

KNIGHTS HOCKEY CLUB

Policies and Procedures Manual



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1.0 GENERAL STATEMENTS

1.1 Definitions

“AGLC” mean the Alberta Gaming and Liquor Commission;

“Administrator” means the Knights Hockey Club Administrator; **means a non-voting member;**

“AGM” means the Annual General Meeting of the Association;

“Board” means the Board of Directors of the Knights Hockey Club;

“By-Laws” means the By-Laws as amended or restated and all other By-laws of the Knights Hockey in full force and effect;

“Director” means any person elected or appointed to the Board of the Knights Hockey Club;

“Evaluation Manual” means the Knights Hockey Club Player Evaluation and Placement Manual;

“KHC” refers to the Knights Hockey Club

“Meeting” means any meeting of the Members, including an Annual General Meeting, Special Meeting and Board of Directors Meeting;

“Member” or “Membership” means a member of the Knights Hockey Club in good standing in accordance with section 3.2 of the Knights Hockey By-Laws;

“SFC” or “CRS” mean South Fish Creek (operating as Cardel Rec South)

“SFCRA” means the South Fish Creek Recreation Association

“LBCA” or “LB” mean Lake Bonavista Recreation Center

1.2 General Interpretation of the Manual

This Policies and Procedures Manual, as described herein, shall serve to assist Knights Hockey Club Board of Directors and other KHC members in carrying out the Articles and By-Laws of The Knights Hockey Club. Where a conflict exists between the By-Laws and this Policy and Procedures Manual, the By-Laws shall take precedence.

This Policies and Procedures Manual may be revised by the Board of Directors, from time to time, as deemed necessary.

3.0 ANNUAL GENERAL MEETING

The Annual General Meeting and other Special Meetings shall be held in accordance with the By-Laws. The business to be conducted shall be as described in the By-Laws. In addition, at the Annual General Meeting, a report from each of the executive members shall be given.

Voting at the Meeting shall be limited to:

- The election of Directors;
- The election of the Club Auditor;
- Changes to the By-Laws;
- Major policy matters; and
- Other business properly brought before the Meetings.

Voting by the general membership on general policy and procedural matters at the Meeting is not encouraged. These matters should be discussed at the Meeting with the Directors taking under advisement the comments of the Membership. The decisions of the Directors, if any, should be made through normal voting procedures during meetings of the Board of Directors.

4.0 MEETINGS OF THE BOARD OF DIRECTORS

4.1 Frequency

Regular Board of Directors meetings are held monthly at Cardel Rec South, LBCA or any other venue as agreed to by the Board of Directors. There will be a minimum of ten (10) Board of Directors meetings per membership year. This shall include at least one meeting prior to the start of registration.

4.2 Quorum

A quorum will consist of fifty+1 (50%+1) of the Directors who are entitled to vote and who are physically present or in attendance virtually. If a voting member is unable to be personally present at a board meeting, a Board Member may attend and vote at a meeting by telephone or video conference.

4.3 Procedures

All meetings shall follow an agenda as prepared by the Chairperson or Administrator and distributed prior to or at the start of the meeting. Any Director or Member present can request an item be added to the agenda prior to the commencement of the meeting. The President will Chair the Meeting, or, if the President is not present at the Meeting, in his/her absence any Vice President. If neither the President nor any Vice-President is present at the meeting, the meeting shall be chaired by a Director selected for that purpose by the Board Members present. The agenda should include a report from each Director unless special circumstances exist.

4.4 Meeting Minutes

The Administrator shall record the minutes of the meeting. In the absence of the Administrator, any Director present may record the minutes of the meeting. Minutes from the previous Meetings shall be distributed prior to the meeting or at the meeting. The minutes from the previous Meeting shall be either adopted or amended by the Directors. Once approved by a majority of the Board of Directors present at the meeting, the Minutes of the meetings shall be posted on the Knights Hockey Club website for the Association Membership to access.

4.5 Written Motions

All voting Board Members may agree to and sign a motion in writing (electronically) in lieu of passing a motion at a meeting. A motion in writing signed by all the voting Board Members entitled to vote on that resolution is as valid as if it had been passed at a meeting. It is not necessary to give notice or to call a meeting to place a written motion before the voting Members. A motion communicated electronically and consented to by all duly elected or appointed Board Members by electronic means which are equally accessible to all Board Members, is as valid as if it had been passed at a duly convened meeting, and a declaration by the chair that a resolution has been carried or carried unanimously or by a particular majority or list or not carried by a particular majority shall be conclusive evidence. All motions passed by electronic means shall be recorded in the minutes of the following month's board meeting. They shall include the final decision as well as the number of votes for, against and abstains.

4.6 Voting

All motions and other voting matters properly brought before the Board of Directors at any meeting shall be decided by a simple majority of the Board Members present. The President only casts a deciding vote in the event of a tie. A voting Board Member may not vote by proxy. A ballot may be used if requested by any voting member.

4.7 Extended Board Membership

A parent or legal guardian of a child who participated in hockey activities and paid Club registration fees under the jurisdiction of Knights Hockey Club, Lake Bonavista Breakers, Mavericks Hockey or Southside Hockey. for at least one full year (preferred) or more in any previous year, is eligible to serve as a Member on the Board of Directors.

5.0 KNIGHTS HOCKEY CLUB (KHC) NON-SANCTIONED HOCKEY LEAGUES

In order to eliminate a conflict of interest at the board level, no individual with a child in a non-sanctioned hockey league will be allowed to hold a voting board position within the KHC.

6.0 FINANCES

6.1 Signing Authority

All payments shall be made in the form of written cheque drawn on the appropriate account of the Club or by bank transfer. All cheques must have two authorized signatures present prior to release. All bank transfers must be entered by the Administrator and then approved and submitted by 2 authorized signatures of the Club. The Vice President of Finance and any other two Directors currently holding office within KHC can serve as authorized signatures of the Club .

6.2 Payment Procedures

All invoices shall be approved by the Vice President of Finance prior to issuance of payment of the invoice. Payment of invoices shall be done bi-monthly during the

hockey season and monthly during the off season. Special processing of cheques can be done at the request of a Vice-President or the Administrator.

6.3 Banking Arrangements

The Vice-President of Finance shall establish all necessary banking arrangements including the appropriate signing authorities. All monthly financial statements from KHC's banks shall be delivered to the Club's approved address or accessed on line by the authorized Club signing authorities.

6.4 Financial Review

An annual review of the Club's financial records and accounts shall be made promptly after the conclusion of the fiscal year. The review shall be conducted by a qualified independent accountant recommended by the Vice-President of Finance and duly approved at The AGM.

6.5 NSF Cheques or Pre-Authorized Debit "PAD" declines

A minimum fee plus bank charges will be levied against all cheques returned to the Association or bank transfers that are declined. This fee shall be reviewed each year and be reassessed as required to reflect current charges levied by the Club's banks.

7.0 COMMUNICATION

7.1 Community Correspondence

The Knights Hockey Club shall communicate to its Membership and the community at large through any of the following communication means:

- The Club website;
- Reports in community or city newsletters or other written publications;
- Verbal communication at monthly Board Meetings and the Annual General or Special Meetings;
- Email notifications;
- Other social networking technologies as deemed appropriate by the Board;
- Bold and other similar outdoor signs; and
- Any other communication medium as determined by the Board.

7.2 General Correspondence

All correspondence, written or verbal, to any Director on matters of significance should be reported at the following Board of Directors' meeting. Responses, when deemed appropriate, should be made known to all Directors. General inquiries from the membership can be directed to the Administrator, Ice Scheduler or any Board Member – email contact information is posted on the website.

7.3 Directors Accessibility

The Board of Directors shall make their Knights Hockey Club issued email addresses generally available within the Club and community and encourage parents and players to contact them via this email address for any hockey related matters. Personal email addresses shall not be used by Members of the Board or appointed Coordinators to manage business of KHC. Communication between Members of the Board, the membership at large or any association vendors should not be done via text message or through personal email. Email communication will be solely through the Knights Hockey Club email accounts.

8.0 WEBSITE

8.1 Provider

The Knights Hockey Club will engage a provider for the website and pay all necessary fees to maintain the website. The Knights Hockey Club will maintain the necessary registration to retain ownership of the domain name. The domain name shall not be sold, transferred, or be allowed to knowingly expire without the written consent of a majority vote of the Board of Directors.

8.2 Management

The Webmaster for the Knights Hockey Club website shall be the Administrator or as assigned by the Board of Directors. The webmaster shall make available on the official website all Knights Hockey Club documents including but not limited to, Board Meeting minutes, AGM minutes, policies and procedures, and all documents and pertinent information as necessary upon the request of the Board of Directors. KHC practice schedules are posted by the club to TeamSnap for each individual KHC team.

9.0 VOLUNTEER BOND PROGRAM

9.1 Purpose

The purpose of the Knights Hockey Club Volunteer Bond Program is to encourage all Association members to become actively involved in the operation and success of the Association

8.2 Overview

Many of our club members are unaware of just how much volunteer work and fundraising is necessary to operate and administer a quality hockey program. The volunteer bond program was introduced to encourage Knights Hockey Club members to step forward and help. The time commitment is not unreasonable, and the help is beneficial and appreciated!! Participation in the volunteer bond program is a mandatory component of registration with KHC and in no way does it exclude families from volunteering with their player's team.

