



STITTSVILLE RAMS POLICY MANUAL

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1 INTRODUCTION

The Stittsville Rams Competitive Program is governed by the Stittsville Minor Hockey Association (SMHA) and its constitution. This Stittsville Rams policy manual will guide the day-to-day operation of the Stittsville Rams.

2 ROLES AND RESPONSIBILITIES

The Stittsville Rams Competitive Program operates within the Stittsville Minor Hockey Association (SMHA) and is led by the Director, Competitive who is an elected, voting member of the SMHA executive.

Director, Competitive: The Director, Competitive responsibilities include:

- Participating in monthly SMHA Council meetings as a voting member (2 year term).
- Representing SMHA at the B League Competitive meetings.
- Leading the Rams Competitive coach selection process.
- Overseeing the tryout and team selection process.
- Providing Rams Competitive coach support and development within the Competitive Program.
- Attending hearings at HEO for any RAMS Competitive Club Member.
- Appointing and guiding volunteers supporting the Rams Competitive Program, which may include (as required):
 - Convenor, Competitive Administration
 - Convenor, Competitive Operations (Ice Scheduler)
 - Rams Equipment Manager
 - Rams Sponsorship/Fundraising
- Providing the team declaration and payment to B League for the season.

Convenor, Competitive Administration: The Convenor, Competitive Administration responsibilities include:

- Attending initial conditioning and tryout check-in days.
- Attending Tryout release discussions and posting invitations to continue in the tryout process.
- Providing the coach contact list to the B League and District 4.
- Communicating with Head Coaches and Team Managers:
 - Providing guidance for filling out templates (i.e. Roster, travel permit, affiliate permission form, etc...)
 - Creating presentation and leading spring coaches meeting.
 - Creating presentation and leading fall Managers meeting.
- Working with head coaches to ensure all credentials are in place for bench staff.
- First point of escalation for any issues.
- Organizing Photo Day for Rams Competitive Teams.
- Coordinating Rams Day Activities (i.e. charity, group raffle, item sales, gifts, team drinks, etc...).

Convenor, Competitive Operations (Rams Ice Scheduler): The Convenor, Competitive Operations responsibilities include:

- Managing conditioning and tryout registrations including accepting payment.
- Confirming player registration with SMHA, prior to conditioning and tryouts.
- Rams Ice Scheduling Duties:

- Receiving City of Ottawa Ice Contracts and returning City of Ottawa Ice that is unusable before the set return deadlines, through the SMHA VP Operations.
- Solely manage the private ice contract with the Bell Sensplex.
- Providing home game ice time options to the Ottawa B-League Game Scheduler.
- Reviewing the Ottawa B-League proposed game schedule for errors.
- Assisting teams in finding ice for games requiring rescheduling.
- Notifying the Referee and Timekeeper scheduler of scheduled home games, and rescheduled games, for assignment purposes.
- Scheduling team practices and share allocations.
- Providing playoff game ice times as requested by the Ottawa B-League level convenors for teams advancing into the playoffs.
- Attending initial conditioning and tryout check-in days.
- Assisting with Rams Day activities, other Rams Competitive Program events, and communication throughout the season.

Rams Finance Officer: The Rams Finance Officer must maintain Stittsville Rams Competitive Program financial records. This position is typically held by the SMHA VP Finance.

Rams Equipment Manager: The Rams Equipment Manager responsibilities include:

- Receiving the game jerseys from teams at the end of the season, to return them to the Rams Competitive storage room.
- Auditing equipment available in the Rams Competitive storage room.
- Proposing annual equipment purchase to replenish required equipment, which may include:
 - Practice Jersey's (including Goalies Sizes) in preparation for tryouts
 - Game socks
 - Replacement of select jerseys (based on condition)
 - Trainer first aid kits
 - Pucks
- Ordering annual equipment purchase, as approved in the Rams Competitive Program Budget.
- Ensuring Practice Jerseys are available at the initial tryout session for each level.
- Distributing Game Jerseys/Socks, Trainer first aid kits, and pucks to each head coach prior to the start of league play.
- Organizing a consolidated Name Bar order:
 - Consolidate a list of name bars required by teams and submit to manufacturer.
 - Receive name bars from manufacturer, divide by team and distribute.

