

*HOCKEY*



**RISK MANAGEMENT  
MANUAL**

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*Disclaimer:*

*The information in this manual is intended as general legal information only and should not form the basis of legal advice or opinion of any kind. Readers seeking legal advice should consult with a lawyer.*

## RISK MANAGEMENT MESSAGE

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### INTRODUCTION:

Hockey is an integral part of the Canadian Structure. From the early age to the latter years, millions of Canadians participate in the game. Hockey builds physical and mental skills but also provides the framework for competition, fun, relationships, and learning in a positive manner. While most have a positive experience, too many have experienced some form of Harassment and Abuse.

Since the revelations that Sheldon Kennedy cited in January 1977, the Canadian Hockey Association and its provincial/territorial branches have been working together to formulate a system for everyone in the game to be educated on the issues, policies, and definitions of Harassment and Abuse.

The purpose in providing this manual to you and your Association is for the protection of our most valuable resources – the players, the good volunteers, and the game. This Risk Management will be used to assist you in better understanding the policies, definitions, and action steps that are involved and required in the prevention of Harassment and Abuse. This manual will be updated and revised as time goes on.

As Association and Leagues develop good Risk Management policies and procedures, the game, its participants and the hockey public will be served effectively and at the same time, the risk of liability will be reduced. Risk Management cannot be dismissed as a current fad or term relevant only to the Executive of the Canadian Hockey Association. The adoption of a structured approach to Risk Management will ensure that the most practical and economically feasible ways of dealing with liability exposures are fully examined. Risk Management is for everyone – every member of the N.L.H.A., from the youngest player to the oldest veteran, as well as all parties of potential interest, from the occasional fan or parent to the current executive members. Everyone **must** become involved.

The issues surrounding Harassment and Abuse within hockey is one of our greatest challenges that we must address now and in the future. Hockey is merely a reflection of our society and society has stated that we must do our part to educate all players and volunteers on the issues, policies, and definitions in the prevention of Harassment and Abuse in hockey.

## **RISK MANAGER: DUTIES AND RESPONSIBILITIES**

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It is important that the Newfoundland and Labrador Hockey Association appoint someone from their branch to the position of Risk Manager. The appointment of such a position and the inclusion of Risk Management on your meeting agenda is vital to ensuring appropriate information is communicated to your members and ensuring appropriate follow-up is taken when risks have been identified.

### **NLHA RISK MANAGER**

There shall be a NLHA Officer appointed as the NLHA Risk Manager.

#### **NLHA Risk Managers duties shall be:**

1. In co-operation with the Executive Director, to supervise the activities of the Risk Management Program.
2. To assist in the development and preparation of material for the NLHA Risk Management Program.
3. To assist in the development of policies pertaining to Risk Management.

### **ASSOCIATION/LEAGUE Risk Manager**

Each Minor Hockey Association and League above Minor shall appoint an executive member as their Risk Manager.

#### **ASSOCIATION/LEAGUE Risk Managers duties shall be:**

1. To become knowledgeable in the NLHA Risk Management Program.
2. To create and maintain a risk management file for their Association/League of NLHA, CHA and other risk management information.
3. To promote effective risk management within the Association/League.
4. To work with their executive to help identify major risks and make recommendations to reduce or manage those risks.

Working together, we can provide the game and its players with a safe environment in which to demonstrate the qualities that make hockey a national pastime. Played properly and within the rules, hockey is a great game.

## **RISK MANAGEMENT: WHAT'S IT ALL ABOUT?**

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### **Risk Management:**

- Identifies the risk of bodily injury or financial loss arising from the activities of an organization.
- Measures the risks that have been identified and sorts those that are 'significant' from those that are not.
- Seeks out all the ways and means of eliminating avoidable risks that could lead to significant bodily injury or financial loss and does everything it can to minimize the consequence of risks that are avoidable.
- Making sure that adequate financial resources are in place to compensate those who are injured or have otherwise suffered a financial loss as a result of their involvement in amateur hockey.

### **NLHA Risk Management Program should include:**

- NLHA Risk Manager
- Risk Management Bulletins
- Risk Management Seminars
- Delegates to National Risk Management Seminars
- Provide videos to Associations and Leagues
- Recommend Playing Rule changes

### **Local Association/League/Team Risk Management Program:**

#### **Executive:**

- Constitution, By-laws & Regulations
- Incorporate under the Society Act
- Establish a philosophy, goals and objectives
- Written job descriptions for volunteers
- Provide insurance protection including directors and officers insurance
- Consistent application of rules and regulations
- Appoint a Risk Manager
- Ensure a safe building/playing environment
- Provide travel guidelines
- Widest possible circulation of Risk Management Bulletins
- Follow the Volunteers Code of Conduct
- Adopt a Prevention of Harassment and Abuse Policy

## Team Officials:

- Selection process
- Training (IP, NCCP, CHSP)
- Ensure proper equipment in place
- Rule based ethics
- Adhere to Association philosophy and guidelines
- Set an example regarding rules, regulations, and respect for other participants in the game
- Instruct acceptable playing techniques
- Do not accept inappropriate player behaviour
- Have an Emergency Action Plan
- Follow the Coaching/Trainers Code of Conduct

## Players:

- Warm up properly before the game
- Wear proper equipment
- Play by the rules
- Respect other participants in the game
- Exhibit a sportsmanlike attitude on and off the ice
- Refrain from horseplay in locker rooms, hallways, lobbies, etc.
- Follow the Players Code of Conduct

## Officials:

- Training (CHOP)
- Ongoing supervision
- Consistent, objective and courteous in calling all infraction
- Respect other participants in the game
- Report serious injuries
- Wear proper equipment
- Only officiate authorized activities
- Follow the Officials Code of Ethics

## Parents/Fans:

- Be aware of inherent risk in the sport
- Be aware of Association philosophy, goals and objectives
- Ensure player has proper equipment
- Advise coach of any medical conditions
- Respect the role of the team officials and the On-Ice Officials
- Pre-season meeting with the team officials; expectations of players; fund raising, travel
- Encourage your child to play by the rules
- Help your child work toward skill improvement and fair play
- Display positive encouragement
- Recognize the value and importance of hockey volunteers
- Follow the Parent Code of Conduct



# CANADIAN HOCKEY ASSOCIATION

## AN INTRODUCTION TO RISK MANAGEMENT AND INSURANCE

### SECTION ONE

In North America, the experience of suing, or of being sued, is becoming increasingly commonplace. We become liable when a court of law finds that we have been the cause of injury, damage or financial loss to another party in consequence of:

- a. Our negligence or the negligence of those for whom we may be responsible (Common Law);
- b. When we are in breach of a contract that we have executed on conviction, that we pay certain damages, including punitive damages (Statute Law).

## Common Law Negligence

In general terms, negligence is tested by determining whether the person or persons being sued did or did not behave prudently, given all of the circumstances surrounding the damaging incident. While any and all forms of liability exposure are important, CHA considers Common Law Negligence to be the most significant liability threat arising from its operations. For purposes of risk and insurance management consideration the exposure can be divided into two further subcategories: **On-Ice & Off-Ice.**

### On-Ice

Almost everyone except beginning players know that hockey carries an inherent risk of injury. We know, too, that the risk of injury is sharply reduced when the correct rules of play are enforced, and when the game is conscientiously supervised by experience and properly motivated people. When these conditions are present, we are not only promoting the playing of the game at its best, we are also promoting good Risk Management.

Risk management is first and foremost intended to eliminate avoidable injuries, and to minimize the effect of those that may be unavoidable in the conduct of a body contact sport.

It is also intended to meet an important secondary requirement. If an injury occurs in a game that is being played and managed properly, it is unlikely that any of us can be reasonably accused of having been negligent. Alternatively, if the same injury occurs in a game that has been poorly run, we may be forced into court with very little that we can use by way of defence.

We have said that negligence is measured in a court of law against a standard of "prudent conduct." This is mingled with yet another concept, namely, the "degree of duty" that was owed the person who has become injured.

Young players need to be very closely watched, they cannot be on the ice without supervision; and they must wear the protective gear specified. They are too inexperienced to be considered the authors of their own misfortunes. The younger the players, the greater the degree of duty that we owe them.



## Off-Ice

Organizing and conducting league play involves arena operations, fund raising, transportation, meals, accommodation and a myriad of other activities. The promoters, sponsors and organizers must assume the responsibility for dealing with all of these matters "prudently", and with the sense of "duty" that is appropriate to the circumstances. Liability is only avoided by consistently exercising care and common sense.

## Contract Liability

In the ordinary course of CHA operations, contract liability exposure chiefly arises from the execution of written agreements for the use of arenas. Most often, arenas are municipally owned, and municipalities are increasingly insisting that CHA "hold them harmless" for any liability arising from the use of the arena, and to either indemnify them for, or pay on their behalf any and all liability claims that may directly or indirectly arise in consequence of our activities. These undertakings are frequently embodied in the language of the contracts that we sign. It typically has the effect of making us contractually responsible for the acts of arena employees or sub-contractors who are not under our control, direction, or supervision.

None of us like signing this type of contract; but we are usually in a poor bargaining position. We must either sign the contract, or lose the use of the arena facility. While it is clearly unreasonable for a contract to make us responsible for the acts of persons not under our control, it may nonetheless be enforced in a court of law, especially when the two contracting parties involved are considered to be of equal "weight" in terms of knowledge and resourcefulness.

There are however, some arguments that may help CHA when liability should more properly fall to the owner of the arena. In general, it is not quite as easy as the contract may make it appear for the arena's owners to escape the consequences of their negligence; and it may be particularly difficult for them to escape from "gross" negligence. This is especially true when the liability generating condition is under their exclusive control, when they are fully aware of a defect that has injury causing potential and when they have failed to take the proper steps to correct it.

It is reasonable to conclude that CHA and the owner of the arena have joint responsibility. Ideally, CHA and the owner will develop an operational partnership that will provide a safe environment within which hockey can be played. The "environment" can be considered as consisting of two main segments; the playing area, and the public area.

The playing area is obviously concerned with such issues as ice condition, lighting, the location and physical design of the penalty bench, condition and composition of boards and related factors. It will take into account new technology.

For example, it is now possible to install magnet net fastening rather than fixed anchors. Given that the magnetic installations has a significant potential for the reduction of injury, such

equipment is not merely possible, but is now necessary if we are to:

- a. Eliminate avoidable injury, and;
- b. Successfully defend against liability for net related injury in the future.

The public area is concerned with safety in the balance of the arena and even the external areas surrounding the arena. It includes such obvious items as: adequate spectators screen protection, emergency exits, floor maintenance and condition (especially around snack bar concessions) and overall operations.

The difficult choice facing you in signing a contract is not likely to be an adequate legal defence against the use of an arena that is clearly defective from a safety point of view. When defects exist they should be clearly and formally identified, and CHA or its branches must take such action as may be practical and possible to work with the arena owner on a corrective program.

In situations where the owner will not cooperate, you should ensure that the list of defects is lodged with the owner, and regularly updated as conditions wither, improve or remain unchanged. The owner must be regularly informed of CHA's concerns and of our willingness to contribute, to the best of our ability, to the accident prevention partnership.

