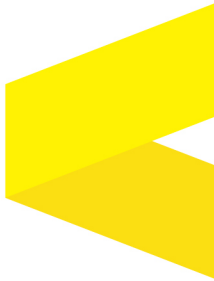
2. Investigations

All SAMHA investigations will follow the investigative guidelines outlined in [Hockey Canada Investigation Guidelines](#).

3. Due Process – Right to Notice, Right to Defend

If the Committee determines that the action(s) outlined in the complaint appear to have violated the code of conduct, bylaw, policy, or guideline, the subject of the complaint is entitled to due process. The subject of the complaint is entitled to the following:





The right to notice: The subject of the complaint has the right to review the information in the complaint, and the evidence collected by the investigator.

The right to defend: After reviewing the documentation pertaining to the complaint, the subject of the complaint has the right to provide evidence that refutes the information included in the complaint. That evidence is presented during a formal Decision Committee hearing.

All meeting and committee formats will follow Hockey Alberta's Guide to Effective Conduct Management.

4. Sanctions

If the Disciplinary Committee has determined there has been a violation of the code of conduct, bylaw, policy, rule or guideline, they will be responsible for deciding if the situation requires discipline or sanction to be levied against the subject of the complaint. At this point, the Disciplinary Committee may consider any previous disciplinary action or history of the subject of the complaint. The levying of discipline or sanction will be delivered in writing and will include an appeal process. The complainant will be informed that the process is completed and whether or not action has been taken. Sanctions where as possible, will be directed to be corrective not punitive.

Discipline or sanctions are intended to:

- Educate about the impact of an action
- Correct an undesired behaviour

5. Due Process – Right to Appeal

Once the Disciplinary Committee has levied discipline or sanction of a specified duration, the subject of the complaint has the right to request an appeal.



An appeal will only be considered if the subject of the complaint can provide evidence that indicates:

- SAMHA Conduct Management processes were not followed;
- There were facts that were not heard; and/or
- There was bias or conflict of interest by investigator or the panelists on the Disciplinary Committee

A summary of the incident, investigation and sanctions will be shared with the SAMHA Board of Directors at the conclusion. Names of the complainant or subject involved will not be disclosed.

Maltreatment, Bullying and Harassment

MALTREATMENT

Maltreatment can take many forms but generally includes any act, lack of an action or deliberate behaviour, by a person(s) in a position of trust that causes physical, emotional and/or sexual harm or damage to another person. Maltreatment also includes child abuse, which can be defined as any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child, whether done in person or through technology (including but not limited to computers, the Internet, cell phones, cameras, web cameras and other media).

Forms of Maltreatment

Maltreatment can include the following types of behaviour:

Psychological Maltreatment

Occurs when any Participant, including a Participant in a position of power, repeatedly or severely attacks another Participant's self-esteem through use of language, gestures or other behaviour that is degrading, isolating, humiliating, terrorizing, rejecting, or corrupting. This can be done in person or through technology.



Psychological Maltreatment includes, without limitation:

- i. Verbal acts, such as verbally assaulting or attacking someone. Examples of prohibited verbal acts include: unwarranted personal criticisms; body shaming; derogatory and/or discriminatory comments related to one's identity; comments that are demeaning, humiliating, belittling, intimidating, insulting or threatening; the use of rumours or false statements about someone to diminish the person's reputation; and using confidential sport and non-sport information inappropriately.
- ii. Non-assaultive physical acts, which are physically aggressive behaviours without physical contact. Example of prohibited non-assaultive physical acts include: throwing objects at or in the presence of others without striking another; and hitting, striking or punching objects in the presence of others.
- iii. Acts that deny attention or support. These are acts of commission that deny attention, which include: ignoring psychological needs or socially isolating a person repeatedly or for an extended period of time; abandonment of a participant as punishment for poor performance; and arbitrarily or unreasonably denying feedback, training opportunities, support or attention for extended periods of time and/or asking others to do the same.

