



## CODE OF CONDUCT

This Code of Conduct (referred to as the “Code”) identifies the standard of behaviour which is expected of all York Simcoe Express (YSE) members and participants. For the purpose of this Code it shall include all players, guardians, parents, coaches, officials, volunteers, directors, officers, committee members, conveners, team managers, trainers, administrators and employees involved in YSE and OMHA activities and events. YSE is committed to providing an inclusive, safe and positive environment in which all individuals are treated with fairness and respect. YSE wants to ensure individuals are aware that there is an expectation, at all times both on and off the ice, of appropriate behavior consistent with YSE’s core values. YSE is committed to providing a Diverse and Inclusive environment in which all individuals are treated with respect and in an environment free from maltreatment, implicit bias, racism, sexism, bullying and harassment.

The Code of Conduct is not intended to specifically outline every instance of misconduct. Misconduct that is inconsistent with the values of YSE or with the purpose of this Code may still constitute a breach of the Code and be subject to sanctions even though not specifically referenced in the Code.

Members and participants of the YSE organization shall conduct themselves at all times in a manner that is consistent with the values of YSE, which include respect, excellence, sportsmanship, integrity, teamwork, leadership and safety.

During the course of all YSE activities and events, members shall avoid behaviour, which brings YSE or the sport of hockey into disrepute, including but not limited to abusive use of alcohol, use of non-medical drugs, and use of alcohol by minors.

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

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

Members of YSE shall refrain from comments or behaviours, which are disrespectful, offensive, abusive, racist or sexist. In particular, behaviour, which constitutes racism, harassment or abuse will not be tolerated.

Failure to comply with the YSE Code of Conduct may result in disciplinary action in accordance with the Discipline Policy of YSE. Such action may result in the member losing the privileges which come with membership in the OMHA including the opportunity to participate in both OMHA and YSE activities and events, both present and future.

## **York Simcoe Express Spectators, General Responsibilities**

YSE is committed to providing a safe and positive environment for everyone using the facilities in which we practice and play. We want our players to learn about teamwork, sportsmanship and fair play while representing the organization and our community. As such, we have no tolerance for inappropriate behaviour and will enforce the following code of conduct:

- No leaning over arena boards or railings.
- No throwing items onto ice or elsewhere.
- Zero tolerance of foul, racist and sexist language.
- There will be zero tolerance for racist and sexist gestures or acts directed at coaches, players or spectators.
- No throwing items onto ice or elsewhere.
- Verbal threats and insults, attempts to intimidate, and other abusive behaviour will be reported to the Police immediately.
- Anyone who willfully damages property will be responsible for the repair costs incurred and may be reported to the police.
- Conduct themselves in a manner that supports a Diverse and Inclusive environment.

Non-compliance may result in ejection from York Simcoe Express events, and the facilities we practice and play in for an indefinite period of time.

## **York Simcoe Express guardians, parents, volunteers, directors, officers, committee members, conveners, team managers, administrators and employees**

In addition to the General Responsibilities described above, one must;

- Act with honesty and integrity and conduct themselves in a manner which maintains confidence in YSE;
- Conduct themselves openly, professionally, lawfully and in good faith in the best interests of YSE;
- Be independent and impartial and not influenced by self-interest, implicit bias, outside pressure, expectation of reward, or fear of criticism;
- Behave with decorum appropriate to both circumstance and position, and be fair, equitable, considerate, and honest in all dealings with others;
- Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to the laws, policies and guidelines under which YSE is incorporated; and
- Conduct themselves in a manner that supports a Diverse and Inclusive environment.

## **Team Personnel**

In addition to the General Responsibilities described above, team personnel must also adhere to the following guidelines.

The Team Personnel-Athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of a YSE athlete. Team Personnel must recognize the power inherent in their position and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment.

Team Personnel must:

- Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved YSE Athletes;
- Prepare YSE Athletes systematically and progressively, using appropriate time frames and

monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm those athletes;

- Avoid compromising the present and future health of YSE Athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of the athletes' medical and psychological treatments;
- Provide YSE Athletes (and the parents/guardians if the player is a minor) with the information necessary to be involved in decisions that affect the athlete;
- Act in the best interest of the YSE Athlete's development as a whole person;
- Respect other Team Personnel;
- Report any ongoing criminal investigations, previous convictions or existing bail conditions involving themselves to a YSE representative who will then bring it to the attention of a member of the Executive Leadership Team;
- Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol, tobacco or other legalized drugs;
- Use social media responsibly and strategically, modeling appropriate behavior expected of representatives of YSE;
- Respect athletes playing with other teams;
- Not engage in a sexual relationship with an athlete under 18 years old, or in an intimate or sexual relationship with an athlete over the age of 18 if in a position of power, trust, or authority over the athlete;
- Be independent and impartial and not influenced by self-interest, implicit bias, outside pressure, expectation of reward, or fear of criticism;
- Dress professionally, neatly, and inoffensively;
- Use inoffensive language, void of any racist, sexist gestures taking into account the audience being addressed; and
- Conduct themselves in a manner that supports a Diverse and Inclusive environment.

