



Lakeshore Minor Hockey Federation

POLICY MANUAL

Hockey presents our youth with an exciting challenge that will serve them lifelong. Think of minor hockey not as a “hockey school” but as a school on life through hockey. From a sporting aspect it demands quickness, endurance, character, effort, a sharp mind and a physically fit body as well as commitment, and teamwork. All qualities that when properly developed will form the foundation of some integral life skills. As parents we should be more concerned with using sports to develop our children's social skills, especially those that are used within a team concept. What a great tool to teach accountability and responsibility to others rather than self indulgence. Or teach them about respect for opponent and authority figures. The beginning of a new hockey season brings excitement and anticipation of great things to come. Please, at this time, review the policies and procedures regarding the LMHF program. In order to participate in the LMHF, all players, families and volunteers are required to adhere to the rules set forth in this handbook. We have constructed these policies with the intent of striving for ongoing improvement and development of our program, where ideals are striven for and achieved. A volunteer association requires patience, commitment, sacrifice, civility, courtesy, and caring. It is the expectation that all participants in the LMHF program strive towards developing our Association. Please be a positive part of helping to maintain the LMHF into the premier minor hockey association we know it should be.

It is the philosophy of the Lakeshore Minor Hockey Federation that all children who wish to learn the skills of hockey should have the opportunity to do so, within the limitations of available facilities and resources. It is also the philosophy of Lakeshore Minor Hockey Federation to provide an environment in which these children can learn hockey skills, play at a level consistent with their aspirations and skill set, learn good sportsmanship and develop into young men and women that will continue to promote the growth of the game of hockey. It is also imperative that everyone remembers that hockey is a team game and when registering with Lakeshore Minor Hockey Federation, players and parents are committing to strive to adhere to the team rules and objectives. If you are going to make the commitment to a Lakeshore team then please ensure that you live up to the commitment required for said team and level.

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1 - REGISTRATION

General Registration Information

- No player may participate in Association activities unless he/she is properly registered. A player is properly registered when a completed registration form has been filed with the **Registrar** and registration fees have been submitted/paid in full.
- Incomplete Registration forms will be returned to the member for completion.
- Any requests for special consideration regarding payment of registration fees must be submitted in writing to the Registrar for consideration and approved by the Treasurer.
- Registration will be rescinded if fees are not paid in full by July 31st for the upcoming season (exception see “special consideration” note above)
- Any player failing to return appropriate forms and fees before the deadline shall be deemed as not returning and will not have a place reserved for them.

1.1 Return Registration

- The Association will accept payment for registration in the form of one full payment dated at the latest July 31st. Properly completed registration form and cheque must be received before July 31st.
- Deadline for Early Registration is June 30th. Final registration and payment date for returning players who wish to take advantage of the “Early Registration Rebate” will be June 30. Returns after this date are not eligible for the early-bird discount.
- **DUE TO DEMAND AND SPACE CONSTRAINTS, LATE REGISTRANTS WILL NOT BE GUARANTEED A PLACE IF THE ROSTER SPOTS FILL UP BEFORE THEY REGISTER.**

1.2 New Member Registration

New players to the Association registration will be accepted during “open” registration in the month of July.

Required are the following:

- Copy of the Player’s Birth Certificate.
- Proof of Residence 2 fixed utility bills i.e. (Hydro bill, Property Tax Notice, Government Documents with name and address)
- Transfer Papers (if applicable)
- Registration fees (paid in full at the time of registration)
- Registration will not be approved until the Association is provided with ALL of the above.
- **THE PLAYER IS NOT PERMITTED ON TO THE ICE UNTIL THE REGISTRAR HAS GIVEN SUCH APPROVAL.**

1.3 New Members TRANSFER from Other Associations in Lac St Louis

Players who have played hockey for another Minor Hockey Association in LSL. at any time during the previous season must fill out appropriate documentation before their application for registration is accepted.

1.4 New Members TRANSFER from Other Associations in CANADA

Players who have played hockey for another Association in Canada at any time during the previous season must fill out appropriate documentation. A formal release from the previous association will be required.