Finally, if CHA believes that a specific defect or the total number of defects is such as to make it imprudent to use an arena for a particular purpose (league play, for example, versus practice only), the arena should not then be used for that purpose until such time as the hazard or hazards of concern have been eliminated, or at least minimized.

CHA's potential contract liability exposure is not, of course exclusively concerned with the use of arenas form of contract liability which may or may not exist whenever we hire or rent buses, banquet halls, or set out or accept certain terms from any of the many who provide us with supplies or services.

The principle that governs all of these contractual relationships is straightforward, we must do everything possible to resist taking on, by contract, liability that more properly belongs to others. We should review all contracts carefully with this danger in mind.

Unlike some arenas owners, we do not seek to victimize others by unreasonably passing on our own proper common law liability via a contract, but equally, we are not prepared to become victims when others seek to pass it on to us.

## Statutory Liability

To a major extent, Statutory Liability can be thought of as arising from a law that takes a specialized area of negligence and which then goes on to define both it and the specific penalties

that will be applied upon conviction. It may be that Statutory Liability is the sole consequence of a particular act or, alternatively, it may be accompanied by a civil suit brought by a third party seeking damages.

For example, there are provincial statutes dealing with liquor law liability which set out specific regulations for the serving of liquor to the "public". If you are granted a sanction and if these rules are not observed, you are likely to be charged under the appropriate Section of the Act in question, and subject to penalties, including fines and punitive damages. At the same time, you may be simultaneously liable for third party damages if someone has been injured as a consequence of your having broken the Statutory rules. Your conviction under the Statute will make it more difficult to defend against the civil liability suit that is likely to be brought in parallel.

## General Liability Insurance

Legal liability is complex, and the penalties for lack of care and prudence can be very harsh. Some people turn to insurance for a comprehensive solution believing that once they are insured, all these difficulties become someone else's problem, but the transfer of the problem is, in fact the purpose of buying the insurance in the first place.

Anxiety with regard to legal liability is probably appropriate and certainly understandable; but, the attitude towards insurance is not. The financial proceeds from insurance will not restore life to the quadriplegic's useless limbs. No liability insurance policy will ever cover against all the different forms of legal liability suits, Common Law, Contract Law or Statutory Law, that may be brought. The coverage has never been, is not now, and probably never will be comprehensive. Finally, the cost of insurance for associations similar to CHA will directly rise and fall in relationship to the claims that the underwriter is asked to pay.

CHA cannot fully transfer the ultimate cost of liability claims through insurance, for the most, it can only smooth their impact by spreading an adverse claims year over several more favourable years and even this, of course only with respect to the liability incidents that actually fall under the scope of the insurance coverage. In the world of liability, as in life itself, there is no "free lunch".

It is critically important that we all understand the first line of defence against legal liability. It is comprised of at least a basic understanding of what legal liability is, and how it is triggered. It must include a conscientious program of Risk Management that systematically seeks out ways of eliminating avoidable hazard, and constantly in mind. It promotes prudent conduct, and a proper sense of the "duty" that is owed to everyone involved.

It has already been suggested that the greater part of risk management is nothing more than common sense, we already know a great deal of what we need to know.



Jones intentionally injured, although whether they could have prevented the incident remains to be tested in the conduct of the case. The policy will respond on behalf of everyone except Smith. It will pay for the costs of their defence, and it will pay for any award the court may make and for which they become liable, up to the limits of the policy.

### **Who Is Insured?**

CHA and each of the Associations of which CHA is comprised is specifically named as an insured, and all sub-associations, leagues and teams which form part of CHA. It includes any officer, director, employee, coach, volunteer worker, instructor, referee, or member of a Committee while acting within the scope of his or her duties. It includes members of any teams, leagues, branch teams, division teams or international teams provided all are registered with or affiliated with CHA. It includes any sponsor or any team or CHA organization, but only with respect to his, her or their liability as such; as it includes any owner of any insured team.

### **Does the policy include coverage for automobiles?**

The policy will respond to bodily injury or property damage that is caused by the operations of licensed road vehicles, provided that it is not owned by the named insured against whom the suit is brought. The following examples will help to clarify the insurance intent.

A team hires a school bus from a local transportation company to drive to a game fifty miles away. The transportation company carries limits of \$3,000,000 on their own fleet insurance. The bus is involved in an accident resulting in multiple serious injuries in which the hired driver is entirely at fault. Writs for damages in the amount of \$6,000,000 are issued against the transportation company, against the team, and against CHA, and the court find against the defendants collectively. Depending upon the directions of the court, the CHA policy would pay either a percentage of the loss, or would pay for the amount in excess of the \$3,000,000 available from the bus company's insurance, or some other alternative disposition, subject only to the limit of liability carried by the CHA policy.

Under similar circumstances, a volunteer takes players in his or her car. The policy would respond in similar fashion.

It is important to note the intent that the owners own vehicle insurance should be the first to respond. The CHA policy, subject to its terms and conditions, would then provide the balance of payment outstanding, if the owners insurance should prove to be inadequate.

### **Does the Policy cover activities not sanctioned by CHA or the NLHA?**

No.

**What happens if there is more than one liability policy covering the same loss event?**

It is probably best to explain what might happen by giving an example. A person or a group of persons belonging to an association that is within the scope of CHA's liability policy decides that they would prefer to purchase liability insurance that is within their own control, perhaps believing that it confers superior insurance to that which is otherwise available. A serious liability claim is subsequently reported to both their association insurer and the CHA insurer.

The CHA insurer would contribute an equal share to the loss (probably 50%). The association insurer may or may not have a similar clause in some cases, the "local" insurance may be invalidated. In the latter event, the CHA insurer would be entitled to pay no more than its proportion in relationship to the limits of liability underwritten by each.. In general, the adjustment would be complex, controversial and drawn out, with a likelihood that payment would be partial instead of complete. The association in question would be left in an unfortunate position. They would have paid double premiums for an unsatisfactory result.

**Does the policy cover liability arising from the operation of aircraft or watercraft?**

No.

**Does the policy cover liability arising from libel or slander resulting from advertising activities?**

No.

**Does the policy cover statutory liquor law liability?**

The policy will respond to claims brought by third parties for bodily injury or property damage for which we become liable at Common Law.

It will not provide indemnity for fines or punitive damages that are due in consequence of a conviction under Statute Law, or pay for the costs of defence associated with prosecution under the Statute.

**Does the policy cover damage to property that is in our care, custody or control?**

No. Generally speaking, this type of property is of minor value (such as playing equipment) and is presumably insured by those who own it. But you need to be cautious. From time to time, you may rent valuable equipment (for example audio-visual equipment) and you will need to either secure express waivers of liability from those who own it, or take out specific property insurance

to cover it for the duration of the rental.

In certain cases, it is conceivable that the arena itself may be a problem if it has been turned over to you entirely for a short or long period of time. If it is constructively in your care, custody and control, and if you have not been given an explicit liability waiver from the owner, you could have a serious potential liability. You must be alert, and identify this problem in advance of the event. In the absence of a waiver, you may need either: a tenants legal liability policy or specific property insurance.

If you need help in assessing the exposure or in applying the correct insurance solution, contact CHA's Risk Management Department in Gloucester, Ontario.

### **How does the quality of CHA's Liability Insurance compare with other insurance that we may be offered locally? Do we need supplementary insurance?**

CHA has made every effort to ensure that the program meets satisfactory standards, given the constraints of the insurance product cost. It has been designed with deliberate care, and with the help of highly qualified insurance professionals.

It is always possible that you may need supplementary coverage, and we have identified a few areas where this may arise. These needs are specialized and they do not appear to be required at the present time uniformly across the CHA system. Consequently, they cannot be made the subject of premium assessment against those who do not generate the particular exposures for which they are designed.

In purchasing supplementary coverage, great care must be taken to ensure that existing CHA coverage is not duplicated. We urge you to contact the Risk Management Department whenever special coverage seems to be indicated, so the ensuring policy can be properly designed to supplement, and not to overlap, that which is already in place.

We cannot guess at loss exposures of which we are not informed, and we cannot deal with liability potentials about which we have no knowledge. There is no such thing as a foolish question in matters as important and complicated as liability insurance.

### **What is CHA's attitude towards the payments of legal liability claims?**

CHA takes a very tough attitude. The liability insurance is not supposed to be a "good neighbour" policy. We have no intention of paying, or allowing our insurers to pay, a penny more than our legal obligation, or the amount that we perceived our legal obligation may be as determined by legal counsel. Moreover, no one is authorized to negotiate with a claimant who is pressing a legal liability suit against us except our insurers or CHA's Risk Management Department and its designated representatives. This emphatically applies to anyone who otherwise elected to involve themselves without our express permission. When a claim involves a writ or the threat of the

issue or a writ, or is the subject of a lawyers letter or representation on behalf of the claimant, report the incident immediately to CHA's Risk Management Department through your Branch Office.

Failure to report the claim promptly could result in our insurers refusing to provide coverage. If you are in any doubt whatsoever as to whether an incident or a complaint will or will not result in a legal liability claim, report it.

The North American Liability System dictates our tough attitude. It is an adversarial system. We and the claimant become opponents and while we may attempt to reconcile our differences without going to court and without undue rancour, we cannot depend upon, or even be unduly concerned, about preserving a positive relationship, no matter how friendly our first impulses may be.

At the same time, we very much regret that these are the facts of life. Amateur hockey, as we all know, is something of an extended family. The coach who is being sued may be the player's uncle, the referee may be the father's best friend. It may be extremely difficult for members of a close hockey community to take adversarial legal liability positions with one another. In yet other situations, a player may have become a quadriplegic as a result of an accident in which no one was to blame. The fact that no liability is present certainly does not alter our feelings of deep concern, our impulse to help in any way we can to ease the player's and his family's heavy economic and emotional burden.

CHA has recently taken steps to address this problem by increasing the level of benefits paid under the CHA Accident Insurance Benefit Program. At present, the voluntary benefit under this program for paraplegia, hemiplegia and quadriplegia, for example, is \$750,000. This limit and other limits for other injuries will be under periodic review, and recommendations for further increases will likely be brought forward from time to time.

### **Is this everything I need to know about CHA's Liability Insurance?**

No, but it's at least a start. Unless you are a trained insurance professional or a lawyer, you may never know everything that you should know and even the best professionals will admit to uncertainties about particular issues from time to time. Given trends in our Society, you need to do your best to build your personal store of knowledge on the subject, not only to increase your understanding of liability in relationship to amateur hockey, but also in your personal and working life. None of us need to be "bar room" lawyers, but we do need to have a practical working knowledge that helps us to understand basic liability risk exposures; how to guard against their occurrence; and how to provide for the financial outcome when, inspite of our best efforts, an accident occurs.

Periodically, CHA's Risk Management Department plans to distribute additional material on these subjects so that, over time, we build an increasingly useful information manual.

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# CANADIAN HOCKEY ASSOCIATION

## RISK MANAGEMENT AND ON/OFF ICE INSPECTION

### SECTION TWO

## **Introduction**

One of the most important ways of averting accidents in amateur hockey is to ensure that the facility in which our sport is played is as risk free as possible. The purpose of this unit in your NLHA Risk Management Manual is to provide you with a checklist you can use in examining the facility in advance of the playing season and several times while the season is underway.

