

MISSISSAUGA HOCKEY LEAGUE

SPEAK OUT POLICIES AND PROCEDURES

PROMOTING POSITIVE BEHAVIOUR IN HOCKEY



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SPEAK OUT: PROMOTING POSITIVE BEHAVIOUR IN HOCKEY

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INTRODUCTION

This document includes Policies and Procedures that enhance the Hockey Canada and Ontario Hockey Federation Speak Out Policies and Procedures. All MHL Member Associations are obligated to adhere to these Policies and Procedures as stated.

The following policies have been approved by the MHL Board of Directors. It shall be the obligation of all MHL Area Associations to adhere to these policies.

MHL CODE OF CONDUCT

This Code for Conduct identifies the standard of behaviour that is expected of all Mississauga Hockey League ("MHL") members and participants, which for the purpose of this policy shall include (but not limited to) all players, parents, coaches, officials, volunteers, directors, officers, committee members, convenors, team managers, trainers, administrators and employees involved in MHL activities and events.

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

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

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

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

Members of the MHL shall refrain from comments or behaviour that is disrespectful, offensive, abusive, racist or sexist. In particular, behaviour which constitutes harassment or abuse will not be tolerated, and will be dealt with under the MHL's Harassment Policy.

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

Please refer to the following for more information:

- 1- Hockey Canada Policy on Harassment and Abuse – www.hockeycanada.ca
- 2- OHF Harassment and Abuse Policies – www.ohf.on.ca
- 3- OHF Code of Conduct – www.ohf.on.ca
- 4- Hockey Canada Fair Play means Safety for All Booklet- Obtain from your Local Association or the MHL

1.0 POLICY STATEMENTS

MHL HARASSMENT & ABUSE POLICY

1.1 Policy Statement

1.1.1 Mississauga Hockey League (MHL) is committed to providing a sport and work environment which promotes equal opportunities and prohibits discriminatory practices.

1.1.2 Harassment is a form of discrimination. Harassment is prohibited by human rights legislation in each province of Canada. In its most extreme forms, harassment can be an offense under Canada's Criminal Code. It is the policy of the MHL that there be no harassment, abuse or bullying of any participant in any of its programs.

1.1.3 The MHL expects every athlete, coach, assistant coach, trainer, manager, official, parent, director, officer, volunteer, employee and chaperone within the MHL and each of the MHL Area Associations to take reasonable steps to safeguard the participants against harassment, abuse and bullying.

1.2 Application & Scope

1.2.1 This policy applies to all categories of members in MHL, as well as to all individuals participating in activities of or employed by MHL, including, but not limited to, players, officers, conveners, committee members, team managers, trainers, administrators and employees.

1.2.2 This policy applies to harassment which may occur during the course of all MHL business, activities and events, including but not limited to competitions, team practices, training camps, exhibitions, meetings and travel associated with these activities.

2.0 EFFECTIVE DATES

2.1 June 27, 1998 – Hockey Canada

2.2 Revised October 27, 2006 – Mississauga Hockey League

2.3 Revised January 4, 2008 – Mississauga Hockey League

3.0 DEFINITIONS

3.1 Child

Child means a person between the age of 0 and 16 years.

3.2 Youth

Youth means a person between the age of 16 and up to 18 years.

3.3 Adult

Adult means a person who has reached the age of maturity. In the Province of Ontario this age is 18 years.

3.4 Bullying

Bullying describes behaviours that are similar to harassment, but occur between children under the age of twelve, or behaviours between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into four categories: physical, verbal, relational (for example, trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (for example, engaging in bullying as well as provoking bullies to attack by taunting them). Please see CYBER BULLYING POLICY in section 5.3

3.5 Harassment

Harassment is 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 or gender, disability, marital status, or pardoned conviction. Harassment may occur when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

3.6 Abuse

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and/or breach of trust.

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be in need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at www.hockeycanada.ca.

3.6.1 Emotional Abuse

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child or youth's needs.

3.6.2 Physical Abuse

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child or youth. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

3.6.3 Neglect

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. Neglect may apply in a hockey setting where there is a chronic inattention in the hockey context, for example when a player is made to play with injuries.