1.5 Foreign Player Registration

Applications for a foreign player must be completed in full along with the requirements of CAHA for entry into Canada. Any fees incurred to register a foreign player must be paid by said player.

1.6 Late Registration

Late Registrations will not be pro-rated.

1.7 Refund Policy

- a) Full refund for the upcoming season before August 15th.
- b) After Aug 16th, refund prorated by month and a \$50 administration fee will be deducted. Prorated refunds apply from Aug 16th up to the date until a player has been evaluated and placed on a team (per "d" below)
- c) The date that is recognized as the date from which the refund will be adjusted is the post marked date (email or regular mail) that the request is made.
- d) NO refunds will be issued once a player has been evaluated and/or placed on a team. (Refunds for players who must withdraw due to injuries will be dealt with on a case by case basis)
- e) Refund cheques, will NOT be processed during the period of August 15th to September 30th.
- f) Refund cheques will be mailed.

1.8 NSF Cheques

Lakeshore Minor Hockey Federation is a community based hockey organization and we recognize that families within our community may find themselves in financial situations where cheques that they have written may be returned for a lack of funds. As we recognize this happens, we have a policy that sets out how we will deal with these situations. Players whose fees have been paid by cheque that are later returned for NSF or any other reason will be deemed as "Not Paid Up Members" and as such, the following steps will be initiated to collect these funds. Should either "a" or "b" of the steps, set out below, not be met favorably for Lakeshore, that is to say that Lakeshore has not collected the funds successfully, then the player will be deemed ineligible to play or practice and the registrar will notify the team and the player removed from the T-112, however, the player will be re-instated if Lakeshore receives the funds.

- a) Upon notification in writing, the member has a grace period of two weeks from the date noted on the letter to address and rectify the situation.
- b) All NSF cheques must be paid by a certified cheque, bank draft or money order and must be delivered to the LMHF Treasurer.
- c) After this date, the treasurer will notify the Registrar who will notify the member that the player (s) is/are ineligible to attend any games or practices until the situation is rectified.
- d) The Treasurer will notify the Registrar who will inform the member once the player is again eligible to play.

1.9 Financial Assistance

In case of financial hardship, members should contact the Treasurer in writing to discuss their specific situation.

2 - TEAM FINANCIALS & TEAM RULES

2.1 Team Bank Account

THE BEST WAY TO PROTECT PERSONAL INTEGRITY IS TO ALWAYS OPERATE IN AN OPEN AND WELL-DOCUMENTED MANNER.

All teams are required to open a "TEAM BANK ACCOUNT". Personal bank accounts should not be used for team activities. The account MUST have 2 signing officers (not spouses), preferably 2 non related parents. ATM cards are prohibited on team bank accounts. A financial update should be provided by the person designated to handle the finances, at the request of a team member or any LMHF Executive. A full written financial report (recap of budgeted vs. actual expenses) must be provided to the parents at the end of the year.

2.2. Team Budgets

In order for teams to obtain the necessary funding from their parents over and above registration the following guidelines need to be followed. Team budgets should reflect as close as possible the projections for expenses and revenues for the season, there may be variances that occur but efforts should be made to work within the \$ guidelines established at the beginning of the season..

- Team budgets must only contain hockey essential items such as
- Ice time
- Tournaments
- Equipment (Pucks, water bottles, practice jerseys, coaches' aids)
- Team meals at an away tournament may be included
- Any items directly related to hockey development (instructors, etc)
- Budgets cannot contain the following items
- Team clothing (t-shirts, jackets, hats etc..)
- Team budgets may contain an allowance for other items: (subject to parental approval by majority vote)
- Parties (Christmas/Year End)
- Team transportation (bus for away tournaments)
- Tournament exchange gifts
- Videos/Manuals
- A copy of team budgets should be provided to division GM's or program V.P. for review prior to meeting with the parents to avoid potential problems
- Budgets need to be presented to parents at a team meeting prior to start of the season or as close to the start of the season as possible. All issues must be resolved before season starts. Hardship cases should be reported to the GM or VP of the Program or Association President immediately for validation and possibly meeting with the parent.
- Budgets need to be voted on by the parents, either by a show of hands or at the request of a parent(s), by secret ballot. Majority decides. 1 vote per player.
- Individual parental contribution should be limited to a maximum of \$600 (SL) and \$1200 (DL) per player. If a parent has multiple children on the team, the amounts are multiplied accordingly. Balance of budget (if any) should be obtained via fund raising activities or a sponsor.
- Team budgets are the responsibility of the team (coaches and parents). Payment dates should be agreed to with the parents at the budget meeting. Payment should be preferably before end of November.
- In the event that a parent refuses to pay his/her full portion after a majority vote has been taken and the budget has been accepted, the following process should be adhered to:
- Meeting setup with parent(s) and coach and manager and division GM (no "one-on-one") to resolve. Set specific dates for payment.

