

TORONTO ROYALS, MHC

SPEAK OUT POLICIES AND PROCEDURES



HARASSMENT, ABUSE AND BULLYING PREVENTION PROGRAM

Bringing Hockey Dreams to Life



TABLE OF CONTENTS

TABLE OF CONTENTS	1
1. INTRODUCTION	2
2. POLICY STATEMENTS	2
3. EFFECTIVE DATE & REVISIONS	2
4. DEFINITIONS	2
5. CODE OF CONDUCT	4
6. SCREENING PROCESS	5
6.1 Position Design	5
6.2 Position Description	5
6.3 Application Form	5
6.4 Formal Recruitment Process.....	5
6.5 Conduct Interviews	5
6.6 Reference Checks.....	5
6.7 Police Criminal Record Checks.....	6
6.8 Orientation & Training Sessions	6
6.9 Supervise & Evaluate	6
6.10 Follow-Up.....	6
7. SCREENING ADMINISTRATION	6
8. RECEIVING A COMPLAINT	7
8.1 Abuse Complaints.....	7
8.2 Harassment, Bullying or Misconduct Complaints.....	7
8.3 No Automatic Player Release	8
9. COMPLAINT ADMINISTRATION	8
10. COMPLAINT INVESTIGATION	8
11. INVESTIGATION DECISIONS	8
12. DISCIPLINARY ACTION	9
13. SANCTIONS	9
14. APPEALS	10
15. AMMENDMENTS	10
APPENDIX 'A' – POSITION DESIGN & DESCRIPTION	11
APPENDIX 'B' – RISK ASSESSMENT TOOL & RATING	13
APPENDIX 'C' – APPLICATION FORM	14
APPENDIX 'D' – COMPAINT INTAKE FORM	17
APPENDIX 'E' – PRIVACY POLICY	21



1. INTRODUCTION

This document includes policies and procedures that have been implemented by the Toronto Royals Minor Hockey Club (the "Club") in order to enhance Speak Out policies and procedures defined by Hockey Canada, the Ontario Hockey Federation and the Greater Toronto Hockey League. All Club Officials, Club Personnel, Team Officials, Players, Parents/Guardians, Volunteers and other such similar persons involved in Club programs, business and activities are obligated to adhere to the policies and procedures stated within this document, along with applicable Hockey Canada, Ontario Hockey Federation and Greater Toronto Hockey League Speak Out policies and procedures.

The Speak Out program was established by Hockey Canada in February 1997 in an effort to prevent harassment, abuse and bullying in Canadian hockey.

2. POLICY STATEMENTS

It is the policy of the Club that there be no harassment, abuse or bullying of any participant involved in any of its minor hockey programs.

The Club expects all Club Officials, Club Personnel, Team Officials, Players, Parents/Guardians, Volunteers and other such similar persons involved in Club programs, business and activities to take reasonable steps to safeguard all participants against harassment, abuse and bullying.

3. EFFECTIVE DATE & REVISIONS

The Club has implemented the Speak Out policies and procedures defined herein as of the 15th day of April, 2008. While they are intended to be comprehensive, the Speak Out policies and procedures described within this document are not exhaustive, and the Club reserves the right, in its sole and absolute discretion, to make such changes and additions from time to time as it deems appropriate. Notice of any such changes and/or additions will be distributed to affected stakeholders on a timely basis.

4. DEFINITIONS

In this document, unless there is something in the subject matter or context inconsistent therewith, the following capitalized terms and expressions will have the following meanings:

"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 in a position of 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.

"Adult"	Adult means a person who has reached the age of maturity. In the Province of Ontario the age of maturity is 18 years.
"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 four 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).
"Child"	Child means a person under the age of 16 years.
"Club"	Toronto Royals Minor Hockey Club.
"Club Official"	President or General Manager of the Club.
"Club Personnel"	Employees or volunteers working for or on behalf of the Club.
"Complaint"	Complaint refers to any allegation, oral or written, that involves harassment, abuse, bullying, or misconduct within the jurisdiction of the Club and/or GTHL.