8.3 Volunteer Hours Required

A minimum of 15 hours of KHC approved volunteer work is required to fulfill each family's Volunteer Bond obligations per season. There are many opportunities to volunteer throughout the season. A list of Board approved volunteer positions will be posted on the website each season.

8.4 Value of Volunteer Bond

The value of the Volunteer Bond is set at \$300.00 per family per year.

8.5 Submitting the Volunteer Bond Pre-Authorized Debit Agreement (PAD)

The Pre-Authorized Debit Agreement form, Pre-Authorized credit card transaction or a postdated cheque must be submitted at the time of registration.

8.6 Reporting Responsibility

It is each family's own responsibility to ensure they meet the Volunteer Bond Program commitments and ensure that their hours are reported accurately to the club. The Manager of each team will provide assistance to families with the tracking of their bond.

8.7 Bond Cashing

At the end of each season, all outstanding bonds will be reviewed by a committee of the Board of Directors who will review the details of the recorded hours and roles performed to determine if the bond will be cashed.

9.0 REGISTRATION

9.1 Timing and Process

Registration dates will be set annually by the Board. Registration information will be made available to the membership by the Knights Hockey Club Registration Package. This will be available through clubwebsite postings, email notification and by all other means as deemed necessary by the Board. Registration will be done online through the club approved registration site.

9.2 Registration Fees

Registration fees for each age group will be established and approved by the Board. The registration fee for each age group will be communicated to the Membership through the Knights Hockey Registration Package. This will be available through club website postings.

The preferred method for fee payment is online with payment made in full by accepted credit cards or by Pre-Authorized Debit (PAD). Registration fees may also be paid in the form of money order, cheque or cash. Registration fees may also be paid in installments as approved by the Board of Directors. Members will be charged for the service fees when paying with a credit card.

9.3 Financial Hardship

It is the goal of the Association that all players are permitted to play irrespective of their financial status or means. There are several options available for financial assistance. The Calgary Flames EvenStrength Program, Kidsport, and the Knights Hockey Club uKnighthed Fund are some of the options available to Association members. All financial assistance matters will be coordinated by the Administrator and must be handled with the strictest of confidence. If the uKnighthed funds are required based on financial assistance guidelines this is handled and approved by the Director of Special Events along with VP Finance. Each Financial Assistance Program accepts applications and provides assistance based on its own eligibility guidelines. There is no guarantee that all or a portion of hardship requests will be granted.

9.4 Refund Policy

There is a non-refundable administration fee of \$50.00 applied to all player withdrawals prior to the start of player evaluations. Once evaluations have started, and prior to teams being established, 50% of the total registration fee will be refunded. No refunds will be provided after teams have been formed except for withdrawal due to medical reason or family relocation out of zone 9. In such cases, refunds will be pro-rated. Medical withdrawal requirements are outlined below:

- Medical certificate (on medical practice letterhead)
- Date of diagnosis
- Medical reason/recommendation for non-participation
- Printed name and signature of medical professional
- The refund will be prorated based on the date of diagnosis

Once a medical refund has been given, the player will be removed from the official roster and will no longer be allowed to participate in team activities. The roster spot will now be considered vacant and could be filled by a new player registration.

No refunds will be issued for suspended players.

Notice of withdrawals will only be accepted via email to the Administrator at admin@knightshc.ca. The date and time stamp of the email will be used to determine eligibility and what refund scenario is applicable.

9.5 Late Registration

A late fee will be approved by the Board of Directors annually and will be applied to all returning players after the close of registration. Acceptance of late registrations shall be determined by registration numbers for each age group prior to evaluations and the availability of space at the accessed skill level after team assignment.

9.7 Proof of Age

All players registering with the Knights Hockey Club for the first time must provide proof of age with a birth certificate, passport or other government issued identification. A copy of all identification provided will be kept on file with Knights Hockey Club and will be kept in the strictest confidence and not used for any other purpose than to provide proof of age of the registered player.

9.8 Proof of Residency

All players must have permanent residency within the boundaries of the Knights Hockey Club as defined by Hockey Calgary and must provide proof of residence at the time of initial registration. Players may be asked to provide proof of residency upon subsequent registrations as requested by either Knights Hockey Club or Hockey Calgary. Permanent or habitual residency is determined by guidelines in the Hockey Calgary Regulations Handbook.

9.9 Tryouts with Quadrant Hockey AA or AAA Teams

Players wishing to try-out for AA or AAA quadrant teams must follow the registration guidelines determined by the Association to be considered during the player evaluations and placement process. Spaces may not be held in the Association and acceptance into Knights Hockey Club may not be guaranteed unless players are pre-registered prior to the start of the Association evaluation process and pay a \$250 fee. Players that are selected for quadrant teams will be reimbursed all hockey fees paid to Knights Hockey. Players that withdraw after the start of the evaluation process will be subject to the refund policy in 9.4.

9.10 Waivers

All players registering with Knights Hockey must agree to all applicable waivers of the Knights Hockey Club, Hockey Calgary, Hockey Alberta and Hockey Canada, as applicable, to be registered with KHC.

9.11 Player Releases

The Association policy for releases into or out of the Association shall conform to the policy of the Hockey Calgary.

9.12 General Registration

All players must register and pay their fees to the Knights Hockey Club. Any member that has not paid their appropriate fees in full will be considered a member in not good standing and may be subject to suspension of the membership from the Club.

10.0 HOUSE LEAGUE

The Knights Hockey Club will offer a House League Program. They will participate in the South Calgary Hockey House League (SCHHL) which comprises the following Associations; Knights Hockey Club, Bow Valley Hockey Society, Blackfoot Hockey Association, and Southwest Hockey Association.

Each year, prior to the start of registration, a committee made up of representatives for each Association, will review and revise the program to be offered. Playing rules of the program will follow the Hockey Calgary rules and regulations. Coach Qualifications will be determined by Hockey Alberta, Hockey Calgary and Knights Hockey Club.

11.0 FUNDRAISING

11.1 General

All major Knights Hockey Club fundraising projects are to be coordinated by the Knights Hockey Board of Directors or responsible person(s) assigned by the Board of Directors. This is to ensure that projects do not conflict with those of other Knights Hockey Club fundraising efforts and other organizations in the community and with projects organized by Cardel Rec South and Lake Bonavista Community Association.

11.2 Sponsorship

Sponsorship of individual teams is not encouraged but rather donations should be used for general purposes. Sponsorship identification decals or patches must comply with the branding and apparel guideline on the club website. Absolutely no logos, letters decals or name bars are to be sewn on the KHC jerseys.

11.3 Sponsorship Redirect for volunteer hours

Sponsorship redirect is defined as Volunteers receiving sponsorship from employers for their volunteerism in the community. Companies requiring verification of the volunteer's activities within the club can make a request to the Administrator. All sponsorship received by the Knights Hockey Club Association will be deposited into the general account and the funds will then be disbursed to the team bank account.

11.4 Individual Teams

Individual teams are permitted to raise funds for hockey purposes only. Individual teams raising more than \$10,000 annually must provide information regarding the use of funds, method of fundraising and duration of project(s) to the Knights BOD. This will ensure coordination with the Knights Hockey, other associations, and the community at large. 75% of all funds raised, and therefore the team budget, should be allocated to hockey expenses i.e. tournament registration fees, on ice equipment, training items or additional practice ice. For example apparel, team parties and hotel costs are not hockey related expenses.

All team Managers are required to submit a proposed team budget by Oct 31 of each year and a final statement of accounting is to be submitted by April 30th of each hockey year. Any budgets over \$10,000.00 will need to be approved by the Board of Directors.

- Team bank accounts will be established for each team by the Association. Appointment of dual signatures will be necessary and bank statements submitted along with the financial statement submission.
- Reimbursement of surplus team funds can be given to team participants up to the value of the participant's initial cash contributions. Additional monies remaining within the team account shall be remitted to Knights Hockey Club by April 30th of the current hockey season.
- Teams hosting a raffle cannot do so under the Knights Hockey Club Association raffle license but must apply and be approved for an eligibility license from Alberta Gaming and Liquor Commission ("AGLC"). A specific gaming license can be obtained through the AGLC website. Teams must comply with the guidelines for a raffle as provided by AGLC. Raffles for events not endorsed by AGLC cannot be done i.e. Loser Pools. Teams are required to submit their license number and

financial report to Knights Hockey Club within the same time frame as indicated on the license.

11.5 Support for Knights Hockey Fundraisers

All parents, players and teams are expected to support the fundraising activities initiated by the Knights Hockey Club. The Association shall also have the right to rebate a portion of the funds raised to individual teams who have demonstrated exceptional support of fundraising activities.