3.6.4 Sexual Abuse

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.

3.7 Misconduct

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (for example an independent investigation) or informal process (eg. an internal fact finding), to be contrary to the MHL Code of Conduct and that is not harassment, abuse or bullying.

3.8 Complaint

Any allegation, verbal or written, that involves bullying, harassment, abuse or misconduct within the jurisdiction of the MHL.

3.9 MHL and Member Association Personnel

MHL personnel includes; MHL office employees, council and committee chairs and members, Directors and Officers and any other personnel that may be identified by the MHL President. MHL Member Associations personnel include their office employees (if any), council and committee chairs and members, Directors and Officers and any other personnel that may be identified by the Member Association President.

3.10 Volunteer

A volunteer is defined as a non-paid person who donates, enters or offers his or her time freely to assigned specific duties.

3.11 Staff

Staff is defined as any paid employee of the MHL including office staff, referees, timekeepers and Ticket Personnel.

3.12 Administrators

Administrators are defined as non-paid volunteers who donates, enters or offers his or time freely to assigned specific duties.

4.0 SPEAK OUT CERTIFICATION

4.1 Speak Out Certification

All Coaches, Assistant Coaches, Trainers, Managers, Staff and Administrators within the jurisdiction of the MHL are required to be certified in the Speak Out Program as per Hockey Canada regulations and MHL regulation 30.09.

Arena Passes will not be distributed to any members who have not completed the Speak Out Certification.

5.0 POLICE RECORDS SEARCH

As per Hockey Canada regulations, all team officials, on-ice volunteers, administrators and staff are required to complete a Police Records Search. Those who do not meet the requirements or abide by the requirements of the Police Records Search process may not be accepted, may be disciplined or may be dismissed. Arena Passes will not be distributed to any individuals who have not completed their Police Records Check.

5.1 Criminal Record Check

The following guidelines are to be followed for MHL Police Records Checks:

5.1.1 No check submitted may be older than four (4) months.

5.1.2 Checks of a person's service are required for the first year in a position that mandates one and every four years thereafter.

5.1.3 If a person participates in the MHL and completes a Records Check and does not participate for a period of time, that individual must complete another Records Check upon return (even if he/she returns within the four year time period of the initial check).

5.1.4 Previous offences that may exclude a person's application for a position within the MHL and its Area Associations include, but are not limited to, offences against persons, offences involving property or offences related to substance abuse.

5.1.5 Checks must be completed on the official form only. (Forms can be found at the MHL office or with your Area Association). Improper forms and incomplete forms may not be accepted.

5.1.6 Checks will only be conducted at:

Peel Regional Headquarters

7750 Hurontario Street, Brampton, Ontario L6V 3W6

Hours of Operation

Monday to Friday – 8:00am-6:00pm

Saturday – 10:00am-2:00pm

Sunday – Closed

Checks will not be accepted at any other location.

5.1.7 Individuals requesting checks for use in the MHL must be members of the MHL and must be residents of the region of Peel. Members who reside outside of Peel, must conduct their check at their respective local police detachment.

***There is no cost for MHL members residing in Peel region**

CRIMINAL RECORD CHECK PROCESS

- 1) Pick up a form from the MHL Office or from your Area Association
- 2) Complete the form. (Make sure the form is one piece of double sided paper. The Police Records Search will not accept a deviation of this form).
- 3) You will require two forms of identification and one proof of residence when submitting your form to Peel Regional Police Headquarters. (One form of identification must have your photo on it).
- 4) A receipt will be provided to you (by the Police Department) as proof of initiation of the police check process. Receipts must be submitted to your Area Association designate or directly to the MHL Office. If receipts are submitted to Area Association designate, it is the responsibility of the designate to submit receipts to the MHL office in a timely manner.
- 5) Processing of your search will take Peel Regional Police Records Search Unit between 4-9 weeks. The results of your search will be mailed to you and embossed with the Peel Regional Police logo.
- 6) Submit your form to the Mississauga Hockey League Office directly. Forms must be original. Copies, faxes and scans will NOT be accepted.
- 7) Any returned forms indicating “NO” police or criminal record will be processed and no further action will be required by the individual at that time.
- 8) Any returned forms indicating “HAS” police or criminal record will require further review by the MHL and may involve a meeting with the MHL and respective Association special committee before further involvement as a volunteer in the League. This review of the Criminal Records Checks when the police have identified a criminal conviction would include comparing the offence to the specific job description and reference checks of that individual and determining the risk involved.
- 9) All forms will be maintained with the strictest confidentiality.