If possible, the initial inspection should be carried out before signing a contract for the season on behalf of your team or league. In this way, you will stand a better chance of bringing about the changes or improvements you feel are needed. CHA recognized that especially in the case of public facilities that are in high demand, achieving changes may be difficult, especially if significant capital costs are involved. What is important is that deficiencies are noted and brought to attention of the facilities management and, when appropriate, the city or town manager or municipal council.

## **On-Ice Inspection**

### **Ice Conditions**

The ice surface should be clear of any debris at all times. Check the ice for any bare spots or ruts. It's also a good idea to clarify the rink's policy on the timing and frequency of ice clearing if teams below the Junior Level are involved.

### **Breakaway Nets**

The CHA strongly recommends the use of breakaway type of nets for teams at all levels. While the cost of installing this type of net is reasonable (\$1,200 for two nets plus required labour), to date less than one third of arenas use them. There are a number of different types of anchoring mechanism, all of which can significantly reduce the potential for accidents. If the rink management is unwilling to make this investment, it is important that when the Novice or Atom Teams are playing that no conventional anchors be used, thereby leaving the net free to move if a young player runs up against it.

In discussion with facility managers, you are encouraged to point out that conversion to breakaway type nets may reduce the arena's potential for liability in the event of an accident resulting in personal injury.

### **Boards**

Boards should be smooth all around the arena with no edges sticking out or splintering

which could cause injuries. You should also check to see that no nail or screw heads have worked loose and are sticking out from the boards. The boards should be painted white on a regular basis.

## **Lighting**

Arena lighting should be consistent across all of the playing surface, with no dark spots. Lights should be at the same full level during both practices and games.

## **Benches**

Benches should be long enough to seat 14 dressed players at one time. Check to ensure there is no debris on the floor, such as tape, which could catch on a player's skate and cause an accident.

## **Gates**

The gates to both the players' benches and the penalty boxes should always open inward, operate smoothly and have a secure fastening device.

## **Glass enclosures**

Wherever possible, glass enclosures should run down both sides of the ice as well as behind the nets in order to provide maximum protection for spectators. There should be glass enclosures at the back of the players' benches if spectators are seated behind the players. The glass should be of a sufficient height to protect spectators in the lower stand. Maximum use of glass enclosures also reduce the arena operator's potential liability.

## **Air quality**

The key issue here is carbon monoxide generated by Zamboni type ice cleaning machines. This odourless gas, if generated in sufficient quantities by an improperly tuned machine; even a propane fuelled machine, may result in dizziness, nausea and headaches from carbon monoxide poisoning. Check to find out if the ice clearing machine at your arena receives regular tune-ups and to ensure that exhaust fans are turned on when the machine is operating as well as for a period of time thereafter. It is also wise to make sure the arena can provide a supply of fresh air to replace the stale air being exhausted by the fans.

## **Penalty Boxes**

Doors should open and close securely. If there is one box for both teams, it should be divided in such a way that physical contact is impossible. Ideally, the penalty box should be on the opposite side of the ice from the team benches, but if this is physically impossible, the penalty box must

be 20 feet away from the team benches.

## **Off-Ice**

### **Officials Box**

The box for the game time keeper, penalty time keeper and official score keeper must be protected by glass.

### **Evacuation Procedure**

All arenas should have an established evacuation procedure in the event of a fire, gas leak or other problem. You should have a copy of this policy and make sure that the arena staff is also aware of the policy and how to assist in evacuating the facility. Someone should be assigned the responsibility of communicating the procedure to all players on every team.

### **Emergency Exits**

Emergency exits should be checked to make sure that they are operational, clearly marked and that the pathway to the exits is clear of any obstacles.

### **Emergency Medical Facilities**

Many arenas have a First Aid Room which contains emergency first aid supplies and equipment such as stretchers and/or backboards. This facility should be checked out so as to avoid duplication with your trainer's First Aid Kit. As well, arrangements should be made to ensure that the room is accessible during both practices and games.

### **Telephone**

In the event of an emergency, rapid access to a telephone can be of critical importance. Coin telephones can be rendered inoperative by vandalism, so if there is a telephone located in an office, it is important the rink staff have access to that office so the telephone can be used in the event of emergency.

### **Heating System**

If the facility has a heating facility, it should be checked regularly to ensure it is operating effectively and, especially in the use of natural gas systems, that there are no leaks.



## **Alarm System**

The operator of the facility should be able to demonstrate to your satisfaction that there is an operational alarm system for use in the event of fire or other emergency and that it is tested on a regular basis. All participants should be made aware of the sound made by the alarm (bell, buzzer, etc.) and what to do if it should go off.

## **Other Danger Areas**

Walkways and stairways should be properly marked and lighted. Handrails and railings should be well anchored. Zamboni access routes should be clearly marked. Facilities for the handicapped, if available, should be clearly indicated.

# ARENA SAFETY CHECKLIST

Name of Facility: \_\_\_\_\_

Address: \_\_\_\_\_

Facility Manager: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_ By Whom: \_\_\_\_\_

Position: \_\_\_\_\_

**Findings:**

Area	Condition			Notes/Comments
	Good	Acceptable	Unacceptable	
Ice Condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Breakaway Nets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Boards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Benches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Gates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Glass Enclosures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Air Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Penalty Boxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Officials' Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Evacuation Procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Emergency Exits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Emergency Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Heating System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other Danger Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Report filed with: \_\_\_\_\_ Date: \_\_\_\_\_

(e.g. Branch, Rink Manager, etc.)

Response Requested: \_\_\_\_\_ YES \_\_\_\_\_ NO

Action taken: \_\_\_\_\_

**REPRODUCED WITH THE PERMISSION OF THE C.H.A. OFFICE.**



# CANADIAN HOCKEY ASSOCIATION

## TRANSPORTATION AND ACCOMMODATION

### SECTION THREE

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## **Introduction**

Out of town travel is one of the realities of Canadian Hockey. Canada is a large country and, as such, travel to games and tournaments may often involve such issues as overnight accommodation (including billeting), the rental of vans or buses and weather related problems.

Even if your team and league does little long-distance travel, the common sense policies and recommendations found in this section of your NLHA Risk Management Manual are important and should be read carefully.

## **Transportation**

Transporting players is a daily chore for parents, team managers and coaches involved in amateur hockey. While safety is always important, it takes on special significance when out of town travel is involved. The following key points should always be kept in mind.

1. It is mandatory that any vehicle associated with a team outing, game, practice or Tournament, whether in-town or out-of-town, must have third party liability insurance of at least \$1,000,000. If a rental vehicle, such as a van or bus, is involved, make sure that the vehicle is covered for the number of people who will be making the trip. Buses should have insurance coverage for all passengers.
2. Any vehicle used regularly for transporting players, such as a team bus or van, should be safety certified on an annual basis, preferably in the fall, at the beginning of the hockey season. The driver's license of all volunteer drivers should also be reviewed each year to ensure that they are licensed for the class of vehicle to be driven.
3. Each team or club should establish a policy for players who are of legal driving age in regard to their driving themselves and/or other team members to games, practices or out of town tournaments. Once the policy is established, it should be clearly communicated and no exceptions should be made.
4. School buses have emergency exits at the very rear. For this reason, player equipment should not be stowed at the rear, blocking the exit. The middle section of the bus should be used as equipment seats.
5. Hockey is traditionally a winter sport and for this reason tournaments are at the mercy of Mother Nature. For out of town trips, plan ahead. Review the route and check the weather reports before leaving. Whenever possible stick to main highways, which are better maintained during inclement weather, even if it means slightly greater mileage.



6. Don't let pride cause an accident. It is better to default on a game than involve players in a serious accident.
7. It goes without saying (but it needs to be repeated anyway) that alcoholic beverages should be prohibited during meal stops on out-of-town trips for both passengers and drivers.
8. Parents and/or volunteers who use their private vehicles to transport players to functions and who have their mileage reimbursed must notify their auto insurers to make certain they have proper coverage.

## **Hotel Accommodation**

### **Before the trip:**

1. Do careful research in selecting the proper hotel for your team or league. Don't let price be your only consideration. Find out through your travel agent (or the local hockey association in the host community) about the neighbourhood in which the hotel is located, its proximity to the arena, other facilities and its reputation.
2. In making your reservations, request that all rooms be on the same floor and, if the group is small, that the rooms be close to the fire exits. If you have chosen a high-rise in a major city, request rooms below the 8<sup>th</sup> floor (this is generally the height limit for fire department ladder trucks). Request a non-smoking floor, as the greatest cause of hotel fires are mattress fires caused by guests who fall asleep while smoking. As well, you should try to select a hotel that is equipped with a modern sprinkler system.
3. Appoint an emergency crew consisting of a chief and one or two assistants who will be responsible for the players in the event of an emergency.
4. Provide each player with a copy of the "Procedure for Surviving a Hotel Fire", which is included as an appendix to this unit of your NLHA Risk Management Manual. Review the points contained in the procedure with the players and make sure they understand what they should do when they smell smoke or the hotel fire alarm sounds.

### **On arrival at the hotel:**

1. Once again review the emergency procedures with all players. Familiarize them with the location of the emergency exits on the floor and the specific procedures for the hotel, which are posted on the back of the door in every hotel room.

2. Emphasize that the elevators are never to be used in the event of a hotel fire.
3. Implement a "buddy system" so that everyone can be accounted for in the event of an emergency..
4. The emergency crew should designate a meeting area outside the hotel should an evacuation be necessary. This location should be pointed out to all players.

## Billeting

One of the challenges of Amateur Hockey is to provide a program that remains affordable to participants and their parents. For this reason, billeting of players has become a way of life at many tournaments.

Because of the many variables involved in billeting, this section can only provide some recommended procedures that should be adhered to as closely as possible. In all cases, the host organization providing the billeting facilities must rely on the cooperation of those persons or families who open their homes to the players.

1. The host organization responsible for arranging billeting for members of away teams must avoid taking a rigid position, i.e., all host team players must billet at least one away player, or, that all away players must be billeted. There may well be legitimate reasons why a home player's parent(s) cannot accept an away player or, alternatively, the away player may be accompanied by his or her parents who prefer alternative accommodations, or may have friends or relatives in the tournament in the tournament city with whom he/she would rather stay. Adopting a rigid attitude may result in grievances, moral problems or inconvenience to participants and their parents.
2. It should also be noted that a host organization might attract liability if it insisted on billeting, no matter what. For example, the parents of a host player may not be able to provide an adequate level of supervision for the visiting player due to working hours and be reluctant to billet for this reason. Requiring the parent to billet a player may place the host organization in a position where the conclusion may be drawn that it knowingly placed the away player in a situation of increased risk, thereby having responsibility for the resulting harm.
3. Similarly, the host organization may put itself in a potentially dangerous position if it allowed a home player to billet an away player in spite of some problem known to the committee (with the parents, premises or otherwise). This type of situation requires extreme delicacy in handling and a decision to withhold billeting should be made only on the basis of real knowledge, not rumors or suspicions. C.H.A.'s legal counsel offers this common sense approach: the organizers should ask themselves the following question:

"Would I put my own child in that home knowing the circumstances?" If the answer is "no" the committee should avoid placing someone else's child there, too.

