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AGHA Code of Conduct

The **Almaguin Girls Hockey Association (AGHA)** has adopted the OWHHA Code of Conduct, as follows:

The entire Membership of the AGHA, which includes Players, Team Staff, Parents/Guardians, Executive Members, Volunteers, and others, are committed to creating a sport environment in which all individuals are treated with respect.

Members of the AGHA shall conduct themselves at all times in a fair and responsible manner. Members shall refrain from comments or behaviours which are disrespectful, offensive, abusive, racist or sexist. In particular, behaviour which constitutes harassment, abuse, bullying or cyber-bullying will not be tolerated by the AGHA.

During the course of all AGHA activities and events, Members shall avoid behaviour which brings AGHA Members or the sport of hockey into disrepute, including but not limited to abusive use of alcohol and non-medical use of drugs. Members shall not use unlawful or unauthorized drugs/narcotics or performance enhancing drugs or methods.

Failure to comply with this Code of Conduct may result in disciplinary action, suspension or release from Membership. Such action may result in the Member losing the privileges that come with Membership in the AGHA, including the opportunity to participate in AGHA activities.

PART I

CONSTITUTION

WHEREAS the Almaguin Girls Hockey Association is an organization operated by volunteers, desiring to promote and foster opportunities for girls to play hockey in the Almaguin area;

AND WHEREAS it is declared that one of the purposes of this Constitution, and the Association's By-Laws, Regulations and Rules shall be to confer upon the Association and its Executive Committee all of the powers of a fully self-governing organization;

NOW THEREFORE be it enacted:

ARTICLE ONE

Name

This organization shall be called the Almaguin Girls Hockey Association (herein referred to as the AGHA or the Association).

ARTICLE TWO

Objectives

The AGHA is committed to providing a safe, fun, and nurturing environment in which female hockey players of all ages and skill levels can develop. It is our aim to not only encourage the physical development and skill acquisition necessary to the game of hockey, but also the dedication to team, motivation for improvement, and respect for others necessary to the game of life. We offer this program to girls who want to play as a way to be healthy, be proud and be part of a larger community. Our aim is:

- To give every player an opportunity to participate on an equal basis;
- To teach good sportsmanship and have fun;
- To develop hockey skills in a planned sequence;
- To promote physical, mental and social development;
- To promote truth, honesty and integrity;
- To develop coaches, officials and volunteers to carry out the expressed goals of our members.

ARTICLE THREE

Affiliations

The Association shall be a member of the Ontario Women's Hockey Association (OWHA).

The Association shall be a member of the Nipissing District Hockey League (NDHL).

ARTICLE FOUR

Membership

Membership in the Association shall consist of:

- (a) Active Membership;
- (b) Parent/Guardian Membership;
- (c) Honourary Lifetime Membership.

ARTICLE FIVE

Executive Committee

- (A) The Executive Committee shall have control of the affairs of the Association and the primary responsibility for achieving its Objectives.
- (B) The members of the Executive Committee shall not be subject to any personal legal liability for any actions taken by them in that position.
- (C) The Chair may vote only when it is necessary to break a tie.

ARTICLE SIX

Annual General Meeting

- (A) There shall be an Annual General Meeting of the Membership.
- (B) The Agenda for the Annual General Meeting must include:
 - (i) Approval of the Minutes of the preceding Annual General Meeting;
 - (ii) Presentation of the Financial Position and Treasurer's Report for the Financial Year;
 - (iii) Election of Executive Members; and
 - (iv) Ratification of any expulsions, By-Laws, Regulations, or Rules by the Executive Committee during the previous year.

ARTICLE SEVEN

By-Laws

- (A) The Executive Committee may, from time to time, set, repeal or amend such By-Laws as it deems necessary for the conduct of the business of the Association in a manner consistent with this Constitution.
- (B) Any changes to the By-Laws by the Executive Committee shall be in force but subject to ratification by a majority vote at the next Annual General Meeting.

ARTICLE EIGHT

Rules of Operation

- (A) The Executive Committee may, from time to time, set, repeal or amend such Rules of Operation as it deems necessary consistent with the Objectives of the Association.
- (B) The powers in (A) above may be exercised by a majority vote at an Annual General Meeting.
- (C) Any changes to the Rules of Operation made by the Executive Committee shall be subject to ratification by a majority vote at the next Annual General Meeting.

ARTICLE NINE

Financial Year

The financial year of the AGHA shall terminate on the 30th day of April each year.

ARTICLE TEN

Constitutional Amendment

This Constitution may be amended at an Annual General Meeting by a two-thirds majority of all votes cast.

PART II

BY-LAWS

ARTICLE ONE

Executive Committee

(A) Eligibility:

- (i) Each Executive Member shall be eighteen (18) or more years of age; shall be a Member of the Association in good standing at the time of his or her election or appointment; and shall remain a Member in good standing throughout his or her term of office;
- (ii) The President must have served on the Executive Committee for at least two (2) years immediately prior to election for this position;
- (iii) Vice President must have served on the Executive Committee for at least one (1) year immediately prior to election for this position;
- (iv) The Association shall endeavour to nominate as Treasurer an Executive Member who has employment experience and skills in accounting procedures;

(B) Number of Executive Members: The affairs of the Association shall be managed by an Executive Committee which consists of **no more than** (12) elected Executive Members. The Association may by special resolution increase or decrease the number of its Executive Members.

(C) Term of Office: Each Executive Member shall be elected or appointed for a term of up to two (2) years subject to paragraph (d) below. Executive Members shall be eligible for re-election if otherwise qualified.

(D) Rotation of Executive Members: Each year at the Annual General Meeting, the Membership shall elect six (6) Executive Members in accordance with Article 8.2 below;

(E) Nominations: The election of Executive Members shall take place at the Annual General Meeting of the Membership. No election or appointment of an Executive Member is effective without consent given in person prior to the election or appointment.

(F) Election Procedures: The Secretary shall list all nominees for the positions open for election. Nominations shall come from the floor at the Annual General Meeting. Should a position be sought and obtained by an individual already serving on the Executive Committee, an additional vote will be held to fill any vacancy created for the remainder of its term.

(G) Termination of Executive Members:

- (i) Removal for Cause: The Executive Committee, by resolution approved by two-thirds (2/3) of the Executive Members present, may remove any Executive Member for cause, or for not being actively involved or present at three (3) consecutive meetings before the expiration of the term of his or her Executive Committee position;
- (ii) Resignation: An Executive Member of the Association may resign by submitting a letter of resignation to the President of the Association.

(H) Vacancies: Any vacancy occurring on the Executive Committee may be filled for the remainder of the vacated term by Resolution of the Executive Committee.