- If not resolved, GM to consult with the division VP to request a DC to resolve. In the event that a player is suspended for not paying, and ends up sitting out the rest of the season, the remaining parents on the team must pick up the outstanding balance if necessary. The player is deemed to be NOT IN GOOD STANDING and not eligible to register in future years, until payment of outstanding amount has been settled.
- In the event that a player sustains an injury and is limited in their team activities, as long as the player remains on the T-112 (roster) the family is responsible for their financial obligations to the team. Should the player withdraw from the team, then a pro-rata amount should be charged.
- This process should be made clear at the parents meeting to ensure they understand the consequences of a parent not paying his/her total portion of the team budget.

2.3 Team Rules

- A copy of team rules should be provided to division GM's or program V.P. for review prior to meeting with the parents to help clarify team expectations.
- Team rules need to be presented to parents at team meeting prior to start of the season. Team rules are to be respected and adhered to by all members of the team. Failure to abide by the team rules could lead to disciplinary action at the team level and possibly at the league level.
- Team e-mails should only be used for the purpose of communicating schedule changes or updates or friendly encouragement amongst parents. Any member using the team email list in a manner that is inappropriate or harassing will be sent to the LMHF Discipline Committee.

3 - LOGO AND TRADEMARK

The LMHF logo may NOT be used without the express written consent of Lakeshore Minor Hockey Federation. This includes the acronym "LMHF" and "Lakeshore Hockey" as well. Unauthorized use of the logo could lead to legal action being taken by the Federation against the offender(s). The LMHF Board of Directors has established specific color schemes for all apparel containing our logo. Please ensure these guidelines are respected.

4 - ALCOHOL AND ILLEGAL DRUGS

Alcohol, performance enhancing and/or narcotic drugs have no place in youth sports. LMHF is committed to providing all our players with an alcohol and drug free environment. Our Alcohol and Illegal Drug Policy will be strictly enforced. If a player is caught using alcohol or illegal drugs during any Minor Hockey event, he/she will be suspended immediately. Any member (player, team official, on-ice official) caught during a Lakeshore team activity (i.e. game, practice) under the influence of alcohol, performance enhancing and/or narcotic drugs, to be in the possession of alcohol, performance enhancing and/or narcotic drugs; or attempting to distribute alcohol, performance enhancing and/or narcotic drugs will be immediately suspended until a hearing with the Discipline Committee can be convened to determine the length of the suspension or expulsion. The suspended player will not be allowed to participate in any team activities until the suspension is dealt with. In the event that a player contravenes this policy:

- 1) If the parents are at the event, the player will be turned over to their care,
- 2) If the parents are not at the event then the player will be sent home (under escort), any additional expenses incurred will be the responsibility of the player and their family. In the event that a coach or on-ice official contravenes this policy they will be asked to IMMEDIATELY leave the arena. They will be suspended and asked to appear before the Discipline Committee to determine the length of suspension or expulsion.