### YSE Athletes

In addition to the General Responsibilities described above, YSE athletes must;

- Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete
- Participate and appear on time, well-nourished, and prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and events;
- Adhere to YSE's requirements regarding clothing and equipment.
- Dress in a manner representative of YSE with focus being on neatness, cleanliness, and discretion;
- Never ridicule a participant for a poor performance or practice;
- Act in a sporting manner and not engage in abusive behavior, foul or sexist language, or offensive gestures;
- Use social media responsibly modeling appropriate behavior expected of representatives of YSE; and
- Conduct themselves in a manner that supports a Diverse and Inclusive environment.

### DUTY OF DISCLOSURE, REPORTING AND COOPERATION

There is an expectation that a complaint regarding violations of this Code will be brought to YSE's attention. Upon receipt of a complaint, YSE will use the Dispute Resolutions Process where applicable.



York Simcoe Express Hockey Association

***Member Acknowledgement***

I (print name) \_\_\_\_\_, acknowledge that I have received a copy of the York Simcoe Express Code of Conduct, which identifies the standard of Behavior, which is, expected of all YSE members. I understand the Code of Conduct includes all players, guardians, parents, coaches, officials, volunteers, directors, officers, committee members, conveners, team managers, trainers, administrators, and employees involved in York Simcoe Express and OMHA activities and events.

I understand that failure to comply with this Code of Conduct and the Constitution of the York Simcoe Express Hockey Association may result in loss of membership and privileges which come with membership in the OMHA including the opportunity to participate in the OMHA and YSE activities and events both present and future.

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## York Simcoe Express Hockey Association Conflict Resolution Process

### Principles of the YSEHA Dispute Resolution Process

The YSEHA Dispute Resolution Process guides the handling of all complaints related to bullying, harassment, abuse, Diversity and Inclusion and code of conduct issues, as defined in the Index of Terms that is attached to this policy. YSE will investigate all minor infractions as defined under the OMHA Code of Conduct unless the President of YSEHA deems it necessary to be forwarded to the OMHA for investigation. All major infractions as defined under the OMHA code of conduct will be forwarded by YSEHA to the OMHA for investigation and will only be investigated by the YSEHA if directed to do so by the OMHA.

YSE is committed to creating a healthy, fair and efficient environment for resolving conflict and will endeavour to solve any dispute that arises in a fair and equitable manner. To that end, YSE has adopted the OMHA Dispute Resolution Process.

Please note that the Dispute Resolution Committee will not address any complaints that are not related to the concerns mentioned above (i.e. ice time, player position etc.). Further, only disputes that follow the Dispute Resolution Process and are received on the appropriate form will be addressed. Complaints that are not received by the Dispute Resolution Committee within 10 days of an unsatisfactory result at Level 1 in the Dispute Resolution Process will not be addressed.

Under the Dispute Resolution Process, all complaints are required to be handled in a timely and efficient manner. In more complex cases where additional time is required, the parties will be notified of the status of the matter, including reasons for any delay.

Link to OMHA Complaint Form

[https://cdn1.sportngin.com/attachments/document/0129/6884/Complaint\\_Form\\_OMHA.pdf](https://cdn1.sportngin.com/attachments/document/0129/6884/Complaint_Form_OMHA.pdf)

### **Level 1 – Team Dispute Resolution Process**

A common and effective practice is to allow 24 hours after an issue or concern occurs before discussing the concern or issue. If the Complainant still has an issue or concern that needs to be addressed beyond the 24-hour period, it is strongly suggested that the Complainant first meet privately with the Respondent in an attempt to resolve the issue. Where possible, the person should be accompanied by a person in a position of authority, such as a coach or a YSE Representative.

If the Complainant (the person making the complaint) is not satisfied with the outcome of the one-on-one meeting with the Respondent (the person who the complaint is about and who responds to the complaint), assistance from the team designate (usually the team Manager) may be necessary. The team designate, acting in the role of mediator, will bring the parties (Complainant and Respondent) together once again to promote dialogue and to facilitate a resolution of the complaint.

