

Walden Ringette Association



Policy Manual

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*Walden Ringette Association
Policy Manual*

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1. PREVENTING BULLYING, HARASSMENT AND ABUSE POLICY

Adapted from the Ringette Canada Policy on Preventing Bullying, Harassment & Abuse

It is the policy of the Walden Ringette Association that there shall be no abuse and neglect, whether physical, emotional or sexual of any participant in any of its programs. The Walden Ringette Association expects every parent, volunteer and staff member to take all reasonable steps to safeguard the welfare of its participants and protect them from any form of maltreatment.

It is the policy of the Walden Ringette Association that harassment and bullying in all its forms will not be tolerated during the course of any Walden Ringette Association activity or program. Accordingly, all Walden Ringette Association personnel (staff, volunteers, team or on-ice officials) and partners (parents, guardians) are responsible for making every reasonable effort to uphold this commitment. Specifically, this includes refraining from harassing or bullying behaviour, responding promptly and informally to minor incidents of harassment or bullying and following local, Branch or national policy guidelines for reporting or responding to more serious complaints of harassment or bullying. Players and other participants are expected to refrain from harassing or bullying behaviour and are encouraged to report incidents of harassment or bullying.

Discipline

Any incident requiring investigation that may lead to disciplinary action must be reported to the Walden Ringette Association Director of Coaching, President, or if necessary, any other member of the executive. Walden Ringette will adhere to any applicable policies currently in place or that may be adopted.

All Walden Ringette Association Coaches must read both the Coaching Association of Canada *Coaching Code of Ethics and the Walden Ringette Association's Policy on Preventing Bullying, Harassment and Abuse* and must acknowledge in writing that they have read and understood both of these documents as part of their coaching application form.

What does safety for children and youth mean?

We all want our young people to be safe - keeping them safe means putting the child's best interests first. In sports this means ensuring that the young player is treated with respect and integrity - emotionally, socially, intellectually, physically, culturally and spiritually.

What is the WRA's role in promoting safety for children?

Child abuse is a serious concern which has existed for centuries. It crosses all cultural, economic and community boundaries. The recent heightened awareness about abuse in sport has resulted from a number of courageous disclosures from athletes who have experienced emotional, physical and sexual abuse. This has led to a new drive within the sport community to protect children, youth and adults to whom sport has become an important part of life.

Protecting participants from all forms of bullying, harassment and abuse, whether emotional, physical or sexual, is an important element of safety. The Walden Ringette Association considers any form of bullying, harassment or abuse to be unacceptable and will do all it can to prevent this intolerable social problem. To this end, the Walden Ringette Association will promote awareness of all forms of bullying, harassment and abuse by providing educational materials and programs for participants, parents, volunteers and staff members.

POWER

Power is "the ability to get things done, the capacity to act or the ability to choose what will happen" (Tomlinson & Strachan, 1996, p. 11).

Coaches, Trainers/Safety people, volunteers and other staff have a given form of power. Being aware of personal power is critical to understanding how it can be used and misused in interacting with players and others. Bullying, harassment and abuse are the result of the misuse of power. Power comes from a variety of sources (Arnold et al, 1990; Tomlinson & Strachan, 1996) and may be used positively or negatively.

Organizational Power

Coaches are given specific authority rights and privileges as determined by their job descriptions.



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Position Power

The position of coach gives them the capacity to influence others' lives.

Expert Power

Coaches are seen to have unique expertise, skills and knowledge.

Information Power

Coaches have information not only about the game but also about the people playing Ringette; they also have information about the Ringette culture.

Resource power

The ability to access human, technical and educational resources.

Connection Power

The connections coaches have both within and outside Ringette give them power.

Network Power

Membership in formal and informal networks give coaches the ability to move and use information.

Personality Power

The power one has based on gender, ethnic identity, age, physical appearance and personal presence.

UNDERSTANDING BULLYING

Bullying is a unique phenomenon. Bullying involves a person expressing their power through the humiliation of another person. Bullying describes behaviours that are similar to harassment, but occur between children under the age of twelve, or behaviours between youth or between adults that are not linked to a prohibited ground of discrimination, and therefore, **are not addressed under federal, provincial or territorial human rights laws.**

Bullying is offensive, cruel, intimidating, insulting or humiliating behaviour, combined with the misuse of power or position. It can be physical or verbal; direct or indirect. Bullies are typically cruel, demeaning and hostile towards the targets of their bullying. The issue of bullying between youth under 12 years of age is not addressed by the law; however, bullying behaviour is similar to harassment in that it is defined as hurtful interpersonal mistreatment of a person.

Hurtful actions may include:

<i>Types</i>	<i>Actions</i>
Physical	hitting, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another person's property; used most often by boys
Verbal	name-calling, hurtful teasing, humiliating or threatening someone, degrading behaviours; may happen over the phone, through text messaging or chat rooms, in notes or in person
Relational	excluding peers, spreading gossip or rumours, making others look foolish; used most often by girls. This may happen in person, over the phone, through the computer.



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Types of Bullying:

Physical Bullying	hitting or kicking victims or taking/damaging property.
Verbal Bullying	using name-calling, insults, negative comments and constant teasing.
Relational Bullying	trying to cut off victims from social connection by convincing peers to exclude or reject a certain person; most common among girls.
Reactive Bullying	engaging in bullying, as well as provoking bullies into attacking them by taunting.

The ten leading tactics used by bullies to control their target are:

1. Unwarranted yelling and screaming directed at the target
2. Continually criticizing the target's abilities
3. Blaming the target of the bullying for mistakes
4. Making unreasonable demands relating to performance
5. Inconsistently applying the rules so that some individuals are adversely affected while others are not, thus further diminishing and alienating the target
6. Repeated insults or put-downs of the target
7. Repeated threats to remove or restrict opportunities or privileges
8. Denying or discounting the target's accomplishments
9. Excluding or ostracizing the target from group or team activities
10. Taking credit falsely for someone else's accomplishments

BULLYING IS NOT

- Conflict between friends/disagreements
- An argument between people of equal power
- Accidental
- "Normal" relational development challenges
- A one-time event (usually)
- Friendly teasing
- Something people "grow out of"

BULLYING IS

- Hurting behaviours based on oppression and negative relationships
- Based on a power differential
- Intentionally harmful
- Characterized by intensity and duration
- Generally repeated over time
- Oppressive and isolates the victim
- The cause of various consequences and behaviour changes



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Impact of Bullying

Bullying impacts the victim, the aggressor and the other bystanders in the environment. Impacts extend beyond the bullying experience to the investigation, during intervention and often for long periods afterwards. The following excerpts from newspaper articles depict the most harmful result of bullying behaviours.