12.0 INSURANCE

12.1 Personal Insurance

Accident liability insurance for Coaches and players of all Age Group Categories will be obtained through Hockey Canada as part of the registration process and team rostering. This insurance will be only available to those players and coaches listed on the official roster of each team submitted and approved by Hockey Calgary. Individual teams are permitted to purchase additional insurance outside of the insurance provided by Hockey Calgary and Knights Hockey Club.

12.2 Knights Hockey Insurance

Adequate liability insurance will be purchased and carried by or provided for the Association. Including but not limited to; Protection of Property, Crime, General Liability, Directors and Officers Liability, Personal Accident Insurance and any other insurance coverage deemed necessary by the Knights Hockey Club Board Directors.

13.0 VOLUNTEER SCREENING PROCESS

13.1 Recruitment

All Volunteers who are in the position of trust and authority toward vulnerable populations will be required to go through a volunteer screening process and complete the Vulnerable Sector Police Check (VSPC) through the Calgary Police Service. This includes members of the Board of Directors, Coaches, Assistant Coaches, Managers

and Age Group Coordinators. Individuals interested in coaching will be required to submit an online coach application through the TeamSnap registration site.

All Board Members are elected at an AGM. The positions are for 2 year terms and are staggered to ensure continuity on the board. The most qualified Coach applicants for all coaching positions with Knights Hockey Club who have passed the pre-screening process will be selected by the Coach Selection Committee.

13.2 Ongoing Supervision and Education

The Board of Directors will conduct meetings throughout the year prior to the start of the season to help to mentor new Board Members. Knights Hockey Club will provide the necessary documentation to assist with the training of its new members. The Knights Hockey Club By-laws, the Policy and Procedure Manual, the Player Evaluation and Placement Manual and various other guides can be used for training and education.

Any disciplinary issues regarding the Board of Directors will be dealt with by the Knights Hockey Club BOD. Any conduct unbecoming will result in immediate suspension and if the issue requires, further action may be taken resulting in termination of their volunteer position with the Knights Hockey Club.

Regular meetings/training sessions/online circulations will be presented by the Vice President On Ice to provide coach/assistant coach development. Association families will be asked to conduct reviews of their coaching staff at the end of each season. This information will be kept confidential and will be used to assist with coach selection for the following season.

Coaches and Managers will be provided training to encourage open lines of communications between the coach/manager and the team families/players. Families are encouraged to report concerns through their team manager or through the online incident reporting program found on the Knights Hockey Club website. Incidents will be directed to the Director of Safety and Governance to follow up with an assigned committee.

14.0 PLAYER HEALTH AND WELL BEING

14.1 Safety Policy

The Knights Hockey Club takes all participant's safety seriously.

Medical History Form

It is important that Coaches and Team Managers are aware of any medical conditions which may impact on a player's participation. These include chronic infections, cardiovascular abnormalities, musculoskeletal problems and medical conditions such as asthma, diabetes and epilepsy and should be reported on the medical history form and a copy of the form kept with the team at all team functions.

A confidential player medical form will be completed by all participants at the time of registration.

Coaches and Team Managers will be responsible for making themselves aware of their players' medical history, which they will keep confidential.

Coaches and Team Managers will be aware of medications that individual athletes require e.g. Ventolin.

Player medical forms are private and must be treated as such and destroyed at the end of the season.

14.2 Concussion Protocol

The Knights Hockey Club is committed to protecting the safety of our players and fully supports the Hockey Canada Concussion Awareness and Return-to-play protocol

The Hockey Canada Concussion Awareness app is a great tool for parents, coaches, trainers, players, administrators, and anyone interested in learning about the prevention, recognition and response to concussion injury, including responsible return-to-play protocol.

The Hockey Canada Concussion Awareness app for kids is a great tool for parents to teach young players how to prevent concussions through respect and playing by the rules. The app explains important concussion information in an easy-to-follow manner for young players and contains an interactive game around respect starring Puckster, the official mascot of Hockey Canada.

As we are all aware any activity has a certain amount of risk attached to it - but if the sport is played the way it is meant to be played – with respect and by the rules the health benefits will far outweigh the risks.

The Hockey Canada Concussion app for kids contains great information and we recommend that parents and guardians go through the information with their young players!

14.3 Respect in Sport Policy

Purpose of the policy

The Knights Hockey Club is committed to creating a sport environment in which all individuals are treated with respect and dignity. Coaches and parents have a responsibility to create a sporting environment that is free of harassment, abuse, bullying and neglect.

Hockey Calgary and Knights Hockey Club mandates that all coaches and parents have completed the online Respect in Sport certification.

Coaches must complete the Respect in Sport for Activity Leaders (RIS-AL) certification to be rostered as a coach in Knights Hockey Club.

Parents must complete the Respect in Sport for Parents (RIS) certification prior to registering a child in Knights Hockey Club Association.

The RIS certification is valid for 4 years from the date of completion. Once expired, re-certification is required.

Scope and Application

The policy applies to all coaches and parents registered or named in Knights Hockey Club.

Coaches cannot be rostered until their Respect in Sport for Activity Leaders certification has been completed.

The Knights Hockey Club Administrator is responsible for setting out the communication strategy specific to the certification requirements and deadline. The Administrator and Vice President On Ice will ensure that all those interested in becoming a coach will receive all information required to complete the coaching course

Enforcement

Any parent not having RIS certification will not be able to register a player within Knights Hockey.

Any coach not having RIS certification will not be listed on the roster and will not be allowed to participate with the team.

Non-compliance or breach of Knights Hockey Club Discipline policy result in further discipline as determined by the Discipline Committee and may have to do the Respect in Sport program again and the cost of completing the program will fall solely on the parent or coach.

14.4 Co-Ed Dressing Room Policy

The Knights Hockey Club believes in accommodating all genders in community hockey. Knights Hockey Club believes a balance must be found regarding the safety, privacy, modesty and wishes of **ALL** our members without compromising the aspects of camaraderie, social integration and bonding inherent in a team sport. This policy attempts to meet all these goals while providing a safe and respectful environment for our participants.

1. Knights Hockey Club wants to ensure that all players have equal access to pre and post team sessions and to all team related activities.
2. Knights Hockey Club recognizes that some facilities may be limited in dressing room availability and encourages our members to work with local facility management to ensure that appropriate changing facilities are available to all genders. Coaches/Managers are encouraged to report limitations to the Knights Hockey Club.
3. Knights Hockey allows co-ed dressing room situations to exist at the U7, U9 & U11 levels, 5-10 years of age provided participants in a co-ed situation either arrive in full equipment or wear at a minimum gym shorts or long underwear as well as a full t-shirt (no tank tops) all of which must be in good condition and without holes/tears.
4. At the U13 level and above the following conditions will apply in all co-ed team environments:
 - Females and males will change in separate rooms
 - All genders shall congregate in one dressing room fully prepared to participate in the game/practice not more than 15 minutes prior to the scheduled ice time unless otherwise indicated (to be there earlier) by the coaching staff.

- The lesser represented gender shall depart the dressing room not more than 15 minutes after the game/practice unless otherwise indicated (to stay longer) by the coaching staff.
- The gender in the majority shall not begin changing, helmets, gloves and skates excepted, prior to the departure of the lesser represented gender.
- When necessary, due to facility limitations, dressing and showering shall be done in shifts with the gender in the majority dressing and showering first. Once the room with shower facilities has been fully vacated the lesser represented gender may use the shower facilities.

Knights Hockey Club believes that these provisions adequately address issues of team unity/camaraderie and provide for the modesty/privacy of all participants.

14.5 KNIGHTS HOCKEY CLUB (KHC) ELECTRONIC DEVICE POLICY

Electronic Devices include but are not limited to – Smart Phones, Tablets, Cameras, or other personal electronic devices (personal video game devices, iPods, etc.).

Technology advancements have allowed smartphones, tablets, etc. to enable functions, such as cameras, that allow users to photograph others without their knowledge. The ability to take pictures without others knowing has raised significant safety concerns for members of the Knights Hockey Club. The potential exists for negative behavior by smartphone users, such as photographing others in various stages of undress within the dressing room environment. If someone uses a device in this way, taking a photo (whether they share it or not), it's a violation of personal privacy and will not be tolerated by the KHC. Such actions may also warrant a criminal investigation. To avoid any potentially unethical or improper situations/conduct, the use of any form of smart phone, tablet, or personal electronic device is prohibited in or around any KHC change room, before/during/after any official KHC sanctioned event. EXCEPTION: A team may choose to select 1 or 2 representatives to provide a device for playing music before games, etc. Explicit music in dressing rooms, hallways, player benches, penalty box or on the ice will not be tolerated and may result in disciplinary action. Songs are considered to be explicit if they are labeled explicit by the record company or streaming service

14.6 KNIGHTS HOCKEY CLUB (KHC) SOCIAL MEDIA POLICY

The Knights Hockey Club recognizes the importance of the Internet in shaping the public's perception of our organization. The Knights also recognize the importance of our members, directors, coaches, employees, and volunteers in leading and setting the tone of social media interactions in a manner that advances the Knights Hockey Club mission and goals. Online, social media and other electronic communication tools such as text messaging have become a prevalent and effective means of personal and professional communication and have fundamentally changed the way many people and organizations interact. This policy sets forth our expectations with respect to the use of online and social media, as well as other forms of electronic communications. The term "social media" as used in this policy encompasses a wide array of online media and communications and their scope is constantly evolving. For purposes of this policy, the terms "online media" and "social media" are to refer to internal and external websites, blogs, online social networks (e.g., Facebook, Twitter, LinkedIn), wikis, video and photo sharing sites (e.g., YouTube, SKYPE and Flickr), and other forms of personal online publishing and discourse. Policies regarding text messaging, email and individual telephone communications are also covered by these policies. All Knights Hockey Club Members shall abide by the following guidelines when using social media.

