



CODES OF CONDUCT, DISCIPLINE & DISPUTE RESOLUTION PROCESS

UMM (Upper Maitland Mustangs Girls Hockey Association) is committed to ensuring that there shall be no abuse or bullying, whether physical, emotional or sexual of any participant in any of its programs. UMM, along with OWH and Hockey Canada expects every parent, volunteer and staff member to take all reasonable steps to safeguard the welfare of its participants and protect them from any form of maltreatment. Further, UMM expects that no volunteer should experience abuse or bullying, whether physical, emotional or sexual, as a result of any parent or guardian of a participant. To ensure the safety and enjoyment of all players and volunteers, whether coach, assistant Coach, trainer, manager or administrator, the following policy will strictly be adhered to.

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UMM CODE OF CONDUCT	

UMM Code of Conduct

1. I will show respect for my team's opponents, because without them there would be no game.
2. I will not use inappropriate language, nor will I harass players, coaches, officials or other spectators
3. I believe that the safety of the participants in the game is more important than the final score
4. I value the contribution of the coaches in developing the players' talents even though I may not always agree with their methods
5. I understand that officials do not make the hockey rules, they only apply them
6. I understand that officials are responsible to ensure that the game is played in a safe and fair manner for all participants.
7. I understand that players, coaches and officials are learning the game and mistakes will be made in the learning process.
8. I may not cheer for the opposition team, but I will also not cheer against them or verbally abuse them.
9. I understand that children learn from adults, and my behaviour reflects what I want children to learn.
10. I will applaud good plays and performances by both teams.

Players Code of Conduct

- 1) I will be responsible for my conduct at all times, and I will always be a positive representative of the UMM and the Municipalities we represent.
- 2) I will play hockey because I want to, not because others or coaches want me to.
- 3) I will play by the rules of hockey and in the spirit of the game. I will do my best to be a team player and remember that winning isn't everything - that having fun, improving skills, making friends and doing my best are as important.
- 4) I will respect my opponents, their rights and consider the safety of other players; I will not set out to intentionally maim or injure another player, in actions, words, conduct or inaction and I shall not encourage, support or approve of this such behavior by others.

- 5) I will work at achieving my personal best and to not get discouraged if I fail to reach my objectives. I will work hard to improve my skills at practice and in games. I will make every reasonable effort to attend all scheduled practices and games, arrive on time and I will contact the team manager or coach if I am unable to attend for any reason. I will do my best to be a true team player and will remember that winning isn't everything – that having fun, improving skills, making friends and doing my best are also important.
- 6) I will, regardless of the outcome of the game, congratulate my team-mates, coach, coaching staff as well as the players and coach, coaching staff of the opposing team in a genuine and positive manner.
- 7) I will remember that coaches and officials are there to help me. I will let the coach or team captain address the referees in a civil tone and manner and I will accept the decisions of the officials and show them respect.
- 8) I will remember that I am an ambassador of UMM and the game of hockey and will conduct myself in a manner that reflects that position by controlling my temper, behaviour and language.
- 9) I will refrain from the use of drugs including cigarettes, e-cigarettes, chewing tobacco, alcohol and illegal substances at all team functions and all hockey facilities.

Parent/Guardian/Spectator Code of Conduct

- 1) I will remember that my youth and all players participate for their fun and enjoyment, not mine and I will show respect for my teams' opponents, because without them, there would be no game.
- 2) I will not speak negatively about players, coaches and coaching staff, officials, other parents/guardians or spectators. I will not use inappropriate language, nor will I engage in harassment of any kind towards players, coaches, officials, spectators or executives/staff of the Upper Maitland Mustangs Girls Hockey Association.
- 3) I acknowledge that I have an opinion and that I am free to express this opinion with the coaches and coaching staff, using the proper process. I also understand that the coaches and coaching staff are under no obligation to act on my opinion. I will practice and encourage open communication with the coaches and coaching staff. I will bring concerns forward and adhere to a 24 hour cool down period before addressing a contentious point or an issue I am emotional towards. I will respect the coach's decisions and not interfere with or undermine the coaches or coaching staff.