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

“Complainant”	A person who commences an investigation process by a complaint alleging harassment, abuse, bullying or misconduct.
“GTHL”	Greater Toronto Hockey League.
“Harassment”	Harassment is offensive behaviour – emotional, physical and/or sexual – that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex or gender, disability, martial status, or pardoned conviction.
“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.
“OHF”	Ontario Hockey Federation.
“Parent/Guardian”	Both parents of a Player where both have custody, or one parent of a Player where that parent has lawful custody of the child or the other parent is unavailable, or another non-parent individual where that individual has been assigned lawful custody of the Player.
“Player”	An athlete legitimately registered with a team of the Club.
“Respondent”	A person who answers or defends in response to a complaint of harassment, abuse, bullying or misconduct alleged by a Complainant.
“Speak Out”	A program established by Hockey Canada designed to safeguard all participants in Canadian hockey from harassment, abuse, and bullying.
“Team Official”	A coach, assistant coach, manager, trainer or other such similar individual legitimately registered with a team of the Club.
“Volunteer”	A volunteer is defined as a non-paid person who donates, enters or offers his or her time freely to assigned specific duties for the Club.
“Youth”	Youth means a person between the age of 16 and 18 years.

5. CODE OF CONDUCT

- 5.1 The Club is committed to providing a sport environment in which all individuals are treated with respect.
- 5.2 During the course of all Club programs, business and activities all Club Officials, Club Personnel, Team Officials, Players, Parents/Guardians and Volunteers:
 - a) Shall conduct themselves, at all times, in a fair and responsible manner and refrain from comments or behaviours that are disrespectful, offensive, abusive, racist or sexist. In particular, the Club will not tolerate behaviour that constitutes harassment, abuse or bullying;



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

- b) Shall avoid behaviour which brings the Club, GTHL, OHF and/or Hockey Canada, or the sport of hockey into disrepute, including but not limited to the abuse of alcohol and/or non-medical use of drugs;
 - c) Shall not use unlawful performance enhancing drugs or methods, nor shall engage in any activity or behaviour that endangers the safety of others; and
 - d) Shall at all times adhere to the operational policies and procedures of Hockey Canada, the OHF, the GTHL and the Club.
- 5.3 Failure to comply with this Code of Conduct may result in disciplinary action, including, but not limited to, the loss or suspension of certain or all privileges connected with the Club. Such discipline may include the removal or ban from an arena, games, practices and/or other team activities.

6. SCREENING PROCESS

The Club will conduct the following 10-step screening process for all Club Officials, Club Personnel, Team Officials, and Volunteers. A person who does not meet the requirements and abide by the requirements of the screening process may not be accepted, may be disciplined or may be dismissed.

6.1 Position Design

Clearly identify, define and control the design of positions. Each position has set conditions and level of risk. Determine screening standards based on position design (see Appendix 'B').

6.2 Position Description

Develop and maintain descriptions that define responsibilities, expectations and levels of supervision for each staff and volunteer position (see Appendix 'A').

6.3 Application Form

Prepare and make available appropriate forms for staff and volunteers, and if the position requires other screening measures (e.g. medical exam, driver's license record, police criminal record check) the application form will so indicate (see Appendix 'C').

6.4 Formal Recruitment Process

Post all staff and volunteer positions, and indicate that screening is a part of the application process.

6.5 Conduct Interviews

Conduct interviews for all staff and volunteers to ensure candidates meet the position requirements and fit in with the organization.

6.6 Reference Checks

Implement a standard reference check questionnaire and follow through with the candidate's list of references.



