



7.0 CONFED VALUES

CONFED is committed to providing a hockey environment based on fundamental values of equality, trust and mutual respect that leads to a positive social and physical development for all children.

7.1 CONFED CODE OF CONDUCT

CONFED is committed to ensuring and emphasizing respectful behaviour and conduct, both on and off the ice, which emulates CONFED Values. These values shall eliminate any disrespectful conduct and discriminatory practices including abuse, neglect and harassment from all elements of the game or events outside of the game.

Violation by any member, parent, fan, player, manager, coach or other participant of any provision of the CONFED Code of Conduct may result in disciplinary action being taken by CONFED against such individual as provided in the Discipline Policies of CONFED Hockey.

The CONFED Code of Conduct shall include (but not be limited to) the following principles:

- Players and participants of CONFED shall abide by the Bylaws, Policies and Procedures of CONFED Hockey, and their behaviour is expected to mirror the spirit of the Bylaws, Policies and Procedures, and this Code.
- The Fair Play Pledge as supported by Hockey Edmonton and the Canadian Hockey Association.
- All members and participants of CONFED Hockey shall respect other members, officials, parents, players, fans, team officials, volunteers, Board members, Executive members, employees and property of CONFED. Any inappropriate conduct, threats, harassment or abuse (including the use of profanity) directed towards game or team officials, members, parents, players, fans, volunteers, Board members, Executive members, employees or damage to the property of CONFED Hockey or of another association or facility will not be tolerated.
- All members, fans and participants of CONFED shall respect the game of hockey and shall behave in a manner so as not to make a travesty of the game or of CONFED Hockey.
- CONFED Hockey will not tolerate inappropriate behaviour by parents or fans (participants), players, managers, assistant or head coaches. Individuals exhibiting inappropriate behaviour will be subject to disciplinary action as outlined in the disciplinary section herein. All players and members shall be solely responsible for their participants in which they are related to and any monetary and non monetary damages (if any) that may occur.
- Under no circumstances is a parent or fan to enter the opposing team's dressing room, unless invited by the opposing team official.
- Coaches and other team officials, players, parents and fans are not permitted in the officials' dressing room, nor are they permitted to confront game officials about the game at any time.

7.2 PARENTS CODE OF CONDUCT

- Under no circumstances is a parent or fan to approach the bench or a coach during or immediately after the game. The coach(es) shall be given a reasonable amount of time at the conclusion of a game to spend with the players. A parent may then indicate to the coach that he/she wishes to speak to the coach, and if granted, it shall be conducted in a respectful, courteous manner.
- Parents are not permitted to be on the bench or the ice at any time unless they are listed on the team "hard card", which shall also mean the Official Team Roster or Team Sheet Hard Card.
- Parents and fans shall be supportive of their child/children, other children, the coaches, the team and other parents.
- Parents shall not solely focus on winning or their child being the best player, but rather shall focus on team play, fun and development.
- Parents shall not be critical of any coach, parent or another player on the team. Much like players, parents are part of the team and shall support one another.
- Any dispute, disagreement or issue shall be handled with respect and dignity.
- Parents shall not contact Hockey Edmonton directly. Any questions, clarification or complaint shall be directed to the appropriate channel within CONFED Hockey first, unless otherwise instructed by a member of the CONFED Executive Committee.
- Parents shall not "coach" their child/children in a way that conflicts with the team coaches' philosophy. Secondary coaching confuses the child/children and ultimately affects play and encourages disrespect of an authority figure. Coaching your child/children behind the glass or from the stands confuses the child/children and disrespects the coaching staff.
- Parents shall be supportive of the CONFED Hockey organization, its members, volunteers, Executive Committee and Board.

7.3 COACHES CODE OF CONDUCT

- Coaches are viewed to be the leaders and the authority figure and must lead by example.
- Coaches must manage their behaviour as they are the leaders of the children and have a direct impact on the perception of the CONFED Hockey program.
- Coaches must use appropriate language (i.e. no profanity) at all times while in the presence of children.
- Coaches must not abuse, criticize or disrespect a player, another coach, game official, member of another team, parent or fan.
- Coaches must, to the best of their ability, ensure equal playing time for players on their team, as per the Fair Play Policy. Each player, regardless of skill level, must be given the same opportunity to develop and grow.
- Overall, coaches must display the professionalism and respect, as expected in a volunteer community based hockey organization.
- Any question, clarification, complaint regarding a CONFED, Hockey Edmonton or other authority rule or process shall be directed to the appropriate individual in CONFED first. Coaches, managers and parents shall not contact Hockey Edmonton directly unless permission has been granted by an individual from the CONFED Executive Committee.
- Coaches must strictly adhere to the Policies and Guidelines of CONFED Hockey and Hockey Edmonton.