(I) Remuneration: An Executive Members shall receive \$175.00 off of registration or equivalent should the member not have a child on the team. Should two family members be on executive then an additional \$75.00 will be discounted. Beyond the above, no Executive Member shall indirectly or directly receive any remuneration, salary or profit from the position of Executive Member or for any service rendered to the Association; provided that, the Executive Committee may establish Policies relating to the reimbursement of Executive Members for reasonable expenses incurred in the performance of their duties as Executive Members of the Association.

(J) Conflict of Interest:

Conflict of Interest to be addressed at the beginning of each Executive Meeting based on Agenda presented before meeting.

- (i) Every Executive Member who directly or indirectly has an interest in a proposed or existing contract or transaction or other matter relating to the Association shall make a full and fair declaration of the nature and extent of the interest at an Executive Committee Meeting.
- (ii) After making such a declaration, no Executive Member shall vote on such a contract or transaction or other matter, nor shall he or she be counted in the quorum in respect of such a contract or transaction or other matter.
- (iii) Coaching staff participating as an Executive Member shall not vote on matters pertaining to his/her team

(K) Confidentiality: Every Executive Member of the Association shall respect the confidentiality of matters brought before the Executive Committee for consideration in camera.

(L) Execution of Documents: The Executive Committee may from time to time appoint any Executive Member or Members or any person or persons on behalf of the Association, either to sign documents generally or to sign specific documents.

- (M) Banking Resolution: The Executive Committee shall designate, by resolution, Executive Members and/or other persons authorized to transact the banking business of the Association, or any part thereof, with the bank, trust company, or other corporation carrying on a banking business that the Executive Committee has designated as the banker of the Association, to have the authority, , unless otherwise restricted, to:
- (a) operate the accounts of the Association with a bank or a trust company;
 - (b) make, sign, draw, accept, endorse, negotiate, lodge, deposit or transfer any of the cheques, promissory notes, drafts, acceptances, bills of exchange and orders for the payment of money;
 - (c) issue receipts for and orders relating to any property of the Association;
 - (d) authorize any officer of the bank or trust company to do any act or thing on behalf of the Association to facilitate the business of the Association.

ARTICLE TWO

Executive Committee Positions and Duties

The Executive Committee may include the Immediate Past President and the following elected Executive Members;

1. President - two (2) year term (Elected Each Odd Year)

Responsible for acting as Chair at meetings; acting as liaison between OWHA and Association; ensuring the Association is abiding by the policies and procedures of the OWHA and acting in good faith to uphold the AGHA Code of Conduct and Objectives; etc.

2. Vice President - two (2) year term (Elected Each Even Year)

Responsible for fulfilling the job of President should the President be unable to do so; providing guidance to and acting as a bridge between Parents/Guardians, Team Staff and the Executive Committee; etc.

3. Treasurer - two (2) year term (Elected Each Odd Year)

Responsible for keeping accurate financial records; bank deposits; accounts payable and receivable; providing up-to-date statements at the regular meetings; acting as head of the budget committee; collection of monies (completed deposit slip); disbursement of funds (completed request form or receipt); tracking of lottery fund and ensuring all licenses and paperwork are complete; etc.

4. Secretary/General Manager - two (2) year term (Elected Each Even Year)

Responsible for taking, publishing and distributing Minutes of all meetings; making and distributing the Agenda; regular general communication with Members; correspondence as required; compilation of an Annual Report; Program for Banquet; etc.

5. Director of Tournaments & League Play - two (2) year term (Elected Each Odd Year)

Responsible for arranging the end of year banquet; organizing guest speaker and MC; inviting sponsors; certificates; medals; rental of venue; decorating; organizing of kitchen and supplies; arrangement of any other Association-wide functions, such as family skates; sourcing of team photographer. Responsible for convening our own tournament (should we have one); organizing fundraising efforts specific to that tournament; promoting of tournament through OWHA website and personal contact; tracking of associated costs and proceeds; registering of teams in tournaments; researching of suitable hotels and negotiation of preferred rates and services; ensuring tournament monies have been collected from teams and that registration payment has been made by the Treasurer; etc.

6. Director of Registration - two (2) year term (Elected Each Even Year)

Responsible for checking to ensure all registration is complete; providing team Managers with accurate lists of players; highlighting any medical issues and informing Managers/Trainers (and providing them with copies of relevant documentation); ensuring that “publicity” releases have been signed, and that Team Staff and the Executive Committee are aware of any that have not been signed; completing online rostering of OWHA players; ensuring that approved rosters are signed, complete and copied to Managers; ensuring that insurances have been applied for and that if there is any crossover of insurance that reimbursement paperwork is completed and submitted; being able to provide accurate details as to how many girls are registered in in which age groups; keeping a complete and up-to-date Membership List at all times; etc.

7. Director of Equipment - two (2) year term (Elected Each Even Year)

Responsible for keeping inventory of AGHA-owned equipment and Gazelle Team Jerseys; ensuring that each team has adequate goalie equipment and Gazelle Team Jerseys for their needs; instructing relevant people on the expected care and treatment of same; informing Executive Committee of anticipated requirements; sourcing out needed items; arranging for off season storage; etc.

8. Director of Website, Media and Publicity –two (2) year term (Elected Each Odd Year)

Responsible for ensuring that the website is kept up-to date and is a positive reflection of the AGHA; responsible for all mass communications; responsible for coordinating regular submissions representing all teams to the newspapers both as “stand alone” articles and information in the community events and community correspondents sections any time that the Gazelles have a public appearance or there is any other “newsworthy” event; etc.

9. Director of Scheduling - two (2) year term (Elected Each Odd Year)

Responsible for booking (and cancelling) ice time for practices and games; responsible for setting up a fair and equitable schedule; booking of alternate or extra ice as required; keeping Director of Website informed of ice times; booking referees; informing team Managers and Treasurer of referee costs; etc.

10. Director of Fundraising - two (2) year term (Elected Each Even Year)

Responsible for researching and presenting fundraising ideas; organization of volunteers; publicity of events and ensuring the Membership is aware of what is happening and what the expectations are; keeping track of all monies to do with each fundraising effort and submission of complete paperwork to the Treasurer. Responsible for working with families to find funding, if funding is an issue; working with players to find equipment, if equipment is an issue; promotion of girls' hockey and AGHA; etc. Responsible for researching and applying for grants that can benefit girls hockey and seeking sponsorship for specific items from time to time as necessary (like Gazelle Team Jerseys); etc.

11. Director of Coaching - two (2) year term (Elected Each Odd Year)

Responsible for recruitment of coaching staff for the association, works closely with the President to ensure there is qualified coaching staff assigned to every team, following up with potential coaching staff, responsible for coordinating coaching interviews and selection of staff, acts as a liaison between Coaches and the Executive. Responsible for collecting and ensuring accurate documentation from all team staff including coaching certification, Respect in Sport, Trainer Certification and Criminal Records and Vulnerable Sector Checks, etc.