Visit “Records Services” at www.peelpolice.on.ca/recordsservice/default.htm for additional information.

RESIDENTS WHO LIVE OUTSIDE OF PEEL REGION

Residents who live outside of Peel Region must complete police checks with your respective regional police headquarters. Toronto residents only (residing within postal codes beginning with ‘M’ can complete their checks at the MHL Office. Forms will only be accepted and confirmed at the MHL Office. It is recommended that applicants call ahead to confirm presence of the Executive Director. These checks will be forwarded by the MHL to the Toronto Police Service for review. The following outlines the Toronto Police Service process for completed checks:

- i) NO INFORMATION FOUND – If “no information found pursuant to the Toronto Police Service Reference Check Program” the waiver will be mailed directly to the MHL by the Toronto Police Service
- ii) LOCAL AND/OR NATIONAL RECORDS FOUND – If local and/or national records are found, Toronto Police Service will mail to the applicant at the address provided on the waiver a synopsis of record(s) found. To complete the check and confirm involvement in the MHL, the synopsis must be provided to the respective Association Registrar
- iii) LOCAL AND/OR NATIONAL PARDON RECORDS FOUND – If local and/or national pardon records are found, the Toronto Police Service will send a synopsis of record(s) found and a record of an individuals convictions dealing with previous convictions of sexual offences

as outlined in the schedule to the Criminal Records Act in respect of which a pardon has been granted or issued to both the applicant and the MHL.

- iv) **APPLICANT / VOLUNTEER REFUSING FINGERPRINTS** – Where screening identifies the applicant / volunteer as being suspected as a person named in a criminal record for one of the sexual offences listed in the schedule to the Criminal Records Act in respect of which a pardon was granted or issued, The Toronto Police Service will require the individual to consent to the submission of fingerprints for identification purposes. Where an individual / applicant declines to provide such consent, the MHL will be notified in writing by the Toronto Police

The cost for Toronto Police Criminal checks are \$15.90 and must be supplied upon completion of the form at the MHL office. Payment can be made directly to the MHL or by money order (addressed to the Toronto Police Service) and submitted to the MHL with the required Police Check form. The MHL will mail money orders and forms to the Toronto Police Service.

***Applicants must provide two pieces of identification when submitting their forms to the MHL Office. (At least one piece of identification must have a photo)**

5.2 VOLUNTEER AGE CLARIFICATIONS – Speak Out and Police Check Policies (RECOMMENDATION)

If a volunteer wishes to participate in any on-ice activities with the MHL the following policy will be adhered to (as per the definitions of “child”, “youth” and “adult”):

- 1) A CHILD (under 16 years of age as of December 31st of the playing season) does not require the H&A certification and Police Check. The understanding is the coach who has both Speak Out certification and submitted a police check will be responsible for the CHILD.
- 2) A YOUTH (16 or 17) who is a registered player in an MHL Area Association does not require the H&A certification and Police Check. The understanding is the coach who has both Speak Out certification and submitted a police check will be responsible for the YOUTH.
- 3) A YOUTH (16 or 17) who is not a registered player in an MHL Area Association does require the H&A certification and Police Check.
- 4) ADULTS (18 and over) require both H&A certification and Police check (regardless of registration as a player or not).

5.3 CYBER-BULLYING POLICY

If the MHL becomes aware of any threatening or discriminatory posting on Facebook or any similar site, the player or other person posting them will be subject to immediate suspension or other appropriate discipline, regardless of when the posting was made.