6.7 Police Criminal Record Checks

- a) All Team Officials and anyone else determined by the Risk Assessment Tool (see Appendix 'B') will be subject to police criminal record checks.
- b) No police criminal record check may be older than four (4) months.
- c) Police criminal record checks are required for the first year in a position that mandates one, and every four (4) years thereafter.
- d) Previous offences that may exclude a person's application for a position with the Club include, but are not limited to, offences against persons, offences involving property or offences related to substance abuse.

6.8 Orientation & Training Sessions

- a) The level of risk associated with a position (as indicated in the position description) will determine when an organization should conduct an orientation session with new staff and volunteers to familiarize them with the Club's goals, objectives, policies and processes.
- b) All Club Team Officials are required to be certified in the Speak Out program.

6.9 Supervise & Evaluate

The risk assessment of each position (as indicated by the position description) will determine the necessary level of supervision and evaluation in respect of a person's performance in his or her position. An example of supervision may include an unscheduled observation of a practice or game. An example of evaluation may include an end of season interview with a coach or another team coaching staff member.

6.10 Follow-Up

Follow-up in respect of a person's performance in his or her position may be necessary and will be determined by the position description. An example of follow-up might be an end of season interview with a team's coaching staff.

7. **SCREENING ADMINISTRATION**

- 7.1 The Club's General Manager (or designate) will maintain records of all Club Team Officials required to be certified in Speak Out. The police criminal record checks of Club Team Officials who are required to submit such information will be directed to and maintained by the Club's General Manager (or designate).
- 7.2 All personal records maintained by the Club will be obtained and secured in compliance with the Club's Privacy Policy (see Appendix 'E').
- 7.3 Club Team Officials will be required to provide a police criminal record check upon assuming their role or at the request of the Club's General Manager (or designate), and every four (4) years thereafter. Where a Club Team Official has provided a police criminal record check to Hockey Canada, the OHF or any member partner thereof (including the GTHL), or any other GTHL Member Association within the past four (4) years, that police criminal record check may be accepted by the Club when presented by the applicant.



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

- 7.4 The cost of providing a police criminal record check will be assumed by the individual.
- 7.5 The Club will provide copies of its documentation related to the implementation of Speak Out harassment, abuse and bullying prevention policies and practices to the GTHL on an annual basis. The aforementioned materials will be sent to the GTHL at the same time that the Club applies for its teams for the subsequent season on or before January 31st.
- 7.6 For those staff and volunteer positions deemed to require a police criminal record check, including all Team Officials and anyone else determined by the Risk Assessment Tool (see Appendix 'B'), completed search reports for the same shall be returned to the attention of the Club's General Manager (or designate). Such reports will be initially reviewed by the Club's General Manager (or designate), and if any reported convictions, incidents or events may have a potential impact on the candidate's role with the Club, a secondary review will be required. Secondary review of a police criminal check report will be conducted by no fewer than two (2) members of the Club's Executive Committee. The Club's Executive Committee is comprised of the Club's President, Secretary/Treasurer and General Manager. All police criminal record check reports will be maintained in a secure and confidential manner, and access to the same will be restricted to members of the Club's Executive Committee on a "need to know" basis.

8. RECEIVING A COMPLAINT

8.1 Abuse Complaints

When there a complaint of alleged abuse of a child participant there will be no investigation by the Club. Any investigation will be conducted by the police or the appropriate child protective agency.

- a) If a complaint of abuse of a child participant results in a conviction, the Club will exclude the individual convicted.
- b) If a complaint of abuse of a child participant does not result in a conviction, the Club may nonetheless deal with the matter as one of harassment, bullying or misconduct under Section 8.2 below.
- c) The Club, in its sole and absolute discretion, may elect to temporarily suspend any Respondent if circumstances warrant such action.

8.2 Harassment, Bullying or Misconduct Complaints

Complaints of harassment, bullying or misconduct may be handled informally where possible, or formally as required, but will be addressed within a reasonable timeframe.