4. If, possible, written instructions should be provided to billeting parents. The instructions should be clear - they have some responsibility for the away player while the player is in their home or in their care. The instructions should remind the host that they have some responsibility for ensuring that safe environment is provided during the billeting period. While it obviously is not possible or advisable to examine the homeowners' or tenants' policies of hosts, instructions should point out that it is advisable to have a minimum of \$ 500,000 in liability coverage. The issuance of instructions has two objectives: first, to increase the sense of responsibility on the part of the billeting parents; and second, to decrease the risk for which the host organization can be held responsible should anything go wrong.

# TIPS AND TACTICS TO SURVIVE A HOTEL FIRE

## When you check in

1. There should be a sign posted on the back of your hotel room door showing you where your room is and the location of the fire exits on your floor. With your coach and other teammates, you should walk down the corridors and locate each fire exit. You should check the exit doors to make sure that they work and that the stairs are clear.
2. On the way back to your room, count the doors between your room and the fire exit. If there is a fire and the hall is dark and filled with smoke, this step ensures you can find the right door.
3. Check the location of the hall fire alarm and make sure you know how to use it. Again, this step could be important if the hall is dark and filled with smoke.
4. Remember that you should never use the elevator in an emergency situation - the call buttons could take the elevator, with you in it, to a floor filled with fire and smoke.

## Before you go to bed

1. Put your room key where you can find it quickly in an emergency. You can put it on the stand next to your bed or in your pocket.
2. Check your windows. If they open, know how the latches work and decide which window you would use in case of an emergency. If you are on the ground floor or second floor, try to figure out if you can escape without hurting yourself.
3. If a fire starts in your room, call the hotel operator immediately to report it before trying to put it out yourself. If you have any doubts about your ability to put out the fire, take your key and leave your room immediately, shutting the door firmly to keep smoke and flames out of the hall. Use the hall fire alarm and alert the people in the rooms closest to you.

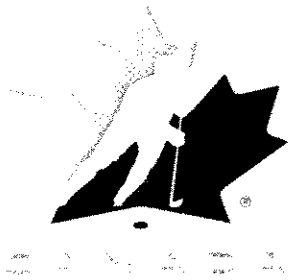
## If the alarm goes off

1. In most cases, you will be alerted to a fire by the alarm bell in the hall, however, you could also be notified by telephone, shouting in the hall, the sound of a fire engine or pounding on the door.

2. Get your room key. Check to see if there is smoke in your room. Don't stand; smoke and deadly gases rise and the safest air is nearest the floor. If smoke is present crawl to the door.
3. Touch the door with the palm of your hand. If the door or the door knob is hot, do not open the door. If the door is not hot, open the door very slowly to see if there is smoke or fire in the corridor. Be ready to slam the door shut if necessary.
4. Once you've checked the hall, close the door behind you to protect your belongings and walk to the nearest emergency stairway. If there is any smoke, crawl to the stairway, staying close to the wall so that you can count the doorways between your room and the exit. If the nearest exit or stairway is blocked, use the alternate one. **Remember - do not use the elevator.**
5. Walk down to the ground level. Some people may panic, so hold onto the handrail for guidance and to prevent being knocked down by others. Once you are outside, go immediately to the agreed-upon meeting place and wait for the rest of your team.

### **What to do if the hall is filled with smoke?**

1. Don't panic. You can remain in your room and still survive a fire.
2. Make sure your door is closed, then open your window to get rid of any smoke. If you are on the first or second floor, decide if you can safely drop to the ground.
3. Let someone know you are in the room. If the phone works, call for help. If the window opens, hang out a sheet as a signal to fireman. **Do not try to climb down the sheet.**
4. Fill your bathtub with water and soak your towels. You can put the towels around the cracks in the floor or over vents to prevent smoke from entering your room.
5. If there is smoke in your room, stay close to the floor. You can use a blanket as a tent to get fresh air at a slightly opened window. If heat and flames are rising from lower floors, do not open or break the window.
6. If due to heat and smoke, you can not longer stay in your room, open your door carefully and crawl to the fire exit.



# CANADIAN HOCKEY ASSOCIATION

## RISK MANAGEMENT GUIDELINES FOR SANCTIONED EVENTS “SAFETY REQUIRES TEAMWORK”

### SECTION FOUR

**SAFETY REQUIRES**

**TEAMWORK**

**PLAYING AREA:** Before each ice session, carefully check the playing area to ensure that:

- there is no debris, dangerous ruts, bumps or bare spots on the ice surface;
- there are no protrusions from the boards, glass or screen;
- supporting struts for glass or wire screen, or upright posts are padded;
- there is no garbage on the floor of the players' bench area that may become stuck on the blades or players' skates (e.g. tape) or other matter that may damage skate blades;
- the entire arena lighting system is turned on and functioning: always practice in lighting conditions similar to those which exist for games;
- all gates are securely and properly closed;
- the arena management staff has been monitoring air quality in the arena for dangerous gases.

#### **Additional on-ice safety considerations:**

- ensure that players are wearing proper full protective equipment, including CSA approved helmet, facemask, throat protector in minor and female hockey, for all games and practices;
- players who are required to wear face masks and throat protectors during competition must wear them during practices;
- it is strongly recommended that all coaches wear helmets when running on-ice practice sessions, and that coaches are fully aware and careful when participating on the ice;
- players should prepare for practices and games with proper stretching and warm-up routines, and encourage players to stretch following on-ice sessions;
- never allow players, coaches and other personnel to go onto the ice until the ice resurfacing machine is completely off the ice surface and its rink gates are securely closed;
- during ice sessions, ensure that all activities are appropriate for the age and skill level of the players participating, and utilize proper teaching progressions, especially when teaching potentially dangerous skills like body checking;
- a strong message must be delivered to all participants that checking from behind will not



be tolerated, and that players should never bump, push or check another player from behind, especially one who is in the danger zone, the 3 - 4 metre area in front of the boards;

- during ice sessions, ensure that coaches and assistants have 100% control over all activities at all times, and that players are supervised at all times: there should be at least one coach on the ice at all times with the players;
- during practices, enforce all rules that apply during games and establish consistent team rules for dangerous behavior like stick work and checking from behind;
- during practices, ensure that periodic rest periods are included where players drink sufficient amounts of cold water: tired, dehydrated players are more susceptible to injury;
- during games, encourage officials to strictly and consistently enforce all rules regardless of the score and time of game, and work with coaches, officials and administrators in your league to ensure all rules are enforced consistently;
- be aware of all special illnesses (e.g. asthma, allergies) of participants and previous injuries, and never take a chance with any potential illnesses or injuries;
- during games, remind players, coaches and other team personnel in the bench area to always be aware of the action on the ice, following the play in order to be prepared for the puck or other objects that may suddenly enter the bench area;
- during on-ice sessions or games, anyone going onto the ice surface in street shoes to attend to an injured player should walk carefully, exercise caution and use a player or official for support where possible;
- during Opening, Closing or any on-ice ceremonies, ensure that a proper "T" carpet is in position for dignitaries or other participants to walk on the ice surface: the carpet must have proper rubber backing which grips the ice, must reach completely from ice surface entrance to centre ice, and must rest flat on the ice, free from bumps and debris. All players on the ice during ceremonies must wearing full protective equipment including helmets and face masks;
- emphasize that anybody entering the ice surface, including dignitaries, singers and photographers, must exercise caution and walk only on the carpet provided: no-one should ever walk on the bare ice surface in street shoes. Guides should be provided for any dignitaries or others requiring assistance;
- during Opening and Closing Ceremonies, ensure that all participating teams, bands or

- members of special skating displays are aware of risks such as carpets, tables and other participants on the ice surface, and that no-one enters the ice surface until the ice resurfacing machine is completely off the ice;
- before Opening, Closing or any on-ice ceremonies, ensure that the ice surface is free from bumps, ruts, bare spots or debris, proper lighting is in use at all times and that arena staff have been monitoring air quality for any dangerous toxins;
- ensure that no one who is under the influence of drugs or alcohol, participate in any on or off-ice activities;
- all team pictures should be taken off of the ice surface, and photographers should never go onto the ice surface in street shoes to take pictures unless a proper rubber-backed carpet is in place;
- if teams have practice time during your event, insist that all players wear full protective equipment and that all risks in the playing are identified and minimized or eliminated (see Arena Safety Checklist in Section Two).

### **Off-Ice Safety**

As a member of the Organizing Committee, many of your responsibilities are off-ice activities. Here are some guidelines to help you implement an effective Risk Management program to enhance off-ice safety;

- do not sign any rink rental agreement or other contract that transfers liability for the actions of individuals who are not under your control, direction, or supervision. If you are concerned about the contents of the contract, the NLHA Office will provide you with information about how the contract can be reviewed by the CHA's insurer;
- work closely with arena management and staff to ensure that:
  - dressing rooms are free from debris, cleaned regularly, properly lit and checked for any electrical or fire hazards;
  - all teams and officials know the location of Fire Exits and First Aid Kits within the arena facility, and that all Fire Exits are accessible;
  - the bench and penalty box areas are free from tape or other debris that may become fastened to or damage skate blades;
  - solid, rubber padding or other non-slip surface is available for participants and

officials to walk on from dressing room area to the ice surface, which is free from debris and ruts or bumps and that hallways are properly lit and free from electrical and fire hazards;

- concessions are free from electrical and fire hazards, and that any volunteers are trained in the operation of all appliances and equipment, and are aware of all hazards within the concession area;
  - walkways and parking lots leading to arena entrances are free from snow, ice, water or debris and any hazards are clearly marked;
  - any banners are securely and safely fastened and that all safety precautions are taken in the hanging of any banners or signs;
  - all wet floors and spills are attended to quickly to help make sure no-one slips on any wet surfaces.
- players must be supervised at all times, including in the dressing room and while proceeding to the ice surface;
  - ensure that only qualified personnel work with television equipment and that cables and wires are positioned so they do not pose a danger to anybody;
  - ensure that all press areas are free from dangers such as fire hazards or wet floors, and if there is a suspended press box in the arena facility, caution media members and others using it about the dangers of dropping debris onto the crowd below;
  - when organizing banquets, team meals or other events where food and drinks will be served, ensure that you utilize a reliable, responsible catering company, that all food is prepared properly, and all health standards have been observed. Also be aware of special diets and food allergies of any participants;
  - ensure that all potential billets are carefully screened, and that only responsible, reliable billets, who meet the standards outlined by the C.H.A., are chosen. Inform billets of any special needs of the players they will be billeting, including illnesses, medication and dosage guidelines and any special dietary requirements;
  - monitor weather and road conditions during all events and keep all drivers informed: do not take any chances with unsafe road conditions. Those involved with transporting teams, organizers, officials and other participants must never consume alcohol before operating a motor vehicle; and no-one involved in the tournament should ever have alcohol in their possession while traveling in a motor vehicle. Select only reliable, responsible adults to

- transport participants during the event and to drive any courtesy automobiles;
- recruit only reliable, responsible adults to work as arena security personnel and ensure that fan and gate control are part of security personnel responsibilities. Security personnel should make spectator safety their first priority at all times;
  - make every effort to ensure that off-ice officials make safety the first priority at all times and that penalty box attendants exercise caution when dealing with players;
  - recruit only reliable, responsible adults to act as team hosts and liaisons, and insist that hosts and liaisons make safety the first priority in all activities with visiting teams;
  - for additional guidelines regarding risks within the arena facility, both on and off the ice, please refer to the Arena Safety Checklist.