7.4 PLAYERS CODE OF CONDUCT

- Players shall respect their coaches, parents, fans and other team mates at all times.
- Players shall never disrespect another player, coach or referee for alleged bad calls, missed calls, short shifts or any other reason which may occur in the game of hockey.
- Players shall never intentionally hurt someone.
- Players shall avoid the use of foul language.
- Players shall never disrespect the CONFED organization, its volunteers, Executive Committee or Board.
- Players shall never disrespect Hockey Edmonton or any other hockey organization.
- Players shall follow all reasonable direction of the coach, manager and other team officials.
- Players shall demonstrate a positive attitude to the game, practice and learning in general.
- Arrive for games, practices and other team functions at the time specified by the team.
- Maintain dressing rooms in a clean and orderly fashion. Clean up any garbage left in the room.
- Respect the rules set out by the rink authorities.

7.5 BOARD AND EXECUTIVE MEMBERS CODE OF CONDUCT

- The Board and Executive shall adhere to CONFED Policies and By-laws and seek to change policy through the proper channels of CONFED.
- Fulfill the duties and obligations of their position to the best of their ability.
- Maintain the integrity, purpose and values of the organization at all times.
- Honour commitments made on behalf of CONFED
- Respect the members and not cause any public embarrassment or humiliation.
- Be supportive and respectful of each other.
- Not use their position for personal profit, or for profit of immediate family or friends.
- Resign from their position immediately when they become unable to fulfill their duties or obligations of the position

7.6 ISSUES, CONCERNS AND COMPLAINTS

Coaches, the Executive Committee and the Board shall communicate and be available to discuss matters of concern, clarification with parents, volunteers and other members of CONFED Hockey.

Unless otherwise specified, the order for pursuing resolution of Issues, Concerns and Complaints in CONFED is as follows:

- Parent Liaison
- Coach
- Category Director
- Director of Hockey Operations
- Discipline Committee (Written Presentation)
- President

Parents or fans that want to discuss or indicate their displeasure with a call on the ice or coaching decision, shall abide by the 24 hour rule. There shall be no emails, phone calls or personal discussions until 24 hours after the event. Such emails, phone calls or personal discussions shall be conducted in a respectful, courteous manner.

7.7 COMPLAINT PROCEDURE

A Complaint may be raised by any member of CONFED, by members of another association (through their association's executive), by league officials or by members of the CONFED Executive acting in response to a report from game officials or by any other party.

A Complaint may be in writing, and must identify the time, place and participants, witnesses, as well as, provide a summary of the incident. An Incident Report Form may be used to outline the Complaint. [These forms may be obtained from the CONFED website.](#)

In certain circumstances, the Category Director may choose to engage the Discipline Committee to investigate and render a decision on an incident even though a formal complaint has not been lodged.

Examples of incidents which may warrant disciplinary action are as follows:

- A player or team official who receives excessive game misconducts, gross or match penalties.
- A coach, who in the opinion of the Category Director, is being assessed too many bench minor penalties or penalties of a serious nature.
- Any member of CONFED or their guests who repeatedly brings discredit to a team, team officials or CONFED Hockey through frivolous and vexatious actions, violent, abusive or gross behaviour, on or off the ice.

7.8 COMPLAINTS INVOLVING A BREACH OF THE CODE OF CONDUCT

CONFED Hockey stipulates that any issues involving a breach of conduct by any member of CONFED Hockey including Executive, Directors, Category Directors, Team Officials (Coaches, Assistants, Trainers, Managers etc.), Players, Parents and fans, shall be directed to the Discipline Committee.

The Category Director, on receiving an Incident Report, shall countersign the Report and provide the complainant with a copy for their records.

The Category Director will forward such Report to the Discipline Committee chair (Director of Hockey Ops).

The Discipline Committee may choose, upon receipt of the report of the Incident or Complaint, to issue a temporary immediate suspension from all association functions, for up to 48 hours, or until the Discipline Committee is able to review the Incident or Complaint.

The Discipline Committee shall review the Report and determine if a hearing is required and shall set a date for such hearing.