- Do not make negative or derogatory comments about any Knights players, parents, board members, programs, stakeholders, coaches, managers, or program participants.
- Do not fight your battles using Social Media. Always use proper channels provided by the Knights Hockey Club for issue resolution.
- Be positive and respectful, and always take the high road. When disagreeing with others' opinions, remain appropriate and polite. If you find yourself in a situation online that is becoming antagonistic, disengage from the dialogue in a polite and respectful manner.
- Do not criticize referees. This applies to all aspects of Knights activities. If a referee is not conducting themselves properly, there is a process to allow a proper complaint to be filed. Criticizing a referee on Social Media, or in any other way outside the approved process, is never acceptable behavior.
- Do not post content that would harm or damage the Club's reputation. Remember that even while you are on your own personal time, you are a representative of the Club, and people may interpret your online postings or social interactions as though they were official Knights statements.

- Use good judgment when posting comments. If you are unsure whether a comment is appropriate to post, either do not post it or obtain prior approval from the Club.
- Be smart about what you publish. Once something is posted, it exists online forever.
- Personally identifiable information (information, such as a name and date of birth and/or a street address which, when taken together, can identify a particular individual) should not be disclosed in any manner on official Knights social networking sites.
- Do not post photographs, video or comments promoting negative influences and dangerous or criminal behavior including but not limited to: violence, racism, sexism, drug use, alcohol abuse, underage alcohol use, public intoxication, and sexual exploitation.
- Do not publish pictures or personal information about players, parents, team staff or other Knights members without their prior consent. Respect their right to a private life.
- No picture or video showing the locker room can be taken or published without the consent of everyone who appears in the picture or video, or in the case of a minor, the parent or legal guardian of that minor AND the permission of the VP Off Ice and/or Safety & Governance

SOCIAL MEDIA INTERACTION (COACH/PLAYER)

Abide by a “two-deep” policy for all communications and activities. This means at least two adults. There should be no private messages and no one-on-one direct contact through Facebook messages, Twitter, direct messaging, Skype, chats, instant messaging. This two-deep policy also applies to all activities, outings, excursions, or other meetings between an adult and a player.

- A coach may respond to a direct inquiry via text message or email from a player regarding logistics of practice times, cancellations, schedules, etc. but our coaches should strive to include another adult on messages whenever possible.
- Coaches and team representatives should only use text messages and email on issues that are hockey related and all communications should include a parent or guardian copied on the message.
- Coaches and team representatives should avoid cell phone conversations with players to the greatest extent possible, and cell phone communications should only be used when absolutely necessary and should only be hockey related.
- Staff members, reserve coaches, and volunteer coaches, may not be "friends" on any social media platforms or online presence with a player.

INTERNET SAFETY FOR PLAYERS

- Do not give anyone online, not even your coach or other parent volunteers, your phone numbers at home or school, your parents' workplaces, or the name or location of your school or home address unless you have your parents' permission first. Never give your password to anyone but a parent or other adult in your family.
- Do not "friend" your coach on any social media platforms or online presence.
- Do not participate in "one on one" conversations via email text message, Skype, Facebook, telephone or other social media sites with your coach.

INTERNET SAFETY FOR PARENTS

- Discuss internet safety, and the "Internet Safety for Players," section above, with your children.
- Let your children know that their coach, and other adults, should not communicate with them without your explicit knowledge and approval.
- Review your child's online and electronic communications as appropriate to minimize risk.
- Report any suspicious online or electronic communications to the club executive director as soon as possible.

VIOLATIONS OF THE SOCIAL MEDIA POLICY

The above rules are some examples of behavior over Social Media that may result in disciplinary action by KHC at the discretion of the Knights Disciplinary Committee. In addition to KHC Social Media Rules set out above, teams may make team specific rules for Social Media, provided the rules do not contravene KHC Social Media Rules. The Knights Hockey Club directors shall have the authority to monitor and enforce this Social Media Policy. The Knights directors shall have the authority to remove any inappropriate or offensive comments from official Knights sites and to block any individual or organization from posting on any official Knights social media platform if they determine, in their sole discretion, that such removal or block is in the best interests of the Club. The failure of any Knights Member to adhere to this Social Media Policy shall be considered a violation of the Knights Code of Conduct, and any Knights Member who fails to adhere to this Social Media Policy shall be subject to disciplinary action, up to and including termination of such individual's involvement in the Knights. If you have any specific questions, please contact the VP Off Ice and/or Safety & Governance.

15.0 PLAYER EVALUATIONS AND TEAM PLACEMENT

The procedures and standards for conducting the player evaluations shall be as set forth in the Player Evaluation and Placement Manual (“Evaluation Manual”). The Manual shall be prepared and maintained by the Evaluation Committee, chaired by the Director of Evaluations. The Director of Evaluations will report to the Vice President On Ice. The Manual shall be approved by the Board of Directors and updated on a continuing basis, as deemed necessary, by the Board of Directors. The Manual will be made available to the membership on the website prior to the start of the evaluation process each season.

16.0 OVERSIZED ROSTERS

To ensure that all players can remain with the Knights Hockey Club, oversized rosters may be used at the U15 and U18 Age group levels only. All requests will be submitted for approval to Hockey Calgary. In the event that oversized rosters are required, the following process will be used to determine healthy scratches for games. The Coach will select the necessary number of players to be healthy scratched based on a rotating basis to ensure that all players on the team share, as equally as possible, the number of scratches throughout the season.

The Knights Hockey Club reserves the right to transfer players to other associations that are in need of players as per the Hockey Calgary processes.

17.0 TEAM COACHES

17.1 Coach Applications

Prospective Coaches will be required to complete the online registration process through the TeamSnap registration site. The registration must be submitted by the date as set each year by the VP On Ice and approved by the Board of Directors.

17.2 Coach Certification

Knights Hockey Coaches must have a current Respect in Sport for Activity Leaders certification and a fully satisfactory Police Information Check before they are allowed to participate with the team and be listed on the roster. All Coaches must be certified as

per the Hockey Alberta and Hockey Calgary requirements by the specified annual deadlines. Discretionary training requirements may be implemented by the Vice President On Ice and approved by the Board of Directors.

17.3 Criminal Records Checks

Coaches will be subjected to a Police Information Check ("PIC") including a Vulnerable Sector Check, performed by the Calgary Police Service every 3 years. A record of Police Information Checks will be maintained by the Administrator. A coach, assistant coach, or goaltender coach will NOT be listed on any team roster or allowed to participate with any team until a satisfactory PIC with a vulnerable sector check has been received by KHC .

Any negative or incomplete reports will be reviewed as per the Derogatory Police Information Check Procedures as outlined below:

- Upon receipt of notification that there has been derogatory information concerning the PIC the individual coach in question must obtain the details of the PIC. Only the individual in question may obtain the information. The information must be presented to the VP of Safety and Governance or designated Knights Hockey Committee within 14 days of receiving the notification. If the individual in question does not present the information in the prescribed time frame, the individual will be suspended from any activity within the Association until further notice.
- Upon receipt of the information, the VP of Safety and Governance or designated Knights Hockey Committee shall convene and determine if the individual will be allowed to continue coaching. Guidelines for continued coaching or suspension shall be determined by the following:
 - Suspension may occur when one (1) or more of the following offences is presented:
 - Violent crime of any kind;
 - Pedophile or sexual crime of any kind;
 - Sexual or physical abuse of any kind;
 - Impaired driving (recent or multiple offences within 3 years); and
 - Any crime or offence that the Board of Directors determines to place any player, coach, parent, Club Member or the Club at risk.
 - Continuation in the coaching role may occur when one (1) of the following offences is presented:

- Impaired driving (single offence or charge more than 3 years ago);
 - Fraud or embellishment; and
 - Any crime or offence that the Board of Directors determines that will not place any player, coach, and parent, Club Member or the Club at risk.
- Individuals who are deemed to be unsuitable for a coaching position, due to derogatory PIC, shall be first given the opportunity to withdraw their name for consideration of a coaching position or resign.

17.4 Coach Selection

The selection of coaches is the responsibility of the Vice President On Ice and will come from the pool of screened coach applicants.

Each Team will have 1 Head Coach and up to 3 assistant coaches and 1 Goaltender Coach (total of 5 coaches).

Teams may add additional coaches to their roster with approval of Director of Coaches or VP On Ice. The team will be responsible to pay the additional charges for each added coach. The roster fee will be determined by Hockey Calgary on an annual basis. Only 5 rostered coaches are permitted on the bench during league games.