- a) The Club will not be required to deal with all complaints. The Club may decide to deal with the complaint, but may decide not to deal with it if it is of the opinion that it:
 - i) Could be more appropriately dealt with under another policy, rule or regulation;
 - ii) Is frivolous, vexatious or made in bad faith;
 - iii) Is not within its jurisdiction; or
 - iv) Is based on occurrences that are more than six (6) months old.



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

- b) Complaints will be submitted in writing using the format specified in Appendix 'D' of this document, or a substantially similar format, to the attention the Club's General Manager (or designate) in accordance with Section 9.1 below.

8.3 No Automatic Player Release

Complaints of harassment, bullying or misconduct will not qualify a Player for an automatic release. This is to ensure the safety of all players on the team, not just the one initiating the complaint. If the complaint is substantiated, the primary option is to address the behaviour of the offending party which may include disciplinary action up to and including suspension or removal.

9. COMPLAINT ADMINISTRATION

- 9.1 The Club shall designate one person to accept complaints originating from within the organization; this person will be identified to the GTHL at the same time as the identification of registered representatives. Complaints shall be addressed to the Club's General Manager unless urgency or circumstances require that another Club Executive be contacted
- 9.2 Upon receipt of a Complaint submitted to the Club's designated person, the designated person shall forward it immediately to the GTHL Executive Director (or designate).
- 9.3 It is the policy of the GTHL that any and all situations involving Harassment and/or Abuse must be reported to the GTHL and subsequently to the OHF.

10. COMPLAINT INVESTIGATION

- 10.1 All investigations of harassment, abuse, bullying or misconduct will be conducted in accordance with the Club's Privacy Policy. Disclosure of any part of the final report, or work product thereof, will be provided at the discretion of the Club's General Manager, and where third party confidentiality is required the report may not be provided. Upon final determination, a summary report may be available to the relevant parties who may include, but are not limited to, the person(s) who initiated the complaint (the Complainant), the person(s) against whom the complaint was made (the Respondent), and any person(s) against whom any adverse finding is made.
- 10.2 When the Club is conducting an investigation, the report resulting there from will be received by the Club's General Manager for review and determination.
- 10.3 The Club may use an Independent Fact Finder to conduct any investigation it initiates.
- 10.4 Any decision for the Club to contact the police on the basis of the Investigation Report will be made by the Club's General Manager.

11. INVESTIGATION DECISIONS

The following decisions resulting from any investigation may be made:

- 11.1 The complaint is with merit;



- 11.2 The complaint is without merit;
- 11.3 There is insufficient information to enable a conclusive decision to be made; or
- 11.4 The complaint is outside of the jurisdiction of the investigating body.

12. DISCIPLINARY ACTION

- 12.1 Any Club Official, Club Personnel, Team Official, Player, Parent/Guardian or Volunteer found in violation of the Hockey Canada Speak Out Policy on Harassment, Abuse and Bullying or the OHF Speak Out Policy or the OHF Code of Conduct or the GTHL Speak Out Policies or the GTHL Code of Conduct or the Club Speak Out Policy or the Club Code of Conduct may be disciplined up to and including dismissal and/or revocation of membership privileges.
- 12.2 Any Club Official, Club Personnel, Team Official, Player, Parent/Guardian or Volunteer who knowingly brings a false complaint against a Club or GTHL participant may be disciplined up to and including dismissal and/or revocation of membership privileges.
- 12.3 Any Club Official, Club Personnel, Team Official, Player, Parent/Guardian or Volunteer who is the subject of a complaint of harassment, abuse or bullying may be suspended from his or her position, or made subject to other precautionary measures for the duration of an investigation. This action will be reviewed by the Club's General Manager (or designate) on a case by case basis.
- 12.4 Any Club Official, Club Personnel, Team Official, Player, Parent/Guardian or Volunteer who is discovered by means other than a police criminal record check to have a conviction that may have an impact on their position, may be disciplined up to and including dismissal and/or revocation of membership.