3 REGISTRATION

The Rams Competitive Program will field 9 teams, from U10 to U16 and two (2) U18. Each team usually consists of 17 players (15 skaters and 2 goalies).

Rams Competitive team try out and conditioning registration is in addition to Stittsville Minor Hockey Association registration. To be allowed on the ice for Rams Competitive team try outs, the player must pay the tryout fee and be registered in good standing with the SMHA.

4 FEES

In addition to the SMHA registration fees, to play in the Rams Competitive Program players will have to pay Tryout Fees, Rams Fees, and Team Fees. Conditioning is optional for age groups U12-U18 – making those fees optional.

All fees will be determined at the SMHA spring budgeting meeting with the advice of the Director of Competitive and the VP of Finance.

Conditioning and Tryout Fees (choose applicable level):

Conditioning and Tryout Fees must be paid prior to a player's participation in conditioning or tryout sessions.

Note: There are no refunds for conditioning and tryout registration. Refunds are only considered in rare circumstance where changes to a player's health leave them unable to play hockey during the tryout period, **and** they do not wish to be considered for the team.

Rams Fee

Rams fees are used by the Rams Competitive Program to cover the expenses associated the competitive program such as additional ice, development sessions, etc.. Rams

The Rams fees and team fees are paid directly to the team, by the players selected to form the team. Teams will pay the Rams fee to the Rams Competitive Program after receiving payment instructions from the VP-Finance.

Team Fee:

The Team Fee will be a component of each team's budget. Team Fees will be capped to insure consistency throughout the program. In all likelihood, teams will need to fundraise and/or obtain sponsorship to have enough money to balance their budget. Each player's family must participate in team fundraising efforts.

5 RAMS COMPETITIVE DRESS CODE

Game Day On-Ice Dress Code: For consistency throughout the program and on the team the Rams on-ice uniform is:

- Rams Jersey
- Matching Rams Competitive Socks
- White or Black Skate Laces
- White or Black Stick Tape
- Black helmet (Without stickers, only Rams Logo/number stickers are acceptable)
- Predominantly black pants (red and white only as accent colours) - or matching pant shells, as selected by some teams.
- Predominantly black gloves (red and white only as accent colours)

Rams Jerseys: Teams will be issued one set of white (home) and one set of black (away) jerseys. These jerseys must be kept in good condition and returned at the end of the season.

- Game jerseys must not be worn in practice
- Jerseys must be transported in a garment bag
- Do not iron anything onto jerseys
- Do not attach sponsor bars to jerseys

- Name bars, and “C”, or “A” must be sewn on and removed before being returned
- Name bars are optional for teams (all players or none):
 - Standardized across Rams teams.
 - “Twill stitched” red on black, and red on white.
 - Managers will submit team orders to the Rams equipment manager.

Off Ice Dress Code: In accordance with the Ottawa B-League dress code, for games players are expected to arrive and leave the rink looking like a team. Teams are expected to wear:

- Rams Shirt and Rams Tracksuit for U10 to U13
- Shirt, Tie, and Dress Pants for U14 to U18
- Labelled gear from other teams is not permitted (ie. OVSS, spring hockey teams, etc)

Bench Staff Dress Code:

- While on the bench for Rams Competitive games, coaches/bench staff must wear a jacket with a Rams logo and dress in a clean and tidy manner.
- While on the ice for Rams Competitive practices coaches/on-ice help must wear a tracksuit. Bench Staff are encouraged to wear tracksuits with a Rams logo.

6 COACH SELECTION

The Rams Competitive program accepts Head Coach Applications in the spring, for teams being formed in the fall. Applicants may apply for more than one team (ranking their preference). However no individual coach will be given more than one team in each season. All coach applicants must complete the application form posted to the SMHA website and submit it to the Rams Competitive program before the listed deadline.

Applications will be reviewed and applicants will be interviewed by a minimum of three (3) members of the Coach Selection Committee. Rams Coach Selection Committee members must exclude themselves from the selection of coaches for levels where the member has a family relationship to players who will be trying out, or vested interest in the outcome.

Coach meetings will be held throughout the season. The initial meeting will be held shortly following the spring coach selection announcements.