17.5 Coach Orientation

Each hockey season a meeting of Coaches will be held by the Vice President On Ice/Director of Coaches to orient all coaches with the Knights Hockey Club Policies and Procedures, Knights Hockey Club coaching philosophies, Hockey Calgary certification requirements and Coaches Code of Conduct and other information as necessary. Additional meetings will be held for teams with new coaches in conjunction with Managers of each team provide training for team operations.

17.6 Equipment and Uniforms

Coaches will assume responsibility for all equipment and jerseys issued to their team. It is the responsibility of the Coach/Manager to return the full set of team jerseys at the end of the season. Jerseys must be washed, on wire hangers and in numerical order. A list of all missing jerseys (player name, parent name contact information and jersey number) is to be provided when jerseys are returned. Jersey return dates will be set at

the end of each season. Coaches/Managers will be responsible for the return of team goalie equipment (if applicable). U9 teams must return cleaned with a receipt for professional cleaning (approx. \$75) from team funds at the same time as the jersey collection. There are to be no logos, name bars, letters or crests sewn on jerseys.

17.7 Pucks and On-ice Equipment

Pucks and on-ice equipment will be supplied by Knights Hockey to U7 teams if requested by the team's Head Coach. All pucks and equipment supplied to a Coach must be returned to Knights Hockey Club at the end of the hockey season. Failure to return the pucks and equipment to Knights Hockey Club may result in the Coach not being considered for a Knights Hockey Club coaching position in the following hockey season. Knights Hockey Club will supply all U9 teams with 2 sets of goalie equipment. Goalie equipment must be professionally cleaned, at the cost of the team, before being returned to the association at the end of the season. On Ice equipment for teams U9 to U18 must be budgeted and provided for by the team.

Safety kits will be provided to every team at the beginning of the season and the cost of the safety kit will be deducted from the team bank account. Pucks, pylons will be the responsibility of the team.

17.8 Coaches Evaluation of Players

All Coaches are required to submit an evaluation of each player on their team after the hockey season. The previous hockey seasons' evaluation shall form part of the player placement process for the following hockey season. The process of the coach's evaluation of the player's will be reviewed annually by the Board of Directors.

18.0 TEAM MANAGER

For coaches to devote their full-time to coaching, a Team Manager is critical to the team. These volunteers can be chosen by the Coaching Team and families of the team. The Off-Ice Team along with the Ice Scheduler/Off Ice Consultant will be responsible to train these volunteers and provide support throughout the season. Additional meetings will be held for teams with new coaches in conjunction with the manager of each team to provide training for team operations.

19.0 COORDINATORS AND ASSOCIATION REPRESENTATIVES

The Knights Hockey Club Board of Directors shall appoint the following Coordinators and Association Representatives for each season:

- Age Group Coordinator and assistant for U7, U9, U11, U13, U15, and U18.
- Goaltender Coordinator;
- Cardel South Rec Representative
- Lake Bonavista Community Association Representative
- House League Coordinator
- Equipment Coordinator

If a Coordinator or Club representative resigns their position prior to the end of the term, the Board of Director responsible will find and appoint, at their discretion after the vetting process, shall appoint a new Coordinator or Club Representative or leave the position unfilled for the remainder of the term of the position. Specific Job roles and responsibilities can be found in the Appendix.

20.0 TOURNAMENTS

All Joust in the South tournaments will be coordinated by the Director of Team Administration and will follow the process outlined for tournaments in the Knights Hockey Club Tournament Guidelines. All tournaments must be sanctioned by Hockey Calgary and follow all processes, rules and regulations as outlined by Hockey Calgary.

21.0 COMMUNITY REFEREES

KHC will organize a list of qualified referees within the community and will provide those names to the Central Zone Referees Committee Referee Assignor. The Referee Assignor will schedule referees for league sanctioned games.

22.0 ASSOCIATION EQUIPMENT

22.1 Association Colors

The colors of the Knights Hockey Club shall be gold, steel gray, red, black, and white. Please refer to the branding guide for RGB and pantone colour numbering.

22.2 Purchasing of Equipment/Jerseys

All major equipment, jersey or jacket purchases by Knights Hockey Club shall be made only after receiving at least three bids from reputable suppliers for the items in question. The Director responsible will present findings and recommendations to the Board of Directors and vote on where to award prior to purchasing.

22.3 Disposal

Worn or surplus equipment may be disposed of to members of the Club or other community organizations. The Director responsible shall price the equipment in tandem with VP Finance and present recommendations to the BoD for a quorum. Notice shall be given to the Club and other community organizations as to the equipment for sale, price and date of sale. If there is more than one request to purchase the equipment, the successful purchaser shall be selected by chance. The Club may donate used or out of date equipment to organizations that can use the equipment.

22.4 Jerseys

- Two sets of jerseys will be issued to all teams participating in a division league organized by Knights Hockey consisting of "Home" and "Away" jerseys. A deposit of \$250.00 U7-U18, in the form of a Pre-Authorized Debit Agreement, for each set of jerseys will be collected by Knights Hockey Club from each participating player family. Pre- Authorized Debit Payments will NOT be for those who return their jersey on time, in good condition, washed and hanging on a hanger. Any jersey deemed unusable due to misuse will be subject to the player losing their deposit and the Pre-Authorized Debit process being initiated
- All teams must wear Knights Hockey Club issued jerseys for all league games, playoff games and Minor Hockey Week games.

Other than U7 Teams, all teams are responsible for providing their own equipment from team funds. These costs should be included in the budgeting process.

22.5 Goaltender Equipment

KHC will supply appropriate goaltender equipment, if requested, to all teams up to and including the U9 Age Group and U11 for House League only. If the goal equipment is assigned to one player, then the Coach or Team Manager should sign an acknowledgement form signifying their responsibility for the safe return of the equipment in similar condition as it was supplied.

Players desiring the use of the goalkeeper equipment in the off-season for the purpose of attending hockey school or spring or summer leagues may do so provided that their parents sign an acknowledgement form signifying their responsibility for the safe return of the equipment and post a \$700.00 deposit. The deposit will be shredded when the goaltender equipment has been returned in a similar condition as when it was supplied.

22.6 Safety Kits

All teams will be provided with a fully stocked safety kit and will be charged through a debit of the team bank account. Teams keep the safety kit at the end of the season.

23.0 BANNERS

When a Knights Hockey Club team wins Minor Hockey Week, City Championships or Provincial Championships, an Club banner denoting the championship will be raised in the Knights Hockey Club appointed rink at Cardel Rec South and/or Lake Bonavista Community Association arena.

The cost of the banners will be split between KHC and the team, with the team paying the first \$125.00 and the Club will pay the remainder. All banners will be designed and purchased by Knights Hockey Club to ensure compliance with approved colors and designs.

Individual team banners (mini) will be supplied for the championship teams.

24.0 PROVINCIALS

Should a Knights Hockey Club team be successful in their attempts to represent the Club at Provincials, the team may request financial assistance from the Club. Upon Board approval, considering the financial circumstances of the Club, the number of teams making the request and the location of the provincial tournament, the Knights Hockey Club may provide the team with financial assistance up to \$1000.00 to assist with hockey expenses related to registration and travel fees.

25.0 ICE TIMES

25.1 Management and Assignment

The management and assignment of practice and league home game ice times shall be the responsibility of the Ice Scheduler upon direction of the Board of Directors. The Ice Scheduler will attempt to make an equitable allocation of ice times across all teams within an Age Group Category and will not give preference to one Age Group or Division over another Age Group or Division.

The Ice Scheduler shall be responsible for scheduling ice times for evaluations, conditioning camps, Association sanctioned tournaments, and special programs including power skating, checking clinics, goalie clinics and other sanctioned programs as determined by the Knights Hockey Club Board of Directors.

The Ice Scheduler shall enter into ice rental agreements on behalf of Knights Hockey Club in tandem as required to secure adequate ice times for practices and league home games.

25.3 Ice and Arena Irregularities

Coaches and managers should promptly report any irregularities such as improper cleaning, late arena openings, or double ice booking to the Ice Scheduler so that Knights Hockey Club may address the problem with the applicable arena personnel. Coaches and/or team managers should promptly notify the Ice Scheduler and the Director of Safety and Governance if they have witnessed any arena facility or

equipment being damaged or vandalized. The notification should include the arena name, the time of the incident and if applicable the name of the team or individual involved in the incident.

25.4 Cardel Rec South Memorandum of Understanding

The Ice Scheduler shall be responsible for adhering to the ice usage guidelines at Cardel Rec South as outlined in the Memorandum of Understanding (“MOU”) with the City of Calgary.

The MOU with the City of Calgary stipulates that at least 51% of the prime-time ice at Cardel Rec South complex during the hockey season must be used for minor hockey use. Minor hockey use constitutes practices, league games, exhibition games, hockey clinics and schools, tournament games for minor hockey teams. The MOU also stipulates that no less than 15% of the prime-time ice at Cardel Rec South during the same period must be made available for public use. Public use constitutes public skating lessons, skating clinics, learn to skate programs, public skate, shiny hockey, old-timer’s hockey, etc. that are made available to the public.