## **Fair Play and Respect**

When hockey participants embrace the values and philosophy of Fair Play, it leads to attitudes and behavior which make the game safer for all. Fair Play and respect should be a component of all C.H.A. events. Host Committee members play an important role in emphasizing the importance of Fair Play to all participants and others involved with an event. Here are some guidelines to help you deliver the Fair Play message:

- ensure that on and off-ice officials, coaches and captains are aware of the Fair Play Initiative and Announcement which must take place before every game. The Initiative and Announcement are outlined on page one of the C.H.A. Rule Book, and require only 15 seconds to complete;
- when meeting with participating teams, emphasize the importance of Fair Play to players, coaches and other team officials, and insist that the principles of Fair Play govern their behavior during all activities.

## **Emergency Planning and First Aid**

It is important for all people involved with your event to do everything possible to prevent accidents and injuries before they happen. However, while everyone must play a proactive role to identify and eliminate or minimize risks, everybody must also be prepared to react in the event of a serious injury. The following are some guidelines to help you implement effective Emergency Planning and First Aid at your event.

- recruit only reliable, responsible doctors, dentists, physiotherapists, St. John's Ambulance attendants, or other medical professionals such as a certified athletic therapist as medical

support staff for your event;

- ensure that each team has an Emergency Action Plan (EAP) in place and that someone familiar with your arena and community assists the Call Person and Control Person on each team with directing emergency personnel to the arena and ice surface. Review the enclosed outline of the Emergency Action Plan and ensure that medical support staff, who will be at the arena at all times, review each team's Emergency Action Plan with team personnel. If your event does not involve individual teams, you should implement an EAP for your event;
- ensure that every team knows the location of telephones, First Aid Kits and stations, stretchers and Fire Exits within the arena facility;
- provide each team with an emergency telephone directory including numbers for the doctor and dentist on call, the physiotherapist or certified athletic therapist, any emergency numbers (911 if applicable), including ambulance service, police, fire department and any other important numbers.

## Emergency Action Plan

### Introduction

With your involvement in various physical activities, whether as a coach, administrator, trainer or participant, an encounter with potential serious injury is a possibility. Recognizing this, it is essential to establish a plan for emergency procedures.

Time becomes of critical importance with a severe injury. An emergency plan should be established to deal with it in an organized and efficient manner. By preplanning to handle an emergency and designating support duties to others, time will be utilized effectively.

During a game or practice, players at any level of hockey may become injured and require attention.

Team and rink personnel should prepare for any emergency situation. We recommend that these people receive as much First Aid training as possible.

Ideally, teams should have a qualified trainer or someone on the bench qualified in First Aid procedures. It is recommended that medically trained personnel be available to assist in the proper care of an injured player especially in the older age groups where injuries may be more common.

Whether an injured player will recover completely and properly, depends not only on the nature of the injury, but the emergency care and treatment the player receives.

The action plan must be pre-determined. Discuss who will be responsible for each part of the plan before the season and before each game.

The Emergency Action Plan includes three main areas of concentration:

- Person in Charge
- Call Person
- Control Person

### Person In Charge

Where possible, the person in charge should be an individual with specialized training in injury care.

The duties of the person in charge include all of the following:

1. Initially, when coming in contact with the injured player, take control and assess the situation.
2. Instruct any bystanders to leave the player alone.
3. Do not move the player, leave any equipment in place.
4. Evaluate the injury. This may include anything from an unconscious athlete to a sprained finger. Once you have assessed the severity of the injury, decide whether or not an ambulance is required.
5. If you are certain that an ambulance is not needed, then decide what action is to be taken to remove the athlete from the playing surface.
6. If an ambulance is required, then notify your call person, give a brief explanation of the injury and tell them to make the call for the ambulance.
7. Once the call has been placed, observe the athlete carefully for any change in condition and try to calm and reassure the injured player until professional help arrives.
8. STAY CALM - Keep an even tone in your voice.
9. Make note of the time at which the injury occurred and keep track of all events until medical assistance arrives.

10. File a Serious Injury & Mutual Aid Claim Report with the NLHA Office.

### **Call Person**

If it is necessary or advisable to summon emergency medical services and transportation, a call person should be pre-assigned to call for emergency services.

1. Know the location of all emergency telephones.
2. Have a list of all emergency numbers in the city or town in which the athletic event(s) take(s) place.
3. These numbers should be written on a wallet size card and carried at all times.

EXAMPLE: Ambulance  
Hospital  
General  
Emergency  
Fire Department  
Police

- If possible, telephone numbers should be permanently placed by the emergency telephone;
- Display specific directions of the best route to the arena;
- Quarters should be carried at all times if the emergency telephone is a pay phone. If quarters are not available call the operator;
- Don't rely on numbers being placed by the telephone;
- Don't rely on the operator to transfer the call or messages. Stay on the line until you are sure that the message has been given;
- STAY CALM when giving information.

Information the Call Person Must Give the Dispatcher:

1. State that it is a medical emergency.
2. Give the location -- clearly and calmly.
3. State what the emergency is. Is the athlete conscious? Breathing normally? Bleeding? Etc.

4. Give the telephone number from which you are placing the call. This is in case they have to phone back for more information. Have someone stay by the phone if possible.
5. Give the dispatcher the best route into the arena.
6. Ask for the estimated time of arrival of the ambulance to the arena.
- \* Report back to person in charge and confirm that you have made the call and give the estimated time of arrival

### Control Person

For the Emergency Action Plan to be effective, someone must be assigned for crowd control.

1. Discuss the plan with other people involved.
2. Ensure that teammates and spectators are not in the way of the Person In Charge
3. Ensure that the route for the ambulance crew is clear and available
4. If the person in charge feels it is a serious injury, inquire if there is highly trained medical personnel available (i.e. MD, Nurse) in the arena by using the loud speaker or intercom system.





RISK MANAGEMENT  
AND THE  
ORGANIZATION

## RISK MANAGEMENT AND THE ORGANIZATION

A volunteer organization can reduce the risk of being found liable to its volunteers or to other people for the volunteers' acts by following these practices:

- Make certain that all the statutory requirements of being a non profit organization are met.
- Ensure that the organization maintains a safe place and method of work for its volunteers and clients. By maintaining a safe building, the organization can reduce the risk of injury to clients and volunteers. This can be done by checking regularly for defective furniture or equipment, evaluating activities for hazards or unnecessary risks, and controlling the behavior of animals and persons who are on the premises. Have a written safety procedure prepared and distribute it to all employees and volunteers.
- The voluntary organization should also provide proper training and supervision, and carefully screen potential volunteers to make certain they have the skills and aptitude for the job. A proper training program should include documentation on what steps are taken in the training process. A careful record should be kept on all participants in the training program. This is especially important if the training or orienting process is for a large group rather than just one or two individuals.
- Write detailed "job descriptions" for each volunteer position which clearly describe the responsibilities involved and the line of authority. Keep these descriptions on file, and also give each volunteer a copy of their job description.

A good job description for volunteers should incorporate the following elements:

- \* **Job or position title:** This should clearly reflect the role the volunteer will play. Under this title should be a description of each of the duties and functions of the volunteer, and any limitations to their duties (for example, a statement that the volunteer will not have the authority to sign shipping receipts, or make purchase orders while on reception).
- \* **Necessary Qualifications:** The volunteer organization should state any qualifications that are necessary (pre requisites) for the particular volunteer function. As well, there should be a clear statement of what security checks the volunteer went through (checking with previous employers, driving record check, criminal record check or in contact with players).
- \* **Time Commitment:** A clear concise statement on what time commitment will be required of the volunteer.

- \* Training and supervision: There should be a description of exactly what kind of training a volunteer will receive. As well, a volunteer job description should state who will be responsible for supervising the volunteer and also the line of authority above the supervisor.
- ☐ Ensure that the practices and standards of the organization conform to the generally accepted practice of other voluntary organizations doing the same type of activity.
- ☐ Investigate the possibility of insurance protections.
- ☐ Prepare documented loss control activities (preventive measures to avoid insurance claims).
- ☐ **There are a number of things an organization can do to undertake proper loss control:**
  - \* Establish clearly written procedures for promptly investigating and reporting incidents that may lead to future claims. Prepare complete and accurate documentation on any accidents or Potential claims that arise. This can also provide valuable evidence if a claim is made against the organization.
  - \* Have regularly scheduled and well attended board meetings. Minutes of these meetings should accurately reflect decisions and the processes by which these decisions were reached.
  - \* Prepare a manual that carefully outlines personnel policies. This should also include any volunteer positions in the organization.
  - \* Have access to proper legal counsel.
  - \* Take preventive steps to lower the organization's exposure to risks. This can include basic precautions such as unobstructed walk-ways, non-slip floor coverings and adequate lighting.
  - \* Purchase Officers and Directors Liability Insurance.
  - \* Implement a Risk Management Program and appoint a Risk Manager.
  - \* Register all players and team officials with the NLHA to ensure CHA/NLHA Insurance Programs are available to them.
  - \* Provide copies of the CHA/NLHA Constitution, By-laws and Regulations and the CHA Playing Rules to the Executive Members and appropriate team officials.

# RISK MANAGEMENT AND THE EXECUTIVE MEMBER

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## Before you become a Director:

- Be familiar with the organization's goals, objectives and programs.
- Inquire about the community and professional image of the organization.
- Gather as much information about the organization as possible - Board of Directors, financial condition, programs and staff.

## After you become a Director:

- Ask for copies of the Constitution and By-Laws. Read them thoroughly and know them well. The By-Laws should outline the procedure for meetings, as well as the powers and responsibilities of board members and officers.
- Know your organization's budget, budget process and financial situation. Investigate anything that looks suspicious by asking questions and going over the accounts.
- Know who is authorized to sign cheques and in what amount.
- Be certain that the organization is fulfilling all aspects of its non-profit and tax exempt status.
- Be sure that proper payroll deductions are being made for tax, U.I.C. and C.P.P. premiums, and that these are being forwarded to Revenue Canada. Failure to do this may result in the Directors being personally liable for those amounts.
- Be certain that the organization's records are audited by a reputable firm of chartered accountants.
- Treat the affairs of the organization as you would your own.
- Insist on Nominating Committee and Board membership procedures that are written and followed.
- Attend all meetings of the board, or as many as possible. In some cases, the By-Laws may declare when a seat on the board of directors is vacant because of non-participation.