5 - POLICE BACKGROUND CHECKS

Lakeshore Minor Hockey requires all volunteers, coaches, managers, any on-ice help and Executive members to agree to a police background check. The completed record checks are kept strictly confidential, and are reviewed only by the appointed Board member who liaisons with the authorities, if an issue arises. The frequency of the record check procedure will be determined by the Executive

6 - HARASSMENT POLICY

LMHF believes in the necessity of providing a safe and enjoyable environment for its members free of harassment and intimidation. This includes harassment and discrimination on the basis of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, gender identification, sexual orientation, age, marital status, family status and handicap (disability). Harassment is defined as any conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading, or otherwise offensive to an individual, or which creates an uncomfortable, hostile or intimidating environment. . Harassment includes, but is not limited to: unsolicited remarks (both verbal and written) gestures, inappropriate physical contact, slander (whether stated or innuendo), libelous acts, repeated communication (emails and/or phone calls) to any member of LMHF (parent, player, volunteer, game official, team members) with the intent of defaming another member, inappropriate use of email by parents through team email lists. Any such harassment will not be tolerated and will lead to the expulsion of said member. While we understand that we are all human and our emotions sometimes get the better of us, we must always keep in mind that this is an organization run by volunteers at all levels and we all must face the challenge together. Just as parents expect to be treated with respect and civility, our volunteers should expect and receive the same treatment. Any e-mail or letter sent to LMHF members with any type of threat (physical, legal or other) whether outright or veiled, will result in immediate suspension until a DC can rule on the merits. Additionally, retaliation and/or intimidation against any individual who has made a complaint will be considered harassment. If you are the victim of harassment, know of someone who is, or you witness this type of behavior, LMHF encourages you to contact a member of the Executive for immediate action.

7 - MEDICAL CLEARANCE POLICY

- All players will be required to provide proof that they have been cleared to return to play after a serious injury.
- Should the player not be able to continue for the balance of the season, see the "Team Financials" and "Refund Policy" sections for guidelines on monetary issues.

8 - BEHAVIOUR GUIDELINES

Further to our CODE OF CONDUCT POLICY, these guidelines identify the standard behavior that is expected of all LMHF members and participants. This includes all players, guardians, parents, coaches, officials, volunteers, directors, officers, committee members, team managers and trainers involved in LMHF activities and events. These lists are not all inclusive, but we believe they provide a good foundation.

8.1 Coaches

- Be a positive role model for your players.
- Winning is a consideration, but not the most important one. Care more about the children than winning the game. Remember, players are involved in hockey for fun.
- Display emotional maturity.
- Be alert to the physical safety of players.
- Be generous with your praise when it is deserved.
- Be fair and just, do not criticize players publicly.
- Teach good sportsmanship, respect parents, opponents, and officials.

- Be patient and understanding, be upbeat and encourage fun.
- Familiarize yourself with the rules, techniques, and strategies of hockey.
- Be an effective communicator; do not just yell at the players or officials.
- Recognize your influence on players; be honest and consistent.
- Teach the importance and value of teamwork.
- Emphasize the development of the fundamental skills of hockey.
- Adjust to personal needs and problems of players. Not all kids respond the same way.
- Maintain open lines of communication with your players' parents.
- Never verbally or physically abuse a player or official.
- When conversing with your players, or an official, be conscious of your position on the bench. Do not carry on a conversation where you are towering over the individual so that there is an intimidation aspect to your actions. (i.e. standing on the bench with your foot on top of the boards.) Eye level is best.
- Give all players the opportunity to improve their skills, gain confidence and develop self-esteem.
- Organize practices to be fun and challenging for your players.
- Be concerned with the overall development of your players. Stress good health habits and mental preparation.

8.2 Players

- Play for the fun of it, not just to please your parents or the coach.
- Respect your coach, your teammates and your opponents.
- Familiarize yourself with the rules and play by the rules.
- Never argue with the officials' decisions. Let your team captain or coach ask any necessary questions.
- Control your temper – no mouthing off, breaking sticks or throwing equipment.
- Work equally hard for yourself and your team - your team's performance will benefit and so will you.
- Be a good sport. Cheer all good plays, whether your team or your opponents.
- Treat all players as you yourself would like to be treated. Don't interfere with, bully or take unfair advantage of any player.
- Remember that the goals of the game are to have fun, improve your skills and feel good.
- Cooperate with your coach, teammates and opponents, for without them you don't have a game.