In an emergency, local police or 911 should be the first point of contact.

### **Step 1 – Meet with the Respondent**

Complainant should attempt to meet with the Respondent with whom the complaint is about.

### **Step 2 – Consult Team Designate**

If the Complainant is not satisfied with the response provided by the Respondent, the matter should be presented to the team designate (usually the team Manager but can be determined by the team at the beginning of the hockey season).

Within 7 days of receiving the verbal complaint, the team designate will arrange an informal meeting between the Complainant and the Respondent in an attempt to reach a resolution.

### **Step 3 – Submit Formal Complaint**

If the Complainant is not satisfied with the outcome of the informal meeting, the Complainant should then complete and submit a formal complaint to the President of the hockey association for review via email.

## **Level 2 – YSEHA Dispute Resolution Process**

In the event of an unsatisfactory result at Level 1, the matter may be escalated to Level 2. At Level 2, dialogue between the Complainant and the Respondent is facilitated by the Dispute Resolution Committee for YSEHA. If an agreement is not reached, the Dispute Resolution Committee will render a decision in the matter with recommendations if necessary.

### **Step 1 – YSEHA President receives and acknowledges formal complaint**

Complainant receives acknowledgement of receipt of complaint form by email from the President of YSEHA for handling.

### **Step 2 – YSEHA Dispute Resolution Committee assessment**

The YSEHA President sends the complaint form to the YSEHA Dispute Resolution Committee. The Committee independently assesses the complaint and determines whether there is validity to the concerns raised and to assess the team's role in handling the situation.

### **Step 3 – Merit Determination**

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

If the complaint has merit, an informal meeting before the Dispute Resolution Committee will be scheduled within 14 days from the receipt of the written complaint form.

### **Step 4 – Informal meeting before the Dispute Resolution Committee**

Two possible outcomes: 1. Parties reach a resolution; 2. No resolution reached by parties, Dispute Resolution Committee hands down decision.

### **Potential Outcome 1: Dispute resolved. Process Ends**

Should the parties reach a resolution, Section C of the Complaint form will be completed by the Dispute Resolution Committee and submitted to the Board of Directors of YSEHA with copies provided to the Complainant and the Respondent. No further action is required.

### **Potential Outcome 2: No resolution, Dispute Resolution Committee hands down decision**

Should a resolution not be reached, the Complainant and the Respondent will be excused from the meeting and the Dispute Resolution Committee will make a decision and complete the “Decision Section” on the complaint form and return it to the YSEHA President. The Complainant and the Respondent will receive a copy via email of the decision within 3 days of the Committee meeting.

### **Step 5 – YSEHA Dispute Resolution Appeals**

If the Complainant is not satisfied with the decision of the YSEHA, he/she can file an appeal to the Ontario Minor Hockey Association (OMHA).

Please note that once you file an appeal to the OMHA, the matter will no longer be addressed by YSEHA.

Any player, coach, parent or official, volunteer or executive member who brings legal action against YSEHA before observing their right of appeal offered under this Dispute Resolution Process shall be deemed to have relinquished all playing or participation rights until such action has been resolved.

### **Level 3 – OMHA Dispute Resolution Process**

Complaints received at Level 3 must have first been processed through Levels 1 and 2 respectively. No complaint may by-pass Level 1 and 2 unless there are extenuating and/or circumstances that endanger the well-being of the individual.

For a more detailed breakdown of the OMHA Code of Conduct, Policies and Procedures, and all related documents please click on the following link. <https://www.omha.net/page/show/885511-code-of-conduct>

### **Step 1 – OMHA receives notice of application and fee on time**

The individual (“appellant”) who wishes to appeal a final decision by YSEHA must submit to the OMHA written notice of their intention to appeal the final decision by YSEHA.

The OMHA Code of Conduct Appeal Panel must receive an appeal application by mail or personal delivery no later than 7 business days from the date the decision being appealed was received by the person appealing. The Application fee by certified cheque is \$100 and must be received with the Appeal Application.

### **Step 2 – Confirmation of grounds for appeal and YSE Dispute Resolution Process was followed**

OMHA President or designate will confirm if the appeal application has sufficient ground and if local association dispute resolution process was followed within 7 business days of receiving the notice of appeal. The OMHA President or designate refers the Appeal Application to the OMHA Risk Management Officer to facilitate the process.