7.9 COMPLAINTS AGAINST GAME OFFICIALS

CONFED does not have the authority to conduct hearings into the conduct of game officials.

Any complaints about game officials must follow the following process, or they will not be heard.

1. The complaint must be written 24hrs after the incident, not that day or evening.
2. Complaint must be reported via email, setting out the particulars of the incident, and forwarded to your Category Director and the Director of Hockey Operations.
3. Directors will then assess the complaint, and report it to the SWZ Referee in Chief as deemed necessary by the Directors.
4. Referee in Chief will reply to the complaint within 24hrs of receiving.

7.10 DISCIPLINE COMMITTEE

A Discipline Committee shall be appointed by the CONFED Board of Directors each year to review all disciplinary matters, including all complaints, allegations of abuse identified within CONFED Hockey. The term of the Discipline Committee shall be one year and the Committee shall be chaired by the Director of Hockey Operations. In the absence of any Discipline Committee members, any member of the CONFED Executive may serve on the Disciplinary Committee, as decided by the President.

7.11 DISCIPLINE

All members, players, parents, managers and coaches, participants and fans are expected to abide by CONFED's Fair Play Pledge, Code of Conduct, as well as the Respect the Game principles, the acknowledgement of which is a condition of registration of the member. Members are expected to assume responsibility for those participants or fans who attend any game, practice, team or CONFED Hockey function, at their invitation. Violation of the CONFED Code of Conduct or the Respect the Game principles, may result in disciplinary action being taken.

Standards of behaviour are communicated and may be updated throughout each season. It is recognised that behaviour may transgress outside acceptable standards and that disciplinary action may be required. Such discipline may be applied to any member of CONFED Hockey, including Board Members, Executive Members, Category Directors, Team Officials (Coaches, Assistants, Trainers, Managers, etc), Players, Parents and spectators and may take the form of, but are not limited to:

- a verbal reprimand
- a written reprimand
- a demand for an apology, either written or verbal, to any affected party
- a suspension from participation in or at Association activities
- continued participation in CONFED Hockey under a discipline contract
- a request for damages compensation for CONFED damages
- expulsion from CONFED Hockey
- a combination of two or more of the above.

The result of any disciplinary action taken may affect a member's current standing or future appointment as a team official or member of CONFED Hockey.

The non-observance or non-performance by a person of any sanction or discipline imposed by the Discipline Committee shall be deemed a breach of the CONFED Code of Conduct and be the subject of review by the Discipline Committee.

7.11.1 INFORMAL PROCESS

If the majority of the Discipline Committee members believe that the matter can be dealt with on an informal basis without the necessity of a hearing, the Committee may investigate the complaint, after receiving a written submission from the Complainant, the person(s) being investigated, and such other persons as may be required to ensure a fair and reasonable decision is rendered. The Discipline Committee shall provide written notice of its decision to the Complainant and the party being investigated. Should either the Complainant or the party being investigated feel that the informal process has not satisfactorily resolved the issue, either may request in writing, that the Discipline Committee undertake a formal hearing.

7.11.2 FORMAL HEARING

CONFED will not entertain lawyers present at any meetings or hearings, with the exception of a lawyer representing CONFED.

The Discipline Committee shall establish a date and time for the formal hearing.

At least 5 days prior to the hearing, both the Complainant and the Respondent (person being investigated or accused party) shall be issued a "Notice of Discipline Hearing" which shall set out the date, location and time of the hearing, the nature of the charge or alleged conduct. Any submissions provided to the Discipline Committee prior to the hearing by either party will be provided to all affected parties.

The Respondent shall be suspended from participation in or attendance at CONFED Hockey activities pending the outcome of the hearing. The Respondent may make a written request to participate in or attend CONFED Hockey activities. Such permission shall be at the sole discretion of the Discipline Committee and will be issued in writing.

The Respondent and the Complainant shall provide any information requested by the Discipline Committee at least 2 days prior to the hearing, along with a list of the witnesses they intend to request appear at the hearing.

The Discipline Committee may also request the attendance of any other party (i.e. witness) whom the Committee believes should appear by delivering to each such witness a "Notice to Attend the Discipline Hearing" which shall set out the date, location and time of the hearing, the nature of the charge or alleged conduct and any information to be provided by the witness to the Discipline Committee prior to the hearing.