Psychological Maltreatment does not include any decision taken by Team Officials not to select a Player for a particular Team, or any decision to limit a Player's ice time or role within a Team, so long as the decision was made in good faith, and does not include behaviour of the type described in i, ii, or iii.

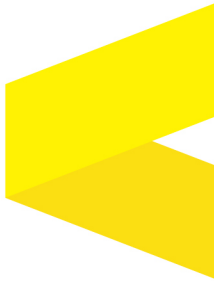
Physical Maltreatment

Occurs when any Participant, including a Participant in a position of power, physically hurts or by any means deliberately creates a significant risk of physical harm to another Participant.

Physical Maltreatment includes, without limitation:

- i. Contact behaviours, such as: punching, kicking, beating, striking, strangling, slapping another, or deliberately striking another with objects.
- ii. Non-contact behaviours, including: isolating a person in a confined space; forcing a person to assume a painful stance or position for no legitimate athletic purpose; the use





of exercise for the purposes of punishment; withholding, recommending against, or denying adequate hydration, nutrition, medical attention or sleep; denying access to a toilet; providing alcohol to a Participant under the legal drinking age; providing illegal drugs or non-prescribed medications to a Participant; encouraging or knowingly permitting a Player to return to play prematurely following any injury or after a concussion and without the clearance of a medical professional; and encouraging a Player to perform a skill for which they are known to not be developmentally ready.

Neglect Includes, without limitation: not providing a Player recovery time and/or treatment for a sport injury; not being aware of and not considering a Participant's physical or intellectual disability; not considering supervision of a Player during travel, training or competition; not considering the welfare of a Player when prescribing dieting or other weight control methods; disregarding the use of performance-enhancing drugs by a Player; failing to ensure safety of equipment or environment; allowing a Participant to disregard sport's rules, regulations and standards; and subjecting Participants to the risk of Maltreatment.

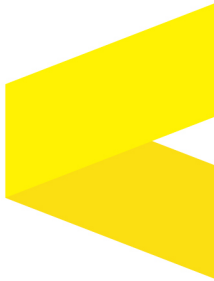
Sexual Maltreatment

Is a form of sexual violence, includes any act targeting a Participant's sexuality, gender identity, or gender expression that is committed, threatened or attempted against a Participant, and includes but is not limited to the Criminal Code offences of sexual assault, sexual exploitation, sexual interference, invitation to sexual touching, indecent exposure, voyeurism, and non-consensual distribution of sexual/intimate images. Sexual Maltreatment also includes sexual harassment and stalking, cyber-harassment, cyber-stalking of a sexual nature, and engaging in Grooming.

Sexual Maltreatment may include, without limitation:

- Any penetration of any part of a person's body, however slight, with any object or body part by a person upon another person, including but not limited to vaginal or anal penetration by a penis, object, tongue, or finger;
- Any intentional touching of a sexual nature of any part of a person's body, however slight, with any object or body part by a person upon another person, including but not limited to:
 - o Kissing;



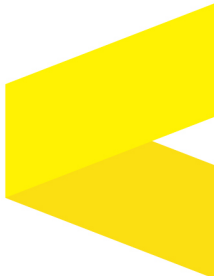


- o Intentional touching of the breasts, buttocks, groin or genitals, whether clothed or unclothed, or intentionally touching of another with any of these body parts;
 - o Any contact, no matter how slight, between the mouth of one person and the genitalia of another person;
 - o Making another touch themselves or someone else with or on breasts, buttocks, groin or genitals; and
 - o Any intentional touching in a sexualized manner
- Showing sexual videos or images in person, via the Internet, or by text or instant messaging;
 - Flashing or exposing genitals, in person, via the Internet, or by text or instant messaging;
 - Asking or forcing a person to pose for seductive or sexual photos or videos;
 - Asking or forcing a person to listen to sexual talk and/or subjecting a person to instructive questions, comments, or observations of a sexual nature;
 - Teasing about sexual body parts; and
 - Engaging in voyeurism or unwanted watching.