**Potential Outcome 1: YSE Dispute Resolution Process not followed, matter referred back to Complainant**

If the OMHA Risk Management Officer determines that the matter did not go through the proper local association dispute resolution process, it may be referred back to the Complainant advising him/her to go through the proper process with YSEHA.

**Potential Outcome 2: YSE Dispute Resolution process followed, hearing required**

OMHA Risk Management Officer determines that a hearing is necessary and a Code of Conduct Appeal Panel will be appointed within 14 days. Prior to the hearing, every attempt will be made to facilitate a resolution before a formal decision is made.

**Step 3 – Hearing Determination process initiated**

Should the Risk Management Officer determine that a hearing is necessary, it will be scheduled to occur no later than 14 business days after the panel's appointment. The Complainant and the Respondent will be notified of the hearing in writing and all parties will be given a copy of the material submitted to the OMHA.

**Step 4 – Resolution prior to hearing**

Should a hearing not be necessary, a response will be sent to the Complainant and the Respondent.

**Step 5 – Notice of decision**

Once the appeal is resolved, the OMHA Code of Conduct Appeal Panel will issue a written decision to all parties within 7 days. If the appeal concerns a harassment and abuse issue, the Ontario Hockey Federation (OHF) will be notified as required.

**Step 6 – Option to Appeal**

Should the parties not be satisfied with the decision of the OMHA, they may appeal the decision to the Ontario Hockey Federation.



## INDEX OF TERMS

**Abuse:** when a person needs protection from a person they trust and/or are dependent upon. This is a PROTECTION issue. The person in power may be hurting them in a number of ways.

Emotional Abuse: A chronic attack on a child's self-esteem that is psychologically damaging by a person in a position of power, authority or trust (terrorizing, degrading and rejecting). This does NOT include benching a player for disciplinary reasons, cutting a player after tryouts, refusing to transfer a player, or limiting ice time.

Physical Abuse: When a person in a position of power or trust purposefully injures or threatens. This can include: slapping, hitting, shaking, kicking, pulling hair or ears, striking, shoving, grabbing, hazing (humiliating and degrading initiation rite in which a player is forced to participate in order to be accepted), or excessive exercise as a form of punishment.

Sexual Abuse: When an older child, adolescent or adult for his or her own sexual stimulation or gratification, uses a young person. There are two categories: A) Contact: touched or fondled in sexual areas and B) Non-Contact: Obscene calls, remarks on a computer, cell phone or in notes and any form of social media such as Facebook, Twitter, etc., sexually intrusive questions or comments, indecent exposure.

**Bullying:** Intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her.

Physical examples include: Hitting, kicking, grabbing, shoving, spitting on, beating others up, damaging or stealing personal properties.

Verbal examples include: Name-calling, hurtful teasing, humiliating, threatening someone, degrading behaviours, over the phone or in person, through text messaging or chat rooms.

Relational examples include: Making others look foolish, excluding peers, spreading gossip or rumours (may happen in person, over the phone or computer).

**Code of Conduct:** Parents, coaches, players, volunteers, executives and YSE members must conduct themselves in a manner that will allow the values and goals of the YSE to be achieved.

**Complaint:** Description of the problem

**Complainant:** The person making the complaint

**Diversity:** Refers to the different characteristics of people who make up our community. To include but not limited to gender (including male, female and unspecified), age, race (including nationality, ethnicity and colour), intersectionality, culture, religion, sexual orientation and ability (including intellectual, physical or sensory). Any combination of these and other characteristics is what makes each individual unique.

**Emotional Abuse:** A chronic attack on a child's self-esteem that is psychologically damaging by a person in a position of power, authority or trust (terrorizing, degrading and rejecting). This does NOT include benching a player for disciplinary reasons, cutting a player after tryouts, refusing to transfer a player, or limiting ice time.

**Gender:** A social construct used to classify a person as a man, woman, or some other identity. Fundamentally different from the sex one is assigned at birth; a set of social, psychological and emotional traits, often influenced by societal expectations. Reference: <https://lgbt.ucsf.edu/glossary-terms>

**Gender Expression:** How one expresses oneself, in terms of dress, mannerisms and/or behaviors that society characterizes as "masculine" or "feminine." Reference: <https://lgbt.ucsf.edu/glossary-terms>

**Harassment:** Offensive behaviour, emotional, physical and/or sexual that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex/gender, disability, marital status, or pardoned conviction.

- It could be a single event or a pattern of mistreatment.
- It may be directed at an individual or group.
- Harassment occurs when someone attempts to negatively control, influence or embarrass another person.

