



HOCKEY NEWFOUNDLAND AND LABRADOR COMPLAINT INTAKE FORM

Appendix A: DEFINITIONS

The following are definitions that will be used to determine the grounds on which the complaint is made and the process to address it.

Hockey Newfoundland and Labrador acknowledges and supports Hockey Canada's definitions of bullying and harassment and abuse.

Misconduct

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

Bullying

Bullying describes behaviors that are similar to harassment, but occur between children under the age of twelve, or behaviors 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 attach by taunting them),

Harassment

Harassment is offensive behavior - emotional, physical, and or sexual - that involves discrimination against a person because of their race, national or ethnic origin, age, color, religion, family status, sexual orientation, sex or gender, disability, marital status, or pardoned conviction. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

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 and 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 ban-appointed child protective services. A child may be in need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at www.hockeycanada.ca.

Emotional Abuse

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behavior 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, and 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 diet, 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 chronic inattention in the hockey context, for example when a player is made 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.



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Please note the following:

- Complaints of harassment, abuse, or bullying will not qualify a player for an automatic release.
- Definitions are provided in Appendix A.
- Substantiated allegations of harassment, abuse, bullying or misconduct will be considered for sanctions ranging in severity from: no further action to expulsion.
- Hockey Newfoundland and Labrador cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing the form, you agree that Hockey Newfoundland and Labrador may share some or all of this information in the process of resolving the complaint.
- Complaints will be addressed according to severity, resources, and safety for participants.
- Mail, fax or e-mail completed form to: Craig Tulk, Executive Director, Hockey Newfoundland and Labrador, P.O. Box 176, 32 Queensway, Grand Falls-Windsor, NL A2A 2J4, (F) 489-2273, ctulk@hockeynl.ca
- Investigation Process
 - The complaint intake form is filed with the President, Vice President, and respective divisional Chair.
 - After reviewing the written complaint, the President, Vice President and respective divisional Chair determines if the alleged complaint would be defined under any of the definitions as written in the policy.
 - If the complaint does not fall within the definitions, then the file is closed.
 - If the complaint does fall within the definitions, then an investigation file will be opened as directed by the President, Vice President and respective divisional Chair and a fact finding tasked will be initiated. The process for the investigations varies based on the severity of the complaint and may range from reporting to the appropriate agency for investigation to interviews with the all parties to determine if the allegations are substantiated.

Upon completion of the investigation by the individual (s) tasked to conduct such, the President, Vice President and respective divisional Chair will decide if the allegations are factual, and if so, render a decision within twenty (21) days from the date the complaint was filed.

Please complete the following:

1. **Person making the complaint:** Player Parent Volunteer Official Employee

First Name	Last Name	
Address		
City/Town	Province	Postal Code
Telephone Number	Fax Number	E-mail

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

First Name	Last Name
Birth Date (day/month/year)	

3. **Name of person(s) against whom you are complaining:**

First Name	Last Name
Title/Role	Name of Association/Club
First Name	Last Name
Title/Role	Name of Association/Club

4. **When did the last incident occur? (Date)** _____

5. **Please check the grounds(s) that best describes your complaint:**

A Harassment (refer to Appendix A)

Type of behavior:

Conduct Gestures Comments

Based On:

Race Ethnicity Disability Color

Religion Age Sexual Orientation Sex

Marital Status Family Status Pardoned Conviction

HOCKEY NEWFOUNDLAND AND LABRADOR COMPLAINT INTAKE FORM

Hockey Newfoundland and Labrador Code of Conduct

1. Hockey Newfoundland and Labrador is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all Hockey Newfoundland and Labrador activities, athletes, coaches, parents, directors, volunteers, staff, chaperones and others within each of Hockey Newfoundland and Labrador:
 - a) Shall conduct themselves, at all times, in a fair and responsible manner and refrain from comments or behaviors that are disrespectful, offensive, abusive, racist, or sexist. In particular, Hockey Newfoundland and Labrador will not tolerate behavior that constitutes harassment or abuse or bullying, and;
 - b) Shall avoid behavior which brings Hockey Newfoundland and Labrador and/or the sport of hockey in disrepute, including, but not limited to, the abusive use of alcohol and/or non-medical use of drugs, and;
 - c) Shall not use unlawful performance enhancing drugs or methods, nor shall they engage in activity or behavior that endangers the safety of others, and;
 - d) Shall at all times adhere to Hockey Canada and Hockey Newfoundland and Labrador operational policies, procedures and any rules governing any competition in which they participate on behalf of Hockey Newfoundland and Labrador.
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 Hockey Newfoundland and Labrador including the opportunity to participate in Hockey Newfoundland and Labrador activities. Such discipline may include the removal or ban from any arena, games, practices, and other team activities.