UNDERSTANDING HARASSMENT

It is difficult, if not impossible, to define harassment in black and white terms. At its extreme, harassing behaviour is easy to discern, but there are always grey areas since not everyone perceives behaviour the same way. Thus, any definition of harassment will contain a certain subjective or interpretive element.

Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals, and which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions.

Any of the different forms of harassment must be based on a prohibited ground of discrimination in human rights legislation, including race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation. Prohibited grounds vary by jurisdiction – check your applicable legislation for a complete list.

Harassment can take many forms whether physical, verbal, sexual or emotional, and most often involves a combination of these elements. Harassment may occur among anyone: between peers (e.g.: player to player of the same age group, parent to official, coach to coach) or between someone in a position of power or authority and an adult in a subordinate position (e.g.: coach to player, sports administrator to employee). It doesn't matter that a person did not mean their behaviour to be harassing or did not intend to abuse their position of power or trust. **It is the effect of the behaviour that is most critical.**

Types of behaviour which constitute harassment include, but are not limited to;

- Unwelcome jokes, innuendo or teasing about a person's looks, body, attire, age, race, religion, sex or sexual orientation.
- Condescending, patronizing, threatening or punishing actions, **based on a ground of discrimination**, which undermine self-esteem or diminish performance.
- Practical jokes **based on a ground of discrimination** which cause awkwardness or embarrassment, endanger a person's safety or negatively affect performance.
- Unwanted or unnecessary physical contact including touching, patting or pinching (in the case of minors, this is defined as abuse under Child Protection Legislation).
- Unwelcome flirtation, sexual advances, requests or invitations (if minor involved, covered under Child Protection Legislation).
- Behaviours such as those described above which are not directed towards individuals or groups but which have the effect of creating a negative or hostile environment.

Types of Harassment

Harassment occurs when someone attempts to negatively control, influence, discriminate or embarrass another person. Examples are displays of favouritism or dis-favouritism, subtle putdowns or ostracism, all **based on a ground of discrimination**.



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Racism

Racism is when people are treated negatively because of their colour, racial or ethnic background. Examples include racist names, treating someone as inferior or second-rate, leaving someone out or blaming problems on them because of their religion, skin colour, or country of origin.

Sexual Harassment

Sexual harassment is unwelcome behaviour of a sexual or gender nature that negatively affects the person or the environment. Examples are questions or comments about one's sex life, sexual staring, sexual comments, unwanted touching, insults about sexual orientation and sexual assault.

Criminal Harassment

Criminal Harassment occurs when the harassing behavior contravenes *Canada's Criminal Code*. Commonly, behaviors threaten the victim or members of the victim's family, and may include stalking, damage on the victim's property, threats of physical or sexual assault, or extortion.

UNDERSTANDING ABUSE

Definition of a child

Child/Youth – Across Canada, a person is considered a child up to the age of 16 to 19 years depending on provincial and territorial legislation.

Abuse

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

Emotional Abuse

Emotional abuse is a CHRONIC attack on a child's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child's needs. Emotional abuse can be categorized into seven different areas, including rejecting, degrading, isolating, terrorizing, corrupting, ignoring and exploiting. Emotional Abuse is not simply:

- Being denied ice time
- Being released from a team
- Being benched for disciplinary reasons

Physical Abuse

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child or youth.

Examples: Threatening to use unreasonable physical force as punishment; use of physical force, such as hitting, slapping, punching, pinching, kicking, hair pulling, hitting with an object, shaking, pushing, burning, biting, tying up, restraining, etc.; using excessive exercise as punishment; forcing an athlete to work out until they vomit or pass out from exhaustion; throwing equipment at an athlete, such as rings, helmets, balls, clipboards, etc.; pushing or throwing athletes against the walls, boards, nets; encouraging or allowing team members to physically assault another athlete.



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Neglect

Neglect is CHRONIC inattention to the basic necessities of life such as clothing, shelter, nutritious diet, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air.

Some examples of neglect occurring in a sport environment are:

- *Inadequate Shelter/Unsafe Environments:* Lack of maintaining equipment or facility; forcing athletes to participate without proper protective equipment
- *Inadequate Clothing:* Preventing athletes from dressing adequately for weather conditions or making them stay in wet clothes as punishment following a game
- *Inadequate Supervision:* Leaving young athletes unsupervised in a facility or on a team trip
- *Lack of Medical/Dental Care:* Ignoring or minimizing injuries; ignoring medical advice; not seeking medical or dental attention when warranted
- *Inadequate Education:* Encouraging athletes to not do homework, to not attend school or to drop out
- *Inadequate Rest:* Overdoing or increasing workouts as punishment; prohibiting adequate sleeping or resting time
- *Inadequate Moral Guidance & Discipline:* Not providing adequate supervision during team functions; hiring strippers or prostitutes; offering pornographic movies to young athletes

Sexual Abuse

Sexual abuse is when a young or less powerful person is used by an older or more powerful child, adolescent or adult for sexual gratification. There are two categories: contact and non-contact.

Examples of sexual abuse in a sport environment are:

Contact:

Kissing or holding a young athlete in a sexual manner; touching a young athlete's sexual body parts or forcing a young athlete to touch another person's sexual parts; penetrating a young athlete anally or vaginally with objects or fingers; having vaginal, anal or oral intercourse with a young athlete

Non-Contact:

Flashing or exposing one's sexual body parts to a young athlete; watching intrusively as a young athlete changes or showers; speaking or communicating sexually/seductively with a young athlete; showing pornographic films, magazines or photographs to young athletes; having young athletes participate in the creation of pornographic materials; forcing a young athlete to watch a sexual act performed by others; objectifying or ridiculing a young athlete's sexual body parts.