8.3 Parents

- Encourage, do not force an unwilling child to participate in sports.
- Remember children are involved in organized sports for their enjoyment, not yours.
- Familiarize yourself with the rules.
- Insist your child always play by the rules.
- Realize the importance of practice in developing your child's necessary hockey skills.
- Never determine the worth of your child by whether the team won or lost a competition. Teach your child that honest effort is as important as victory so that the result of each game is accepted without undue disappointment.
- Be positive and encouraging. Never yell at ANY child for making a mistake.
- Remember that children learn best by example. Applaud good plays by your team and by members of the opposing team.
- Do not publicly question an officials' judgment and never their honesty or integrity.
- Support all efforts to remove verbal and physical abuse from children's sporting activities.
- Recognize the value and importance of volunteer coaches. They give of their time and resources to provide recreational activities for your child.
- Do not discuss other team players as to their ability or aptitude in front of your own child.
- Should you have concerns regarding your child, be considerate of the coach and pick an appropriate time for discussion on the matter. Immediately after a game is generally not the right time.

8.4 On-Ice Officials

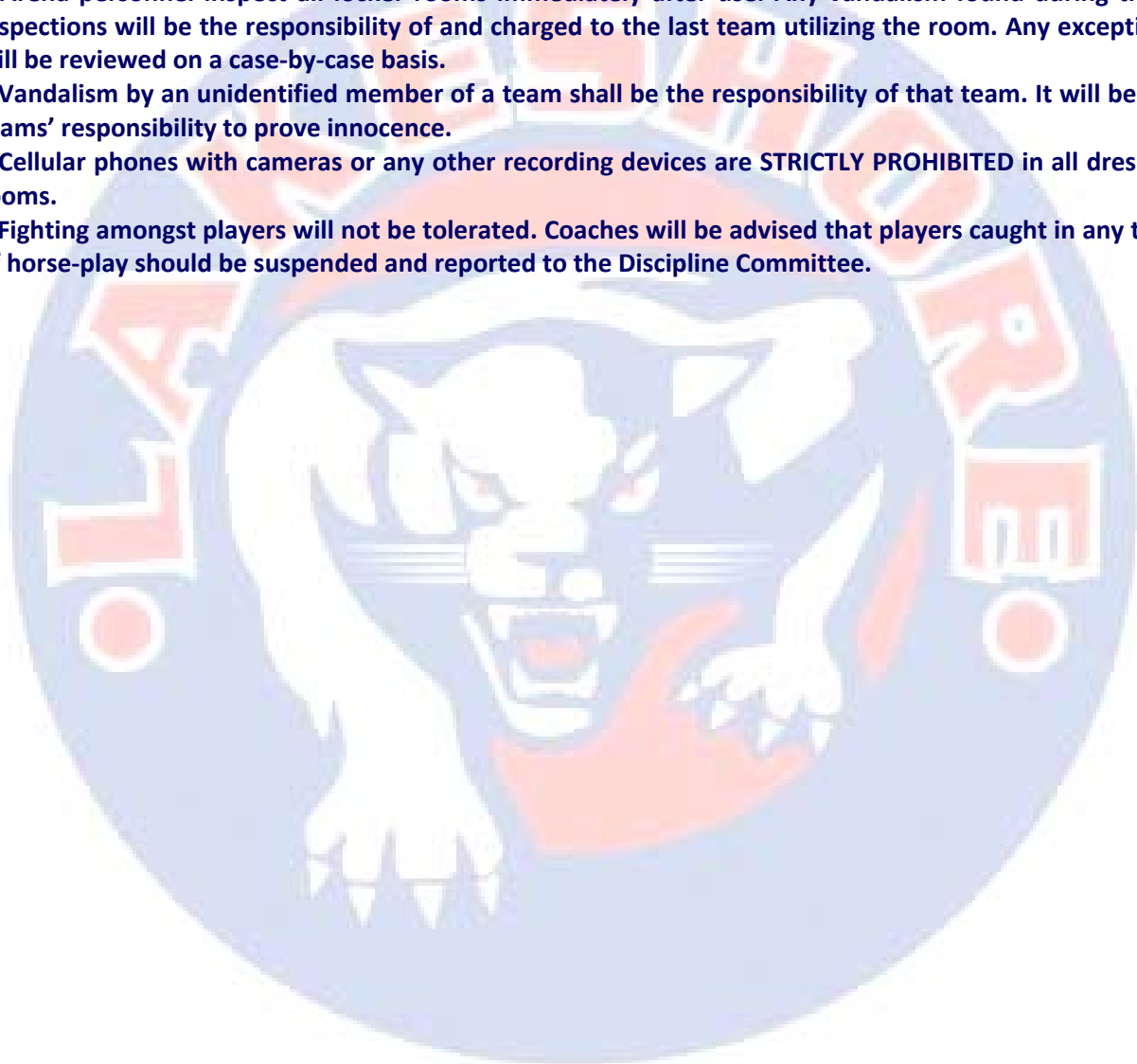
- Act in a professional manner at all times and take your role seriously.
- Strive to provide a safe and sportsmanlike environment in which players can properly display their hockey skills.
- Know all playing rules, their interpretations and proper application of them.
- Remember that officials are teachers too. Set good examples.
- Make your calls with quiet confidence, never with arrogance.
- Control games only to the extent that is necessary to provide a good experience for all participants.
- Violence must never be tolerated.
- Be fair and impartial at all times.
- Answer all reasonable questions when requested properly.
- Adopt a “Zero Tolerance” attitude towards verbal or physical abuse.
- Never use profanity when speaking to players, coaches, or parents.
- Use honesty and integrity when answering questions.
- Admit your mistakes when you make them.
- Never openly criticize a coach, player, or other official.
- Keep your emotions under control.
- Use only CHA approved officiating techniques and policies.