- 4) I will promote the emotional and physical well-being of my youth and all players ahead of any personal desire to win. I believe that the safety of the participants in the game is more important than the final score.
- 5) I value the volunteer time and contribution of the coach and coaching staff in developing the players' talents and character on and off the ice, even though I may not always agree with their methods.
- 6) I understand that players, coaches and officials are learning and constantly developing their understanding of the game, and will be respectful when mistakes are made in this process.
- 7) I will not coach my youth from the stands and I will remember that the locker room is where the coach and coaching staff prepares the team for games and practices and not a place for me to hang out or give instruction.
- 8) I understand that officials do not make the hockey rules, they only apply them. I understand that officials are responsible to ensure that the game is played in a safe and fair manner for all participants. I will respect the officials' decisions and I will encourage all players to do the same.
- 9) I may not cheer for the opposition team, but I will also not cheer against them or verbally abuse them.
- 10) I understand that children learn from adults, and my behaviour reflects what I want children to learn. I acknowledge that engaging in inappropriate or disrespectful behaviour harms my youth the most, his teammates and all participants and their enjoyment of the game.
- 11) I will remember that youth learn by example and I will applaud good plays and performances by both teams
- 12) I will make every reasonable effort to have my youth attend all scheduled practices and games, arrive on time and I will contact the team manager or coach if my youth is unable to attend for any reason. I will inform the coach of any ailment that may affect the safety of my youth or the safety of others and I will not permit my youth to compete when it is hazardous to their health or without complete and safe equipment.
- 13) I agree to abide by the UMM Dispute Resolution Process and acknowledge the right of the UMM to strictly enforce this process and any resulting disciplinary actions.

Coaches and Coaching Staff Code of Conduct

- 1) I acknowledge the influence I have on youth and the effect I have on their growth and development including, responsibility, confidence, self-worth, discipline and respect for themselves and others. I will lead by example and work to create a desire for our players to do their best both on and off the ice.
- 2) I will remember that players need a coach and coaching staff they can respect. I will be generous with praise and set a good example at all times through my actions and words.
- 3) I will teach my players to play fairly and to respect rules, officials, teammates, opponents, parents/guardians and spectators.
- 4) I will share my goals and objectives for the team with my players and their parent/guardians before the season starts and I will follow through with these goals and objectives to the best of my ability. I will strive to ensure all my players receive equal instruction, discipline, support and appropriate, fair playing time.
- 5) I will not ridicule or yell at my players for making mistakes or for performing poorly. I will remember that children play to have fun and must be encouraged to have confidence in themselves.
- 6) I will be reasonable when scheduling games and practices remembering that young athletes have other interests and obligations.
- 7) I will make sure that equipment and facilities are safe and match my players age and ability.
- 8) I will obtain proper training/certification and will continue to upgrade and develop my coaching skills.
- 9) I will not ridicule or yell at the officials for making mistakes or for performing poorly. I will cooperate with on and off ice officials for the benefit of the game and players and use proper process to launch complaints.
- 10) There is a need for regular, ongoing open communication with parents/guardians, coaching staff, players and Association officials. As a coach, I will be approachable regarding anything to do with players or the team when the proper UMM Dispute and Resolution Process is followed.

Association (UMM) Code of Conduct

- 1) All youth participating in the hockey programs of the Upper Maitland Mustangs Girls Hockey Association (UMM) enjoy the following rights and are entitled to the protection of these rights.
 - i. SPORTSMANSHIP: You have the right to participate in a program, which is based on sportsmanship, honesty and integrity.
 - ii. RESPECT: You have the right to the respect of your coaches, coaching staff, your team-mates, the coaches, coaching staff and players of the opposing team, the referees and spectators and each of them has the right to expect the same of you.
 - iii. PARTICIPATION: You have the right to participate fully in the activities of your team, but not necessarily equally.
 - iv. SKILL DEVELOPMENT: You have the right to learn about your sport and develop your skills to the maximum of your potential, even though you may not always agree with the methods used by your coach and coaching staff.
 - v. FREEDOM FROM ABUSE: You have the right to say no to physical contact or interaction with any member of the coaching staff or any other person in a position of authority or influence.
 - vi. FREE SPEECH: You have the right to speak freely without fear of recrimination.
 - vii. FAIR TREATMENT: You have the right to be treated fairly and with impartiality.
 - viii. FUN: You have the right to have fun. UMM upholds a zero-tolerance policy for drugs and alcohol for any Association events or activities regardless of location for its members and any individuals attending or participating. UMM accepts responsibility for the behavior of its members and will take the necessary disciplinary actions against any individual (Parents/Guardians, players, coaches, coaching staff and spectators) who fail to comply with the codes; this may result in disciplinary measures, including suspension and/or expulsion.
- 2) We will make sure that all players are given the same opportunity to participate, regardless of gender identity, ability, ethnic background, or race.