6.0 RECORDS MAINTENANCE

MHL Responsibility

- 6.1** The MHL will maintain records of all MHL Personnel required to be certified in Speak Out. The Criminal Record Checks, of staff and volunteers of the MHL who are required to submit such information, will also be maintained by the MHL.
- 6.2** All personal records maintained by the MHL will be obtained and secured in compliance with the MHL Privacy Policy.
- 6.3** MHL Staff and MHL Board of Directors will be required to provide a Criminal Record Check upon assuming their role or, at the request of the MHL President, and every four years thereafter.

Area Association Responsibility

- 6.4** The Area Association President (or designate) will maintain records of all Member Association Personnel required to be certified in Speak Out. The Criminal Record Checks, of volunteers of the Area Association who are required to submit such information, will be directed to and maintained by the MHL.
- 6.5** All personal records maintained by the Area Association will be obtained and secured in compliance with the MHL Privacy Policy.
- 6.6** Area Association Board of Directors will be required to provide a Criminal Record Check upon assuming their role or, at the request of the Area Association President, and every four years thereafter.

7.0 COMPLAINTS

7.1 When there is a complaint of abuse of a child participant there will be no investigation by the MHL, Area Association, or any member thereof. Any investigation will be left to the police or appropriate child protective agency.

7.1.1 If a complaint of abuse of a child participant results in a conviction, the MHL, Area Association will exclude the individual convicted.

7.1.2 If a complaint of abuse of a child participant does not result in a conviction, the MHL, Area Association or member thereof may nevertheless discipline the individual subject to the complaint.

7.2 Complaints of harassment, bullying or misconduct may be handled informally where possible or formally, but within a reasonable timeframe.

7.3 The MHL, Area Association and any members thereof are not required to deal with all complaints. The MHL, Area Association or member thereof may decide not to deal with the complaint if it is of the opinion that it:

7.3.1 could be more appropriately dealt with under another policy, rule or regulation;

7.3.2 is frivolous, vexatious or made in bad faith;

7.3.3 is not within the governing body's jurisdiction; or,

7.3.4 is based on occurrences that are more than six months old.

7.4 Complaints of harassment, abuse or bullying will not qualify a player for an automatic release. This is to ensure the safety of all players on the team, not just the one initiating the complaint. If a complaint is substantiated, the primary option is to address the behaviour of the offending party which may include disciplinary action up to and including suspension or removal.

8.0 COMPLAINT ADMINISTRATION

8.1 MHL Responsibility:

8.1.1. If a Complaint is directed to the attention of the MHL, all relevant information will be reviewed with the associated Area Association for follow up and/or investigation.

8.1.2. Upon notification of a Complaint, the MHL may report the situation and all relevant information to the Greater Toronto Hockey League who will notify the Hockey Canada Insurance Department in accordance with Hockey Canada guidelines.

8.1.3. If a Complaint is addressed to the MHL but relates to an action within an Area Association, the MHL President may request the relevant Area Association to conduct an investigation within an agreed time frame. Through the President's discretion, an independent investigator may instead be assigned to review and research the Complaint.

8.1.4. All complaints must be filed on the MHL Complaint intake form (see Appendix A)

8.1.5 The MHL will provide an annual report to the GTHL each year that will include: (a) The number of complaints of harassment, abuse, bullying and misconduct received, (b) the

number of complaints of harassment, abuse, bullying and misconduct found to be with merit and those without merit, and (c) the number of Speak Out training sessions held and number of certified participants.

8.2 MHL Area Association Responsibility:

8.2.1 Area Associations shall designate one person (Discipline Chair for example) to accept complaints originating from within their organization. This person or committee will be identified to the MHL Risk Management Committee at the beginning of each season.

8.2.2 All complaints must be filed on the MHL Complaint intake form (see Appendix A)

8.2.3 Upon receipt of a Complaint submitted to the Area Associations' designated person, the designated person shall forward a copy immediately to the MHL Executive Director (or designate).

8.2.4. It is the policy of the MHL that any and all situations involving Harassment and Abuse must be reported to the MHL and subsequently to the GTHL.