13. SANCTIONS

- 13.1 When directing appropriate disciplinary sanctions, the Club shall consider various factors such as:
 - a) The nature and severity of the harassment and bullying information;
 - b) Whether the harassment and bullying involved any physical contact;
 - c) Whether the harassment and bullying was an isolated incident or part of an ongoing pattern;
 - d) The nature of the relationship between the complainant and respondent;
 - e) The age of the complainant;
 - f) Whether the respondent has been involved in any previous harassment and bullying incidents;
 - g) Whether the respondent has admitted responsibility and expressed willingness to change; and
 - h) Whether the respondent retaliated against the complainant.



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

- 13.2 In directing disciplinary sanctions, the Club may consider the following options, singly or in combination, depending on the nature and severity of the harassment and bullying:
- a) Verbal apology;
 - b) Written apology;
 - c) Letter of reprimand from the Club;
 - d) Referral to counseling;
 - e) Removal of certain privileges of membership or employment;
 - f) Temporary suspension with or without pay;
 - g) Termination of employment or contract;
 - h) Suspension of membership;
 - i) Expulsion from membership;
 - j) Publication of the details of the sanction; or
 - k) Any other sanction which the Club may deem appropriate.
- 13.3 Failure to comply with a sanction as determined by the Club shall result in automatic suspension of membership until such time as the sanction is fulfilled.
- 13.4 Notwithstanding the procedures set out in this policy, any individual participating in Club business, activities or events who is convicted of a criminal offence involving sexual exploitation, invitation to sexual touching, sexual interference or sexual assault, shall face automatic suspension from participating in any activities of the Club for a period of time corresponding to the length of the criminal sentence imposed by the Court, and may face further disciplinary action by the Club in accordance with this policy.

14. APPEALS

- 14.1 Except where otherwise provided, an appeal of any disciplinary matter determined hereunder will be regulated and heard in accordance with Article 11.0 of the Club's current Rules of Operation.
- 14.2 Parties to any disciplinary matter determined hereunder who believe that they have been aggrieved by the Club's decision in relation to an appeal, may file for an appeal hearing with the GTHL in accordance with Article 15.0 of the GTHL Rulebook.

15. AMMENDMENTS

Any amendments or changes in the Constitution, By-Laws, Regulations or Speak Out Policies and Procedures of Hockey Canada, the Ontario Hockey Federation or the GTHL shall automatically amend or change the Constitution, By-Laws, Regulations or Speak Out Policies and Procedures of the Club in accordance therewith.

The Club will file a copy of any revised Speak Out Policies and Procedures with the GTHL President, GTHL Executive Director, or designate.



APPENDIX 'A' – POSITION DESIGN & DESCRIPTION

Position Design

Clearly identify, define and control the design of positions. Each position has a set of conditions and level of risk. Determine screening standards based on position design.

Position Title	Be brief (2-3 words) but descriptive.
Purpose of Position	A short sentence or two identifying key reasons for individual's involvement, in relation to the organization's mission, goals or objectives.
Risk Level	Based on the Risk Assessment of the position, and used as the basis for what screening mechanisms will be required for this position.
Skills and Qualifications	Include the attitudes, knowledge, past experience, background, education and personal traits that are directly related to the ability of the applicant to meet the duties/activities/responsibilities.
Boundaries and Limitations	What is the person in this position not allowed to do? What is outside of the parameters of the position?
Vulnerability of Persons Served	Are the persons served by this position vulnerable, and if so in what way?
Screening Requirements	List the applicable screening techniques for this position.
Supervision and Support	To whom is this person in this position directly responsible? How is this position supervised? What are the reporting and evaluation mechanisms?

Position Description

Develop and maintain descriptions that define responsibilities, expectations and levels of supervision for each staff and volunteer position.