- 3) We will make sure that all prudent and reasonable, appropriate and necessary measures are taken on an ongoing basis to protect the safety of all players, coaching and volunteers wherever UMM activities take place.
- 4) We will make sure that age, skill level and maturity level of the players are considered in program development, rule enforcement, and scheduling.
- 5) We will make sure that play is done for its own sake and make sure that winning is kept in proper perspective. We will make sure that appropriate and thorough screening of all those who provide service on behalf of UMM, both before, but especially after they are involved, seeking Coaches, Coaching Staff, Officials and other volunteers who can balance the competitive approaches of all players, the promotion of fair play, the development of good technical skills and the life-long enjoyment of the game of hockey
- 6) We will distribute, publicize, promote, implement and enforce the Codes of Conduct within UMM.

Harassment and Abuse Policies

UMM strictly adheres to the Bullying Harassment and Abuse Policies outlined by Hockey Canada - http://cdn.agilitycms.com/hockey-canada/Hockey-Programs/Safety/Speak-Out/Downloads/bullying_eng.pdf

UMM's goal is to eliminate all forms of harassment and abuse, including physical and sexual abuse. UMM's first priority is to protect its players and at the same time, Coaches, Parents, and Officials, who can also be the targets of harassment and abuse. UMM believes that you should have the ability to discuss any concerns that might be classified as harassment or abuse. UMM also believes that false allegations can be devastating to a person's career and personal life. If you believe there is a need to discuss any incident that, in your opinion, is an issue of harassment or abuse please contact the UMM Chair of Dispute Resolution. Any incidents of harassment and/or abuse will be handled directly by the UMM External Dispute Resolution Committee (EDRC).

DEFINITIONS OF TERMS USED IN UMM DISCIPLINE & DISPUTE RESOLUTION PROCESS:

Complaint: Description of the problem

Complainant: The person raising the complaint

Respondent: The person with whom the complaint is about and who responds to the complaint.

External Dispute Resolution Committee (EDRC): A committee put in place by UMM to independently review and evaluate complaints brought forward by the complainant that are of a serious nature or those pertaining to a UMM Board or Executive member, UMM employee, or if the situation warrants, a UMM volunteer. The EDRC consists of the UMM President, Vice President, Past President and a selected Board Member.

UMM DISCIPLINE & DISPUTE RESOLUTION PROCESS

The hockey environment can be quite emotional in both a positive and negative sense. As a spectator at a hockey game or practice, it is common for individuals to pass judgement and opinion on the situation at hand and/or the hockey program. At times, these judgements and opinions may be accurate or inaccurate. When these views evolve into a dispute, it is highly advisable to address the matter at the earliest opportunity.

STEP 1

Complainant should attempt to meet with the Respondent following a 24-hour period with whom the complaint is about.

STEP 2

If it's not appropriate to meet with the Respondent or the Complainant is not satisfied with the response provided by the Respondent, the matter should be presented to the team Designate. (Team Designate to be determined by the team at beginning of a hockey season but will not be used in complaints being addressed by the EDRC)

Within 7 days of receiving the verbal complaint, the Team Designate will arrange an informal meeting between the Complainant and the Respondent to address the issue and attempt to reach a resolution.

STEP 3

If the Complainant is not satisfied with the outcome of the informal meeting described in Step 2, the Complainant may complete a complaint form and submit the formal complaint to the UMM Chair of Dispute Resolution (UMM President). The UMM Chair of Dispute Resolution will make an initial determination as to whether the Complaint has merit or the incident requires further investigation and possible referral to the EDRC. If any Complaint is found to involve a possible criminal offence, the statutory authorities will then be informed and the Respondent may be suspended at the discretion of the EDRC as applicable, pending the resolution of the matter by the statutory authorities.

*****Note regarding Impartiality*****

At each level of the dispute resolution process, UMM will:

- I. Be fair and impartial; and
- II. Ensure that none of the persons involved in investigating and/or resolving the Complaint have a personal or other interest in the outcome as per the UMM Code of Conduct and Conflict of Interest Policies.

EXTERNAL DISPUTE RESOLUTION COMMITTEE PROCESS AND PROCEDURE

The EDRC (External Dispute Resolution Committee) is responsible for investigating all complaints brought forward to the association by the Chair of Dispute Resolution. It is important to note that not every issue that is investigated will end with a disciplinary action - some cases will be found to be without merit, while others may be resolved via informal discussions or mediation. However, substantiated complaints will be addressed according to their severity having regard primarily to the safety of all participants.

In addition to investigating complaints that have been made by Members, the EDRC also has the power to initiate investigations of its own accord when it is made aware of circumstances that may constitute a breach of UMM's code of conduct or policies.