8.5 Spectators

It is LMHF policy to require parents/spectators to maintain a sportsmanlike and supportive atmosphere before, during and after all events. Remember, visiting teams, referees and visiting spectators are to be respected as guests of LMHF. Use of obscene or vulgar language in a boisterous manner to anyone at any time, taunting of players, coaches, officials or other spectators by means of baiting, ridiculing, or threatening physical violence or actual physical violence, throwing of any object in the spectators viewing area, players bench, penalty box or on-ice surface, directed in any manner as to create a safety hazard, is strictly forbidden. Any person partaking in any of these actions may be asked to leave the arena and the matter will be referred to the authorities. At no time are spectators allowed to have any direct contact with the referee's, either before, during or after the game.

9 - RULES AND POLICIES FOR ALL ARENAS

- All players will dress in locker rooms. Accommodations should be made for teams with girls playing on boys' teams.
- To prevent risk of injury, no "horse-play" allowed in arena. Arena personnel's decisions and requests are to be adhered to at ALL times.
- All locker rooms must be cleaned up after use. Paper, tape or other debris should be cleaned up/picked up and put in the trash bins in every locker room. This applies whether you are at home or at an away arena.
- Vandalism by any individual in or around the arena may result in an immediate suspension and a review by the Discipline Committee. Furthermore, the incident may be reported to the police.
- Arena personnel inspect all locker rooms immediately after use. Any vandalism found during these inspections will be the responsibility of and charged to the last team utilizing the room. Any exceptions will be reviewed on a case-by-case basis.
- Vandalism by an unidentified member of a team shall be the responsibility of that team. It will be the teams' responsibility to prove innocence.
- Cellular phones with cameras or any other recording devices are **STRICTLY PROHIBITED** in all dressing rooms.
- Fighting amongst players will not be tolerated. Coaches will be advised that players caught in any type of horse-play should be suspended and reported to the Discipline Committee.



POLICY ON PLAYER SUPERVISION

No player, under any circumstances, should be left alone with another adult without minimum supervision during any team event, unless the adult is his legal guardian.

An event can be a practice, game, exhibition game, tournament or any other event that brings the team together. Minimum supervision means that care must be taken that the player is not being isolated one on one with an adult, who is not his legal guardian, without a second adult supervisor present. With this policy we are trying to avoid any circumstances where a player could be separated from his team by anyone, and left alone for any period of time.