Duties/Activities/Responsibilities	Be specific about regular duties to be performed, duties performed on occasion, and any special equipment used. Do not list every step of every activity; this can be expanded on in the position training.
Time Commitment	Minimum number of hours, frequency, days and times and length of commitment.
Location	Where will the person in this position work? Is it off site, isolated or unsupervised?
Orientation and Training	Both initial and ongoing training, making clear what is required and what is optional.
Benefits	Include organization's commitment to the position, personal benefits, whether out-of-pocket expenses are covered by the organization.



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

Sample Design and Description – Head Coach

The following is a sample Head Coach position design and description for an entry level team:

Position Title	Head Coach
Purpose of Position	To teach, coach and supervise minor hockey players. Create a safe, social and fun environment for all participants. Manage and direct other Team Officials associated with team coaching staff.
Risk Level	High. Working in close proximity with children and/or youth on an ongoing basis.
Skills and Qualifications	Caring, friendly and caring attitude. Ability to communicate with player, parents/guardians and staff. Must have NCCP Coach Level or CBET Development 1 certification. Must have Speak Out! Harassment & Abuse certification. Should have previous coaching experience with competitive hockey programs.
Boundaries and Limitations	Bound by Club's Rules of Operations and Speak Out policies and procedures, as well as, GTHL Code of Conduct and all applicable rules, regulations, by-laws, articles and policies of the GTHL.
Vulnerability of Persons Served	Working directly with children and/or youth between the ages of 9 and 18, and responsible for oversight of other Team Officials working directly with the same.
Screening Requirements	Police criminal record check. At least three (3) personal and/or professional reference checks.
Supervision and Support	Responsible to the Club's General Manager (or designate), and subject to the overriding authority of Club and GTHL.
Duties/Activities/Responsibilities	Responsible for the development and implementation of all aspects of the team's season plan and development program. Responsible for managing and coaching the team during games. Responsible for managing and supervising the team's finances.
Time Commitment	Two (2) practices per week, thirty-six (36) regular season games (plus playoff games), three (3) tournaments, various team social functions, ongoing financial management activities, and other miscellaneous team management and operational activities as required throughout the hockey season.
Location	Westwood Arenas and other arena facilities as required.
Orientation and Training	Pre-Tryout (April) and Pre-Season (August) Team Officials' Meetings.
Benefits	Eligibility for recognition awards.



APPENDIX 'B' – RISK ASSESSMENT TOOL & RATING

The following eight (8) questions are to be considered when assessing the risk level associated with each staff or volunteer position:

1. Does the person in this position serve people who may be vulnerable?
 - Children and/or youth under the age of 18.
 - Persons with communications or language boundaries.
2. Does the person in this position have access to players?
 - Direct contact with players at the rink and/or away from the rink.
 - Driving players in a vehicle within the Hockey Canada Speak Out parameters.
3. Is the person in this position required to make physical contact with a player's body?
 - Demonstrating a skill.
 - Touching the player.
 - Contact with bodily fluids.
4. Does the person in this position have access to property or equipment?
 - Personal equipment.
 - Facility equipment.
 - Organization equipment.
5. Is the person in this position involved in making decisions about a player's or movement with the system?
 - Perceived or actual position of authority.
6. Does the person in this position have access to confidential information?
 - Personal documents and/or communications.
7. Does the person in this position have access to money?
 - Personal funds.
 - Team funds.
 - Organizational funds.
8. Is the person in this position involved in making decisions on behalf of the organization?
 - Perceived or actual position of authority.
 - Enters into agreements on behalf of the organization.

If the answer to any question above is "Yes", then the following steps are suggested:

- Personal and/or professional reference checks.
- Police criminal record checks.
- Regular supervision and support.
- Participant evaluation of position.
- Specific behaviour code is provided.



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

APPENDIX 'C' – APPLICATION FORM

Team – First Choice

Division (Minor Atom, Atom, Minor Peewee, Peewee, . . . , Midget)	Category ('AA' or 'A')
---	------------------------

Team – Second Choice

Division (Minor Atom, Atom, Minor Peewee, Peewee, . . . , Midget)	Category ('AA' or 'A')
---	------------------------

IMPORTANT NOTICE: All Team Officials must provide a police criminal record check prior to the confirmation of any coaching staff appointment with the Toronto Royals Minor Hockey Club.