"REMEMBER – ABUSE IS A PROTECTION ISSUE"

NOTE: Protection refers to provincial, territorial, or Aboriginal band-appointed child protective services. A child, (the age defined by provincial or territorial legislation), is in need of protection from harm if abuse or neglect is suspected. Information regarding an individual's legal **duty to report** and circumstances under which reporting must occur is according to provincial and territorial child protection legislation. Guidance is available from the Sudbury Ringette Association or the Child and Family Services Directorate of the Provincial Department of Social Services and Seniors.



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2. DISCIPLINARY POLICY

At the beginning of each season, a Discipline Committee will be established. Either the President or the VP will chair the Discipline Committee; The Disciplinary Board will consist of the following people;

- WRA President or Vice President or designate
- Referee in Chief (unless he/she is the one who issued the suspension)
- Director of Coaching
- 2-3 Members at large (must include a minimum of one female and one male) This allows for alternate members to be seated

Note: These members stated above are only allowed to sit on matters that do not involve themselves, family members or any team that they may coach or manage. This would set a conflict-of-interest (see Ringette Canada Policy 27)

All matters of discipline referred to the Executive relating to the conduct of players, on and off the ice, coaches, officials, parents or fans will be referred to the Discipline Committee and they will determine a course of action based on the specific circumstances.

The course of action may include additional suspensions, and or removal/suspension of WRA member privileges. All discussions involving the Discipline Committee and the Minutes of Discipline Committee meetings will be kept confidential.

The Discipline Committee will also serve as the Dispute Resolution Committee in accordance with any Association complaints. The committee may also be called upon from time to time to make rulings on issues not covered in the SRA Constitution, Bylaws or Polices, or that are subject to interpretation.

VERBAL/PHYSICAL ABUSE OF AN OFFICIAL

When a referee deems necessary to issue a coach, assistant coach, and/or manager of a team a **Game Misconduct and/or Match penalty**, the following shall occur:

1st Offence

Automatic Suspension for a minimum of one game

2nd Offence

Automatic 2-game suspension
Meeting with Disciplinary Board

3rd Offence

Automatic suspension for the remainder of the season
Before reinstatement the following season*, must meet with Disciplinary Committee to determine next-steps
Successfully complete Sensitivity training and/or anger management
Prepare a report on appropriate conduct of bench staff

*Completion of above does not grant automatic reinstatement

Please note: These suspensions are placed as a minimum. Additional games and/or sanctions can be imposed by the disciplinary committee.

These suspensions are *in addition to* what are stated in Ringette Canada's Policy Manual (Page 90 Section 23.1) All offences will be kept on file for a minimum of two years. If more than two offences are committed within a rolling 24-month period, coaches could be suspended indefinitely.



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Appeal Process

Any coach can appeal a suspension by following the process outlined below:

Filing an Appeal

The coach must submit his/her appeal in writing to the Director of Coaching no sooner than 24 hours following the incident and no later than 48 hours following the incident. In the event of a weekend, one full working day after the incident occurred. For example, if a coach is removed from the bench after 5pm on a Friday, or anytime over the weekend, the appeal must reach the Director of Coaching on Tuesday. Failure to comply with these guidelines will deem an appeal null.

Decision

The Disciplinary Committee will convene to review the following before rendering a decision:

- The complaint filed by the coach
- The report filed by the official, and any discovery during the meeting with the coach.

The decision of the Disciplinary Committee will be final; no further appeals can be filed regarding the incident in which the original complaint was filed.

The Disciplinary Committee will report their findings to the Director of Coaching in writing within 24 hours of the decision;

The Board of Directors shall receive a brief overview of the situation, the findings and the duration of the suspension;

The Director of Coaching will communicate the findings to the coach;

The local Associations will be advised of the Committee's findings.

Officials Procedure:

When a situation warrants issuing a game misconduct to any member of a coaching staff (Head Coach, Asst. Coach, and Manager) the following must be done:

1. Proper documentation of the Game Misconduct must be completed on the game sheet. Preferably at the point at which the staff member was ejected, without a great loss of time.
2. The ejection must be written up on the bottom (and back, if unable to write all of the details on the front) of the official game sheet. When completed, the officials of the game must sign and date the report.
3. Details must be called into the Referee-in-Chief, preferably same day/night.
4. Within 24 hours a detailed report must be submitted by email to the RIC for review and forward to disciplinary committee if necessary.
5. Official may have to be prepared to talk in front of disciplinary committee if the act is considered egregious.



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3. HELMET POLICY

All coaches, assistant coaches, officials, and volunteers are required to wear personal protective equipment (Helmet), while engaged in practices on the ice, or while treating injured players on the ice. This is in order to prevent injury to themselves or others, and to decrease liability of both the Walden Ringette Association and the Ontario Ringette Association. No waivers will be granted from this policy and this policy implementation will be immediate.

This policy change is to increase safety and to limit the possibility of legal action resulting from injury while on the ice engaged in activity sponsored by the local associations and/or provincial body.



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4. DRESSING ROOM POLICY

It is recommended, when possible, no adult shall be alone in the dressing room with the players. Only designated, criminally checked, team staff are permitted in the dressing room; one of which must include a criminally record checked female. Should a petite aged or older player require skates to be tied, she is to exit the dressing room. Exception: Novice parents are permitted in the dressing room.

There will be no male players permitted in dressing rooms from the petite age and up. Male players may enter with team staff.

Male coaches must be accompanied by an adult female when entering the dressing room.

Walden Ringette has a strict “NO TOUCH” policy.



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5. CELL PHONES, CAMERAS, AND PERSONAL DIGITAL ASSISTANTS (PDA'S) POLICY

With the advancement of certain technology allowing cell phones and personal digital assistants the capability to offer functions such as cameras that allow users to the opportunity to secretly photograph objects in front of them while appearing to dial a number has raised significant concern to the Sudbury Ringette Association. The potential exists for inappropriate behaviour of camera phone users photographing others undressing and showering in the dressing rooms. The City of Greater Sudbury has a policy in place prohibiting the use of cellular telephones in the dressing rooms of recreational facilities.

The potential danger of violating an individual's privacy will not be tolerated by the WRA; and therefore the following policy in support of the City's policy will take effect immediately:

"The use of any form of camera, video camera, camera phone, or any other personal digital accessory capable of photographs is prohibited in any recreational facility change rooms during any WRA sanctioned event."