12. 1 (one) Board Members – one (1) year term

An active executive member with voting rights who attends meetings.

ARTICLE THREE

Membership Meetings

(A) Annual General Meeting:

- (i) The Annual General Meeting shall be held each year within thirty (30) days of the end of the season, at a time, place and day determined by the Executive Committee, for the transaction of at least the following business, to be set out in the agenda of such Annual General Meeting;
 - (a) Approval of the agenda;
 - (b) Approval of the minutes of the previous Meeting of the Membership;
 - (c) Receiving reports of the activities of the Association during the preceding year;
 - (d) Receiving information regarding the planned activities of the Association for the current year;

- (e) Receiving and approving the Financial Report of the Treasurer of the Association from the previous year and a projected financial position for the current year;
 - (f) Consideration of any proposed amendments to the By-laws of the Association;
 - (g) Transaction of any business which relates to the business of the Meeting referred to above, and notice and particulars of which are received by the Secretary in writing on or before 6:00 p.m. 30 days prior to the Annual General Meeting;
 - (h) Election of new Executive Members.
- (ii) Notice of the Annual General Meeting shall set out the agenda, including particulars of any other business to come before the Meeting, the time and the place of the Meeting, and such notice shall be communicated to all Members on the current Membership List of the Association.
- (B) Special Meetings:
- (i) A Special Meeting of the Membership may be called at any time by the Executive Committee. The business to be transacted at a Special Meeting shall be limited to that specified in the notice calling the Special Meeting.
 - (ii) Notice of any Special Meeting of the Membership shall be communicated to all Members on the current Membership List of the Association.
- (C) Error or Omission in Notice: No inadvertent error or omission in giving notice of any Annual General Meeting or Special Meeting of Membership or any adjourned Meeting, whether Annual or Special, shall invalidate such a Meeting or make void any proceedings taken at such Meeting and any Member may at any time waive notice of any such Meeting and may ratify, approve and confirm any or all actions or proceedings taken at any such Meeting.
- (D) Quorum: A quorum for an Annual General Meeting or Special Meeting shall be a minimum of 5 Members eligible to vote and present in person. No business shall be transacted in the absence of a quorum except to take measures to obtain a quorum, to establish the time at which to adjourn, or to take a recess.
- (E) Voting Procedures:
- a) A majority of votes cast by Members entitled to vote shall decide every question proposed for consideration at Meetings of the Membership;
 - b) The Chair presiding at a Meeting of the Membership shall have a vote only in the event of a tie vote;
 - c) At the Meetings of the Membership, every question shall be decided by a show of hands, unless a specific count or unless a secret ballot is required by the Chair or requested by any Member entitled to vote. Whenever a vote by show of hands has been taken upon a question, unless a specific count or secret ballot is requested or required, a declaration by the Chair that a resolution has been carried or lost by a particular

majority and an entry to that effect in the Minutes of the Meeting is conclusive evidence of the fact without proof of the number or proportion of votes recorded in favour of or against the motion.

- (F) No Proxies: Proxies will not be permitted. Members must be present in person at Special Meetings and Annual General Meetings of the Membership in order to exercise their voting rights.
- (G) Adjournments: Any Meeting of the Members of the Association may be adjourned at any time and from time to time and such business may be transacted at such adjourned Meeting(s) as might have been transacted at the original Meeting(s) from which such adjournment took place. No notice shall be required of any such adjourned Meeting other than to those Members present in person at the adjourned Meeting. Such adjournment may be made notwithstanding that no quorum is present.

ARTICLE FOUR

Executive Committee Meetings

- (A) Regular Executive Committee Meetings: The Executive Committee shall hold Meetings at such place or places as the President or, in his or her absence, the Vice-President, may from time to time determine. The Executive Committee shall meet not less than ten (10) times per year.
- (B) Special Executive Committee Meetings: Special Executive Committee Meetings may be called by the President or Vice-President in the absence of the President or on petition in writing to the Secretary signed by any three Executive Members. Business transacted at a Special Executive Committee Meeting shall be limited to that specified in the notice calling the Meeting.
- (C) Notice of Executive Committee Meetings:
 - (i) Notice shall be communicated to all Executive Members at least seven (7) days in advance of the Meeting, unless all Executive Members agree to the calling of a Meeting on shorter notice or the Executive Committee Meeting is held on a regular day or date each month or immediately following a Meeting of the Members of the Association;
 - (ii) Notice shall include a tentative agenda in the case of a regular Executive Committee Meeting and shall specify the business to be conducted in the case of a Special Executive Committee Meeting.
 - (iii) No formal notice of any Executive Committee Meeting shall be necessary if all the Executive Members are present or if those absent signify their consent to the Meeting being held in their absence.
 - (iv) Error in Notice: No error or omission in giving notice for an Executive Committee Meeting shall invalidate such Meeting or invalidate or make void any proceedings taken at such Meeting, and any Executive Member may at any time waive notice of any such Meeting and may ratify and approve of any or all proceedings taken or had thereat.

- (D) Adjournment of Executive Committee Meetings: Any Executive Committee Meeting may be adjourned at any time and from time to time and such business may be transacted at such adjourned Meetings as might have been transacted at the original Meeting from which such adjournment took place. No notice shall be required of any such adjournment.
- (E) Quorum: A quorum for an Executive Committee Meeting shall be 50% +1 Executive Members. No business of the Executive Committee shall be transacted in the absence of a quorum.
- (F) Voting Rights: Each Executive Member present at an Executive Committee Meeting shall be entitled to one vote with the exception of the Chair. The Chair shall have one vote in the event of a tie vote.
- (G) Voting Procedures: A majority of votes of the Executive Members present at an Executive Committee Meeting shall decide every question. Every question shall be decided in the first instance by a show of hands and, unless a secret ballot is demanded by an Executive Member present, a declaration by the Chair that the motion has been carried or not carried and an entry to that effect in the minutes of the Meeting shall be sufficient evidence of the fact, without proof of the number or proportion of the votes recorded in favour or against such motion.

ARTICLE FIVE

Membership

- (A) Terms and Eligibility:
 - (i) Active Membership includes all elected or appointed Executive Members, and all conveners, Coaches, Managers and Trainers appointed for the current season, and all registered players in good standing who are at least 18 years of age. Members in this classification will be allowed one vote per person.
 - (ii) Parent/Guardian Membership includes all parents and/or legal guardians of registered players in good standing who are under 18 years of age. Members in this classification will be allowed one vote per player.
 - (iii) One Person – One Class of Membership – One Vote: Although it is possible for a member to be qualified for more than one (1) class of membership in the Association, no person may hold more than one (1) class of membership.
- (B) Membership List: The Director of Registration shall prepare and maintain a list of current Active Members, Parent/Guardian Members, and Honourary Lifetime Members. This list shall be updated as necessary and made available to all Executive Members. Such Membership List shall be used to determine eligibility to vote at any meeting of the Membership.