Head Coach

Last Name		First Name	
Street Address			
City/Town	Province	Postal Code	
Home Telephone	Mobile Telephone	Work Telephone	
E-mail Address		Alternate E-mail Address	
Current Club/Association			
Current Division (i.e. Novice, Minor Atom, Atom, . . . , Midget)		Current Category (i.e. 'AAA', 'AA', 'A', Select, House League, Other)	
Coach/Trainer/Speak Out Certification Numbers			
References	Telephone	E-mail Address	
1.			
2.			
3.			

Assistant Coach

Last Name		First Name	
Street Address			
City/Town	Province	Postal Code	
Home Telephone	Mobile Telephone	Work Telephone	
E-mail Address		Alternate E-mail Address	
Current Club/Association			
Current Division (i.e. Novice, Minor Atom, Atom, . . . , Midget)		Current Category (i.e. 'AAA', 'AA', 'A', Select, House League, Other)	
Coach/Trainer/Speak Out Certification Numbers			
References	Telephone	E-mail Address	
1.			
2.			
3.			



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

Assistant Coach

Last Name		First Name	
Street Address			
City/Town	Province		City/Town
Home Telephone	Mobile Telephone		Home Telephone
E-mail Address		Alternate E-mail Address	
Current Club/Association			
Current Division (i.e. Novice, Minor Atom, Atom, . . . , Midget)		Current Category (i.e. 'AAA', 'AA', 'A', Select, House League, Other)	
Coach/Trainer/Speak Out Certification Numbers			
Reference	Telephone	E-mail Address	
1.			

Trainer

Last Name		First Name	
Street Address			
City/Town	Province		City/Town
Home Telephone	Mobile Telephone		Home Telephone
E-mail Address		Alternate E-mail Address	
Current Club/Association			
Current Division (i.e. Novice, Minor Atom, Atom, . . . , Midget)		Current Category (i.e. 'AAA', 'AA', 'A', Select, House League, Other)	
Coach/Trainer/Speak Out Certification Numbers			
Reference	Telephone	E-mail Address	
1.			

Manager

Last Name		First Name	
Street Address			
City/Town	Province		City/Town
Home Telephone	Mobile Telephone		Home Telephone
E-mail Address		Alternate E-mail Address	
Current Club/Association			
Current Division (i.e. Novice, Minor Atom, Atom, . . . , Midget)		Current Category (i.e. 'AAA', 'AA', 'A', Select, House League, Other)	
Coach/Trainer/Speak Out Certification Numbers			
Reference	Telephone	E-mail Address	
1.			



APPENDIX 'D' – COMPLAINT INTAKE FORM

Please take note the following:

- 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	



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

Name of person(s) against whom the complaint is being made

1.	Last Name Title/Role	First Name Club/Association
2.	Last Name Title/Role	First Name Club/Association
3.	Last Name Title/Role	First Name Club/Association
4.	Last Name Title/Role	First Name Club/Association
5.	Last Name Title/Role	First Name Club/Association

Date that the last incident occurred: (Year / Month / Day)

Location where the incident occurred:

Please check the grounds that best describes the nature of the complaint

A. Harassment

Type of behaviour:

- Conduct
 Gestures
 Comments

Based on:

- Race
 Ethnicity
 Disability
 Colour
 Religion
 Age
 Sexual Orientation
 Sex
 Marital Status
 Family Status
 Pardoned Conviction

B. Abuse

Type of behaviour:

- Physical
 Emotional
 Sexual
 Neglect

Please note: The Club, nor the GTHL or OHF, will investigate reports of abuse that meet the definition provided. This information will be provided to the appropriate authorities for follow-up.