In an effort to ensure participant safety the WRA shall also implement the following policy, also to take effect immediately:

"The use of a cell phone/personal digital assistant on the players' bench by any individual is strictly prohibited during any WRA sanctioned event"

In the event an individual is required to take a phone call, they should remove themselves from the bench area until they have finished their business provided there are other team officials remaining on the bench. Exceptions will be made for on-ice medical emergencies where a cell phone is required to call 911.



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6. BENCH POLICY

A first aid kit, including a sealed envelope containing the medical information of each player, must be accessible by bench staff during practices and games.

A criminally record checked, certified person must be on the bench during every game or the game will be forfeited.

A criminally record checked female must be present on the bench at all times.

If a team's first aid person is not a female, the bench female must accompany the first aider while assessing the player.

Coaches will take the shortest route on the ice while exiting the bench.

Walden Ringette has a strict "NO TOUCH" policy.



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7. EQUIPMENT POLICY

Team jerseys are distributed at the beginning of the season to a team official.

All nameplates and C or A's attached to any jersey are expected to be removed at the end of the season.

Teams and/or players are not permitted to alter numbers unless approved by the Walden Ringette Association.

First aid kits are distributed to each team prior to the season. Please provide a list of items used to the equipment manager prior to returning the kit. If items are used during the season and need replacing, please contact the equipment manager.

Rings are distributed to each team prior to the season. If a team needs rings during the season please contact the equipment manager.

Goaltender Equipment - In order to ensure the safety of goaltenders, the association will provide chest protectors for all divisions where there is a need.



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8. TEAM SELECTION POLICY

Team selection is critical to having a well-balanced league and is in the best interest of players, coaches, officials, parents and the Walden Ringette Association. Team selection is an exciting time for all participants and should not be stressful to those involved. Where numbers exist that warrant two teams in a given division, the following process shall be adhered to.

Recommendation for Guidelines

Players will be ranked by Coaches and entered into a “Controlled Draft” for that division.

Team Selection Format

A draft procedure will be used to select teams; the head coach will draft.

Head coaches for each team in the division will rate players on a 1-5 scale (or similar) with “5” being the higher skill level. Difference in opinion of player skill rating will be mediated by the Director of Coaching who may consult with other ringette coaches familiar with the player of a questionable rating. The goal will be to have the skill assessment as close as possible between teams.

All players’ names will be deposited into one of 5 “boxes”. All players ranked the same will be entered into a “box” for their skill level.

The number of players in each box will depend on the number of teams (e.g. equal amount of “5” players – so every coach gets the same amount of “5” player picks from the “5” player box or as close as possible depending on numbers). The draft will always begin with the highest or best players being drafted first, then working down the rankings to the lowest ranked players.

Before the draft begins it will be noted that if a coach has a child in that Division that will be his/her last pick from whatever “Box” they were ranked into. In the case of siblings when highest rated sibling is drawn out the remaining siblings will be considered that coaches last pick(s) from whatever box they are rated in.

Any player trades that are needed or made after the “Draft” can only be made between players from the same ranked box.

Trades will be permitted for a maximum of one week after the draft. The trade deadline will be set at the draft meeting; no later than October 31st of the current season.

The trade week is intended to facilitate player movement requests, team staffing, and any other reason that may arise. Player trade decisions are based on the best interests of both the player and the Walden Ringette Association. Talent/ability, maturity, size (safety), number of registered players and enhancement of the sport will all be taken into consideration.



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10. COMPLAINT PROCESS (March 2018)

1. Purpose

This complaint process is established to provide all of the members of the Walden Ringette Association with the means of expressing concerns about inappropriate behaviour by players, parents, bench staff or officials during games, practices and other team related activities. It also serves as a process for social media complaints.

2. Complaint Procedure

Walden Ringette abides by the 24 hour rule when dealing with complaints. It is asked of all wanting to place a formal complaint that 24 hours is waited before doing so. Walden Ringette Association would expect that most issues could be resolved at a team or individual level through discussion. All Walden Ringette Association coaches have an open door policy, so all issues should be brought to the coach's attention first. If it can't be resolved at the team level and you would still want to proceed, you are required to fill in a Walden Ringette Association Complaint Policy form and submit it to the President. The Association recognizes that some circumstances may need to be investigated through the Conflict Resolution Committee (CRC). If a member of the CRC is directly involved in the complaint, the President will appoint an alternate.

3. Investigative Process

The President will forward Complaint Form to the CRC. The CRC will try to provide a response to the member within 14 days of receiving the written complaint. Depending on the severity of the incident and the evidence brought forward, the CRC will inform the member about the complaint and will arrange a time to discuss the concern. If the complaint is about a team, the CRC will contact the Head Coach. The committee may seek information from other Walden Ringette Association members who may have knowledge about the matter under investigation.

4. Conflict Resolution Committee Action

The CRC must first determine if the complaint has validity. If it is not deemed as valid after investigation, the affected members will be advised. If the complaint has some validity, the CRC will attempt to find a means of dealing with the unacceptable behaviour. If agreement cannot be reached, the CRC may decide to do any or all of the following :

- 1) Request in writing, that a particular behaviour be stopped or modified
- 2) Recommend disciplinary action
- 3) If a situation is determined by the CRC to be of a very severe nature, the CRC may recommend immediate suspension on of any player, parent, bench staff, official or team.



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The CRC has the authority to recommend suspension or dismissal, or if deemed necessary, recommend that the matter be given to local police for direction.

5. Final Resolution

Upon receiving a recommendation for disciplinary action, including suspension, the President or CRC delegate will send a report to all affected including the executive. This report will briefly outline the actions that were taken.

The Conflict Resolution Committee has the final authority to :

- 1) Suspend any member
- 2) Remove any bench staff from their position
- 3) Expel any member



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10. PLAYER MOVEMENT POLICY

Player movement decisions are based on the best interests of both the player and the Walden Ringette Association. Talent/ability, maturity, size (safety), number of registered players and enhancement of the sport will all be taken into consideration.

Recommendation Guidelines

Each year prior to fall registration the WRA President will appoint a three-member panel, with a fourth alternate, to the **"Player Assessment Committee"**. This board will be called upon **only** if required.