Rams Coach Selection Committee: The Coach Selection Committee may include:

- Director of Competitive
- Rams Competitive Convenor – Administration
- Rams Competitive Convenor – Operations
- SMHA President
- Other qualified people appointed by Director of Competitive
 - This may include representatives from District 4, and/or unbiased representatives with extensive hockey coaching knowledge and experience.
 - If the Director of Competitive is in a conflict of interest for any level, another elected member of SMHA (ex. President, Past President, Director at Large...), will oversee selection and appoint other qualified members to the Coach Selection Committee.

Minimum Coach Qualification:

- All Head Coach Appointments are pending completion of:
 - Mandatory Coach Training (based on level)

- Respect in Sport – Activity Leader (or equivalent)
- Gender Identity and Expression Course
- Current police record check (level 3 vulnerability sector check)
- For coach applicants who will have a child playing on the team, there must be a reasonable expectation that the child would make the team regardless of coach selection.

Note: **Non-parent coaches are welcome to apply.**

7 CONDITIONING

The Rams Competitive program offers conditioning sessions for U10 to U18. U12 to U16 levels occur during the two weeks preceding Labour Day. U10, U11 and U18 conditioning will be offered after Labour Day weekend.

Conditioning registration is first come first served, and spots are limited for each level. Rams Conditioning participation will not impact of the outcome of team tryouts.

The **U10 and U11 levels** follow Hockey Canada's U11 Pathways Program, requiring all players to participate in conditioning prior to tryouts. The required conditioning can be achieved by attending any or all of the following:

- Rams Competitive Conditioning
- Conditioning as part of the Ottawa Valley Silver Seven tryout process
- SMHA House League Conditioning

A pair of Rams Competitive head coaches will be on-ice to run conditioning sessions. Each head coach will be asked to lead conditioning for a variety of levels. A qualified trainer with a first aid kit is required at each conditioning session. Head Coaches are required to solicit a volunteer trainer for each of their sessions and to bring their assigned first aid kit. If the head coach cannot secure a trainer, they must ask the Director, Competitive or Competitive Convenor for assistance in advance.

Student volunteers will assist on-ice (at the lead Coaches request). These students will be:

- Registered hockey players who played at or above tier III competitive hockey in the previous season
- U15 level players or older

8 BODY CONTACT CLINIC

For safety, the Rams Competitive program will hold a body contact clinic at the start of tryouts. This session is mandatory for anyone trying out for U14 and above, who are new to playing hockey with body contact.

The head coach attending this session will be required to solicit a volunteer trainer to attend the session and to bring their assigned first aid kit. If the head coach cannot secure a trainer, they must ask the Director, Competitive or Competitive Convenor for assistance in advance.

9 TRYOUTS

The goal of the Rams Competitive tryouts is to consistently evaluate players for the purpose of selecting the best possible team. Head Coaches will lead the team selection process, with support from the Rams Competitive Program. Coaches will ask evaluators to score players on a variety of factors. Examples include individual skills, attitude, competitiveness, effort, commitment, team tactics, and performance in game situations.

Evaluator Selection: One SMHA executive member will oversee the tryout process for each team. The head coach will have evaluation assistance from two other Rams head coaches, and other head coach appointed evaluators.

- Efforts must be made to ensure evaluators have:
 - Experience with player evaluation
 - Hockey experience as player, coach, and/or bench staff
 - A willingness to participate in the majority of tryout sessions
 - No relationship to players trying out, or vested interest in the outcome
- It is desirable to have a consistent group of evaluators throughout the entire tryout process. Coaches should give preference to evaluators that are able to commit to the entire evaluation process.
- It is recommended that there are four (4) to six (6) evaluators participating in each tryout session.

On-Ice Assistance: Head Coaches are responsible for selecting volunteers to be on-ice and lead the tryout.