The hockey season for Community Hockey Associations commences on the day following the Labor Day weekend and ends (TBD). Each year, during this time, the Community Hockey Associations have priority on the 85% prime time ice, on the ice bookings at Cardel Rec South on all sheets of ice. CRS shall have priority on programming the remaining 15% prime time ice for public access. Prior year commitments of prime ice times to external associations may be revoked if the Community Hockey Association’s programs require the ice.

25.5 Team Trade/Give Up-Ice Policy

Once schedules are posted to the TeamSnap account, teams are responsible for all ice times. Teams are not permitted to return ice after the schedule is posted in TeamSnap.

Teams can use OneClick Ice Team Portals (OCI) to trade or give up scheduled practices once schedules are posted in TeamSnap. See OCI – Team Portals Manual for instructions on how to Trade/Give Up ice or contact the Ice Scheduler at ice@knightshc.ca for assistance.

Teams that request a Trade or Give Up Ice are responsible for their scheduled ice time until a trade has been accepted or another team has picked up the posted ice time. If the trade or give up ice are unsuccessful, the team is responsible to use the ice. If the ice goes unused, the team will be penalized and charged full price for the ice time payable to KHC.

Teams that put a practice up for “Give Up” will not be scheduled a replacement ice time.

In situations where weather conditions make travel to the arena facility unsafe, teams will not be penalized. In these cases, the decision to let the ice go unused should be made by the coach on the evening before or on the morning of the ice time. In all cases, the Ice Scheduler should be notified.

25.6 Scheduling Window-Blackout Requests

A Scheduling Window is a request to Hockey Calgary for a team to not be scheduled games for specific dates in order to participate in a tournament. Schedule Windows are permitted as per the Hockey Calgary guidelines for that current season.

Teams are required to submit their Hockey Calgary Scheduling Window request online through their team Hockey Calgary dashboard and email the KHC Ice Scheduler at ice@knightshc.ca.

Teams are permitted a total of 2 Scheduling Window/Blackout Requests throughout the season (see list below). The Association will not accept any additional Blackout requests throughout the season.

Timeframe for the KHC Scheduling Windows/Blackout Request throughout the season are:

1. 1-Blackout/Scheduling Window Request during the Regular Season - this must be the same date as the HC Scheduling Window Request – Hockey Calgary Deadline is posted on the Hockey Calgary website. Submit Scheduling Window on your Hockey Calgary team account and send a copy to ice@knightshc.ca
2. 1-Blackout request between the end of the seeding round and the beginning of the regular season. However, a blackout request during this time can only be guaranteed if submitted prior to the schedule being posted on TeamSnap.

Once schedules are posted to the team schedule in TeamSnap, the Club will not make changes to the master schedule. If your team is scheduled for a practice and you are not able to use it, you must follow the OCI Trade or Give Up guidelines. If the ice time is not traded or picked up by another team, the team originally scheduled is responsible to use the ice. If not used the team will be charged full price to the Association for the unused ice time.

25.7 EMHW and Post Play-off Ice

Knights Hockey Club ice contracts run from the first Tuesday after Labour Day–March 15th. Extensions are approved to the Association in the event the Hockey Calgary season runs later than the March 15th deadline.

Once teams are eliminated from EMHW and the Hockey Calgary play-offs they are permitted Association scheduled practices based on ice availability. Teams still participating in EMHW and HC Play-offs will be given priority.

During HC Play-offs if your team is eliminated and attending a postseason tournament you are permitted practice ice based on availability of KHC contract ice. Teams still participating in play-offs take priority.

26.0 DISCIPLINARY POLICY AND PROCEDURE

26.1 Application

This Policy applies to ALL MATTERS falling under the provisions of Knights Hockey Club Complaints Committee and the Grievance and Appeals Committee. These procedures have been adopted by Knights Hockey Club in order to establish a process that will enable individuals participating in the activities, programs, events or business to participate, learn, work and play in a respectful environment free of discrimination, harassment, bullying and abuse. These actions, investigations and disciplines are independent of Hockey Calgary actions and can be implemented over and above any Hockey Calgary Decision.

26.2 Grievance and Appeals Committee

Following each year's Annual General Meeting, the VP Safety and Governance shall strike a Grievance and Appeals Committee to hear Association level grievances that arise from time to time from within the general Membership. The Grievance and Appeals Committee shall be chaired by the VP of Safety and Governance unless there is a conflict of interest. The Board of Directors, in its sole discretion, shall determine if there is a conflict. If there is a conflict of interest, one of the Knights Hockey BoD shall chair the committee. It shall consist of four (4) members of, or appointed by, the Board of Directors. Appeals shall be made in writing to the grievance committee within seven (7) days of the date of the grievance. The committee shall meet within 10 days of receipt of the grievance.

Any member of the Grievance and Appeals Committee must step aside and be replaced by another Board Member, in any grievance that involves them personally, involves a family related member or any other Member that would

appear to be a conflict of interest.

26.3 Complaints Committee

The Complaints Committee will be chaired by the Director of Governance and Safety unless there is a conflict of interest determined by the BoD Hockey Club. Any Director or Vice President of Knights Hockey Club may be substituted to chair the Committee if the Director of Governance and Safety is unable to chair the meeting. The Complaints Committee will be made up of the Director of Governance and Safety and at least one (1) other Director and up to a maximum of three (3) Directors. Other Knights Hockey Club Officials such as Age Group Coordinators, Coaches and Managers may be requested to attend a Complaints Committee meeting to assist in providing information or developing an action plan to move forward.

All decisions made by the Complaints Committee can be appealed and must follow the Appeals procedure.

26.4 Definitions

For the purposes of this Procedure:

- a. A Complainant is a person who discusses a concern or makes a complaint (an allegation, whether verbal or written) of unacceptable conduct, as that conduct is defined by the Policy;
- b. A Respondent is the party against whom a complaint is filed;
- c. An Official is any individual occupying a position of authority with Knights Hockey Club, Hockey Calgary, Hockey Alberta or Hockey Canada including but not limited to the executive, directors, officers, team officials and game officials;
- d. Verbal Harassment is name-calling, sarcasm, teasing, spreading rumors, threatening, making negative references to one's culture, ethnicity, race, religion, gender, sexual orientation and sexual comments;
- e. Social Harassment is mobbing, scapegoating, excluding others from a group, ganging up on and group teasing;

f. Physical Harassment is hitting, poking, pinching, chasing, shoving, coercing, destroying or stealing belongings, sexual touching and hazing;

g. Cyber Harassment is using the internet, social media technology or text messaging to intimidate, put-down, spread rumor, harass or make fun of someone.

h. Bullying is a conscious, willful, deliberate and repeated hostile activity marked by an imbalance of power, intent to harm, and/or a threat of aggression.

i. "24 Hour Rule" Parents/guardians, members or spectators are not allowed to confront a coach, team or league official to discuss any "negative" game or practice situation with the coaching and management staff until at least 24 hours has passed from the completion of the game or practice. A confrontation shall consist of any conversation, which is elevated from a normal speaking tone and demeanor to one which involves yelling, profanity or derogatory comments toward said coach, team or league official.

26.5 Expected Standard of Ethical Conduct

Knights Hockey Club commits to provide activities, programs, events or business to participate, learn, work and play in a respectful environment free of discrimination, harassment, bullying and abuse. All members and participants that are attending Knights Hockey Club activities, programs, events or business are expected to:

1. Adhere to all Knights Hockey Club bylaws, policies and procedures.
2. Follow the Rules and Regulations established by the facilities in which Knights Hockey Club activities, programs, events or business are taking place.
3. Not consume excessive amounts of alcohol, use non-medical drugs or provide alcohol or non-medical drugs to minors.
4. Not use performance enhancing drugs or methods.
5. Engage in activities or behaviors that would interfere or create a safety situation at any Knights Hockey Club activities, programs, events or business.
6. Refrain from comments or behaviors which are disrespectful, humiliating, demeaning, offensive, abusive, racist, or sexist.

All Knights Hockey Club Board Members, coaches, players and parents will be required to sign a Code of Conduct outlining and acknowledging each individual's code of conduct before they are able to participate in Knights Hockey Club activities, programs, events or business.

26.6 Breach of Code of Conduct

Failure by a member or participant to comply with the applicable Code of Conduct while attending a Knights Hockey Club activity, program, event or business constitutes an infraction and may result in a disciplinary action and the possibility of sanctions in accordance within the guidelines set forth in this policy.

26.7 Penalties and Violations

26.7.1 Class 1 Violations

Class 1 violations include but are not limited to;

- Use of obscene or vulgar language or gestures directed towards anyone at any time.
- Abusive language towards players, coaches, officials, parents, opponents or spectators.
- Taunting of players, coaches, officials, opponents or spectators by means of baiting or ridiculing.
- Addressing a player, coach, official or volunteer in an unsportsmanlike, discourteous, or threatening manner.
- Questioning or approaching a coach, coaches or official about a decision during or immediately after practices or games, "the 24-hour rule".