Request for Movement Format

- A request for player movement must be received in writing by the President of the WRA from the player's parent/guardian **NO** later than seven days past the final scheduled date of registration. This letter must include the child's playing history accompanied by the argument for movement.
- If required, players will attend a minimum of three practices provided before team rosters are decided. During these practices coaches will assess the player.
- Coaches will forward their evaluation to the Player Assessment Committee.
- The Player Assessment Committee will examine this evaluation and all pertinent information gathered. The decision of this board will be forwarded to the executive where a final decision will be made.

The Walden Ringette Association Executive will make all final decisions

Previous Player Movement UP

Children who have previously been approved for movement UP and have completed two years in that division may proceed to the next division and are **not** required to repeat the Request for Movement format. Players wanting to remain in their division for a third year after being voted up in a previous year may remain with their age level and are not required to complete the Request for Movement format.

Previous Player Movement DOWN

This request is generally honoured to help first time players into the sport. Children who have previously been approved of movement DOWN must reapply each movement year.

There will be NO player movement after team rosters have been compiled.



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1. CODES OF CONDUCT

The WRA strives to provide a safe, healthy and positive environment for our players. The conduct of all members of the organization and their fans goes to the very heart of this mission. As an organization, we will hold our executivemembers, coaching staff, officials, players, parents and fans accountable for their conduct at all times. Any behavior that brings the Walden Ringette Association into disrepute or is outside the WRA or ORA Code of Conduct, or is in conflict with the mission and established goals ofW will not be tolerated.

A Code of Conduct Agreement will be signed annually by each Executive member, official, player, parent and member of a Coaching staff.

Parents acknowledge their agreement to follow the WRA Code of Conduct Agreement when they sign their child's registration form. Failure to comply with this Code of Conduct may result in disciplinary action in accordance with the Discipline Policy of WRA. The actions that may be taken by the committee range from a written reprimand up to and including a life time suspension as a the Board Member, member, volunteer, or athlete with the Association.

The Walden Ringette Association Codes of Conduct can be found in **Appendix A** of this document.



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2. COACH RECRUITMENT AND SELECTION POLICY

The Walden Ringette Association's Coach Selection Committee shall consist of the following Walden Ringette Association positions:

- President or designate
- Director of Coaching
- 2 other members of the Association Executive
- An experienced Ringette Coach, or community member with Ringette experience as selected by the Director of Coaching

The director of Coaching shall chair the Coach Selection Committee. In their absence the President (or designate) shall act as chair. If there is one or more members of the Coach Selection Committee are unable to attend a Coach Selection Committee meeting, the Director of Coaching shall request the attendance of another Executive Committee member or Director to fill the vacant seat(s). The vacant Coach Selection Committee seat(s) shall first be offered to any remaining Vice President, then Director of Officiating, and finally Secretary.

Head Coach Selection:

Persons interested in Head Coaching shall apply in writing to the Director of Coaching by completing the Coaching Application Form.

All coaching applicants who meet the Walden Ringette Association's minimum requirements shall be considered for the upcoming season.

Coaching applications shall be due by August 31 for the upcoming playing season. Provided sufficient suitable applications have been received by the closing date, the Director of Coaching shall schedule interviews on behalf of the Coach Selection Committee. Recommendations from this interview process will be used by the Coach Selection Committee in the selection process.

For the purposes of the interview, a series of questions shall be drafted by the committee and asked of all applicants. If sufficient suitable applications have not been obtained, the Director of Coaching shall extend the closing date and solicit further applications.

Head Coaches for all Walden Ringette teams shall be selected by the Walden Ringette Association upon the recommendation of the Coach Selection Committee.

All applicants shall be notified in writing as to the disposition of their application by the Director of Coaching.

Coaching selection decisions shall be final. Grievance of coaching selection will be restricted to procedural violations only. Grievances will be heard by the Coach Selection Committee. No other appeals will be considered.

Head Coach Eligibility and Selection Criteria:

1. **Eligibility:** All Head Coaches applying to coach within the Walden Ringette Association shall meet the following minimum criteria to have their applications considered:

- a) Be a current member in good standing of the Walden Ringette Association, and
- b) Hold NCCP Certification, or be capable of completing same by December 15 of the current playing season, at the level required by Ontario Ringette for the age Division applied to head coach, and



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c) Provide a clean current year, Criminal Records Check.

2. **Selection Criteria:** The Coach Selection Committee shall be responsible for administering the selection process and the development of a criteria scope for each division of coaching. The selection criteria shall include but not be limited to the following:

- a) Must meet Walden Ringette Association, Ontario Ringette Association and Ringette Canada's minimum certification requirements for the age division applied for;
- b) Previous coaching and playing experience in Ringette;
- c) Parent/player feedback from prior seasons;
- d) Ringette Officials' (referee) feedback from prior seasons;
- e) History of adherence to Walden Ringette policies and a willingness to work within the system;
- f) Ability to maintain a positive team environment;
- g) Ability and willingness to teach;
- h) Ability to provide positive reinforcement to players both in practice and game situations;
- i) Demonstrated commitment to the objectives of the Walden Ringette Association (Creation of an environment conducive to improving player development);
- j) Personal conduct both on and off of the ice;
- k) Communication skills;
- l) Written application; and
- m) Interview.

mi) If there is more than one coach has applied and passed the requirement stated above, with all merits being equal, the guideline will be, female to tiebreak, if there is two females, with all merits being equal, the guideline will be, Years & Level of Experience in Ringette to tie break.

The receipt of only one application for any given coaching position shall not constitute automatic acceptance. Should the Committee deem the applicant (or all applicants) unsuitable, they shall then solicit additional applications for consideration.

Coaching Evaluations:

The Director of Coaching shall be responsible for the distribution and collection of Coach Evaluation Form for all coaches to be performed at the end of each season (March 1 to 31). Team managers shall ensure parent cooperation in completing and returning these Coach Evaluation forms. All information shall be considered confidential to the Coach Selection Committee.

Summaries of all returned evaluations shall be shared with the coaches involved by the Director of Coaching.

To ensure confidentiality, evaluation forms shall be distributed to the Team Managers in either or both electronic form and in a plain white envelope to allow that when forms are completed, they can be returned by way of the Team Manager to the Director of Coaching and the Walden Ringette Association in an anonymous manner.

The Coaching Application Form and Coach Evaluation form can be found in **Appendix B** of this document.