- The on-ice volunteers must provide explanation/demonstration of the drills.
- Efforts must be made to ensure on-ice volunteers have:
 - Experience coaching and communicating drills to players.
 - Adequate skating and athletic ability to demonstrate the drills correctly.
 - Ability to organize players and effectively execute the Head Coaches tryout plan.
- The Rams Competitive Program will usually organize Student volunteers to assist on-ice or with bench doors during exhibition game tryout sessions (at the Coaches request). These students will be:
 - Hockey players who played at or above tier III competitive hockey in the previous season
 - U15 level players or older

Trainer Volunteer: A qualified trainer with a first aid kit is required at each tryout session. Head Coaches are required to solicit a volunteer trainer for each of their tryouts and to bring their assigned first aid kit. If the head coach cannot secure a trainer, they must ask the Director, Competitive or Competitive Convenor for assistance in advance.

Tryout Check-in: Each registered player will be checked-in at the initial tryout session by representatives of the Rams Competitive program and receive a Rams practice jersey to keep.

- The same jersey must be worn to every tryout session.

Tryout Evaluation Process: Head Coaches will explain expectations to evaluators.

- Evaluators are expected to keep distance from parents during the tryouts.
- Following each tryout session the evaluation team will meet with the supervising SMHA executive member to discuss results and releases.

- Players will be evaluated for a minimum of two (2) tryouts before initial releases (3 sessions for U10 & U11).
- Teams are usually formed in three (3) to five (5) tryouts, with releases after the second and every subsequent session.
- The SMHA website will be updated to invite a list of players to continue with the tryout process. The list will be posted by level, jersey number, and colour.
- Evaluators must not discuss the results of evaluations outside of the evaluation meetings. Team tryouts can be a very emotional time for players and families. Remarks can be misinterpreted and cause expectations and/or conflict.
- Coaches and evaluators who are approached by players or families with questions should direct them to the Rams Director of Competitive.
- When evaluations are complete, the SMHA website will be updated with the final roster.

Goalie Evaluations: The Rams Competitive program may run a goalie specific tryout. If applicable, an invitation will be posted on the SMHA website when players are invited to return to the next tryout. Goalies must also attend regular tryout sessions scheduled for their level.

Tryout Absenteeism: Players absent from any scheduled tryout will be considered on a case-by-case basis. If the player wishes to continue with tryouts after an absence, notify the Director of Competitive. If the player is allowed to continue the tryout process, they may be required to play in extra evaluation games or attend additional tryouts (if available). If the player does not notify the Director of Competitive within 24 hours of an absence, the player will be withdrawn from the tryout process and forwarded to the house league sort out process.

Illness: Any player that wishes to tryout but is injured or ill and not available for any of the scheduled tryouts, must notify the Director of Competitive ASAP. Medical verification with a doctor's note will be required. It is at the discretion of the Director of Competitive, in collaboration with the Head Coach, to determine if the player will be allowed to join the team without attending tryouts. These are considered exceptional circumstances and will be addressed on a case-by-case basis.

Player Importation: The Rams Competitive teams do not normally accept players imported from other minor hockey associations. Importing players will only be considered in cases where there are insufficient numbers of players trying out from SMHA, after the initial tryout session.

Tryout Ice Scheduling: The Competitive Ice Scheduler will publish the tryout ice times on the SMHA website when available.

- U12 to U16 tryouts may begin as early as Tuesday following Labour Day.
- U10, U11, and U18 tryouts will begin later, ending after Tier II team selection has ended.
- Head coaches will be informed of all tryout ice times for their level, and they are responsible for informing the evaluators, trainers, and on-ice volunteers (except for student volunteers).

10 RELEASES

Nearby minor hockey associations sometimes look to import players from Stittsville to support the continuation of their competitive programs, if there are an insufficient number of players trying out from their home association.

- These associations should contact the Rams Competitive Director with information about the gaps, including the level and player positions.

- Once the Rams Competitive team has been formed, the Rams Competitive Program will provide the name and contact information for the players released from Rams tryouts, who meet the level and positions being recruited.
- If these players wish to try out for the Tier III team recruiting players, instead of staying in the SMHA house program with the potential of receiving affiliate opportunities, the release approval form must be signed before the player is permitted to attend tryouts. (Inside of District 4, the home association President is the signatory. Outside of District 4, the home district chair is the signatory.)

11 LEAGUE

The Rams Competitive teams play in the Ottawa B Minor Hockey League (OBMHL). They are Tier III teams. The OBMHL falls within and follows the rules of Hockey Eastern Ontario.