- (C) Membership Year: Unless otherwise determined by the Executive Committee every Membership shall commence on or after June 1st in each year, and shall lapse and terminate on the 31st day of May next following the date on which such Membership commenced.
- (D) Termination: Membership in the Association shall not be transferable and shall terminate upon a Member's resignation or death.
- (E) Resignation: Members may resign from the Association by submitting a resignation in writing addressed to the Secretary who in turn notifies the Executive Committee.
- (F) Members in Good Standing: Members in good standing have paid their registration in full, have signed the AGHA Code of Conduct and applicable AGHA Fair Play Pledge (see attached Appendix A) and are not currently suspended, are not under review, and have no outstanding property of the AGHA.
- (G) Expulsion: A Member whose conduct is considered by the Executive Committee to be contrary to the AGHA Code of Conduct and/or the purposes of the Association may be asked by the Executive Committee at its discretion to explain or justify his or her actions. If the Member is unwilling or unable to do so, he or she may be asked by the Executive Committee at its discretion to resign from the Association. If he or she does not resign, the Executive Committee at its discretion may give proper notice of motion requesting expulsion of the Member. A copy of this motion shall be communicated to the Member concerned within a reasonable period of time for that person to make a written response. If a response is made, it shall be circulated for consideration by the Executive Committee. Approval of such a motion shall require a two-thirds (2/3) majority in a ballot conducted at an Executive Committee Meeting. The Member concerned shall be invited to attend the meeting.
- (H) Registration and Membership Fees: Registration fees shall be established and approved annually by the Executive Committee. Fees for any unexpired term of membership are normally not refundable, but the Executive Committee may, in its sole discretion, grant a request for such a refund in extenuating circumstances.

PART III

RULES OF OPERATION

24 HOUR RULE

The Almaguin Girls Hockey Association has adopted the “24 Hour Rule.” The intent of this rule is to move emotional and confrontational discussions away from the presence of the players, to allow parties to “cool off” and compose themselves, and/or to put a provoking incident or situation that occurred in perspective before meeting to discuss it.

Team Staff and/or Members, including Executive Members, should not discuss any situation, including a try-out or game related situation, a game incident, or any situation that occurred during a game, that has provoked an adverse emotional response or created a hostile situation until at least twenty-four (24) hours after the fact.

Members should not approach any Team Staff and/or other Members, including Executive Members, following any situation, including a try-out or game related situation, a game incident, or any situation that occurred during a game, that has provoked an adverse emotional response or created a hostile situation until at least twenty-four (24) hours after the fact.

Complaints should be directed through the proper channels.

COMPLAINTS PROCEDURE

If a Parent/Guardian has a concern or problem that he/she would like to address with their daughter’s Team Staff, the following Steps should be followed in the sequence provided:

Level One:

Step 1. Follow the “24 Hour Rule.” Wait at least twenty-four (24) hours after the incident or game before approaching Team Staff with a complaint. This gives all parties a chance to reflect on what has happened. More often than not a concern is resolved by discussion with the Player. Parents/Guardians should not call Executive Members to discuss the issue, as concerns will only be addressed after the appropriate Steps have been followed.

Step 2. Discuss the concern informally in a one-on-one meeting directly with the party involved, or, if the Parent/Guardian prefers, the Director of Coaching could approach the party on the Parent/Guardian’s behalf. If this does not resolve the issue, proceed to Step 3.

Step 3. Hold a meeting within seven (7) days at which the Team Designate, acting as mediator, will bring the parties together and promote dialogue and facilitate a resolution.

Step 4. If the issue/concern is still not resolved following the meeting in Step 3, the concern should be submitted to the President in writing using the AGHA Complaint Form.

Level Two:

In the event of an unsatisfactory result at Level One, the Complaint may be escalated to Level Two. At Level Two, dialogue between the Complainant and Respondent is facilitated by the Dispute Resolution Committee. The Dispute Resolution Committee will be selected by the Executive Committee and will be comprised of individuals deemed capable of managing the Complaint with fairness and impartiality. The Committee will consist of a Community Representative (a Community representative that has been involved in local league hockey, a former member, or honoree member) Executive Member and a Team Designate (not from the involved team). The President will not form part of the Dispute Resolution Committee.

Step 1. The Complainant completes and submits an AGHA Complaint Form (see attached Appendix B) to the President.

Step 2. The Dispute Resolution Committee meets to independently assess the Complaint and determine whether there is validity to the concerns raised and to assess the team's role in handling the situation. If the Dispute Resolution Committee determines that a Complaint has no merit, the Complaint will be referred back to the Executive Committee and no further action will be taken.

Step 3. If the Complaint has merit, an informal meeting before the Dispute Resolution Committee will be scheduled within seven (7) days from receipt of the written AGHA Complaint Form. The Committee will assist the Complainant and the Respondent to reach a resolution.

Step 4. Should the parties reach a resolution, Section C of the Complaint Form will be completed and submitted to the Executive Committee with copies provided to the Complainant and the Respondent. No further action is required.

Step 5. Should a resolution not be reached, the Complainant and the Respondent will be excused from the meeting and the Dispute Resolution Committee will make a decision and complete the "Decision Section" on the Complaint Form and return it to the President. The Complainant and the Respondent will receive a copy of the Decision within three (3) days of the Committee meeting.

Level Three:

If the Complainant is not satisfied with the Decision of the Dispute Resolution Committee, he/she can file an appeal to the Ontario Women's Hockey Association (OWHA). Complaints received at Level Three must have first been processed through Levels One and Two respectively. No complaint may by-pass Levels One and Two unless there are extenuating and/or serious circumstances that endanger the well-being of an individual.

1. The OWHA must receive an appeal application by mail or personal delivery no later than seven (7) days (including weekends and holidays) from the date the Decision being appealed was sent to the person appealing. The Application fee is \$200 and must be received with the Appeal Application to be paid by the individual, and may be refundable at the discretion of the OWHA Appeal Committee.

2. The OWHA President refers the Appeal Application to the Risk Management Officer to facilitate the process. If the Risk Management Officer determines that the matter did not go through the proper AGHA Complaints Procedure, it will be referred back to the Complainant advising him/her to go through the proper process.
3. Should the Risk Management Officer determine that a hearing is necessary, it will be scheduled no later than ten (10) days after receipt of the Complaint. The Complainant and the Respondent will be notified of the hearing in writing and all parties will be given a copy of the material submitted to the OWHA. Prior to the hearing, every attempt will be made to facilitate a resolution before a formal Decision is made.
4. Should a hearing not be necessary, a response will be sent to the Complainant and the Respondent.
5. Once the appeal is resolved, the OWHA will mail the Decision to all parties. If the appeal concerns a harassment and abuse issue, the Ontario Hockey Federation (OHF) will be notified as required.
6. Should the parties not be satisfied with the decision of the OWHA, he/she may appeal the decision to the OHF.