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Policy Manual*

Appendix A



WALDEN RINGETTE ASSOCIATION EXECUTIVE MEMBER CODE OF CONDUCT

1. Being a member of the WRA Executive, you have an obligation to ensure decisions are made with all players in mind, and not for your personal benefit. The needs of the many outweigh the needs of the few.
2. Being a member, you must always consider financial factors when making decisions. Fiscal responsibility is the penultimate factor in non-profit organizations.
3. Being a member, you must work with On-Ice Officials, Coaches, Parents and other Executive Members to provide a positive and safe experience for all participants.
4. Being a member, you must perform your duties impartially, in furtherance of the aims of the WRA. Do not use your position or influence to further purely personal objectives.
5. Being a member, you must support programs that train and educate Players, Coaches, Parents, Officials and Volunteers.
6. Being a member, you must communicate with Parents by being available to answer questions and address problems throughout the season.
7. Being a member, you must treat all Players, Coaches, and other Volunteers with fairness, to promote fair play and sportsmanship.
8. Being a member, you must help recruit Volunteers, including Coaches, who demonstrate qualities conducive to being role models to the youth in our sport.
9. Being a member, you must always declare a conflict of interest when topics directly affect you.
10. To the best of your ability, you are required to complete all job responsibilities on time and under budget. Remember, your actions must be justified to the membership.
11. When a decision is made, you are expected to fully support it, whether you voted for it or not. It is **UNACCEPTABLE** for you publicly state that you did not agree with the decision.
12. You are expected to only discuss decisions publicly when the recorded minutes have been circulated.
13. You are expected to publicly support your fellow Board Members, whether you agree with how they are doing their job or not.

Failure to comply with this Code of Conduct may result in disciplinary action in accordance with the Discipline Policy of WRA. The actions that may be taken by the committee range from a written reprimand up to and including a life time suspension as a member of the Association.

Name (Printed)	Name (Signature)	Date
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WALDEN RINGETTE ASSOCIATION BENCH STAFF CODE OF CONDUCT

The athlete/coach relationship is a privileged one. Coaches play a critical role in the personal as well as athletic development of their athletes. They must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it. Coaches must also recognize that they are conduits through which the values and goals of the Walden Ringette Association are channeled. Thus how an athlete regards his/her sport is often dependent on the behavior of the coach. The following Code of Conduct has been developed to aid coaches in achieving a level of behaviour that will allow them to assist their athletes in becoming well-rounded, self-confident and productive human beings.

COACHES HAVE A RESPONSIBILITY TO:

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, colour, sexual orientation, religion, political belief or economic status.
2. Direct comments or criticism at the performance rather than the athlete.
3. Consistently display high personal standards and project a favourable image of their sport and of coaching.
 - a) Refrain from public criticism of fellow coaches
 - b) Abstain from the use of tobacco products while in the presence of his/her athletes and discourage their use by athletes.
 - c) Abstain from drinking alcoholic beverages when working with athletes.
 - d) Refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of his/her duties.
4. Ensure that the activity being undertaken is suitable for the age, experience, ability and fitness level of the athletes and educate athletes as to their responsibilities in contributing to a safe environment.
5. Consider the athletes' future health and well-being as foremost when making decisions regarding an injured athlete's ability to continue playing or training.
6. Allow athletes' goals to take precedence over their own.
7. Regularly seek ways of increasing professional development and self-awareness.
8. Treat opponents and officials with due respect both in victory and defeat and encourage athletes to act accordingly. Actively encourage athletes to uphold the rules of Ringette and the spirit of such rules.
9. In the case of minors, communicate and cooperate with the athletes' parents or legal guardians, involving them in management decisions pertaining to their children's development.

COACHES MUST:

1. Ensure the safety of the athletes with whom they work.
2. Respect their athletes' dignity; verbal or physical behaviours that constitute harassment or abuse are unacceptable (definition of harassment is attached).

Failure to comply with this Code of Conduct may result in disciplinary action in accordance with the Discipline Policy of WRA. The actions that may be taken by the committee range from a written reprimand up to and including a life time suspension as a member of the Association.

Name (Printed)

Name (Signature)

Date



WALDEN RINGETTE ASSOCIATION BENCH STAFF CODE OF CONDUCT

Definition of Harassment

Any physical, emotional, or psychological behaviour that demeans an individual is harassment. Harassment or abuse can include anything that is disrespectful, insulting, intimidating, hurtful, humiliating, degrading, or otherwise offensive or creates an uncomfortable environment for any person or group.

Harassment may include:

- Written or spoken insults, abuse, or threats
- Racial or ethnic slurs including racially derogatory nicknames
- Unwelcome remarks, jokes, innuendos, or taunting about a person's appearance, body, attire, age, marital status, gender, ethnicity, race, religion, accent, sexual orientation, or disability
- Practical jokes that cause awkwardness or embarrassment, endanger the safety of an employee, student or client, or negatively affect work performance
- Unwelcome inquiries about a person's source of income or funding
- Unwanted and inappropriate physical contact such as touching, kissing, leering, patting, pinching
- Inquiries or comments about a person's sex life, sexual preferences
- Condescending remarks or behaviour which undermine self-respect
- Physical assault (including sexual assault)
- Misuse of authority such as deliberately punitive assignments



WALDEN RINGETTE ASSOCIATION PARENT CODE OF CONDUCT

The Walden Ringette Association (WRA) is committed to providing its members with a safe and positive environment in which all individuals are treated with respect. All WRA members are expected to conduct themselves appropriately, in a fair and responsible manner, at all times. Parents, bench staff and players all have an important role to play in ensuring that an atmosphere of fun, friendship and good sportsmanship is maintained.

Remember that participants play Ringette for their own enjoyment. We encourage you to support all teams in a positive manner at all times.

In addition, all WRA members, including parents, bench staff and players, must adhere to the Ontario Ringette Code of Conduct and Ethics as set out in Chapter 2 of the Ontario Ringette Sport Administration Manual (www.ontario-ringette.com).

Conduct that violates the WRA Code of Conduct or the Ontario Ringette Code of Conduct and Ethics may be subject to sanctions in accordance with WRA and Ontario Ringette's disciplinary policies.

Please review the following Parent Code of Conduct. By signing this document you are indicating that you understand and agree to follow the principles of fair play and good sportsmanship.

