



SPEAK OUT PROGRAM COMPLAINT INTAKE FORM

Please take note the following:

- Please carefully review the Toronto Royals Speak Out Policies & Procedures program documentation before completing this Speak Out Complaint Intake Form.
- Complaints of harassment, abuse, bullying or misconduct will not qualify any player or team official for an automatic release.
- Definitions are specified within Attachment # 1.
- Substantiated allegations of harassment, abuse, bullying or misconduct will be considered for sanctions ranging in severity from no further action to expulsion.
- The Club cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing this form, you agree that the Club may share some or all of the information contained herein in the process of investigating and resolving the complaint.
- Complaints will be addressed according to severity, available resources and safety for participants.
- Forward the completed form via e-mail, facsimile, postal delivery service, courier, or in person to:

Toronto Royals Minor Hockey Club
 c/o Westwood Arenas
 90 Woodbine Downs Boulevard
 Toronto, ON M9W 5S6
 Telephone (416) 674-7029
 Facsimile (416) 674-7039
 E-mail gm@torontoroyals.com
 Attention: General Manager

Please complete the following:

Person making the complaint Player Parent/Guardian Team Official Volunteer Other

Last Name		First Name	
Street Address			
City/Town	Province	Postal Code	
Home Telephone	Mobile Telephone	Work Telephone	
E-mail Address		Alternate E-mail Address	

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

Last Name		First Name	
Street Address			
City/Town	Province	Postal Code	
Home Telephone	Mobile Telephone	Work Telephone	
E-mail Address		Alternate E-mail Address	
Date of Birth (Year / Month / Day)		Relationship to person making the complaint	



ATTACHMENT # 1 – DEFINITIONS

“Abuse”

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

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be in need of protection from if abuse or neglect is suspected.

Circumstances under which a person has a legal duty to report to report child abuse are defined under Section 72 of the Child and Family Protection Act, Revised Statutes of Ontario 1990, Chapter C.11.

Emotional Abuse

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

Physical Abuse

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

Neglect

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

Sexual Abuse

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

“Bullying”

Bullying describes behaviours that are similar to harassment, but occur between children under the age of 12, or behaviours between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into five (5) categories: physical, verbal, relational (for example, trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (for example, engaging in bullying as well as provoking bullies to attack by taunting them), and cyber.

“Harassment”

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 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.

“Misconduct”

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