TEAM STAFF

Coaching Applications are to be submitted to the AGHA Executive Committee by all Coaches. The selection of Coaches is the responsibility of the Executive Committee.

Team Staff appointments are for a period of one (1) year. Team Staff refers to the Head Coach, Assistant Coach or Coaches, Manager, and Trainer for a team. All Team Staff and Parent/Guardian Volunteers must be approved by the Executive Committee. Each team is required by OWHA to have at least one female staff registered and OWHA recommends at least one female coach to be registered.

All Team Staff with the exception of Student Team Staff shall complete the Speak-Out or Respect in Sports course and complete a Vulnerable Sector (VS) Check and/or show proof that they have applied for a VS Check prior to the first practice of the season. Copies of VS Checks will be kept confidential. Any Team Staff without a VS Check or proof that they have applied for one will not be permitted to coach with the AGHA. A letter will be provided by the AGHA President to accompany your application. A sample letter and the OPP form are available at www.agha.ca.

All Student Team Staff (under eighteen (18) years of age), Parent/Guardian Volunteers and Student Volunteers (dressing room helpers, occasional on-ice support, etc.) shall complete the Speak-Out or Respect in Sports course and complete a Criminal Records (CR) Check and/or show proof that they have applied for a CR Check. Copies of CR Checks will be kept confidential. Any Student Team Staff or Parent/Guardian Volunteer without a CR Check or proof that they have applied for one will not be permitted to coach with the AGHA. A letter will be provided by the

AGHA President to accompany your application. A sample letter and the OPP form are available at www.agma.ca.

All staff members, volunteers and executive members Every three (3) years following a VS, a person needs only to complete a Criminal record check. (Year one CRC/VS, year two Criminal Offense Declaration form, year three CODF, year for CRC)

All Head Coaches and all Assistant Coaches are required to possess or be registered for the National Coaching Certification Program (NCCP) Certification at the beginning of the season.

All Trainers are required to possess or to be registered for the Hockey Trainers Certification Program (HTCP) at the beginning of the season. All teams must have a registered trainer at all OWHA sanctioned events.

All Team Staff will be required to submit appropriate paperwork (Certifications, Respect in Sport, Hockey Trainers Certification Program, and Criminal Record Checks with Vulnerable Sector) by October of current Season to the Director of Coaching or the Secretary.

All Team Staff and Volunteers on the ice during practices must wear a helmet and have the appropriate gear/equipment.

Team Staff and/or Parent/Guardian Volunteers will be the first in the dressing room and the last to leave. Every effort will be made to ensure two (2) supervisors will be in the dressing room at all times.

Coaches are responsible for the behaviour and conduct of their players at all times at OWHA sanctioned games, tournaments, and exhibition games.

Managers are responsible during the game for the conduct of any players not on the ice. This includes injured or suspended players, as well as players leaving the game.

Managers are responsible for ensuring that game information and results are communicated to the Director of Website for posting. This can be done via email or fax.

Trainers are responsible for ensuring a “Hockey Canada Injury Report” is completed for any injury sustained by a player or staff during the course of a practice or game. This form is available at www.agma.ca.

Each team will select a Parent/Guardian to act as the “Team Designate” for purposes of the AGHA Complaints Procedure.

Each Head Coach is responsible to ensure at least one (1) Team Staff representative from his/her team attends the “Team Time” portion of each Executive Committee Meeting. Unless deemed unnecessary by the Executive.

Each Team Staff and Executive Member will read and sign off on the roles and responsibilities of the volunteer position they are taking on at the beginning of each season

GAZELLE WEAR AND GAZELLE LOGO

A selection of approved “Gazelle Wear” will be made available to all Members for purchase each season. The “Almaguin Gazelles” logo and name are considered to be the property of the AGHA. Use of the “Almaguin Gazelles” logo or name is not permitted without prior approval of the Executive Committee.

CONCUSSION / RETURN TO PLAY PROTOCOL

“If in doubt, sit her out.”

Concussion is a functional injury to the brain. You do not have to be knocked out to have sustained a concussion.

It is always unsafe to return to play while symptomatic.

Once asymptomatic, a gradual, step-wise return to activity should be followed. AGHA will utilize the guidelines of Parachute Canada and Developed by Hockey Canada as follows:



Hockey Return-to-Sport Strategy
Developed with Hockey Canada

6-Step Return to Play

The return to play strategy is gradual, and begins after a doctor has given the player clearance to return to activity. If any symptoms/signs return during this process, the player must be re-evaluated by a physician. No return to play if any symptoms or signs persist. Remember, symptoms may return later that day or the next, not necessarily when exercising!

IMPORTANT – CONSULT WITH THE TREATING PHYSICIAN ON RETURN TO LEARN PROTOCOLS.

IMPORTANT – FOLLOWING A CONCUSSION AND PRIOR TO STEP 1 A BRIEF PERIOD OF PHYSICAL AND MENTAL REST IS RECOMMENDED.

STEP 1	Light activities of daily living which do not aggravate symptoms or make symptoms worse. Once tolerating step 1 without symptoms and signs, proceed to step 2 as directed by your physician.
STEP 2	Light aerobic exercise, such as walking or stationary cycling. Monitor for symptoms and signs. No resistance training or weight lifting.
STEP 3	Sport specific activities and training (e.g. skating).
STEP 4	Drills without body contact. May add light resistance training and progress to heavier weights. The time needed to progress from non-contact to contact exercise will vary with the severity of the concussion and the player. Go to step 5 after medical clearance (reassessment and written note).
STEP 5	Begin drills with body contact.
STEP 6	Game play. (The earliest a concussed athlete should return to play is one week.)

Adapted from: McCrory et al. (2017). Consensus statement on concussion in sport – the 5th international conference on concussion in sport held in Berlin, October 2016. *British Journal of Sports Medicine*, 51(11), 838-847.

Note: Players should proceed through the return to play steps only when they do not experience symptoms or signs and the physician has given clearance. Each step should be a minimum of one day (but could last longer depending on the player and the situation). If symptoms or signs return, the player should return to step 2 and be re-evaluated by a physician.

IMPORTANT – Young players will require a more conservative treatment. Return to play guidelines should be guided by the treating physician.

A player who returns to active play before full recovery from the first concussion is at high risk of sustaining another concussion, with symptoms that may be increased and prolonged.

HOW LONG DOES THIS PROCESS TAKE?