In addition to the criminal acts identified above, Sexual Maltreatment also includes sexual relations between a Participant above the age of majority (depending upon the jurisdiction) and a coach or other Team Official who holds a position of trust. Such relationship is presumptively a violation of this Policy, but this presumption may be challenged.

Aiding and Abetting is any act taken with the purpose of facilitating, promoting or encouraging the commission of Maltreatment by another Participant. Aiding and Abetting includes, without limitation, knowingly:

- i. Allowing any Participant who has been suspended or is otherwise ineligible as a result of a violation of this Policy, to be in any way associated with sport;
- ii. Providing any coaching-related advice or service to a Participant who has been suspended or is otherwise ineligible; and



iii. Allowing any Participant to violate the terms of their suspension or any other sanctions imposed pursuant to this Policy.

Maltreatment (including Maltreatment of a Minor and Aiding and Abetting) in any form may lead to criminal liability under the Criminal Code, as well as to sanctions in accordance with this Policy.

BULLYING

Bullying is defined by the combined use of negative aggression and power. It occurs when one or more individuals abuses power and directs verbal, physical or social aggression at another individual. Harm inflicted by Bullying may be physical, psychological, social or educational.

Forms of Bullying:

Bullying includes a continuum of hurtful behaviours that can range in severity from name-calling to criminal assault. There are many forms of Bullying:

- i. **Physical Bullying** includes inappropriate conduct directed towards a Participant (e.g. hitting, kicking, shoving, spitting, beating up), or towards a Participant's property (e.g. stealing, or damaging property).
- ii. **Verbal Bullying** includes name-calling, mocking, hurtful teasing, humiliating or threatening a Participant.
- iii. **Social Bullying** includes rolling your eyes or turning away from a Participant, excluding a Participant from a group, gossiping or spreading rumours, setting other Participants up to look foolish, or damaging friendships.
- iv. **Cyber Bullying** includes the use of social media platforms, email, cell phones, text messages and internet sites to threaten, harass, embarrass, humiliate, socially exclude or damage another Participant's reputation and relationships.

The following is a list of examples of Bullying behaviours that are used to intimidate, distress, or control others:

- Unwarranted yelling and screaming;
- Continually criticizing a Participant's abilities;



- Blaming and humiliating another Participant for mistakes;
- Making unreasonable demands related to performance;
- Repeated insults or put downs;
- Repeated threats to remove or restrict opportunities or privileges;
- Denying or discounting a Participant's accomplishments; and
- Threats of and actual physical or sexual violence;

Bullying in any form can lead to criminal liability under the Criminal Code, and in certain circumstances may also constitute Maltreatment.

HARASSMENT

Harassment includes engaging in a course of vexatious comments or behaviours that are known or ought reasonably to be known to be unwelcome, including but not limited to unwanted behaviour that is based on discrimination prohibited by human rights legislation and includes sexual harassment.

Forms of Harassment:

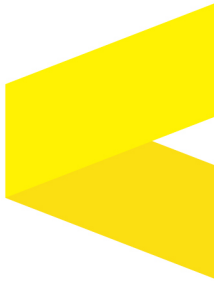
Harassment can occur in person, virtually, in writing, or through a third party. Harassment may occur between peers (e.g.: player to player of the same age group, parent to official, coach to coach) or between a Participant in a position of power or authority over another Participant (e.g.: coach to player, sports administrator to employee)

Harassing behaviour can involve comments, conduct or gestures which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive.

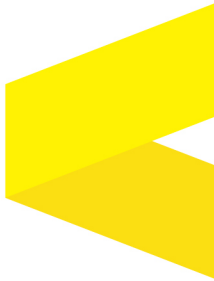
It may also include behaviour which creates an uncomfortable environment, or which might reasonably be expected to cause embarrassment, insecurity, discomfort, offense or humiliation to another Participant or group.