- The OBMHL holds a mandatory coach and managers meeting annually near the end of September. Coaches must attend and managers are encouraged to attend the meeting.
 - Game sheets are distributed.
 - OBMHL provides a group presentation.
 - Divisions sit together.
 - Level convenors give a presentation.
- Game schedules for the season are usually available shortly after teams are formed in September.

12 ICE DISTRIBUTION AND USAGE

The Competitive Convenor, Operations is responsible for the distribution of ice for the Rams Competitive Program. Practice ice will be distributed based on availability of teams and ice times. All assigned practice ice will be full ice.

In accordance with the SMHA constitution, Coaches must ensure that all ice time allocated to the team is utilized. **Teams have the responsibility to provide written notification to the Rams ice scheduler at least 4 days in advance of an ice slot that will not be used (so it can be offered to other teams).** If written notification is not received, that team will be responsible for reimbursing the cost of the ice at the equivalent rate per hour.

All blackout/tournament dates must be provided to the Competitive Ice Scheduler by the end of August, to avoid game changes. If dates change, coaches must notify the Competitive Convenor Operations on an ongoing basis.

The latest practice ice times that may be allocated to each level is usually in line with the latest start time allowed for OBMHL games:

- U10 to U12: 8:00 pm
- U13 and U14: 8:30 pm (Friday or Saturday 9:00 pm)
- U15 to U18: 9:00 pm (Friday or Saturday 9:30 pm)

Teams may use their team budget to purchase additional practice ice on their own, if desired.

13 TEAM ORGANIZATION

Bench Staff: The head coach is responsible for selecting qualified Assistant Coaches, Trainer, Manager, and other support staff, after the team has been formed.

Insurance: The Rams Competitive Program will cover the cost of insurance for 5 bench staff including Head Coach, Assistant Coaches, Trainer, and Manager.

- All volunteers on the ice and/or bench must appear on the team roster, including the actual team manager, and be qualified for their position.
- Teams requiring more than 5 bench staff will be billed for the additional insurance cost unless the additional bench staff are already insured on other Hockey Canada rosters.
- The roster is proof that the volunteer is insured through Hockey Canada.
- **IMPORTANT: No one is allowed on the bench or ice without insurance.**

Police Record Check (PRC): All bench staff require valid PRCs (Level 3 vulnerability sector). PRCs must be submitted directly to the SMHA Risk and Safety Officer to be put on file, valid for three (3) years. riskandsafety@stittsvilleminorhockey.com

Assistant Coach Qualifications: Assistant Coaches for the Rams Competitive program must meet the qualifications required by Hockey Eastern Ontario, found here:

http://www.heominor.ca/training_requirements.

Rams Trainer Qualifications: All Trainers for the Rams Competitive program must be qualified as Trainer 2. Achieving this qualification requires HTCP Level 1 (online) and Standard First Aid.

Bench Staff Training Cost Reimbursement: The Rams Competitive Program will reimburse bench staff members for the cost of training required to fulfill their team duties.

- All reimbursement requests must be **preapproved** in writing by the Director of Competitive (directorcompetitive@stittsvilleminorhockey.com).
- Receipts must be sent to the VP Finance along with the preapproval for reimbursement.

Team Roster: Approved rosters are required for participation in tournaments and are required prior to receiving an approved travel permit. All bench staff qualifications/training must be complete before receiving a fully approved roster. Teams must fill out the roster template and submit it to the Competitive Convenor Admin to initiate the roster approval process. (competitiveadmin@stittsvilleminorhockey.com).

Tournaments:

U10 and U11 Tournaments: In accordance with the U11 Pathways program, U10 and U11 teams can enter a maximum of four (4) tournaments.

U12 to U18 Tournaments: U12 to U18 teams are expected to enter five (5) tournaments, with up to three (3) out of town. The Branch "Tournament of Champions" does not count toward this total.

- All Rams Competitive teams are required to enter the Rams Midseason Showdown tournament in November at the Bell Sensplex.
- The Competitive Convenor Operations (competitiveopts@stittsvilleminorhockey.com) must be informed of all tournament dates ASAP, to facilitate league game and practice scheduling.