These steps do not correspond to days! It may take many days to progress through one step, especially if the concussion is severe. As soon as symptoms appear, the player should return to rest until symptoms have resolved and wait at least one more day before attempting any activity. The only way to heal a brain is to rest it.

HOW DO I FIND THE RIGHT DOCTOR?

When dealing with concussions, it is important to see a doctor who is knowledgeable in concussion management. This might include your physician or someone such as a sports medicine specialist. Your family doctor maybe required to submit a referral to see a specialist. Contact the Canadian Academy of Sport and Exercise Medicine (CASEM) to find a sports medical physician in your area. **Visit www.casm-acms.org for more information.** You can also refer your doctor to the concussion pages of thinkfirst.ca for more information.

WHO DO THESE GUIDELINES APPLY TO?

These guidelines were developed for children over the age of 10; those younger may require special guidelines, and more conservative treatment and care. Return to Play Guidelines should be at the discretion of the physician.

WHAT IF MY SYMPTOMS RETURN DURING THIS PROCESS?

Sometimes these steps can cause symptoms of a concussion to return. This means that the brain has not yet healed, and needs more rest. If any signs or symptoms return during the Return To Play process, they should stop the activity and rest until symptoms have resolved. The player must be re-evaluated by a physician before trying any activity again. Remember, symptoms may return later that day or the next, not necessarily during the activity!

TEAM MAKE UP

Each House League Level Team will vary in size depending upon the registration numbers each year.

Each Representative Level Team will also vary in size depending upon the registration numbers each year. The number of players and goalies allocated to each Representative Level Team will be determined by the AGHA Executive Committee. Each Representative Level Team will be required to roster not less than twelve (12) skaters and one (1) goalie. Each Head Coach is responsible for choosing their team and is encouraged to use evaluators at the time of tryouts. The final selection of players rests with the Head Coach. Affiliated Players (AP players) are encouraged and should be declared at the start of the season after tryouts.

At the House League Level, ice time will be relatively equal to all players, Team Staff may use their discretion during tournament play.

At the Representative Level, ice time is subject to evaluation by Team Staff. Team Staff will meet with the Executive Committee at the beginning of the season to explain their philosophy regarding ice time and other team operations.

AGHA COMPETITIVE LEVEL TEAMS: The Executive Committee will endeavor to make the best decisions possible regarding any Competitive team(s) to be offered in the following season as soon as possible following the deadline for Early Registration and based on actual and estimated registration numbers available at the time. It is the policy of the AGHA to allow any girl to attend and be considered at try outs for any AGHA Competitive Level team in any applicable division. A Player Initiated Request to Play Up does not apply. Any girl(s) not registered with the AGHA in the previous season will be required to present a valid Permission to Skate.

PLAYING UP

The Almaguin Girl's Hockey Association (AGHA) recognizes that there will be particular cases where a player and the AGHA may benefit by moving a player up a division, and/or to: a) Allow the player to participate in a division and/or at a level that challenges her skills; and b) Allow the AGHA to ice teams in as many divisions and at as many levels as possible. It is recognized that this policy may result in a player not being placed on a team of her choice, or may even result in the AGHA having to lose a highly skilled player to another Association. In administering this policy, the fact that the player stated that she will leave the organization or will not play for the lower aged team should never be a factor in rendering a decision. As an Association, we need to be prepared to allow players to leave to play elsewhere.

PLAYER INITIATED REQUESTS TO PLAY: As an Association, we generally believe players should play in their own division. Having said this, we recognize that there may be a player from time to time with the desire, the physical and mental maturity, and the hockey skills to lay at a higher level than is offered by the AGHA in her division. In addition, there may be a family from time to time that may request a player to be "moved up" so both girls in the family are on the same team. Before initiating a request to play up, the following must be considered by the family: a) has the player mastered the skill expectations of her current age level? B) would the player be considered in the very top skill level of her current team? C) Is the player capable of dominating play and does she excel in practice at current level? Player initiated requests to play up must be submitted in writing to the Executive Committee before August 1st of each year. The Executive Committee will address any request(s) as follows:

STEP ONE: On or before August 1st in each year, registration numbers shall be used to evaluate and determine both (A) that there is potential room in the higher division and (B) that the impact to the lower division team of losing a player would be negligible. In all cases, the benefit to the higher level team as a whole must outweigh the loss to the lower age level team as a whole. If the criteria set out in (A) and (B) above are not met no further steps shall be taken and the request shall be denied.

STEP TWO: If a possible move is supported by STEP ONE, the Head Coaches of both teams will be given an opportunity to comment before a decision is made. In

any situation where there are more players wishing to move than the space available, an Evaluation will be conducted by a panel appointed by the Executive Committee and comprised of at least two (2) AGHA Head Coaches for the coming season plus the AGHA Director of Coaching. The criteria for the Evaluation are set out in Appendix “A” attached hereto.

MOVES TO MEET ASSOCIATION NEEDS: There will be times when the Association identifies a need for players to move up a division to enable the AGHA to ice teams in as many divisions and as many levels as possible.

STEP ONE: On or after August 1st in each year, registration numbers shall be used to evaluate and determine the best combination of teams to offer for the coming season. An imbalance or shortage of registration numbers in one or more divisions may require moves to meet Association needs. In all cases, the benefit to the higher level team as a whole must outweigh the loss to the lower level team as a whole. These decisions will be made as close to the start of the season as possible to allow for as complete as possible registration numbers to be used in making these decisions.

STEP TWO: If any Move to Meet Association Needs is required, this shall be announced by the Executive Committee to families of the lower level players in advance. An information evaluation of the lower level players will be conducted by the Head Coach of the higher age level team at a regularly scheduled practice time.

STEP THREE: Following the informal evaluation, the Head Coach shall make a recommendation to the Executive Committee for approval. The offer to move shall be communicated to the parents by the Head Coach, and the Executive Committee shall be notified as soon as possible once this has been completed.

SCHEDULING

Each House League Level Team will have one (1) hour per week of scheduled on-ice practice time, and three (3) scheduled tournaments for the year. All additional tournaments and practices are paid by the individuals. A Head Coach wishing to schedule additional tournaments will first advise the Executive Committee and then meet with the Parents/Guardians. Upon a decision, the Head Coach will inform the Executive Committee.

Each Representative Level Team will have two (2) hours per week of scheduled on-ice practice time, and four (4) scheduled tournaments for the year. Tournament entry fees for these scheduled tournaments will be subsidized by the association such that each player is paying a set fee to participate (fees for two (2) tournaments to be collected as part of registration). All additional tournaments and practices are paid by the individuals. Representative Team Staff will have a meeting with Parents/Guardians to notify them of additional expenses, e.g. tournaments/practices. Any additional tournaments/practices/fundraising/etc. will be communicated to the Executive Committee for approval.