C. Bullying

Type of behaviour:

- Physical
 Verbal
 Relational
 Reactive

D. Misconduct

Please note: Complaints of misconduct will be investigated by the Club for formal or informal resolution according the Club's rules and policies.



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 in a position of 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 four 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).

“Harassment”

Harassment is offensive behaviour – emotional, physical and/or sexual – that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex or gender, disability, marital status, or pardoned conviction.

“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.



APPENDIX 'E' – PRIVACY POLICY

The Privacy Policy of the Toronto Royals Minor Hockey Club (the "Club") has been developed and implemented in order to define the manner in which the Club collects, uses, retains, secures, discloses and disposes of personal information related to its Club Officials, Club Personnel, Team Officials, Players, Parents/Guardians, Volunteers and other such similar persons involved in Club programs, business and activities.

The Club's Privacy Policy describes the way in which the Club shall, subject to applicable legal requirements, adhere to all relevant federal and provincial legislative requirements. The aforementioned policy follows the ten (10) "Fair Information Principles" associated with the federal Personal Information Protection and Electronics Documents Act (the "PIPEDA"):

1. Be Accountable

- Comply with all ten (10) of the fair information principles.
- Appoint an individual (or individuals) to be responsible for your organization's compliance.
- Protect all personal information held by your organization or transferred to a third party for processing.
- Develop and implement personal information policies and practices.

2. Identify the Purpose

Your organization must identify the reasons for collecting personal information before or at the time of collection:

- Before or when any personal information is collected, identify why it is needed and how it will be used.
- Document why the information is collected.
- Inform the individual from whom the information is collected why it is needed.
- Identify any new purpose for the information and obtain the individual's consent before using it.

3. Obtain Consent

- Inform the individual in a meaningful way of the purposes for the collection, use or disclosure of personal data.
- Obtain the individual's consent before or at the time of collection, as well as when a new use is identified.

4. Limit Collection

- Do not collect personal information indiscriminately.
- Do not deceive or mislead individuals about the reasons for collecting personal information.

5. Limit Use, Disclosure and Retention

- Use or disclose personal information only for the purpose for which it was collected, unless the individual consents, or the use or disclosure is authorized by PIPEDA.
- Keep personal information only as long as necessary to satisfy the purposes.
- Put guidelines and procedures in place for retaining and destroying personal information.
- Keep personal information used to make a decision about a person for a reasonable time period. This should allow the person to obtain the information after the decision and pursue redress.
- Destroy, erase or render anonymous information that is no longer required for an identified purpose or a legal requirement.

6. Be Accurate

- Minimize the possibility of using incorrect information when making a decision about the individual or when disclosing information to third parties.



Toronto Royals Minor Hockey Club Speak Out Policies & Procedures

7. Use Appropriate Safeguards
 - Protect personal information against loss or theft.
 - Safeguard the information from unauthorized access, disclosure, copying, use or modification.
 - Protect personal information regardless of the format in which it is held.
8. Be Open
 - Inform customers, clients and employees that you have policies and practices for the management of personal information.
 - Make these policies and practices understandable and easily available.
9. Give Individuals Access
 - When requested, inform individuals if you have any personal information about them.
 - Explain how it is or has been used and provide a list of any organizations to which it has been disclosed.
 - Give individuals access to their information.
 - Correct or amend any personal information if its accuracy and completeness is challenged and found to be deficient.
 - Provide a copy of the information requested, or reasons for not providing access, subject to exceptions set out in Section 9 of PIPEDA.
 - An organization should note any disagreement on the file and advise third parties where appropriate.
10. Provide Recourse
 - Develop simple and easily accessible complaint procedures.
 - Inform complainants of their avenues of recourse. These include your organization's own complaint procedures, those of industry associations, regulatory bodies and the Office of the Privacy Commissioner of Canada.
 - Investigate all complaints received.
 - Take appropriate measures to correct information handling practices and policies.