As a parent, I will:

- Display good sportsmanship. Applaud a good effort in both victory and defeat, and enforce the positive points of the game. Recognize good plays by both my child's team and the opposing team. Remember that without them there would be no game.
- Not have unrealistic expectations. I know that players, coaches and officials are not professionals and cannot be judged by professional standards.
- Help provide a safe and fun environment. I will not throw any items on the ice surface or interfere in any way with the participants' enjoyment of the game.
- Support the referees and coaches by trusting their judgment and integrity.
- Be supportive after the game. Win or lose, I will recognize good effort, teamwork and sportsmanship.
- Understand that dressing rooms are private places for players, coaches and officials, and enter only when invited.
- Respect the coaches' decisions and encourage open communications with them.

Individuals who display poor sportsmanship including, but not limited to, inappropriate behaviour directed at the officials, coaches, players or other fans, are subject to disciplinary action. Disciplinary action may include being requested to leave the event, denied admission to future events and/or suspension from all WRA events.

_____	_____	_____
Name (Printed)	Name (Signature)	Date
_____	_____	_____
Name (Printed)	Name (Signature)	Date



WALDEN RINGETTE ASSOCIATION PLAYER CODE OF CONDUCT (U14 AND ABOVE)

The overall experience for athletes participating in Ringette should promote the development of healthy and positive values towards themselves, fellow athletes, officials and coaches. As a player registered with the WRA, I understand that I am representing my family, my team, my association and my community. I will therefore conduct myself at all times, both on and off the ice in a respectful and sportsmanlike manner. While playing / practicing Ringette or attending any Ringette related activity or function, I will follow all guidelines and established principles of Walden Ringette Association and the Ontario Ringette Association.

ATHLETES HAVE A RESPONSIBILITY TO:

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, colour, sexual orientation, religion, political belief or economic status.
2. Consistently display high personal standards and project a favorable image of their sport and of playing.
 - a) Refrain from public criticism of fellow athletes, coaches and officials.
 - b) Abstain from the use of tobacco products and discourage their use by fellow athletes and coaches.
 - c) Abstain from drinking alcoholic beverages while participating in athletic events.
 - d) Refrain from the use of profane, insulting, harassing or otherwise offensive language.
 - e) Refrain from vandalism and personal misconduct; to abstain from any malicious damage to property or persons.
 - f) Abstain from personal misconduct causing harassment to participants, officials, coaches or spectators.
3. Treat opponents and officials with due respect, both in victory and defeat.
4. Uphold the rules of Ringette and the spirit of those rules.

ATHLETES MUST:

1. Respect the dignity of coaches, officials and fellow athletes; verbal or physical behaviours that constitute harassment or abuse are unacceptable (definition of harassment is attached).
2. Never advocate or condone the use of drugs or other banned performance enhancing substances or methods.
3. Never provide underage athletes with alcohol.

I understand that failure to comply with this Player Code of Conduct may result in disciplinary action in accordance with the Discipline Policy of WRA. Such action may result in my losing the privileges which come with membership in WRA, including the opportunity to participate in WRA activities and events, both present and future.

Name (Printed) Name (Signature) Date



WALDEN RINGETTE ASSOCIATION

PLAYER CODE OF CONDUCT

(U14 AND ABOVE)

Definition of Harassment

Any physical, emotional, or psychological behaviour that demeans an individual is harassment. Harassment or abuse can include anything that is disrespectful, insulting, intimidating, hurtful, humiliating, degrading, or otherwise offensive or creates an uncomfortable environment for any person or group.

Harassment may include:

- Written or spoken insults, abuse, or threats
- Racial or ethnic slurs including racially derogatory nicknames
- Unwelcome remarks, jokes, innuendos, or taunting about a person's appearance, body, attire, age, marital status, gender, ethnicity, race, religion, accent, sexual orientation, or disability
- Practical jokes that cause awkwardness or embarrassment, endanger the safety of an employee, student or client, or negatively affect work performance
- Unwelcome inquiries about a person's source of income or funding
- Unwanted and inappropriate physical contact such as touching, kissing, leering, patting, pinching
- Inquiries or comments about a person's sex life, sexual preferences
- Condescending remarks or behaviour which undermine self-respect
- Physical assault (including sexual assault)
- Misuse of authority such as deliberately punitive assignments.



WALDEN RINGETTE ASSOCIATION PLAYER CODE OF CONDUCT (12 AND BELOW)

Player Code of Conduct (to be read by, or to, players)

The WRA tries to make Ringette safe and fun for all players, their families and everyone involved. To make Ringette safe and fun for you, you have to have the right attitude and follow some rules on how to behave. These rules are called a "Code of Conduct" and are listed below. Please read the Code of Conduct carefully and sign on the line to show that you have read them. At least one of your parents must sign the form too. This means you will follow these rules whenever you are playing or practicing Ringette, or doing activities with your team.

As a Player, I will:

- Play because I want to, not just to please my parents or my coaches.
- Play by the rules.
- Respect the officials, their judgment and decisions. Let my captain or my coach ask any necessary questions.
- Control my temper - no "mouthing off", throwing equipment, or breaking sticks.
- Work hard for myself and for my team; I know that my performance, and my team's performance, will benefit.
- Be a good sport. Recognize all good plays even those made by the opposing team.
- Treat all players as I like to be treated. I will not bully or take unfair advantage of another player.
- Remember the goals of the game are to have fun, improve my skills, and feel good.
- Co-operate with my coaches, teammates, and opponents; without them, there is no game.

Player Name (Printed)	Player Name (Signature)	Date
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___ My player cannot read so I have read these to them.

Parent Name (Printed)	Parent Name (Signature)	Date
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Appendix B ***(Forms)***



Walden Ringette Association Coach/Assist. Coach/Trainer/Manager Application

Due to ORA policy, it is important that you fill out ALL information

Name:		Date of Birth:	
Telephone:		E-mail Address:	

Address(es) for the past 5 years:

From (year)	To (year)	Street, City, Province

POSITION DESIRED: *(click to place x in boxes)*

Division	1	2	3	Level	1	2	3	Position	1	2	3
Bunnies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Head Coach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Novice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asst. Coach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Petite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trainer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tween	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Junior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	For each Division, Level and Position please indicate your first, second and third choice by checking the appropriate column.							
Belle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								

COACHING QUALIFICATIONS:

CC Number: _____ ORA Number: _____

In the following table, please enter the date of ORA Certification:

Clinic	Level 1	Level 2	Level 3
Theory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Courses: (X) (Please indicate dates)

Manager _____ Trainer _____
 First Aid _____ Other(s) _____

N.B. In order to be registered with ORA, you must now have or must soon attain the requisite qualifications for the position you are offered.