9.0 INVESTIGATION

9.1 In order to remain impartial for the purpose of hearing appeals, the MHL will not engage in investigations except: (a) where it is inappropriate for the Area Association to do so, or (b) if the initial investigation was conducted incorrectly as determined by MHL, or (c) if the complaint is of one Area Association from another Area Association.

9.2 All investigations of harassment, bullying or misconduct will be conducted in accordance with the MHL Privacy Policy. Disclosure of any part of the final report will be provided at the discretion of the MHL President and where third party confidentiality is required the report may not be provided. Upon the final determination, a summary report may be available to the relevant parties who may include, but are not limited to, the person(s) who initiated the complaint, the person(s) against whom the complaint was made, any person(s) against whom any adverse finding is made.

9.3 When the MHL is conducting an investigation, the report resulting from there will be received by the MHL President for review and determination.

9.4 The MHL will use an Independent Fact Finder to conduct an MHL initiated investigation when required.

9.5 Any decision for the MHL to contact the police on the basis of the Investigation Report will be made by the MHL President.

9.6 MHL Area Association Responsibility:

9.6.1 MHL Area Associations are required to oversee all investigations within their jurisdiction as assigned by the MHL President.

9.6.2 Once directed to do so, an MHL Area Association may not cede its responsibility to:

9.6.2.1 complete the investigation and;

9.6.2.2 render a decision within the specified timeframe.

9.6.3 The failure of an MHL Area Association to complete an appropriate fact finding investigation and render a decision, once directed, may result in disciplinary action at the discretion of the President or Board of Directors.

9.6.4 MHL Area Associations are encouraged to employ the services of a professional investigation firm or individual, be it that of the MHL or another approved firm or individual if felt necessary.

9.6.5 MHL Area Associations must file a copy of the investigation report with the MHL Executive Director.

10 INVESTIGATION DECISIONS

10.1 The following decisions resulting from any investigation may be made:

10.1.1 the complaint is with merit;

10.1.2 the complaint is without merit;

10.1.3 there is insufficient information to enable a conclusive decision to be made;
or

10.1.4 the complaint is outside of the jurisdiction of the investigating body.

11 DISCIPLINE

- 11.1** Any athlete, coach, assistant coach, trainer, manager, official, parent, director, officer, volunteer, employee or chaperone within the MHL and/or within any of the MHL Area Associations or member thereof found in violation of the Hockey Canada Policy on Harassment, Abuse and Bullying or the OHF Speak Out Policy or the OHF Code of Conduct or the MHL Code of Conduct or the MHL Speak Out Policies and procedures may be disciplined up to and including dismissal and/or revocation of membership in accordance with the MHL Constitution, By-Laws and Regulations.
- 11.2** Any athlete, coach, assistant coach, trainer, manager, official, parent, director, officer, volunteer, employee or chaperone within the MHL and/or any of the MHL Area Associations who knowingly brings a false complaint against an MHL participant may be disciplined up to and including dismissal and/or revocation of membership in accordance with the MHL Constitution, By-laws and Regulations.
- 11.3** Any athlete, coach, assistant coach, trainer, manager, official, director, officer, volunteer or employee or chaperone who is the subject of a complaint of harassment, abuse or bullying may be suspended from his or her position, or made subject to other precautions taken for the duration of an investigation. This action will be reviewed by the MHL President or other designate on a case by case basis in accordance with the MHL Constitution, By-laws and Regulations.
- 11.4** Any coach, assistant coach, trainer, manager, official, director, officer, volunteer, employee or chaperone who is discovered by means other than a criminal record check to have a conviction that may impact upon their position, may be disciplined up to and including dismissal and/or revocation of membership in accordance with the MHL Constitution, By-Laws and Regulations.