All requests for extra ice time or changes to ice time must be made to the Director of Scheduling. All requests for Referees must also be made to the Director of Scheduling.

TOURNAMENTS

All players must be on an approved roster before playing in any tournaments. Any team requiring a “pick-up” player must ensure the appropriate OWHA form has been completed. The required form is available at www.agha.ca. All players MUST sign the game sheet for all OWHA sanctioned events (games, tournaments). Official game sheet labels will be available from the Director of Registration. Team Staff Certificate Numbers (Coaching, Speak-Out, Trainers) must be on the label. All game results must be submitted to the Director of Website as soon as possible.

Any team seeking to host a tournament must receive prior approval from the Executive Committee.

EQUIPMENT

All Gazelle Team Jerseys are the property of the AGHA. All Gazelle Team Jerseys are the responsibility of the team Manager and will be given to the team Manager at the beginning of the season. Gazelle Team Jerseys should not be managed by the players. Gazelle Team Jerseys are to be washed and returned to the Director of Equipment at the end of each season. Gazelle Team Jerseys that are missing or damaged other than normal wear and tear will be at the expense of the person responsible.

The AGHA requires the following equipment for all Gazelle players: helmet (CSA approved); facemask (CSA approved); throat protector (BNQ approved); shoulder pads (chest protector); elbow pads; pelvic protector (“Jill”); hockey pants; shin pads; socks; gloves; hockey skates; hockey stick; hockey sweater. An intra-oral mouth guard is strongly recommended. Players should have their own water bottles to prevent the transmission of viruses and bacteria. Bottles should be labelled and washed after every practice or game.

Goalie equipment will be supplied by the AGHA (pads, gloves, upper body) to any goalie that does not have equipment. It will be signed out by the Parent/Guardian and the condition reviewed with Parents/Guardians. Each goalie is responsible for the care and up-keep of borrowed equipment. Any borrowed equipment that is neglected or misused and needs to be replaced may result in billing accordingly.

All hair shoulder length or longer must be tied back in a ponytail or braid during all games and practices.

First Aid Kits will be provided by the AGHA to each team. It is the responsibility of the Trainer to ensure the First Aid Kit and any borrowed goalie equipment is returned at the end of each season. Arrangements may be made for goalies to retain borrowed goalie equipment for AGHA summer hockey upon approval by the Director of Equipment.

SUSPENSIONS

If a player receives a game suspension during a game, the suspension must be reported immediately after the game to (1) the Executive Committee Representative and (2) the OWHA Regional Director (Central) Mr. Grahame Rumsby by email at grumsby@owha.on.ca or telephone (705) 715-8330.

Coaches seeking to suspend a player must obtain approval from the Executive Committee.

All suspensions shall be in writing and outline the reason, date, and length of the suspension.

The Executive Committee has the authority to suspend any Coach found to have acted contrary to the AGHA Code of Conduct and/or AGHA Fair Play Pledge (see attached Appendix A).

FUNDRAISING REQUIREMENTS

Annual registration fees paid by each player cover only a portion of the costs needed for the entire season. Fundraising keeps our player fees as low as possible. It is expected that all players will participate fully in AGHA sponsored fundraising efforts. If a family chooses not to participate in fundraising activities, a payment will be required of the fundraising expectation amount for that activity.

REGISTRATION

Pre-registration will be made available at the end of each season at the final banquet. Registration forms are also available on the AGHA website.

GENERAL

All monies collected must be submitted to the Treasurer with an accompanying deposit slip.

All requests for reimbursement or other funds must be made to the Treasurer with the prescribed form.

REFUNDS

Refunds will be at the discretion of the Executive Committee.

This is a working document intended to facilitate the Objectives of the AGHA and accordingly subject to periodic review and revision.

APPENDIX A

GAZELLE TEAM STAFF

It is the intention of this pledge to promote fair play and respect for all participants within the Almaguin Girls Hockey Association (AGHA). All Gazelle Team Staff must sign this PLEDGE before being allowed to participate in AGHA hockey and must strive to continually observe these principles of Fair Play:

- I will be reasonable when scheduling games and practices remembering that young athletes have other interests and obligations.
- I will teach my athletes to play fairly and to respect the rules, officials, opponents and teammates.
- I will ensure all athletes receive equal instruction, discipline, support and appropriate, fair playing time.
- I will not ridicule or yell at my athletes for making mistakes or for performing poorly. I will remember that children play to have fun and must be encouraged to have confidence in themselves.
- I will make sure that equipment and facilities are safe and match the athlete's ages and ability.
-
- I will remember that children need a coach they can respect. I will be generous with praise and set a good example.
- I will obtain proper training and continue to upgrade my coaching skills.

AGHA Code of Conduct

The **Almaguin Girls Hockey Association (AGHA)** has adopted the OWHHA Code of Conduct, as follows:

The entire Membership of the AGHA, which includes Players, Team Staff, Parents/Guardians, Executive Members, Volunteers, and others, are committed to creating a sport environment in which all individuals are treated with respect. During practices, games, spectating as well as outside the arena while wearing AGHA apparel is a representation of the organization.

Members of the AGHA shall conduct themselves at all times in a fair and responsible manner. Members shall refrain from comments, behaviours or intolerance which are disrespectful, offensive, abusive, racist or sexist. In particular, behaviour which constitutes harassment, abuse, bullying or cyber-bullying will not be tolerated by the AGHA.

During the course of all AGHA activities and events, Members shall avoid behaviour which brings AGHA Members or the sport of hockey into disrepute, including but not limited to abusive use of alcohol and non-medical use of drugs. Members shall not use unlawful or unauthorized drugs/narcotics or performance enhancing drugs or methods.

Failure to comply with this Code of Conduct may result in disciplinary action, suspension or release from Membership. Such action may result in the Member losing the privileges that come with Membership in the AGHA, including the opportunity to participate in AGHA activities.

I am acknowledging that I have read and understand the **AGHA Code of Conduct** and the **AGHA Fair Play Pledge**.

Name: _____ Signature: _____

(Please print)

Date: _____

AGHA FAIR PLAY PLEDGE

Failure to comply with the AGHA Fair Play Pledge may result in disciplinary action, suspension or release from Membership. Such action may result in the Member losing the privileges that come with Membership in the AGHA, including the opportunity to participate in AGHA activities.

GAZELLE PLAYERS

It is the intention of this pledge to promote fair play and respect for all participants within the Almaguin Girls Hockey Association (AGHA). All Gazelle Players must sign this PLEDGE before being allowed to participate in AGHA hockey and must strive to continually observe these principles of Fair Play:

- I will play hockey because I want to, not because others or coaches want me to.
- I will play by the rules of hockey and in the spirit of the Game.
- I will control my temper - fighting or "mouthing-off" can spoil the activity for everyone.
- I will respect my teammates and opponents.
- I will do my best to be a true team player.
- I will remember that winning isn't everything - that having fun, improving skills, making friends and doing my best are also important.
- I will acknowledge all good plays and performances - those of my team and my opponents.
- I will remember that coaches and officials are there to help me. I will accept their decisions and show them respect.