Past Coaching Experience: (Ringette or any other sport)

Please identify the organization and the approximate time of your involvement. Use and attach a separate sheet if necessary.

Please state your Coaching Philosophy: (Use a separate sheet if necessary)

Explain, for instance, your attitude towards winning, losing, players, ice time, discipline and administrative matters.

Why do you want to coach this team?(Use a separate sheet if necessary)

Are you interested in coaching a team other than your daughter's / son's?

Yes No

What level of ringette did your daughter / son play this past season?

References:

Name 3 persons not related to you (1 from outside Ringette) and a contact phone number

Name	Phone Number

The Ontario Ringette Association has implemented a screening program for all Bench Staff for all levels of play. It requires that each member of the Bench Staff submit a Volunteer Criminal Record Check with his/her application. We will not be accepting any applications without the Record Check. Each individual will be responsible for having their own Volunteer Criminal Record Check completed. Please be assured that these will be kept confidential, only those on the Coaching Committee will be reviewing them. The Volunteer Criminal Record Checks will be kept by the Coaching Coordinator. A check will be required every 3 years and at that time the old one will be shredded and replaced with the new one.

We appreciate your cooperation with this new procedure. Should you have any questions about the process or about the application please feel free to contact the WRA Executive.



WRA / COACH EVALUATION FORM

Walden Ringette Association (WRA) Parents,

We all have a part to play in running this organization. Please take a few minutes to complete this questionnaire and provide the league executive with feedback so that we can learn and improve. The purpose of this survey is to assess the effectiveness of your child's coach(es) for this Season and find out what we can do better as an Association. The source of the information can be kept confidential. Lessons learned and general feedback may be used as developmental feedback for the coach(es), and may also be used by the WRA in assisting with future coaching selections.

Please return the completed form to the box at the back of the Hall

Team (Division) _____ (Level) _____ Head Coach Name: Assistant Coach Name:
Prepared By : Player ____ Parent ____ Date (dd/mm/yy) ____ / ____ / ____ OPTIONAL Name:

RATING

1-2 Needs Improvement	3 Meets Expectations	4-5 Exceeded Expectations
------------------------------	-----------------------------	----------------------------------

	Head Coach					Assistant Coach				
	1	2	3	4	5	1	2	3	4	5
At PRACTICES, the coach ...										
- holds practices that are well planned with good content										
- makes good use of the available time										
- keeps activities challenging and fun for the players										
- controls the behaviour of the team as a whole										
- teaches skills and tactics appropriate to the age group										
- uses teaching methods appropriate to the age group										
- describes and demonstrates skills and tactics clearly										
- has good communications with the players										

	Head Coach					Assistant Coach				
	1	2	3	4	5	1	2	3	4	5
At GAMES, the coach ...										
- arrives early enough to prepare the team										
- draws out a strong work ethic from players										
- has a positive attitude with players										
- provides corrective feedback in a constructive way										
- is sensitive to players' egos, feelings and morale										
- uses a system of play that promotes team success										
- encourages respect for referees and opponents										
- is fair to the players on the team										



WRA / COACH EVALUATION FORM

Coach's Characteristics: In general, the coach ...	Head Coach					Assistant Coach				
	1	2	3	4	5	1	2	3	4	5
- has the capability to develop players' technical skills										
- is knowledgeable about the sport and teaches it well										
- provides regular feedback to build players' confidence										
- provides an environment that motivates players										
- creates a fun, fair and competitive atmosphere										
- speaks and listens to players effectively										
- has good communication with the parents										

During the season ...	Yes	No	Yes	No
- the coach presented his/her goals & philosophy				
- the coach acted on the goals & philosophy				
- the team has improved as a unit				
- the player's Ringette abilities have improved				
- the player's Ringette experience has been positive				
Will you be returning to the SRA next season?				
Would you recommend this coach for an SRA team next season?				

What can WRA do to improve ringette in our association...

Fundraising Idea's...

Is your child / children returning to WRA next year...

Please add any feedback regarding this Coach and/or Assistant Coach or suggestions on what we as an Executive can do to improve the SRA on the bottom of this form.



WRA/COMPLAINT FORM

Walden Ringette Association COMPLAINT Policy

Rationale

Walden Ringette Association is committed to assuring equitable treatment for all and to guarantee the protection of volunteers from harassment and abuse. The Association recognizes that in the course of its activities, diverging opinions and difficulties can emerge and consequently, complaints may arise about a member, a team staff, a policy or practice of the association or one of its teams.

Principles

1. Anonymous complaints will not be acknowledged.
2. Complaints will be dealt with in confidentiality.
3. The President will forward the complaint to the Conflict Resolution Committee.
4. Complaints will first be addressed directly to the person(s) involved.
5. The procedure in place favours a local solution to disagreement in which respects a natural progression to obtain a resolution.
6. Treatment of complaints will be done in respect of:
 - The Ontario Human Rights Code;
 - Municipal of Freedom of Information and Protection of Privacy Act;
 - Other pertinent laws;
 - WRA, ORA constitution, by-laws, regulations and policies

Walden Ringette Association Complaint Form

Name:	Date:
Address:	Team/Coach or staff member/referee/other:
Phone #	Complaint Number (for internal use only)

Complaint:

(Record details of incident, what was done/heard/seen: record facts and statements, not interpretations. List any other witnesses) *Add additional page if required*



WRA/COMPLAINT FORM

For use by admin

Received by:

Date:

Comm. with person targeted

Name:

DATE&TIME:

Comm. With Team Mgr

Name:

DATE&TIME:

Comm. With Head Coach

Name:

DATE&TIME:

Complaint presented at the Conflict Resolution meeting on this date:

Complaint has merit: **Yes** or **No**

Resolution/action:

Decision communicated to complainant on (Date and time):