- Immediately disclose in writing any conflict of interest, no matter how small or indirect, and then abstain from voting on that issue. Make sure that your disclosure and the fact that you abstained from voting are recorded in the minutes.
- Review the minutes from every board meeting, particularly for board meetings where you were absent. If they should be corrected, make certain that this is done. If there is wording of a motion that you do not agree with in the minutes, make sure that your dissent is recorded when the minutes from the previous meeting are being adopted.
- Insist that you receive copies of all documents and reports prior to board meetings and then read them.
- Insist that all committee meetings are reported at Board meetings, either in oral or written form.
- Be certain that "policies" are clearly identified and the Board acts on them as a whole rather than acting on them by a small group of individuals.
- Monitor the activities of your Executive Committee to insure it does not overstep its authority.
- Always make sure you fully understand any issue and its consequences before voting on it.
- Vote against any expenditure for which the organization does not have the funds to cover.
- When you dissent to a motion, be sure it is recorded in the minutes.
- Keep all minutes and other important documents in a file or binder for easy reference.
- Insist that the organization has proper legal counsel.
- Insist that the board obtain written professional opinions from specialist on whose advice you are acting - for example, lawyers, engineers and accountants.
- Provide adequate supervision of the organization's officers and evaluate their performance regularly. Remember that if you neglect your duties, you may be liable for the wrongful acts of the officers.
- Insist on the Board having a policy relative to Board volunteer liability.
- Insist the Association purchase Officers and Directors Liability Insurance

- Ensure the Association maintains its legal status through the Society's Act by filing annual reports.
- Ensure the Association has a Risk Management Program and appoints a Risk Manager.
- Insist all members are properly registered with the NLHA to ensure CHA/NLHA Insurance programs are available to them.
- Be familiar with the CHA/NLHA Constitution, By-Laws and Regulations and the CHA Playing Rules as they apply to the conduct of hockey in your association.
- Be aware of Volunteer Code of Conduct.
- Ensure parents are aware of the Parents Code of Conduct.
- Attend the Prevention of Harassment and Abuse Coaches Module which will be presented in your association during the 2000/2001 playing seasons.
- Ensure that all Coaches, Volunteers, Executive Members and Off-Ice Officials who have direct contact with players have completed a Criminal Record check prior to their appointment to any position.

## RISK MANAGEMENT AND THE REFEREE

At the beginning of the season, the Risk Manager and the Referee-in-Chief should meet with all referees, either together or in groups, to review the following excerpts from the CHOP's (Canadian Hockey Officiating Program) Risk Management Module. Referees should be reminded to attend the clinic to be held in their community this season to renew their certification or for new officials to obtain their initial certification.

### **On-Ice Safety**

Officials have a very important role to play in the identification and elimination or minimization of risks during on-ice sessions, which includes both games and referee clinics. The following are some guidelines for officials to follow to enhance the on-ice safety of all participants.

- Enforce the rules as they are written, consistently, at all times during all games, regardless of the score or time of the game. Calling infractions as they should be called is one of the officials's strongest Risk Management tools to make hockey a safer game for all participants. This is especially true for rules which deal with dangerous conduct such as checking from behind and illegal stickwork, as well as rules which ensure that players are wearing proper protective equipment at all times.
- Before and during games and clinics, carefully check the playing area to ensure that: the ice surface is free of debris, dangerous ruts, bumps or bare spots; there are no protrusions from the boards glass or screen; supporting struts for glass, or upright posts for fencing are padded; when the goal is removed from its moorings, there are no pegs protruding from the ice surface; the entire arena lighting system is turned on and functioning at all times; all doors are securely and properly shut; arena management staff has been monitoring air quality in the arena for dangerous gasses; where a risk has been identified, if the coach, official or volunteer can eliminate the risk on their own (i.e. debris on the ice), then this should be done. However, where the risk is more serious (i.e. bare spots or ruts in the ice), rink management should be notified, and players should not go on the ice until the risk is eliminated. It is strongly recommended to follow up in writing with rink management, sending copies of all correspondence to appropriate city and parks and recreation supervisors.; refer to Arena Safety Checklist for a summary of facility safety concerns.
- Officials should never climb on the boards or glass in an attempt to get out of the way of the play; this is a dangerous practice which only puts an official in a worse position to make a call and has potential for injury.
- Officials should ensure, as outlined by the C.H.A. Official Rule Book, that all players are wearing proper full protective equipment, including CSA approved helmet, facemask and

where applicable, throat protector for all games, including the pre game warm up.

- During games and on-ice clinics, officials should always wear full uniform and equipment, including a CSA approved visor and helmet.
- Officials should prepare for all games and clinics with proper stretching and warm up routines and should also stretch following all physical activities.
- During games and clinics, instructors should never allow any participants onto the ice surface until the ice resurfacing machine has left the ice surface and all doors and rink gates are securely closed.
- Officials should be aware of all broken sticks and player's equipment on the ice surface and remove them at the first opportunity, while remembering not to interfere with the play or neglect their duties as officials.
- When an injured player is unable to continue, officials should stop play as soon as the injured player's team touches the puck, unless the injury is serious, in which case play should be stopped immediately; if ever in doubt, stop the play.
- During games, when an injured player is down on the ice, officials should, where possible, guide the team's trainer or coach across the ice to the injured player, and encourage them to practice caution while on the ice surface.
- During on-ice clinics, avoid the use of dangerous drills or activities, ensure that all drills are appropriate for the age and skill levels of the officials you are instructing, and utilize proper teaching progression at all times; before conducting any skating tests, ensure that all participants have a doctor's authorization to participate.
- During on-ice clinics, ensure that you and your assistants have 100% control over all activities at all times, and that officials are supervised at all times; one instructor should be on the ice at all times.
- If conditions in the playing area are such that they place undue risks on the participants, the game should be suspended unless such conditions can be corrected. The referee is the final authority regarding any decisions to suspend a game due to unsafe playing conditions.

## Off-Ice Safety

Risk Management is an ongoing process which does not start or stop with on-ice activities. There are also many off-ice safety considerations which are related to hockey activities, including the dressing room and traveling to and from games and clinics. CHOP administrators and officials



also have an important role to play in the identification and elimination or minimization of these off-ice risks.

- In the dressing room, prevent horseplay and other careless behavior which could lead to injuries, and ensure that the dressing room is well lit and the floor is kept free of tape and other debris.
- Ensure that the hallways leading to the playing area are well lit and there is no debris, ruts or bumps on the floor; ideally, there should be a rubber mat to lead participants from the dressing room area to the ice surface.
- When traveling to out of town or cross town games or clinics, officials should monitor weather conditions to ensure that no chances are taken with unsafe travel conditions.
- Never consume alcohol prior to any hockey related activities, especially when driving, and never allow another official who is under the influence of drugs or alcohol to participate in any hockey related activities or drive a motor vehicle. After games, it is strongly recommended that you drink only water, as the combinations of fatigue, dehydration and hunger will intensify the side effects of alcohol consumption.
- Prior to conducting any off-ice fitness testing at clinics, ensure that all participants have a doctor's authorization to participate.
- When administering off-ice fitness testing at clinics, ensure that all activities are appropriate to the age and skill level of the officials participation, and the periodic rest periods are included in your sessions, where officials drink sufficient amounts of cold water. Officials should be supervised at all times during clinic sessions.
- As with on-ice risks, coaches, officials or other volunteers should eliminate or minimize minor risks which they are capable of dealing with, while notifying rink management of more serious risks which may require professional intervention.

## **Fair Play and Respect**

The values of Fair Play deal with the development of respect for all those involved in hockey, including coaches, players, administrators, spectators, parents and other officials. Respect, treating others as one would like to be treated, is an important and effective risk management tool, as it promotes the development of attitudes and behavior which make the game safer for all involved. When participants have respect for each other, and display the values of Fair Play, this helps to eliminate dangerous behavior which leads to injuries, such as checking from behind and illegal stickwork. As an official, you have an important role to play in the promotion of Fair Play.

- Read through the enclosed Fair Play Code, and ensure that you understand the role officials must play in the promotion of Fair Play. You should remember that if you, as an official, expect others involved in hockey to practice Fair Play, you must be a good role model and set a good example by practicing Fair Play yourself. This is especially true with young participants, who look to you for direction.
- Officials must also be aware of the Fair Play Announcement and Fair Play Initiate which take place prior to the start of every game. The details of both these are outlined on page one of the C.H.A. Official Rule Book and Rule Book/Case Book and summarized below:

The Fair Play Announcement outlines the teams, coaches and officials for the game, emphasizing that the teams are friendly rivals while the coaches have accepted the challenge of teaching the skills of the game, while the officials, with their training and experience, have been assigned to administer the rules of the game.

The Fair Play Initiative includes a meeting, introduction and handshake between officials and both captains, in the referee's crease, prior to each game. Following this, the officials approach each bench to meet the coaches. This should be performed after the pre-game warm-up and should take no longer than 15 seconds. Officials must ensure that the Announcement and Initiative take place before the start of each game.

- Officials must be aware of the Officials Code of Conduct.

## Protective Equipment

Officials, as on-ice participants, must wear full uniform and equipment during all games and on-ice clinics. Accidents can happen anywhere, any place at anytime, and officials must be properly protected at all times. For a complete listing of the necessary equipment and uniform for officials, please refer to page 4-1 of your Referee's Manual.

## Injury Prevention

Officials have a leadership role to play in the prevention of injuries to themselves, other officials, and players. The following are some guidelines which should be reviewed prior to, and during the season, to exercise a proactive approach to safety to help prevent injuries and accidents before they happen.

- Officials should follow proper physical conditioning and strength building programs during the off season. Particular attention should be paid of the following muscle groups; quadriceps, biceps, shoulders, chest, waist and neck. For a detailed outline of conditioning programs for officials, please refer to Section 3 of the Referee's Manual.

- Before and following each game, officials are encouraged to follow proper stretching routines. This will significantly reduce the possibility of injuries incurred due to unstretched, cold muscles, muscle cramping and post exercise soreness. For more detailed information on stretching guidelines for officials, please refer to Section 3 of the Referee's Manual.
- Officials should perform regular equipment checks to ensure that their equipment provides adequate protection, fits properly and is well maintained.
- Officials should know how to recognize minor injuries (sprains, strains, cuts), that can be complicated by further participation and develop into more serious injuries. Officials should also ensure that following any injuries, proper treatment is received and rehabilitation carried out before returning to competition.
- To minimize the risk of reinjury and maximize the effectiveness of your skills, reconditioning should be conducted after all injuries. Officials' return to competition after an injury should be phased in gradually, especially where injuries to large muscle groups (i.e. upper legs) have occurred.
- To promote the safety and well being of all hockey participants, and to ensure that hockey is played in a safe, non threatening environment, officials must work with other officials, coaches, administrators and players to ensure a strict application of the rules at all times.
- As a official, you should do everything possible to make the game safer for the players, including identifying and eliminating or minimizing risks within the arena facility, keeping the ice surface free of debris and equipment and stopping the play immediately if you perceive a player to be injured seriously.
- The possibility of contracting AIDS is an unfortunate reality in our Society; if you are attending to an injured player or other participant with an open wound, avoid contact with blood products or bodily fluids.