12. SANCTIONS

a) When directing appropriate disciplinary sanctions, the MHL and or its Area Associations shall consider factors such as:

- 1 - The nature and security of the harassment and bullying information
- 2 - Whether the harassment and bullying involved any physical contact
- 3 - Whether the harassment and bullying was an isolated incident or part of an ongoing pattern.
- 4 - The nature of the relationship between the complainant and the respondent.
- 5 - The age of the Complainant
- 6 - Whether the respondent has been involved in any previous harassment and bullying incidents.
- 7 - Whether the respondent admitted responsibility and expressed a willingness to change.
- 8 - Whether the respondent retaliated against the complainant

b) In directing disciplinary sanctions, the MHL and or its Area Associations may consider the following options, singly or in combination, depending on the nature and severity of the harassment and bullying:

- 1 - Verbal apology
- 2 - Written apology
- 3 - Letter of reprimand from the MHL
- 4 - A fine or Levy
- 5 - Referral to counseling
- 6 - Removal of certain privileges of membership or employment
- 7 - Temporary suspension with or without pay
- 8 - Termination of employment or contract
- 9 - Suspension of membership
- 10 - Expulsion from membership
- 11 - Publication of the details of the sanction
- 12 - Any other sanction which the MHL and or its Member Associations may deem appropriate

c) Failure to comply with a sanction as determined by the MHL and or its Area Associations shall result in automatic suspension of membership in the MHL and or its Area Associations affiliated with the MHL, until such time as the sanction is fulfilled.

d) Notwithstanding the procedures set out in this policy, any individual participating in MHL business, activities or events who is convicted of a criminal offense involving sexual exploitation, invitation to sexual touching, sexual interference, sexual assault, shall face automatic suspension from participating in any activities of the MHL for a period of time corresponding to the length of the criminal sentence imposed by the Court, and may face further disciplinary action by the MHL in accordance with this policy.

13. APPEALS

- 13.1** Except where otherwise provided, an appeal of any disciplinary matter will be regulated and heard in accordance with MHL Regulation 5.

14. AMENDMENTS

- 14.1** Any amendments or changes in the Constitution, By-Laws, Regulations or Speak Out Policies and Procedures of Hockey Canada and or the Ontario Hockey Federation shall automatically amend or change the Constitution, By-Laws, Regulations or Speak Out Policies and Procedures of the MHL in accordance therewith.



MISSISSAUGA HOCKEY LEAGUE COMPLAINT INTAKE FORM



Appendix – A –revised March 2008

Please note the following:

- Complaints of harassment, abuse or bullying will not qualify a player for an automatic release.
- Definitions are provided in Appendix 1.
- Substantiated allegations of harassment, abuse or bullying will be considered for sanctions ranging in severity from: no further action to expulsion.
- The MHL cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing the form, you agree that the MHL may share some or all of this information in the process of resolving the complaint.
- Complaints will be addressed according to severity, resources and safety for participants.
- Fax or email completed form to 905-607-1124 or brad.norris@hockey.on.ca

Please complete the following:

1. **Person making the complaint:** Player Parent Volunteer Official Employee

First Name		Last Name	
Address			
City/Town	Province	Postal Code	
Telephone Number	Fax Number	Email	

2. **Person on whose behalf the complaint is made:** (to be completed if different from above)

First Name	Last Name
Birth Date (day / month / year)	

3. **Name of person(s) against whom you are complaining:**

First Name	Last Name
Title/Role	Name of Association/Club
First Name	Last Name
Title/Role	Name of Association/Club

4. **When did the last incident occur? (date):** _____



MISSISSAUGA HOCKEY LEAGUE COMPLAINT INTAKE FORM



5. Please check the ground(s) that best describes your complaint:

A. *Harassment (refer to Appendix 1)*

Type of behaviour:

<input type="checkbox"/> <i>Conduct</i>	<input type="checkbox"/> <i>Gestures</i>	<input type="checkbox"/> <i>Comments</i>
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Based on:

<input type="checkbox"/> <i>Race</i>	<input type="checkbox"/> <i>Ethnicity</i>	<input type="checkbox"/> <i>Disability</i>	<input type="checkbox"/> <i>Colour</i>
<input type="checkbox"/> <i>Religion</i>	<input type="checkbox"/> <i>Age</i>	<input type="checkbox"/> <i>Sexual orientation</i>	<input type="checkbox"/> <i>Sex</i>
<input type="checkbox"/> <i>Marital status</i>	<input type="checkbox"/> <i>Family status</i>	<input type="checkbox"/> <i>Pardoned conviction</i>	

B. *Abuse (refer to Appendix 1)*

Type of behaviour:

<input type="checkbox"/> <i>Physical</i>	<input type="checkbox"/> <i>Emotional</i>	<input type="checkbox"/> <i>Sexual</i>	<input type="checkbox"/> <i>Neglect</i>
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Please note: Neither the OHF, nor any Member thereof will investigate reports of abuse that meet the definition provided. This information will be provided to the appropriate authorities for follow up.