Class 1 violations can be dealt with at a Team Level or a Complaints Committee Level and can carry a penalty of up to one (1) game suspension. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

26.7.2 Class 2 Violations

Class 2 Violations include but are not limited to;

- Threats of physical violence towards any player, coach, official, parent, opponent, volunteer or spectator.
- Throwing of an object in the spectator viewing area, player's bench, penalty box, in the locker room or on the ice in a manner that appears to be malicious or creates a safety hazard.
- Intentionally shoving or striking a player, coach or official during a Knights Hockey Club activity, program, event or business.
- Public disparagement of other members or Knights Hockey Club (allegations have to be false statements).
- 2nd violation of the same Class 1 violation, or 3 or more Class 1 violations.

Class 2 Violations can only be dealt with at the Complaints Committee Level or Grievance and Appeals Level. Class 2 Violations carry a maximum penalty of up to a six (6) game suspension which includes games, practices and all team functions. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

26.7.3 Class 3 Violations

Class 3 violations will be at the discretion of the Complaints Committee based on a full investigation of the background and violation(s) involved.

If the violation(s) is considered to be a Class 3 violation the Complaints Committee will recommend that the violation be heard by and decision made by the Knights Hockey Club Grievance and Appeals Committee.

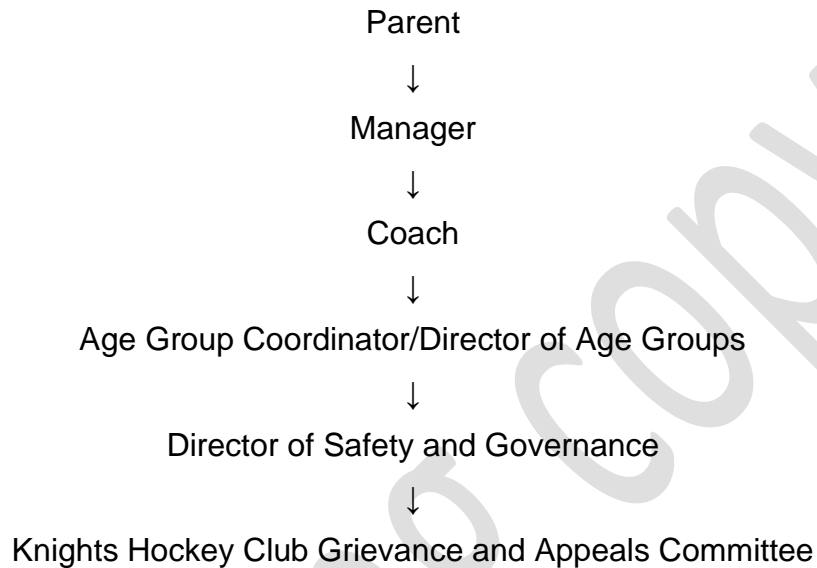
Class 3 Violations carry a penalty of a one (1) season minimum suspension from Knights Hockey Club to placing a member in bad standing with Knights Hockey Club. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

A Class 3 decision by the Grievance and Appeals Committee will be discussed in camera at a Knights Hockey Club Board Meeting where quorum is met and a $\frac{2}{3}$ majority decision by the Knights Hockey Club Board Members must be met to ratify the Grievance and Appeals Committee decision.

26.8 Reporting of Unacceptable Conduct or Policy Breaches

Knights Hockey Club holds an expectation that the management of any issues arising during the course of the hockey season will follow the following process.

Knights Hockey Club Communication Escalation



This communication progression is consistent with Hockey Calgary, Hockey Alberta and Hockey Canada and is the expectation of the governing bodies that the communication escalation is followed. It is requested that the Knights Hockey Club membership respect the process and adhere to the communication escalation.

Members of the Knights Hockey Club must not communicate directly with Hockey Calgary without following the escalation process.

26.9 Team Level Issues

Any Class 1 violation, including but not limited to alleged misconduct of players, coaches and parents should be first reported by the complainant to the Team Manager/Coach.

A complainant wishing to file a complaint must follow the 24-Hour Rule, unless there is an immediate concern that the safety of any person is in jeopardy.

At no time and under no circumstances should any Knights Hockey Club parent or extended relative confront a player, coach, game official or another parent at the time of the incident or at any time or in the presence of players.

Knights Hockey Club asks that teams do their best to resolve issues at the team level. These issues should first be addressed at the Coach/Team Manager level. If the issues cannot be resolved at the Coach/Team Manager level, then the issues need to be brought to the attention of the Age Group Coordinator/Director of Age Groups. This is primarily for issues that meet the criteria for filing an official complaint.

If the Age Group Coordinator/Director of Age Groups is not able to resolve the dispute to the satisfaction of the parties involved, or if they require further input and guidance, they will send the complaint to the Complaints Committee for review.

26.9.1 Association Level Issues

The following issues will be considered Association level issues:

- Any Class 2 violations
- Issues that arise prior to evaluations and or the season commencing.
- Issues during the season that arise outside of a game, practice or other team activity, or that involve parents, coaches or players from more than one team but is hockey related.
- Issues that take place during the evaluations process.

No party within this resolution process shall tolerate any behavior that constitutes bullying, harassment or threats of any form. Any instance of the behaviors shall be escalated immediately to the Complaint Committee if necessary and appropriate disciplinary action against the offender shall be considered by the Committee.

26.10 Minor Instances of Unacceptable Conduct

Nothing in this procedure prevents an Official or other appropriate person having authority from taking immediate informal and corrective disciplinary action in response to behavior that, in their view, constitutes a minor Class 1 incident of unacceptable conduct, as defined by the Policy.

26.11 Instances where Immediate Response may be required

Complaints of unacceptable Class 1 conduct arising during games may be dealt with immediately, if deemed necessary, by an Official, provided the individual being disciplined is advised of the nature of the infraction and has an opportunity to provide information concerning the incident. In such situations, sanctions shall be for the duration of the game only and must be reported to the Director of Safety and Governance. Further sanctions may be applied but only after review of the matter in accordance with Knights Hockey Club Complaints Committee and this Procedure. In the event that an alleged offense is so serious as to possibly jeopardize the safety of others, an Official may immediately remove the alleged offender from a Knights Hockey Club program or event pending an investigation of the complaint in accordance with this Procedure.

26.12 Reporting Unacceptable Conduct

A person who experiences, witnesses, or has reason to believe that unacceptable conduct has occurred is encouraged to make it known to the alleged offender as soon as is practicable that the behavior is unwelcome, offensive and contrary to Knights Hockey Club Policy, however if the person does not feel comfortable approaching the alleged offender they are encouraged to report the incident immediately using the Knights Hockey Club online Complaint Reporting Form found on the Knights Hockey Club website under the Health and Safety tab which will notify the Governance and Safety Director of the incident.

26.13 Informal Resolution

Once contacted by a complainant, and it is shown that the communication progression has been followed the Complaints Committee will serve in a neutral, unbiased capacity to receive information regarding the incident(s) and, where appropriate, assist in the informal resolution of the matter. If a member of the Complaints Committee considers that he or she is unable to act in this capacity, a replacement from the Knights Hockey Club Board of Directors will be requested.

If an informal resolution acceptable to the Complainant and Respondent is reached, then the Complaints Committee will:

- a. Send a written communication to both parties, setting out the understandings and/or agreement. Receipt of this written communication must be acknowledged by both the Complainant and Respondent;
- b. Assist in bringing about whatever administrative or other action is needed to implement the resolution;
- c. Ensure that an appropriate record of the resolution is documented and

maintained by the Director of Safety & Governance.

26.14 Formal Complaint

If the matter is not resolved informally, or if the unacceptable conduct continues or reoccurs, or if the Complainant chooses not to attempt to resolve the matter informally, the Complainant has the option to file a formal complaint.

The formal complaint shall:

- a. Be in writing in the form of an email or the online Knights Hockey Club Complaint Form and stating that it is a formal complaint.
- b. Set out the particulars of the allegations, including, where possible, the dates, times and nature of the allegations, the person(s) involved, and the names of any witnesses to the behavior;
- d. Be submitted to the Complaints Committee.

A Complainant may request the assistance of the Complaints Committee to help assess if the incident(s) should be considered a formal complaint.

Persons who wish to file formal complaints are encouraged to do so at their earliest opportunity. However, to be considered by the Complaints Committee all formal complaints must be filed within 2 weeks from the date of the most recent alleged violation of the Policy. The Complaints Committee can look at extenuating circumstances that would warrant an extension of time.

26.15 Applicability of the Complaint

Upon receipt of the formal complaint the Complaints Committee, with advice from appropriate persons or professionals as needed, will review the allegation(s) to determine:

- a. whether the alleged conduct falls within the definitions of unacceptable conduct established by the Policy;
- b. the nature of the complaint, including an initial assessment as to the seriousness of the alleged conduct;
- c. who the complaint involves.

If it is determined that the allegation(s) does not fall under the definitions set out by Knights Hockey Club Discipline Policy or that the complaint does not involve any person to whom the Policy applies, then the complainant shall be advised accordingly and no further action will be taken on the formal complaint. The Complaints Committee may recommend that other avenues be pursued by the Complainant in order to resolve the matter at issue.