If either the Complainant or the Respondent fails to appear at the hearing, the hearing shall be conducted in the Complainant or Respondent's absence with the witnesses and information available to the Discipline Committee.

7.11.3 CONDUCT OF HEARING

In accordance with CONFED Conflict of Interest Policy, prior to the hearing, any member of the Discipline Committee who is in, or could be perceived to be in, a conflict of interest shall declare such conflict and not take part in the Hearing. This will also apply to any other stages subsequent and related to such hearing. The Board may direct replacement of members, including the Chair, in such circumstances.

The Chairperson of the Discipline Committee shall chair the Hearing and be responsible for the orderly conduct of the Hearing. If the Chairperson is not available, the remaining members of the Discipline Committee shall appoint a chairperson for the hearing who shall be responsible for the orderly conduct of the hearing.

The Discipline Committee shall provide each witness with an information sheet on the hearing process or, alternatively, may hold a briefing session immediately prior to the commencement of the hearing to ensure all parties understand the hearing process.

The witnesses will not be sworn nor will there be a transcript taken of the proceedings. Neither the Respondent nor the Complainant may make a tape, video or use other electronic media in the proceedings.

The Respondent and the Complainant must appear in person and may not be represented at the hearing by another individual or legal counsel. The only exception to this rule is that minors must be accompanied by a parent or guardian.

The Discipline Committee comprises volunteers who are not versed in the application of law. Accordingly, neither the Respondent nor the Complainant may have legal counsel representing them at the hearing.

The Complainant and the complainant's witnesses shall appear before the Discipline Committee first. Each witness will appear individually and will not be present in the hearing room during the presentation by other witnesses. The Respondent shall be present during these presentations and shall have the right to ask questions of each witness through the Committee Chairperson.

The Committee Chairperson may determine the relevance of any question asked by the Respondent. The Chairperson may then instruct the witness not to reply to a question deemed irrelevant and inform the Respondent of the reason why the question is not relevant. The question will be documented and remain part of the file for future reference.

The Respondent will then be asked to present their version of the events which led to the complaint, and to respond to the information provided by the Complainant and witnesses.

The Discipline Committee shall, with all dispatch, render a decision, and communicate that decision to both the Complainant and the Respondent. Such communication may be verbal at the outset but shall be confirmed in writing.

The Discipline Committee shall maintain a file on each matter referred to it and shall be comprised of the original complaint or incident report, copies of all "Notices of Discipline Hearing", copies of all "Notices to attend Discipline Hearing", copies of the witness lists, the notes made by each member of the Discipline Committee during the hearing, and a copy of the written decision of the Committee.

The Director of Hockey Operations shall provide a written report of the outcome of the hearing to the President.

7.12 DISPUTE AND APPEAL POLICY

7.12.1 APPEALS COMMITTEE

The CONFED Board of Directors shall appoint an Appeals Committee each year. Members of the appeals committee shall not be members from the committee rendering the original decision, such as the Discipline Committee. The term of each Appeals Committee shall be one year. Any member of CONFED may be appointed to the Appeals Committee. The Appeals Committee shall be chaired by the Vice President of CONFED or his/her delegate or such other individual(s) as may be designated by the Board of Directors.

7.12.2 APPEALS PROCESS

An Appeal may be raised by any member of CONFED should a member feel that a decision of any committee has not satisfactorily resolved an issue.

The decision of any committee may be appealed to the Appeals Committee by filing written application to appeal, within TWO (2) days of rendering of the decision or such extension of time as may be reasonably accepted by the Appeals Committee.

An Appeal must be in writing, must identify the issue being appealed and give details of the reason for the appeal.

The written appeal must be accompanied by an Appeal Fee of two hundred dollars (\$200).

The Appeals Committee shall, in its sole opinion, determine whether the appeal shall be in the form of a new hearing or whether the matter can be dealt with based upon the written material and summaries before the prior Committee. The Appeals Committee may request further written material from the appellant and / or their witnesses and any affected party, if any. No new witness may be introduced to the appeals process. The Appeals Committee may also undertake the appeal hearing in the form of a new hearing wherein the Appeals Committee shall allow adequate time for each of the Complainant and Respondent to state their case as to why the appeal should be allowed or dismissed.

The Appeals Committee will advise the affected party of the Appeal (i.e., if the Appeal involves a Discipline issue and the Complainant appeals, the Respondent will be advised; if the Respondent appeals, the Complainant will be advised).