Name: _____

(Please print)

Signature: _____

Date: _____

AGHA FAIR PLAY PLEDGE

Failure to comply with the AGHA Fair Play Pledge may result in disciplinary action, suspension or release from Membership. Such action may result in the Member losing the privileges that come with Membership in the AGHA, including the opportunity to participate in AGHA activities.

GAZELLE PARENTS/GUARDIANS

It is the intention of this pledge to promote fair play and respect for all participants within the Almaguin Girls Hockey Association (AGHA). All Parents/Guardians must sign this PLEDGE before being allowed to participate in AGHA hockey and must strive to continually observe these principles of Fair Play:

- I will not force my daughter to participate in hockey.
- I will remember that my daughter plays hockey for her enjoyment, not mine.
- I will encourage my daughter to play by the rules and to resolve conflict without resorting to hostility or violence.
- I will teach my daughter that doing one's best is as important as winning so that my daughter will never feel defeated by the outcome of the game.
- I will make my daughter feel like a winner every time by offering praise for competing fairly and hard.
- I will never ridicule or yell at my daughter for making a mistake or losing a game.
- I will remember that children learn by example. I will acknowledge good plays and performances by both my daughter's team and their opponents.
- I will never question the official's judgment or honesty in public. I recognize officials are being developed in the same manner as players.
- I will support all efforts to remove verbal and physical abuse from children's hockey games.
- I will respect and show appreciation for the volunteers who give their time to hockey for my daughter.

AGHA Code of Conduct

The **Almaguin Girls Hockey Association (AGHA)** has adopted the OWHHA Code of Conduct, as follows:

The entire Membership of the AGHA, which includes Players, Team Staff, Parents/Guardians, Executive Members, Volunteers, and others, are committed to creating a sport environment in which all individuals are treated with respect. During practices, games, spectating as well as outside the arena while wearing AGHA apparel is a representation of the organization.

Members of the AGHA shall conduct themselves at all times in a fair and responsible manner. Members shall refrain from comments, behaviours or intolerance which are disrespectful, offensive, abusive, racist or sexist. In particular, behaviour which constitutes harassment, abuse, bullying or cyber-bullying will not be tolerated by the AGHA.

During the course of all AGHA activities and events, Members shall avoid behaviour which brings AGHA Members or the sport of hockey into disrepute, including but not limited to abusive use of alcohol and non-medical use of drugs. Members shall not use unlawful or unauthorized drugs/narcotics or performance enhancing drugs or methods.

Failure to comply with this Code of Conduct may result in disciplinary action, suspension or release from Membership. Such action may result in the Member losing the privileges that come with Membership in the AGHA, including the opportunity to participate in AGHA activities.

I am acknowledging that I have read and understand the **AGHA Code of Conduct** and the **AGHA Fair Play Pledge**.

Name: _____ Signature: _____

(Please print)

Date: _____

APPENDIX B



ALMAGUIN GIRLS HOCKEY ASSOCIATION

Members of the O.W.H.A.
P.O. BOX 668 * SUNDRIDGE * ONTARIO * POA 120



COMPLAINT FORM

(To be used at the local association level for all Complaints filed)

Local Association Name: **ALMAGUIN GIRLS HOCKEY ASSOCIATION**

President of Local Association: _____

Please refer to the AGHA Handbook for details regarding the AGHA Complaint Procedure.

Section 1: Complainant Information

(must be completed for form to be accepted)

Details of individual filing complaint (Hereafter called "Complainant")

Name _____

Phone number _____ Alternate phone number _____

Home address: _____

Email address: _____

Your role in this specific incident: (please choose one)

<input type="checkbox"/>	COACHING STAFF
<input type="checkbox"/>	PLAYER
<input type="checkbox"/>	PARENT/GUARDIAN
<input type="checkbox"/>	OFFICIAL

<input type="checkbox"/>	SPECTATOR
<input type="checkbox"/>	EXECUTIVE MEMBER
<input type="checkbox"/>	OTHER:

Section 2: Respondent Information

(must be completed for form to be accepted)

Details of individual against whom the complaint is filed (Hereafter called "Complainant")

Name _____

Phone number _____ Alternate phone number _____

Home address: _____

Email address: _____

Their role in this specific incident: (please choose one)

<input type="checkbox"/>	COACHING STAFF
<input type="checkbox"/>	PLAYER
<input type="checkbox"/>	PARENT
<input type="checkbox"/>	OFFICIAL

<input type="checkbox"/>	SPECTATOR
<input type="checkbox"/>	EXECUTIVE MEMBER
<input type="checkbox"/>	OTHER:

Section 3: Nature of Complaint
 (to be completed by Complainant)

<input type="checkbox"/>	CODE OF CONDUCT
<input type="checkbox"/>	ABUSE

<input type="checkbox"/>	HARRASSMENT
<input type="checkbox"/>	OTHER:

Please describe the complaint, identifying the facts and issues, against the respondent. Please include details such as date, location etc: (please attach a separate sheet if needed)

Attempts made at Team level to resolve:

<input type="checkbox"/>	24 Hour Rule
<input type="checkbox"/>	One-on-One Discussion

<input type="checkbox"/>	Referred to Team Designate
<input type="checkbox"/>	OTHER:

Please provide details of the resolution attempts. If any steps were not followed, please indicate the reason:

Section 4: Local Association Process

Date complaint received by President: _____ Signature: _____

Dispute Resolution Committee review date: _____

The Complaint is accepted: **NO** or **YES**

NO the Complaint is NOT accepted:

(If complaint not accepted, the Dispute Resolution Committee will submit in writing below the reasons the complaint was not accepted and return to the Complainant and Executive Committee)

or

YES the Complaint IS accepted:

(Meeting to be scheduled within seven (7) days after review date)

Dispute Resolution Committee Meeting date: _____

The Complaint is resolved: **YES** or **NO**

YES the Complaint IS resolved:

If Complaint resolved, please list any actions or recommendations:

Or

NO the Complaint is NOT resolved:

(If Complaint is not resolved, Dispute Resolution Committee to complete Section 5)

Section 5: Dispute Resolution Committee Decision Section

(Please provide the details of the final decision as determined by the Dispute Resolution Committee – please attach document(s) that are sent to Complainant and Respondent.)

The Complainant is satisfied with the resolution: YES or NO

Process of appeal to OWHA explained: YES or NO

Appeal to OWHA: YES or NO

Date appeal sent to OWHA Office: _____