Travel Permits: Travel permits are required for tournaments or exhibition games outside of the HEO branch. An additional form is required if the tournament or exhibition is in the USA. Templates will be provided by the Competitive Convenor Admin or can be found on the HEO website. Completed forms must be submitted to the Competitive Convenor Admin (competitiveadmin@stittsvilleminorhockey.com). Teams should submit the forms as far in advance as possible to allow time for processing approvals.

First Aid Kits: Coaches will be issued first aid kits prior to the start of conditioning.

Rams Development Program: The Rams Program will be using a portion of the Rams fees to provide each team with scheduled development sessions throughout the season (U10 to U18). The goal is to host skills specific sessions coached by a skills coach – creating a more consistent development experience throughout the program. Typically, players will have 8-10 skills sessions throughout the season. Affiliate players will be invited to attend these sessions with the team and will be asked to pay an affiliate fee of \$200/player for this additional development.

Captains and Alternate Captains: Each Team will receive one (1) “C” and three (3) “A”s which can be given to players and sewn onto jerseys. Teams are encouraged to recognize leadership on and off the ice, within the team.

Exhibition Games: The Rams Competitive Program will cover the cost of referees for exhibition games. Submit requests for referees and a timekeeper through competitiveopts@stittsvilleminorhockey.com. Exhibition games must run like a league game and record all penalties on a game sheet.

14 TEAM FINANCES

Team Budgets: Each team must prepare and track a budget. For transparency, the planned and actual budgets must be shared with team parents, and the Director for Competitive three (3) times each season:

- At the beginning of the season
- Midseason – by 31 December
- Year end – by 31 March

Team Bank Account: Teams require a team bank account to manage team funds.

- Each team account requires two (2) signatories.
- Teams must contact VP Finance for a letter authorizing a community bank account to be opened for the team. VP Finance must be informed of the two (2) signatories prior to issuing the letter.
- Teams can take the letter to the banking institution of their choice and open an account to manage team finances.

NOTE: For the protection of team officials, team finances must not be managed in an individual’s personal bank account.

Fundraising: All teams may raise funds for their team and those funds are to be used for the betterment of the team. Each player family must participate in fundraising efforts organized by the team. When fundraising, teams are representing the Stittsville Minor Hockey Association and must conduct themselves in a positive manner.

Sponsorship: Teams can seek sponsorship to offset planned costs. A Team Sponsor may be a corporation, organization or individual that provides funding to a Team. Sponsor bars **cannot** be added to game jerseys. Some teams choose to recognize sponsors on a banner displayed at games.

Non-Parent Coaches: Non-Parent Coaches will be reimbursed from their team for hotels and gas to a maximum of \$2500. This money will be accounted for in the team budget. Teams can decide to use a combination of their team fees, sponsorship, and/or fundraising to pay this expense.

15 RAMS DAY

Each season there will be one weekend day called “Rams Day” where all Rams Competitive teams will play back-to-back home games throughout the day. Teams will be notified of the scheduled day in advance and will participate in fundraising activities during the day at the selected rink. All teams are encouraged to participate in the activities throughout the day.

16 PLAYER ICE TIME POLICY

The Rams Competitive Program philosophy is to develop and play everyone on each team as fairly as possible throughout the season. Fair ice time does not imply equal ice time.

Coaches must communicate their ice time expectations to parents at the beginning of the season. Coaches may choose to make reasonable exceptions to the normal implementation of fair ice time, if the outcome of the game means the team will advance to play more games. As examples, the last few minutes of a close playoff or tournament elimination game.

Teams playing under Hockey Canada’s U11 Pathways Programs are expected to follow the Pathways policies and procedures.

17 AFFILIATE PLAYERS

Affiliation provides teams with additional players to call upon when regular team members are unable to play and provides players the opportunity to play at a higher level. Affiliate players will be invited to attend skills sessions or goalie skills sessions with the Rams team. They will be asked to pay an affiliate fee to cover their share of this additional development. If a player chooses to forego the development sessions, they can still be affiliated to the team.

The Rams Competitive Programs is designated a “19 Player Affiliation” system.