**Inclusion:** Everyone in our diverse community, regardless of their gender, age, race, culture, religion, sexual orientation or ability, is afforded a range of opportunities to participate.

**Implicit Bias:** Describes when we have attitudes towards people or associate stereotypes with them without our conscious knowledge.

**Intersectionality:** the acknowledgement that everyone has their own unique experiences of discrimination and oppression and we must consider everything and anything that can marginalize people (based on gender, race, class, sexual orientation, physical ability).

**Maltreatment:** The deliberate abuse or harm of another person expressed through psychological abuse (physical, emotional, neglect).

**Neglect:** Chronic inattention to the basic necessities of life (this may occur in hockey when injuries are not adequately treated, players are made to play with injuries, equipment is inadequate or unsafe, or road trips not properly supervised).

**Racism(ist):** Prejudice, discrimination, or antagonism directed against a person or people on the basis of their membership in a particular racial or ethnic group, typically one that is a minority or marginalized.

**Sexism(ist):** Prejudice or discrimination based on stereotypes of based on gender and gender expression. Reinforcing the belief that one sex or gender is intrinsically superior to another.

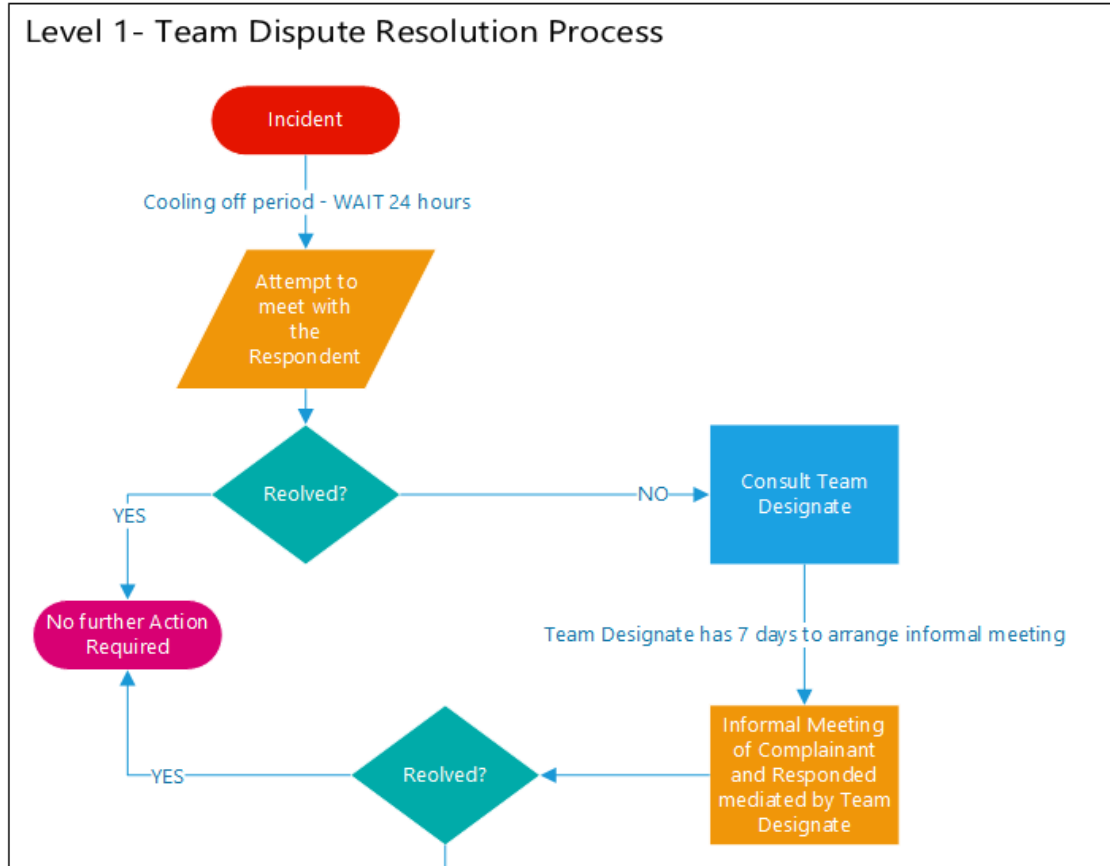
**Respondent:** The person with whom the complaint is about and who responds to the complaint

**Team Designate:** The person whom the team identifies as the person available to assist with the handling of complaints within the team (i.e. Team Manager or parent liaison).