All decisions made by the EDRC are binding at the UMM level, any further recourse must be sought through the Ontario Womens Hockey Association (OWHA) Appeals Process -

STEP 1: Initial Investigation

Whenever a complaint is referred to the EDRC or the EDRC otherwise undertakes to investigate an incident, a member of the EDRC will undertake an initial investigation by contacting the Complainant (if applicable) and the Respondent (or, where the Complainant or Respondent is under 18 years of age, his or her parent or guardian) for any necessary clarification.

The EDRC member may in appropriate circumstances, withhold the identity of the Complainant from the Respondent and UMM Board and Executive members during the Initial Investigation.

If the EDRC reasonably believes that the alleged behavior constitutes a safety risk, or otherwise reasonably believes that immediate intervention is required, they may suspend the Respondent, pending the completion of the UMM dispute resolution process.

STEP 2: Classification of Complaint

The EDRC will determine whether the Complaint has merit or whether it can be resolved to the satisfaction of all parties through an informal resolution or revisiting any of the previously covered steps of the UMM Dispute Resolution Process.

If the EDRC determines that a complaint is without merit or that an informal meeting is unnecessary, the committee will prepare a written report containing its findings which will be kept on file and copies distributed to the Complainant/Respondent as well as the UMM Dispute Resolution Chair.

If the EDRC finds that the complaint has merit and is not appropriate for informal resolution, the Committee will proceed to a formal investigation.

STEP 3: Formal Investigation

Within three (3) business days, the EDRC will notify the Respondent (or, where the Respondent is under 18 years of age, his or her parent or guardian), in writing, of the commencement of the Investigation, the identity of the EDRC members and a tentative time frame for the completion of the Investigation.

The nature and extent of the Investigation will depend primarily on the nature and severity of the complaint, and may include any or all of the following:

1. Oral interviews with any and all parties, witnesses and other interested Members;
2. Solicitation of written statements from any and all parties, witnesses and interested Members; and
3. Such other methods of investigation as the EDRC may reasonably deem appropriate. Upon the conclusion of the Investigation, the EDRC will prepare a formal investigative report containing its findings which will be kept on file and copies sent to the Complainant/Respondent in addition to the UMM Dispute Resolution Chair.

Further, the EDRC may impose one or more of the following Sanctions;

1. No further action;
2. Warning/reprimand;
3. Required apology;
4. Required re-education/training (e.g., re-taking Speak Out);
5. *Suspension; and
6. Expulsion.

* When an individual is suspended by UMM, they are suspended from all UMM activities. This includes attending other siblings' games if they are a parent with other players in the association. It also includes officiating games if they are a referee *

As indicated previously, all decisions made by the EDRC are binding at the UMM level, any further recourse must be sought through the Ontario Women's Hockey Association (OWHA) Appeals Process.



UPPER MAITLAND MUSTANGS GIRLS HOCKEY

Complaint Form: To be filled out in its entirety and submitted to the EDRC c/o UMM Hockey Office (uppermaitland@gmail.com), within the timeframe prescribed in the UMM Dispute Resolution Process.

Date of Submission: _____

Section 1: Complainant Information

Name of Person Making Complaint (Complainant):	
Home Address:	
Telephone Number:	
Email Address:	
Role of Complainant (Please Check One):	<input type="checkbox"/> Coach
<input type="checkbox"/> Convenor	<input type="checkbox"/> Player
<input type="checkbox"/> Parent	<input type="checkbox"/> Official
<input type="checkbox"/> Official	<input type="checkbox"/> Spectator
<input type="checkbox"/> Board Member	<input type="checkbox"/> Other (Specify):

Section 2: Respondent Information

Person Complaint is Being Filed Against:
(Additional Information to be filled in by UMM)
Address:
Phone Number:
Email Address:

Role of Complainant (Please Check One):	<input type="checkbox"/> Coach
<input type="checkbox"/> Convenor	<input type="checkbox"/> Player
<input type="checkbox"/> Parent	<input type="checkbox"/> Official
<input type="checkbox"/> Official	<input type="checkbox"/> Spectator
<input type="checkbox"/> Board Member	<input type="checkbox"/> Other (Specify):

Section 3: Nature of Complaint:

Type of Complaint:	<input type="checkbox"/> Code of Conduct
<input type="checkbox"/> Harassment	<input type="checkbox"/> Abuse
<input type="checkbox"/> Other	
Witnessed by:	

Briefly describe the complaint, identifying the facts and issues against the respondent.

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Have attempts been made to resolve the complaint between the parties involved? ☐
Yes ☐ No (Please Specify Reason Below)

Date	Signature