This can only be accomplished if parents and coaches follow these general guidelines:

- 1) Teams must select one or two additional supervisors, preferably parents to help with all supervisory functions during any team event.
- 2) Never have closed door discussions with players one on one, unless you are the player's parent. A minimum of two adults must be involved in player discussions at all times. During coaching discussions of any type, coaches are required to have a minimum of one additional coach present.
- 3) Avoid any team event where you cannot guarantee full time supervision for all players, by applying a minimum of one adult per five player's guideline, but never a one on one isolated situation. Avoid non-sanctioned events as described below altogether.
- 4) Take player supervision rules seriously with the approach that they are designed to protect kids and volunteers from potential harm, not spying on them.
- 5) Report any breach of this policy to the Vice presidents or the President of Lakeshore Minor Hockey immediately.

NON-SANCTIONED EVENTS

Any team event removing a player from the care, custody and control of his legal guardian, overnight, for any other purpose than playing a scheduled hockey game, whether it is a tournament or exhibition games, is not supported. Therefore, team sleepovers are not supported under any circumstances; team trips that do not involve playing a game are not supported if they include overnight stays. Team building events should be kept to a single day and proper supervision must be maintained.

HOCKEY TRIPS

Under no circumstances should hockey players be left without supervision during transportation to and from tournaments or exhibitions, as well as during the events. As per guideline 3 above, there must be a minimum of one adult per five players and players should not ride alone with an adult unless the adult is his parent. As an example, on a team of 16 players a minimum of 3 to 4 adults are required at all times to supervise. Of course, we expect that the coaches and parents selected to supervise or their delegates will be present at all events. Regardless of the number of players, however, there should never be less than two adults present at all times as indicated earlier. This responsibility lies not only with the coach, but all adults on the team.

DRESSING ROOMS

Careful attention should be taken to ensure that proper supervision is available to players in dressing rooms. Again, players must be supervised by at least two adults. We encourage the use of the supervisory parents when coaches cannot guarantee proper supervision. No female coaches, managers, supervisors or parents should be in a boy's team dressing room during changing and shower periods, nor should male coaches, managers, supervisors or parents be in female team dressing rooms under the same circumstances. If the coach is of the opposite gender of the players, then he or she must always put a parent or assistant coach supervisors of the same gender as the players in the dressing room and ask for their help to enter the room at the appropriate moment. Girl hockey players on boys teams at Atom levels and up should change in washrooms and must leave the room before shower periods, when and if showers are taken. In closing, as much as it is our duty to do everything we can to eliminate the threat of abuse from our organization, it is also as important not to over react and create an environment of distrust without having facts that support concerns. We would like to thank all our coaches, parents and players for their help and co-operation in implementing this policy.

CODE OF CONDUCT

As approved by the Board of the Lakeshore Minor Hockey Federation, the following policy defines the code of conduct that is expected from all our members. The purpose of this document is to inform our members as to what acceptable and unacceptable conduct is and how they are defined. We must provide our members with a safe environment and require them to behave according to the rules established for those purposes. However, if members refuse to comply with these rules, we as an organization must take immediate action. If the unacceptable behavior continues, the member could be suspended or expelled. As far as players are concerned, we believe that the coach's responsibility is to the entire team and not just the individual player who is disruptive. Parents will have to deal with players who consistently refuse to adhere to the code of conduct, not coaches. These players will be reintegrated only when they have agreed to behave by the rules. However, it is the organization's responsibility to be sure that the code of conduct is clearly communicated. This code may seem straightforward to some; however, problems arise in enforcing the code when the offending members, for example, are highly skilled players. It appears that some coaches have a high degree of tolerance for these players because they "Can't afford to lose them". Unfortunately, some parents share this same view and this becomes a double standard practice, which, in our opinion, is not acceptable. The level of skill of any member should not be a factor when it comes to determining proper behavior. It is important to understand that this policy is designed to protect all members, not just players, from being mistreated by another member. Although it does not cover all aspects of improper behavior, it certainly can be used as a good guideline.