# Fair Play Code

## ●●● for OFFICIALS

<b>1</b>	I will make sure that every player has a reasonable opportunity to perform to the best of their ability within the limits of the rules.
<b>2</b>	I will avoid or put an end to any situation that threatens the safety of the players.
<b>3</b>	I will maintain a healthy atmosphere and environment for competition.
<b>4</b>	I will not permit the intimidation of any player either by word or by action. I will not tolerate unacceptable conduct toward myself, other officials, players or spectators.
<b>5</b>	I will be consistent and objective in calling all infractions, regardless of my personal feelings toward a team or individual player.
<b>6</b>	I will handle all conflicts firmly but with dignity.
<b>7</b>	I accept my role as a teacher and role model for Fair Play, especially with young participants.
<b>8</b>	I will be open to discussion and contact with the players before and after the game.
<b>9</b>	I will remain open to constructive criticism and show respect and consideration for different points of view.
<b>10</b>	I will obtain proper training and continue to upgrade my officiating skills.
<b>11</b>	I will work in cooperation with coaches for the benefit of the game.

## RISK MANAGEMENT AND THE COACH

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At the beginning of the season, the Risk Manager and the Head Coach should meet with all Coaches, either together or by division, to review the following excerpts from the NCCP's (National Coaching Certification Program) Risk Manager Module. Coaches who have not taken an NCCP clinic should be strongly encouraged to attend the clinic held in their community this season. A prevention of Harassment and Abuse clinic will be held in your district during the 1999/2000/2001 seasons. It is mandatory that coaches attend.

### **On-Ice Safety**

#### **Playing Area**

- Before each session, game or practice, carefully check the playing area to ensure that:
  - there is no debris, dangerous ruts, bumps or bare spots on the ice surface;
  - there are no protrusions from the boards, glass or screen;
  - supporting struts for glass, or upright posts for fencing are padded;
  - when the goal is removed from its moorings, there are no pegs protruding from the ice surface;
  - there is no garbage on the floor of the player's bench that may become stuck on the blades of the player's skates (i.e. tape) or other matter that may damage skate blades;
  - the entire arena lighting system is turned on and functioning; always practice in lighting conditions similar to those which exist for games;
  - all gates are securely and properly closed;
  - the arena management staff has been monitoring air quality in the arena for dangerous gases.

#### **Other On-Ice Considerations**

- Ensure that players are wearing proper full protective equipment, including CSA approved helmet, facemask, and where applicable, throat protector, for all games and practices.
- Players who are required to wear facemasks and throat protectors during competition must wear them during practices.

- It is strongly recommended that all coaches wear helmets when running on-ice practice sessions, and that coaches are fully aware and careful when participating on the ice.
- Prepare players for practice and games with proper stretching and warm up routines, and encourage players to stretch following on-ice sessions.
- Never allow players to go onto the ice until the ice resurfacing machine is completely off the ice surface and all rink gates are securely closed.
- Avoid the use of dangerous drills and situations during practices (i.e. having players behind the net during shooting drills), and be careful when using backwards skating drills, especially when coaching beginning skaters, avoiding drills where players pass each other skating backwards.
- During practices, ensure that all drills are appropriate for the age and skill level of the players you are coaching, and utilize proper teaching progression, especially when teaching potentially dangerous skills like body checking.
- During practices, ensure that you and your assistants have 100% control over all activities at all times, and that players are supervised at all times; there should be at least one coach on the ice at all times with the players.
- During practices, enforce all rules that apply during games and establish consistent team rules for dangerous behaviour like stickwork and checking from behind.
- During practices, ensure that periodic rest periods are included where players drink sufficient amounts of cold water; tired, dehydrated players are more susceptible to injury.
- During games, encourage officials to strictly and consistently enforce all rules regardless of the score and time of game, and work with coaches, officials and administrators in your league to ensure all rules are enforced consistently.
- Be aware of all special illnesses (i.e. asthma, allergies) of your players and previous injuries, and never take a chance with any potential illnesses or injuries.
- During games, remind players, coaches and other team personnel in the bench area to always be aware of the action on the ice, following the play in order to be prepared for the puck or other objects that may suddenly enter the bench area.
- During games, when going onto the ice surface in street shoes to attend to an injured player, walk carefully, exercise caution and use a player or official to support you, where possible.

## Off-Ice Safety

Because Risk Management is an ongoing process which does not start or end with on-ice sessions, coaches must also ensure that:

- Clear dressing room rules are established to prevent horseplay and other careless behaviour which could lead to injuries, and that the dressing room is well lit and the floor is kept free of tape or other debris.
- The hallways leading to the playing area are well lit and there is no debris, ruts or bumps on the floor; ideally, there should be a rubber mat to lead participants from the dressing room area to the ice surface.
- Players are supervised at all times, including in the dressing room and while proceeding to the ice surface.
- When conducting dry land training sessions, such as running or weight training, ensure all activities are appropriate to the age, and growth and development stages of your players, and that periodic rest periods where players drink sufficient amounts of cold water are included in you sessions. Players should be supervised at all times and coaches should ensure that players are careful when using weights and do not run near traffic or other dangers.
- When travelling to out of town or cross town games, that only reliable, mature adults are recruited as chaperons and drivers, and that coaches and other team staff monitor weather and road conditions, not taking any chances with unsafe travel conditions.
- You know the location of all fire exits and First Aid Kits in each arena facility.
- When travelling to out of town games and tournaments where your team will be staying overnight, book hotel rooms as soon as possible to ensure that rooms in the same area of the hotel are reserved for players, parents and team staff. Recruit reliable volunteers to help you supervise and chaperon players, and ensure that players are supervised at all times, even while on hotel premises.
- Before leaving on overnight trips, meet with the parents or guardians of any players that have special illnesses, such as asthma or food allergies, and obtain a detailed outline of any diet or medicine dosage guidelines which must be followed, along with any other vital information, and communicate this information to all coaches, volunteers and billets who will be supervising players during the trip.
- Never consume alcohol before any hockey related activity, and never allow any player, coach or other volunteer who is under the influence of alcohol or drugs to participate in a hockey

related activity or drive a motor vehicle.

- Never have alcohol in your possession, or allow your players to have alcohol in their possession, at the arena or while travelling to and from hockey related activities (i.e. team bus, private cars).
- Be aware of the Coaches Code of Conduct.
- Ensure players are aware of the Players Code of Conduct.

## **Protective Equipment**

- Athletic Support and Protective Cup
- Jill Strap (Females) Pelvic Protector
- Shin Pads
- Pants
- Shoulder Pads
- Sports Bra
- Elbow Pads
- Helmet
- Mouth Guard
- Facemask
- Gloves
- Skates
- Throat Protector

## **Injury Prevention Guidelines**

Prior to, and during the season, the following guidelines should be reviewed and followed to help prevent injuries and accidents before they happen:

- Encourage proper physical conditioning and strength building. Particular attention should be paid to the following muscle groups: quadriceps, biceps, shoulders, chest, waist and neck.
- Properly instruct your players in the technical skills and rules of the game, and always employ age and skill appropriate drills and use proper teaching progression (i.e. skating, angling, stick checks and body contact must be mastered before teaching body checking).
- To promote the safety of the players, work with coaches in your league for stricter



application of the rules by officials and establish clear team rules for both games and practices.

- Perform regular equipment checks to ensure that players' equipment provides adequate protection, fits properly and is well maintained.
- Know how to recognize minor injuries (i.e. strains, sprains, cuts) that can be complicated by continued participation and develop into more serious injuries. Know proper First Aid procedures and always have a well stocked First Aid Kit and your Medical History Cards at all games and practices.
- Teach you players the proper methods of taking a check, falling and making impact with the boards, and where permitted within the rules, give and take body checks. Teach your players to be aware whenever they are in the danger zone, the 3 - 4 metres in front of the boards, and to never stop in this area.
- Ensure that following an injury, proper treatment is carried out, and the athlete is properly rehabilitated before being allowed to return to competition.
- To minimize the risk of re-injury and maximize the effectiveness of the player, reconditioning should be conducted after all injuries.
- Initial return to competition after an injury should be phased in gradually, using short shifts and a controlled return to full play. Gradual return to competition is of greatest importance where injuries to large muscle groups (i.e. upper legs or joints) have occurred.
- Before and following each game and practice, players should be encouraged to stretch. This will significantly reduce the possibility of injuries due to unstretched, cold muscles cramping and post exercise soreness.
- Ensure that adequate rest periods are included in your practice plans, and that sufficient amounts of cold water are available for players to rehydrate during practice and games; tired and dehydrated players are more susceptible to injuries.
- The risk of contracting AIDS is an unfortunate reality in our society; when attending to, or dealing with an injured player with an open wound, avoid direct contact with any blood products or bodily fluids.

# Fair Play Code

## ●●● for COACHES

<b>1</b>	I will be reasonable when scheduling games and practices, remembering that players have other interests and obligations.
<b>2</b>	I will teach my players to play fairly and to respect the rules, official and opponents.
<b>3</b>	I will ensure that all players get equal instruction, support and playing time.
<b>4</b>	I will not ridicule or yell at my players for making mistakes or for performing poorly. I will remember that players play to have fun and must be encouraged to have confidence in themselves.
<b>5</b>	I will make sure that equipment and facilities are safe and match the player's ages and abilities.
<b>6</b>	I will remember that participants need a coach they can respect. I will be generous with praise and set a good example.
<b>7</b>	I will obtain proper training and continue to upgrade my coaching skills.
<b>8</b>	I will work in cooperation with officials for the benefit of the game.

## **RISK MANAGEMENT AND THE INITIATION INSTRUCTOR**

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At the beginning of the season, the Risk Manager and the Head Initiation Instructors should meet with the Initiation Instructors to review the following excerpts from the Initiation Program's Risk Management Module. Instructors who have not taken an Initiation Program Clinic should be strongly encouraged to attend the clinic held in their community during the playing season.

### **On-Ice Safety**

- Teach participants how to make contact with the ice and boards.
- Ensure participants stop at least 5 – 10 feet from the boards when performing drills or skills.
- Ensure all participants are wearing all protective equipment at all times.
- The Instructor should consider wearing a helmet while on the ice.
- Instructors should never permit any horseplay, should have 100% control over all on-ice activities and should ensure that participants are supervised at all times; there should be at least one instructor on the ice at all times.
- Care should be taken to ensure that shooting drills are conducted in as safe a manner as possible.
- Perform an arena safety check before every on-ice session, using your Arena Safety Checklist, being aware of debris on the ice: ruts, bumps or bare spots on the ice; protrusions from the glass, boards or net moorings; arena lighting; arena air quality; and ensuring that all rink gates are securely closed before any on-ice activity.
- Do not use any dangerous materials to divide up the ice surface (i.e. bare rope stretched across the ice) and instruct participants to be cautious when performing drills including agility bars.
- Make sure players perform proper warm-up and stretching procedures before all on-ice sessions.
- Ensure that all drills are age and skill appropriate for the participants and utilize proper progression when teaching skills.
- Incorporate rest periods for participants where sufficient amounts of cold water are available for rehydration.

- Never allow participants or other instructors onto the ice surface until the ice resurfacing machine has completely left and all rink gates are securely shut.
- Ensure that all instructors are aware of any participants' special medical needs (i.e. asthma and that proper consideration is given to problems).
- Never consume alcohol before any hockey related activities, especially when driving, and never let another instructor who is under the influence of drugs or alcohol to participate in any activities or operate a motor vehicle; when recruiting casual helpers, ensure that you use only reliable, responsible adults who you can trust.
- Due to the risk of AIDS, exercise caution when attending to an injured player with an open wound, and do not come into contact with blood products or bodily fluids.
- Be familiar with the Coach's Code of Conduct.

