



Cole Harbour Bel Ayr Minor Hockey Association Abusive Member and Spectator Dispute Resolution Policy

The Cole Harbour Bel Ayr Minor Hockey Association adopts Hockey Canada and Hockey Nova Scotia's policy regarding abusive parents and the dispute resolution process. CHBAMHA also adopts the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (the "UCCMS")

All CHBAMHA members and spectators must adhere to the following for all on- and off-ice activities, including any communication with team members. **It is the responsibility of ALL CHBAMHA members and volunteers including Head Coaches, Assistant Coaches, managers and safety representatives to ensure they are following this policy at all times.**

Definitions:

Member: A member of the CHBAMHA includes parents, guardians, players, volunteers, and members of the executive.

Spectator: A spectator of the CHBAMHA includes those watching games, practices or other on-ice activities that are not members of the CHBAMHA and can include friends or relatives of CHBAMHA members and parents, guardians, friends or relatives of non-CHBAMHA teams that are participating in games, practices or other on-ice activities.

Communication: Communication may take many forms and includes in-person, phone, text, app and social media.

Requirements:

1. There shall be no abuse, bullying, or discrimination (e.g., based on race, national or ethnic origin, colour, religion, sex, gender, age or mental or physical disability) whether physical, emotional, or sexual of any participant in any CHBAMHA program.

2. We expect every parent, volunteer, official, staff member and spectator to take all reasonable steps to safeguard the welfare of CHBAMHA participants and protect them from any form of maltreatment.
3. No volunteer or official should experience abuse, bullying or discrimination, whether physical, emotional or sexual as a result of any parent or guardian of a participant or spectator.
4. Prohibited behaviours noted are not an exhaustive list - when in doubt the UCCMS shall be used to determine behaviours subject to this policy.
5. The UCCMS includes “aiding and abetting” (assisting, furthering, facilitating, promoting, or encouraging maltreatment or a prohibited behaviour) and the “failure to report” as serious unwanted behaviours.
6. Retaliation (e.g., for reporting an incident) is also prohibited.

What you can expect:

When an allegation is made, CHBAMHA has a duty to conduct an investigation to determine whether or not the allegation is founded. The following principles apply:

Respect Confidentiality: people raising an allegation and those being investigated shall be treated with respect and have the issue treated in a confidential manner;

Notice: the people affected by the allegation must be told about the important issues and be given enough information to be able to participate in the investigation;

Fair Hearing: the people affected are given a reasonable opportunity to present their point of view and to respond to facts presented by others;

Impartiality: the decision-maker will consider what each person has told them and must act impartially when considering the matter; and

Balance of probabilities: the decision-maker only needs to be reasonably certain that the allegation is (or is not) founded - that is, is it likely to be founded (or not). Simply the decision maker needs to be at least 51% sure of their decision.

What happens after an investigation?

If, after a proper investigation by the Association, a member or spectator is found to have engaged in Inappropriate conduct, the CHBAMHA may:

- 1) issue to the Member a letter of warning;
- 2) require the Member to participate in a mediation process;
- 3) suspend the Member for up to 30 days (suspension does not impact membership status); and/or

- 4) where the Member has engaged, in particular, inappropriate physical and/or verbal behavior, restrict the Member's privileges to attend games and/or practices at Association rinks, or team activities;
- 5) Escalate the issue to HNS (e.g., for use of Protection of Property agreements or harsher sanctions up to and including revocation of membership in the CHBAMHA);
- 6) Escalate the issue to another minor hockey association (e.g., if spectator is a member of another MHA); and/or
- 7) Issue a letter of warning to a CHBAMHA spectator, request that the rink operator restrict the CHBAMHA spectator's privileges to attend games, practices or on-ice activities at Association rinks, or escalate the issue to HNS (e.g., for use of Protection of Property agreements).

Normally sanctions will be progressive and start with a warning, followed by a suspension up to 30 days, etc. However if the conduct is serious (and founded) sanctions may start at a higher level.

A member may appeal the findings and sanctions of the CHBAMHA to HNS in accordance with HNS By-Laws.

The CHBAMHA shall make a complaint to the police or appropriate child welfare agency where the inappropriate behavior is deemed to be criminal or abusive. Everyone has a duty to immediately report even a suspicion of abuse to a child 18 or younger (<https://novascotia.ca/coms/departement/contact/ChildWelfareServices.html#5>)

Should you have any questions about the Abusive Parent and Spectator Dispute Resolution Policy please contact the CHBAMHA Risk Manager riskmanagement@chbawings.org.