C. *Bullying (refer to Appendix 1)*

Type of behaviour:

<input type="checkbox"/> <i>Physical</i>	<input type="checkbox"/> <i>Verbal</i>	<input type="checkbox"/> <i>Relational</i>	<input type="checkbox"/> <i>Reactive</i>
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D. *Misconduct (refer to Appendix 1)*

Please note: Complaints of misconduct will generally be directed to the Member Partner or Local Association or Club for formal or informal resolution according to that organization's constitution or policies.



MISSISSAUGA HOCKEY LEAGUE COMPLAINT INTAKE FORM



6. *Particulars: Provide a summary of the incidents you are complaining about. Your summary must answer the following questions. Section 6 is to be no longer than 2 pages. You may attach any additional documents as necessary.*

<p>1. <i>Date incident(s) happened</i></p> <p>2. <i>Where did the incident(s) happen?</i></p> <p>3. <i>Who was involved (Name and title/role)?</i></p> <p>4. <i>What happened?</i></p> <p>5. <i>How were you treated differently from others (if at all)?</i></p> <p>6. <i>How do the incident(s) relate to the ground(s) you selected?</i></p> <p>7. <i>Remedy/Resolutions you are seeking</i></p>



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Appendix 1: DEFINITIONS

The following definitions will be used to determine the grounds on which the complaint is made and the process to address it.

The MHL acknowledges and supports Hockey Canada's and the OHF definitions of bullying and harassment and abuse.

Misconduct

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (for example, an independent investigation) or informal process (for example, an internal fact finding), to be contrary to the MHL Code of Conduct and that is not harassment, abuse or bullying.

Bullying

Bullying describes behaviours that are similar to harassment, but occur between children under the age of twelve, or behaviours between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into four categories: physical, verbal, relational (for example, trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (for example engaging in bullying as well as provoking bullies to attack by taunting them).

Harassment

Harassment is 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 or gender, disability, marital status, or pardoned conviction. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

Abuse

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and/or breach of trust.

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be in need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at www.hockeycanada.ca.

Emotional Abuse

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child or youth's needs.

Physical Abuse

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child or youth. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

Neglect

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. Neglect may apply in a hockey setting where there is a chronic inattention in the hockey context, for example when a player is made to play with injuries.

Sexual Abuse

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.



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MHL Code of Conduct

1. The MHL is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all MHL activities, athletes, coaches, parents, directors, volunteers, staff, chaperones and others within each of the MHL Member Associations:
 - a. Shall conduct themselves, at all times, in a fair and responsible manner and refrain from comments or behaviours that are disrespectful, offensive, abusive, racist or sexist. In particular, the MHL will not tolerate behaviour that constitutes harassment or abuse or bullying, and;
 - b. Shall avoid behaviour which brings the MHL and/or it's Member Associations, or the sport of hockey into disrepute, including but not limited to the abusive use of alcohol and/or non-medical use of drugs, and;
 - c. Shall not use unlawful performance enhancing drugs or methods, nor shall they engage in any activity or behaviour that endangers the safety of others, and;
 - d. Shall at all times adhere to the Hockey Canada, OHF, MHL Member Associations operational policies and procedures, to rules governing Hockey Canada, OHF, MHL Member Associations events and activities and to rules governing any competition in which the member participates on behalf of the OHF, MHL and MHL Member Associations.
3. Failure to comply with this Code of Conduct may result in disciplinary action, including, but not limited to, the loss or suspension of certain or all privileges connected with the respective Member Association and/or MHL including the opportunity to participate in MHL and it's Member Association activities. Such discipline may include the removal or ban from an arena, games, practices and other team activities.

Revised March 2008