If it is determined that the complaint does not involve any individual participating in Knights Hockey Club activities, programs, events but may involve a member/participant of Knights Hockey Club or if the complaint raises issues within

the exclusive jurisdiction of Hockey Calgary, the Safety and Governance Director shall refer the complaint to Hockey Calgary.

If it is determined that the complaint involves a person or persons to whom the Policy applies and the complaint is initially assessed as minor in nature, and if agreed upon by the parties, resolution may be attempted through mediation for such period of time that the Complaints Committee considers reasonable. Any such resolution may provide for withdrawal of the complaint or a portion thereof. Should mediation be unsuccessful or if at any time one or both of the parties decline to participate further with the resolution process, the Complaints Committee shall proceed to handle the matter as per the following;

If it is determined that the complaint involves a person or persons to whom the Policy applies and the complaint is initially assessed as serious in nature, the Complaints Committee may then contact/appoint an individual with the necessary training, skills and experience to conduct an investigation of the complaint. This may be an individual(s) external to Knights Hockey Club.

26.16 Instituted Investigation

The Complaints Committee, in consultation with Knights Hockey Club – Board of Directors and/or appropriate professionals may request that an investigation be conducted in the absence of a formal complaint and in circumstances where the Committee deems it appropriate to do so. The procedures applicable to the investigation of a formal complaint and post-investigative response will apply, adapted as necessary to meet the particular circumstances.

Where the Complaints Committee believes there is sufficient evidence to warrant the Complainant making a formal complaint but the Complainant does not wish to do so, the Complaints Committee may make a formal complaint on behalf of Knights Hockey Club and proceed in accordance with these Procedures.

26.17 Investigations

Upon an investigation being launched, the investigator shall:

- a. Notify the Respondent that a complaint has been received and that an investigation is being commenced. The Respondent shall be provided with a copy of the formal complaint and copies of Knights Hockey Club Discipline Policy and Procedures;
- b. Provide the Respondent with a reasonable opportunity to consult with a representative if required to do so;
- c. Request the Respondent to provide a written response to the complaint within a reasonable time which shall be at the discretion of the Complaints Committee;

- d. investigates the complaint, including interviewing the Complainant and the Respondent, and any other person deemed relevant to the investigation;
- e. re-interview the parties of the complaint, as needed, in order to provide them with a full opportunity to respond to all pertinent information gathered during the investigation;
- f. carry out the investigation in a timely manner.

Upon completion of the investigation, the Complaints Committee shall prepare a written report which sets out:

- a. The allegation(s);
- b. All relevant information obtained during the course of the investigation;
- c. A recommendation that states either:
 - i. No further action be taken because no breach of the Policy has been found to have occurred; or
 - ii. The complaint has merit and was referred to the Complaints Committee; or
 - iii. The complaint has been shown to be clearly false, malicious or frivolous, no disciplinary action required against the Respondent required. Action may be taken against the Complainant if required.

A copy of the written report shall be provided to the President, and the Safety and Governance Director will file and keep it on record.

26.18 Actions to be Taken when External Services Required

Upon receipt of a report from the Investigator recommending that no further action be taken, a member of the Complaints Committee will advise the Complainant and Respondent accordingly and may choose to provide them with a copy of the investigator's written report. The matter shall then be considered concluded.

Upon receipt of a report from the Investigator recommending that the complaint should be referred to the Complaints Committee as it either has merit or has been shown to be clearly false, malicious or frivolous, a member of the Complaints Committee shall advise the Complainant and Respondent of the findings of the investigator. The Complainant and Respondent will be provided the opportunity to respond in writing to the investigator's findings. The Complaints Committee may establish such time frames for the provision of the written submissions as the Committee deems necessary and reasonable.

A Complainant or Respondent who has been provided with a copy of an investigator's report at the conclusion of the investigation into a complaint under this Procedure must not discuss, circulate, copy or otherwise disseminate any part of the report except as is necessary to seek advice and/or direction regarding the

report from their representative, advisor or support person.

26.19 Decision of the Complaints Committee

Within 10 business days of the receipt of the investigator's report and any written submissions by the parties or as soon as possible thereafter, the Complaints Committee will deliver its written decision to the Complainant and Respondent. The written decision shall contain:

- a. a summary of the facts, referring as necessary, to the investigator's report;
- b. a conclusion as to whether or not the Policy has been breached;
- c. the disciplinary action, if any, to be taken against the Respondent for any breach of the Policy found to have occurred;
- d. the disciplinary sanctions, if any, to be administered to the Complainant in the event of the finding that the complaint was clearly false, malicious, or frivolous;
- e. if determined to be necessary, measures to remedy or mitigate the harm or loss suffered by the Complainant, for any breach of the Policy found;
- f. any other measures that may be necessary to properly dispose of the complaint.

Unless the Committee decides otherwise, any disciplinary sanctions determined to be taken against either the Complainant or Respondent shall take effect immediately.

Failure by a member to comply with a sanction as determined by the Complaints Committee shall result in an automatic suspension of membership in Knights Hockey Club until such time as the sanction is fulfilled.

26.20 Appeals

Both the Complainant and Respondent shall have the right to appeal the decision of the Complaints Committee. A notice of intention to appeal, along with the grounds for appeal, must be provided to the Grievance and Appeals Committee within 5 business days of the Complainant or Respondent, as applicable, receiving the Complaints Committee's written decision. The notice must include the grounds upon which the decision is being appealed as set out below.

Appeals may only be made on the following grounds:

- a. members of the Grievance and Disciplinary Committee did not follow the Procedure applicable to administering the Knights Hockey Club Discipline Policy;

b. members of the Complaints Committee reached a decision that could not be supported by the evidence;

c. members of the Complaints Committee reached a decision on a remedy that was grossly unfair or unreasonable in all of the circumstances.

The other party will be notified if a notice of appeal is received. The party will be provided with the grounds of the appeal and the opportunity to submit a response to the notice.

The appeal shall be heard by Knights Hockey Club Grievance and Appeal Committee.

The Chairperson of the Appeal Committee shall, within 7 business days of receipt of a written appeal, arrange a date for the appeal hearing and give notice of the date to the Complainant and Respondent.

Representations are limited at an appeal hearing to those persons requested to, or approved to, appear by the Chairperson of the Grievance and Appeal Committee;

The Grievance and Appeal Committee has discretion to govern the hearing of the appeal in the manner it deems appropriate, provided that it adheres to the following;

The decision of the Grievance and Appeal Committee will be based on a review of the documentation regarding the complaint, including the complaint and any reply by the Respondent, the report of the investigator, any submissions made by the parties in response to the investigator's findings, the decision of the Complaints Committee, the notice of appeal and any representations in response to the appeal permitted by the Appeal Committee.

In deciding the appeal, the Grievance and Appeal Committee may uphold the decision of the Complaints Committee, substitute its decision for that of the Complaints Committee or it may modify any of the Complaints Committee's conclusions regarding disciplinary action or remedial measures.

A ruling by the Grievance and Appeal Committee with respect to an appeal filed pursuant to this section is final and binding on all parties.

26.21 Record Keeping and Confidentiality of Records

Once a formal complaint has been disposed of pursuant to these Procedures, the Safety and Governance Director shall keep a secure record of all relevant documents including, but not limited to:

a. the formal written complaint;

b. any written reply to the complaint received by the Respondent;

c. any informal or mediated resolutions (set out in writing and agreed to by

- the parties);
- d. investigator's report;
- e. any responses received by the parties to the investigator's report;
- f. decision of the Complaints Committee;
- g. notice of appeal (if any) and related documentation;
- h. decision of the Grievance and Appeal Committee;
- i. any other related correspondence.

Knights Hockey Club recognizes the sensitive nature of matters falling within the Discipline Policy and these Procedures and, in particular, the difficulties associated with coming forward with a complaint of unacceptable conduct and with being accused of unacceptable conduct.

Knights Hockey Club recognizes the interests of both the Complainant and Respondent in keeping any matter being dealt with under the Policy confidential.

However, no absolute guarantee of confidentiality of the information and/or documentation provided to or obtained by Knights Hockey Club pursuant to these Procedures can be provided. Disclosure of such information and/or documentation may be required to appropriately investigate a complaint, take corrective action as a result of a complaint.

27.0 DISSOLUTION OF THE ASSOCIATION

In the event of a notice for dissolution of the Association, all assets of the Association shall be sold and all remaining debts are to be paid. The net proceeds shall be dispersed to the Calgary Chapter of Kidsport (a charitable organization). In the event that Kidsport Alberta ceases to be a charitable organization, the members, by majority vote, will select another charitable organization for disbursement of the net proceeds from dissolution. The Knights Hockey Club does not pay any dividends or distribute its property among its members.

28.0 DISTRIBUTION OF BY-LAWS AND POLICY AND PROCEDURES MANUAL

The By-Laws (Constitution) and this Policy and Procedures Manual will be available to Association members on the website.

APPENDIX 1

1.0 ROLES AND RESPONSIBILITIES OF DIRECTORS

Currently under review by the board of directors

Working Copy