Harassing behaviour includes, but is not limited to:

- Written or verbal abuse or threats;



- Unwelcome remarks, jokes, innuendos, or taunting about a Participant's body, sexual orientation, gender identity or expression, attire, age, marital status, ethnic or racial origin, religion;
- Displaying of racist or other offensive or derogatory material;
- Racial, ethnic or religious graffiti;
- Practical jokes which cause awkwardness or embarrassment, endangering a Participant's safety or negatively affecting performance;
- Hazing or initiation rites;
- Obscene gestures;
- Intimidation;
- Behaviour which undermines self-respect or adversely affects performance or working conditions;
- False accusations of Harassment motivated by malice or mischief, and meant to cause harm to other Participants; and
- In certain circumstances, Harassment could be criminal in nature Abuse of Power: Abuse of power can constitute Harassment:
 - When submission to any conduct is made (either implicitly or explicitly) a condition of employment/volunteering/participating;
 - When rejection of such conduct is used as a basis for any decision; or
 - When such conduct has the purpose or the effect of interfering with a Participant's work/sport performance or creating an intimidating, offensive or hostile environment. Sexual Harassment: Sexual Harassment can be defined as

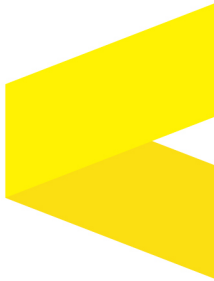


engaging in a course of vexatious comment or conduct against a Participant because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the Participant making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the recipient and the Participant knows or ought reasonably to know that the solicitation or advance is unwelcome. In sexual Harassment, power is derived from targeting another's gender, sexuality, sexual orientation, or some other physical or psychological vulnerability related to sexuality. It can include but is not limited to:

- Displaying of sexually offensive pictures, cartoons or other materials;
- Persistent or unwelcome invitations or requests;
- Unwelcome questions or sharing of information regarding a Participant's sexuality, sexual activity or sexual orientation;
- Conduct or comments intended to create, or having the effect of creating, an intimidating, hostile or offensive environment; or
- Touching another Participant's body without consent.

It is important to note that some of the behaviours listed above, when directed towards a Minor, may constitute abuse under child protection legislation. This may also be true of other behaviours, for example, certain hazing practices. In such cases, the duty to report which arises under the provisions of the applicable provincial or territorial legislation and under this Policy is applicable.

All forms of Harassment listed above may also constitute Maltreatment.



SAMHA Document Retention Policy

The Document Retention Policy identifies the record retention responsibilities of staff, volunteers, members of the board of directors, and outsiders for maintaining and documenting the storage and destruction of the Association's documents and records. The association's staff, volunteers, members of the board of directors, committee members and outsiders (independent contractors via agreements with them) are required to honour the following rules:

- a. Paper or electronic documents will be transferred and maintained by SAMHA staff
- b. All paper documents will be destroyed after seven years;

Proper records and documentation will be kept on file electronically for a period of seven years.

SAMHA utilizes a secure SharePoint drive to store all files related to disciplinary action.

The SAMHA Admin VP, HOCVP and Executive Director have access to such files. Files can only be removed with approval from all three authorities.

The following documents remain on file permanently.

- Audit reports
- Financial statements (year-end)
- Insurance policies
- Minutes of board meetings and annual meetings of members



- Lease agreements
- Bylaws
- Policies and Procedures

From time-to-time, the Executive Committee of the Board can review the details and circumstances pertaining to the entire situation(s) - including the original complaint, Decision Committee Hearing, levy of discipline or sanction, and Appeal Hearing - and determine if there were flaws in any of the processes that jeopardize the purpose of the organization or put the organization or its participants at risk, especially if it is a completely new situation or if the same situation keeps occurring.