- Affiliate players must appear on an approved Team roster as an “AP”, prior to playing any games with the team.
- For each affiliate player to be added to a roster, an Affiliated Player Permissions Form must be filled out and signed by the player, parent, home head coach, and affiliating head coach.
- The forms must be submitted to the Competitive Convenor Administration for review and processing.
- Teams are encouraged to submit forms for all potential affiliates at once, including a goaltender.
- A new roster will be issued which includes the affiliate players.

The affiliating coach must still ask permission from the affiliated player's head coach each time a player is requested to affiliate.

18 CONDUCT

Coaching staff, team officials, players, and parents represent the Rams Competitive Program, SMHA, and the Ottawa B-League. They are expected to set a high standard of personal conduct in both on-ice and off-ice behaviour, demonstrating good sportsmanship. Inappropriate behavior will be reviewed, hearings held, and appropriate sanctions distributed, engaging the SMHA Risk and Safety Officer where required.

A variety of emotions may rise during games, this does not create an exception to the expected behaviour and interactions of players, coaches, and/or parents involved with the Rams Competitive Program.

Coaches:

- Treat officials, players, bench staff, all the team parents and the opposition with respect and dignity. As leaders of their respective team, all coaches are expected to model the type of behaviour that is expected from our program.
- Provide players with practices, which will develop their individual, team, and tactical skills.
- Provide players with an environment which promotes respect for all.
- Come prepared for practices and games, in a manner which is beneficial for the team.
- Encourage players to work hard and maximize ice time.
- Create a positive learning environment.
- Promote and develop life skills, through team sports.

Players:

- Treat fellow teammates, opposition players, the coaches, and all the team parents with respect and dignity. Swearing, punching, pushing, name-calling or any other type of bullying is not tolerated.
- Be on time and prepared to start every game and practice in keeping with the schedule established by the coach.
- As a player of the Stittsville Minor Hockey Association, demonstrate a well-behaved, mature manner while attending all team functions.
- Offer positive encouragement and support to all teammates.
- Strive to be the best hockey player you can be, both in games and in practices.
- Refrain from using profane language at all times.
- Refrain from playing music with profane language when representing the Rams program, in and around the area.
- Demonstrate good sportsmanship at all times.
- Play by the rules.
- Treat all game officials with respect and understanding.
- Attend all games, tournaments, and practices.

Parents:

- Parents must be role models for their players and demonstrate respect for players, opposition, referees, other fans, and coaches at all times.

- Parents are encouraged to keep support positive, helping all involved enjoy their hockey experience. Positive cheering from the stands is rewarding to see and hear.
- Support players in arriving at the rink prepared for all games and practices – well rested, well fed, and ready to play.
- Parents are reminded to respect the 24 hour rule when providing feedback or issues with any of the coaching staff.

19 ESCALATION PROCESS – CONFLICT OF INTEREST

The escalation process for complaints and discipline in the Rams Competitive Program shall be consistent with the code specified by HEO and outlined in the SMHA constitution, Article 10 (summarized below as applicable to the Rams Competitive Program):

- A written complaint must be made to a Competitive Convenor by the Plaintiff.
- The Competitive Convener must hold meetings with the Plaintiff and the Respondent (separately or together, as appropriate).
- An SMHA Council member will be present at meetings as a witness.
- If resolution can be reached, no further escalation action is required.
 - The Convenor will provide the Director, Competitive with a written resolution of the complaint.
- If a resolution cannot be reached, the Competitive Convener will inform the Director, Competitive Program for escalation.
 - The Director, Competitive, with the concurrence of the President may initiate an investigation and call upon the Risk and Safety Officer to carry out the investigation.
- The recommendation of the Director, Competitive Program and the results of the investigation will be provided to a committee of 3 Executive members (President and two others) who will decide on a course of action.
- The course of action may include but not be limited to; conducting a hearing, imposing sanctions or dismissing the case.
 - Hearings will be conducted in accordance with HEO proceeding rules and the SMHA Constitution.
- Members can appeal the decision of this Executive to the Chair of District 4 of HEO.

If a conflict of interest exists for anyone in the escalation chain, the individual with the conflict of interest must remove themselves from the process. The role of that individual will be filled by the next higher level within the SMHA executive structure. If the conflict of interest exists for the President, the Director at Large will act as an ombudsman to assist in resolving the concerns.