Conduct of the Appeal Hearing, if a new hearing is required:

The Appeals Committee shall make every effort to convene a meeting to hear the appeal within 72 hours from the time of suspension notification given.

- In accordance with CONFED Conflict of Interest Policy, any member of the Appeals Committee who is in, or could be perceived to be in, a conflict of interest shall declare such conflict prior to the Appeal Hearing and shall not participate in the Hearing.
- The Vice President of CONFED or his/her delegate shall chair the Appeal Hearing and be responsible for the orderly conduct of the Appeal Hearing. If the Chairperson is not available, the remaining members of the Appeals Committee shall appoint a chairperson for the Appeal Hearing who shall be responsible for the orderly conduct of the Appeal Hearing.
- The Appeals Committee shall provide the appellant (and, if any, any affected party notified of the Appeal) with an information sheet on the Appeal Hearing process or, alternatively, may hold a briefing session immediately prior to the commencement of the Appeal Hearing to ensure all parties understand the hearing process.
- The appellant and any affected party, will not be sworn nor will there be a transcript taken of the proceedings. If applicable, neither the appellant nor any affected party, if any, may make a tape recording, video or use other electronic media in the proceedings.
- The Appellant and any affected party, if any, must appear in person and may not be represented at the Appeal Hearing by another individual. The only exception to this rule is that minors must be accompanied by a parent or guardian.
- The Appeal Committee comprises volunteers who are not versed in the application of law. Accordingly, no party may have legal counsel representing them at the hearing.
- The Appellant and any affected party, if any, will appear individually and will not be present in the hearing room during the presentation of any other party.
- The Appeal Committee shall, with all dispatch, render a decision, and communicate that decision to both the Appellant and the affected party, if any. Such communication may be verbal, at the outset, but shall be confirmed in writing.

The Appeals Committee may make any decision the prior CONFED Committee could have made (i.e., if applicable, it may lessen or increase any penalty imposed to ensure that a fair and reasonable decision is rendered).

Refunds - Appeals Fee:

- If the Appeals Committee overturns the decision and renders a decision in favour of the appellant, the appeals fee shall be refunded. In the event of a compromise judgement, the Appeals Committee may decide whether or not the appeal fee shall be refunded, in their sole discretion.
- A decision of Appeals Committee shall be final and binding on all parties. The only exception to this is where avenues of recourse that may be provided by Hockey Edmonton, Edmonton South West Zone, Hockey Alberta, the Canadian Hockey Association or applicable legislation may direct that the decision be altered.

<u>RESPECT the GAME: Minimum Suspension Guidelines</u> Offence	Suspension
Failure to Comply	
with HE Bylaws or Operating Directives	Indefinite Suspension for Discipline Committee to assess
with direction given by an official	
refusal to cooperate with an official	the greater of six weeks or 6 games
Unbecoming Conduct	
Making inappropriate or unsuitable remarks	the greater of two weeks or 2 games
Discriminatory (race, ethnicity, religion, gender, sexual orientation, language)	the greater of four weeks or 4 games
Abuse	
Verbal abuse	the greater of four weeks or 4 games
Person who orders, implies or suggests to a player to deliberately attempt to injure	the greater of four weeks or 4 games
Threaten or attempt to strike	the greater of six weeks or 6 games
Intentional touches, striking, physical abuse or assault of an Official	Indefinite Suspension for a Discipline Committee to assess sanction up to lifetime ban
Altercations (Pre and Post Game or at Sanctioned Events)	
Verbal Threats	the greater of four weeks or 4 games
Intentional touches or holds	the greater of six weeks or 6 games
Spitting	the greater of eight weeks or 8 games
Throwing of objects	the greater of eight weeks or 8 games
Fighting	Indefinite Suspension Discipline Committee to review & assess sanction
Unauthorized Entry (without expressed permission)	
onto the ice surface (by head coach, assistant coach, bench staff, any spectator)	the greater of four weeks or 4 games
into the referee's dressing room (athlete, coach, manager, spectator, etc.)	Indefinite Suspension for a Discipline Committee to assess
Defiance of suspensions	
If need be, the player attached to the suspended individual will serve the suspension until the individual has agreed to do so (refer to Hockey Alberta 7.1.c).	
First Offence	Doubling of the suspension
Second Offence	Doubling of the suspension and review by Discipline Committee
Third Offence	Indefinite Suspension for a Discipline Committee to assess