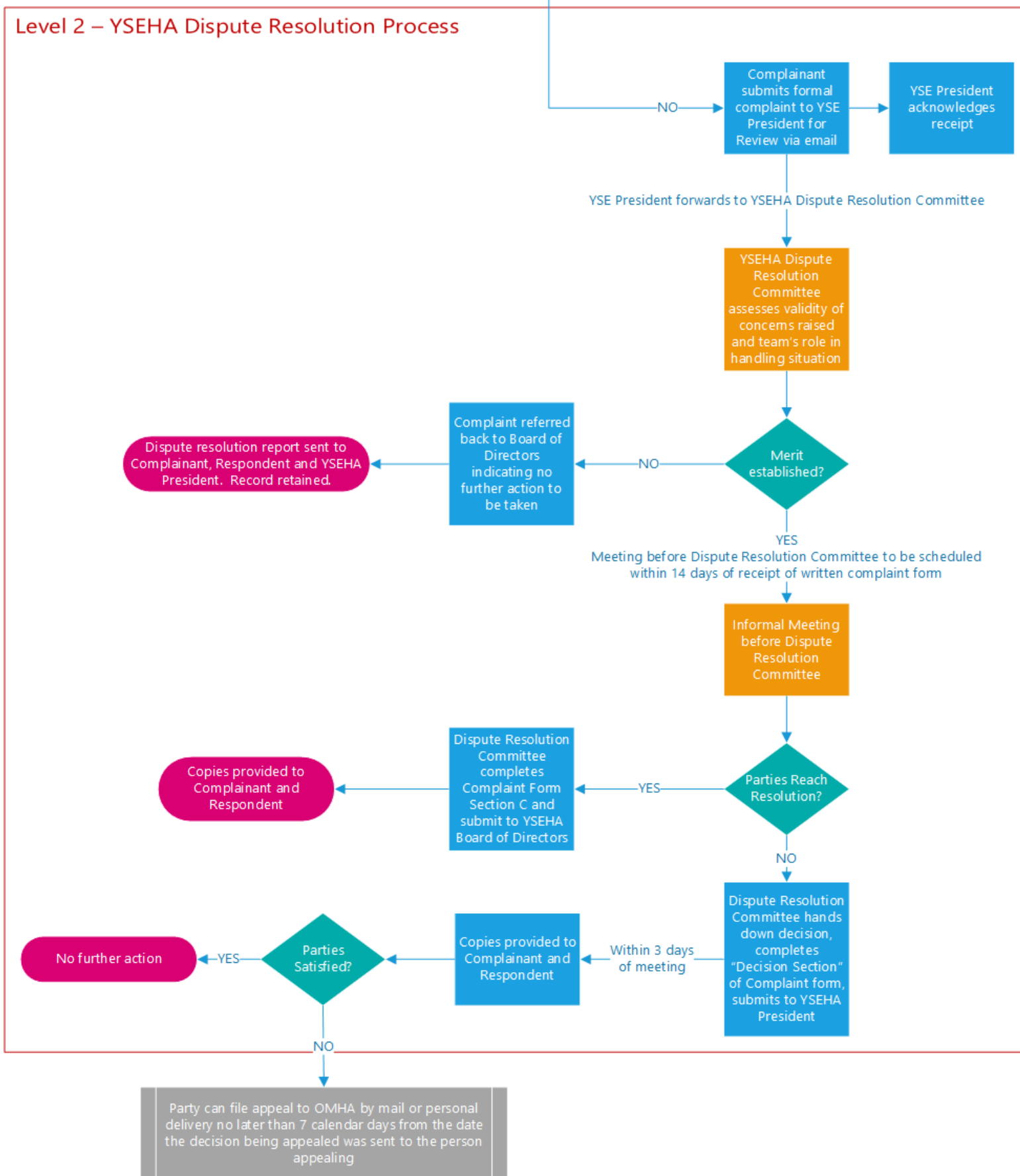
YSE Dispute Resolution Process (Level 1 and 2)



Level 1- Team Dispute Resolution Process



Level 2 – YSEHA Dispute Resolution Process



## OMHA Dispute Resolution Process (Level 3)



Complaints received by OMHA must have first been processed through YSEHA Dispute Process. No complaint may by-pass the YSEHA Dispute Process unless there are extenuating and/or circumstances that endanger the well-being of the individual.

Full OMHA Code of Conduct and associated processes can be found at:

<https://www.omha.net/page/show/885513-risk-management>