DEFINITION

We define unacceptable conduct as any action taken towards any of our members that would jeopardize the emotional and physical well being of the person being mistreated regardless of their position as a member. Our membership can be broken down into three major categories:

- a. Players.
- b. Coaches, assistant coaches, managers, parents, board members and appointed board members, volunteers.
- c. Game Officials.

PLAYERS

Clearly it is our duty and obligation to protect the emotional and physical well being of our players. Any action taken towards them by any of our members that compromises this well being will not be tolerated and immediate sanctions will be taken against the offender. For purposes of clarification, the following scenarios can be considered sanctionable.

VERBAL UNACCEPTABLE CONDUCT TOWARDS PLAYERS

- *We define verbal unacceptable conduct as profanities directed at a player or team for the purposes of correcting behavior*, regardless of the reasons, including verbal provocation by the player. It is our position that in an Adult/Minor (coach/player) relationship, the adult must use *acceptable disciplinary action* in handling corrective behavior.
- *We also define verbal unacceptable conduct as any language directed toward a player to intimidate him or her*, to threaten him or her, or in a manner to demean him or her as a person is not tolerated. This does not mean that a member cannot use corrective action toward a player in order to change a certain behavior; *it just means it cannot be done in a manner that defiles the person to whom it is addressed.*

PHYSICAL UNACCEPTABLE CONDUCT TOWARDS PLAYERS

- We define physical unacceptable conduct as any physical action taken or threatened towards a player for the purpose of discipline or in retaliation for *non physical provocation* by the player. *You cannot touch a player unless he is threatening your safety or that of another person.*
- Any physical action taken towards a player for the purposes of protecting against personal injury caused by a player's physical provocation or threatening behavior by a player is not considered unacceptable conduct. However, the actions concerned must plainly be a defensive reaction to clear an immediate danger to oneself or another member and not an unwarranted act of aggression.

COACHES, ASSISTANT COACHES, MANAGERS, PARENTS, BOARD MEMBERS, APPOINTED BOARD MEMBERS, VOLUNTEERS

VERBAL UNACCEPTABLE CONDUCT

- Any verbal provocation directed at coaches, assistant coaches, parents, board members, appointed board members, volunteers as described in *Players verbal unacceptable conduct* above, *by any other member* in any confrontation, will not be tolerated and will be severely dealt with. No member has the right to verbally mistreat another member regardless of the reason.
- We have appointed members whose job function is to deal with conflicts within every discipline in Lakeshore Hockey and it is their role to represent members in any conflict.

PHYSICAL UNACCEPTABLE CONDUCT

- Any physical provocation directed at coaches, assistant coaches, parents, board members, appointed board members, volunteers as described in *Players physical unacceptable conduct towards players* above, is considered unacceptable conduct and will not be tolerated. Severe sanctions will be carried out notwithstanding the possibility of civil action against the aggressor.

GAME OFFICIALS

VERBAL UNACCEPTABLE CONDUCT TOWARDS OFFICIALS

- There are specific rules and sanctions established by the QIHF that deal with verbal unacceptable conduct towards officials and these are sufficient to cover on ice situations.

VERBAL UNACCEPTABLE CONDUCT BY OFFICIALS

- Verbal unacceptable conduct by officials will be dealt with in the same manner as any other member.

PHYSICAL UNACCEPTABLE CONDUCT TOWARDS OFFICIALS

- Any action directed at an official by a member on or off the ice, with intent to injure, will be dealt with by the QIHF and then by the Lakeshore Hockey's discipline committee. These actions could lead to long suspensions, if no outright dismissal from the league.

PHYSICAL UNACCEPTABLE CONDUCT BY OFFICIALS

- Unfortunately, certain game conditions force officials (referees, sometimes timekeepers) to use enough physical force to diffuse threatened or actual physical aggressions from players on the ice. However, the official's actions must be clearly directed at diffusing the situation and nothing more. If the officials' actions go beyond the scope of reasonable force and a player has not physically threatened them, they are considered having physically threatened a player and they will be dealt with accordingly.