## Off-Ice Safety

- Practice effective risk management in the dressing room, ensuring that players are supervised at all times, establishing dressing room rules to prevent dangerous "horseplay", and insuring that the floor is free from debris.
- Ensure that hallways leading to the playing area are well lit, free from debris and have a rubber mat leading from the dressing room to the ice surface which is also free from debris and ruts; players should be supervised at all times.
- Monitor weather and road conditions and consider the safety of travel when deciding whether or not to cancel a clinic due to questionable weather; never take a chance with instructors and participants travelling in dangerous conditions.
- Know the location of all fire exits in the arena facility as well as the location of First Aid Kits and telephones, in case of emergency.
- As part of the Instructor's responsibility to supervise participants at all times, ensure players are dropped off and pick up at the arena by proper guardians or chaperons.

## Protective Equipment

- Athletic support and Protective Cup
- Jill Strap (Females) or Pelvic Protector
- Garter Belt
- Shin Pads
- Pants or girdle and long/short pants

- Shoulder Pads
- Elbow Pads
- Helmet and Face Mask
- Gloves
- Skates
- Sticks
- Throat Protector

## **Injury Prevention**

- All Instructors should have a basic knowledge of First Aid, and if not, should take First Aid course as soon as possible.
- Use your Arena Safety Checklist to identify and eliminate or minimize risks within the arena facility and try to anticipate problems which could arise on the ice.
- Don't force players who have been injured back too soon, ensuring that they demonstrate normal flexibility, strength and absence of pain before returning.
- Have an effective Emergency Action Plan in place, and know the location of First Aid Kit and equipment and telephones in case of emergency.
- Attend to minor injuries quickly so they do not develop into major ones.
- Conduct regular checks of participants' equipment to ensure that it fits, provides proper protective quality and it is well maintained.
- Instructors should encourage participants to participate in a wide variety of sports, to manage their weight, develop agility and flexibility, and to eat a well balanced diet, maintaining their weight at an ideal level.
- Instructors must properly teach and instruct participants in the skills and rules of the game, utilizing proper teaching progression at all times.
- Instructors must teach participants the proper techniques for falling and making contact with the ice and boards.
- Instructors should employ proper warm-up and stretching routines with participants before and after all on-ice sessions (use existing material).
- Include rest periods in all sessions and ensure players drink sufficient amounts of cold water; tired and dehydrated players are more susceptible to injury. It is recommended that all players have their own water bottles to reduce the risk of spreading germs.

- Utilize Medical History Cards enclosed with Instructor's Manual to document participants' special needs and health background.

# Fair Play Code

## ●●● for COACHES

<b>1</b>	I will be reasonable when scheduling games and practices, remembering that players have other interests and obligations.
<b>2</b>	I will teach my players to play fairly and to respect the rules, official and opponents.
<b>3</b>	I will ensure that all players get equal instruction, support and playing time.
<b>4</b>	I will not ridicule or yell at my players for making mistakes or for performing poorly. I will remember that players play to have fun and must be encouraged to have confidence in themselves.
<b>5</b>	I will make sure that equipment and facilities are safe and match the player's ages and abilities.
<b>6</b>	I will remember that participants need a coach they can respect. I will be generous with praise and set a good example.
<b>7</b>	I will obtain proper training and continue to upgrade my coaching skills.
<b>8</b>	I will work in cooperation with officials for the benefit of the game.

## **RISK MANAGEMENT AND THE TRAINER**

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At the beginning of the season, the Risk Manager and the Head Coach should meet with all team trainers, either together or by division, to review the following excerpts from the CHSP's (Canadian Hockey Safety Program) Risk Management Module. Trainers should be strongly encouraged to attend a CHSP clinic held in their district or community. All CHA registered teams must include a CHSP certified person by December 1 (one) of the current season in order to participate in NLHA Provincial Playoffs.

### **On-Ice Safety**

As a hockey trainer, you must play a leadership role in the identification and minimization or elimination of risks during all on-ice activities, including both games and practices. The following are some guidelines to help you identify and minimize or eliminate risks within the playing area:

- Before and during all games and practices, check and monitor the playing area to ensure that the ice surface is free from debris, bumps, ruts or bare spots; all rink gates are securely closed; there are no protrusions from the glass, boards, nets or ice surface; proper lighting is in use at all times; players are supervised at all times; there is no debris on the floor of the players' bench area that may become stuck on the blades of skates or damage skate blades; arena management has been monitoring air quality for dangerous emissions or gases and you are aware for symptoms of toxic gas poisoning; you utilize an Arena Safety Checklist to help you identify and monitor risks within the arena facility.
- Never allow players and coaches onto the ice surface until the ice re-surfacing machine has left the playing area and all rink gates are securely closed.
- Be aware of players' special needs or illnesses and monitor such players during games and practices.
- Ensure that all players wear protective equipment at all times during all games and practices. Players returning from injuries should never be permitted on the ice unless wearing all equipment.
- When going onto the ice surface to attend to an injured player, obtain the assistance of players or officials to guide you carefully and proceed with caution. Never run onto the ice surface. It is highly recommended that you wear footwear which will provide increased traction on ice.
- Have sufficient amounts of water available for players at all games and practices. Tired, dehydrated players are more susceptible to injury.



- Work with the coaching staff to educate players about the dangers of checking from behind. Players should never bump, shove or push an opponent from behind, especially one who is in the danger zone; the 3 - 4 meters in front of the boards.
- Always be aware when in the bench area. Be prepared to react in order to avoid pucks or other objects that may enter the bench area.
- It is strongly recommended that any players with long hair put it up underneath their helmets so that it is not exposed. This reduces the danger of loose hair becoming caught in equipment or other obstructions. It is also recommended that players who wear any removable jewellery, remove it before participating in on-ice activities.
- Pregnant women should consult a physician before engaging in any on-ice activities.
- In all instances where an on-ice risk is identified, if you or another participant or volunteer can eliminate or minimize the risk, this should be done. For more serious risks, such as bare spots on the ice, arena management should be notified and players should not be allowed on the ice until the risk is eliminated. Always follow-up in writing when informing arena management of any safety risks, and send copies of your letter to appropriate municipal authorities.
- Trainers should encourage players to not chew gum during practices and games due to the potential for airway obstruction.

## Off-Ice Safety

Risk management is an ongoing process which does not start or end with on-ice activities. As a hockey trainer, you have a responsibility to identify and minimize or eliminate risks involved with off-ice activities including the dressing room, travel to and from activities, off-ice training and fundraising. The following are some guidelines to help you identify and minimize or eliminate risks associated with off-ice activities:

- Ensure that coaches establish strict rules against horseplay in the dressing room, that the dressing room floor is free from debris, proper lighting is in use and players are cautioned against walking around while wearing skates. If you work with a team which includes both males and females, ensure that any separate dressing areas are safe.
- Ensure that hallways leading to the playing area feature rubber padding or another non-slip surface for players to walk on, and that this surface is free from debris, bumps or ruts and that proper lighting is in use.
- Never consume alcohol before participating in hockey-related activities or before operating a motor vehicle, and never allow anyone who is under the influence of alcohol or drugs to

participate in any hockey-related activities or operate a motor vehicle.

- Never have alcohol in your possession or allow any player or team staff member to have alcohol in their possession while travelling to and from the arena or at the arena.
- Before travelling to hockey-related activities, monitor weather and road conditions and never take any chances with poor travelling conditions and recruit reliable adults to transport players. Consult with coaching staff and team manager.
- When planning overnight trips, ensure that your team books rooms in the same area of the hotel and that players are supervised at all times by reliable, responsible adults. Know the location of all fire exits within the hotel and communicate with the parents of players with special needs (i.e. asthma, food allergies) to ensure that any illnesses or other needs are attended to. If players will be staying with billets, ensure billets are aware of any special needs or illnesses and that any medicinal guidelines are followed.
- Take your First Aid Kit and medical history files to all hockey-related activities and know emergency telephone numbers and the location of hospitals where you are travelling.
- If conducting off-ice training sessions, ensure that all activities are appropriate for the age and development stage of your players and that players are constantly supervised while using any equipment. Never have players run near traffic, and have sufficient amounts of cold water available for players to rehydrate.
- The use of oxygen tanks, cylinders or any form of supplemental oxygen is strictly prohibited with all hockey-related activities. No coach, trainer or other team member should allow supplemental oxygen to be used under any circumstances. Extra oxygen provides no added benefits to players, and tanks and cylinders pose a serious safety hazard if dropped, bumped or exposed to an open flame. If anyone requires oxygen for emergency medical purposes, activate your Emergency Action Plan and qualified emergency medical personnel will bring and administer oxygen.
- Know the location of all fire exits and First Aid Kits within every arena facility.
- Be familiar with the Trainers Code of Conduct.
- Note: As with on-ice risks, minimize or eliminate any risks you are capable of dealing with (i.e. debris in dressing room) and notify rink management of more serious risks which require the intervention of arena management (i.e. defective lighting or heating). Always follow-up in writing with rink management and appropriate municipal officials when identifying safety risks.

# Code of Ethics

## ●●● for TRAINERS

<b>1</b>	The hockey trainer should strive to enhance the safety of all hockey participants at all times.
<b>2</b>	The hockey trainer should use only those techniques which they are qualified to administer.
<b>3</b>	The hockey trainer should always err on the side of caution and should never practice any behaviours which may ultimately harm a participant or worsen an injury.
<b>4</b>	The hockey trainer should strive to promote the values of Fair Play, integrity and friendship in hockey and should never condone, encourage, engage in or defend unsportsmanlike conduct including the use of performance enhancing substances.
<b>5</b>	The hockey trainer should never intentionally mislead or lie about their qualifications, education or professional affiliations.
<b>6</b>	The hockey trainer should strive to achieve the highest level of competence and should continue to educate themselves to update and improve their skills.
<b>7</b>	The hockey trainer should never practice, condone, defend or permit discrimination on the basis of race, colour, gender, age, religion or ethnic origin.

# VOLUNTEER CODE OF CONDUCT

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Volunteers play a critical role in the operation of sport organizations and their activities. Through their responsibilities the volunteer receives rewards such as personal development, recognition, feedback, a tie to family and community, and the personal satisfaction of helping others. In return, the volunteer must be expected to conduct their efforts in a manner that will allow the values and goals of the sport organization to be achieved. Thus, how a participant regards their sport is often dependent on the leadership of the volunteer. The following Code of Conduct has been developed to assist volunteers in achieving a level of behaviour which will allow sport participants to become well-rounded, self confident and productive human beings.

## VOLUNTEERS HAVE A RESPONSIBILITY TO:

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, colour, sexual orientation, religion, political belief or economic status.
2. Direct comments or criticism at the performance rather than the person.
3. Consistently display high personal standards and project a favourable image of their sport and volunteering.
  - a. Refrain from public criticism of fellow volunteers, athletes, coaches and officials
  - b. Abstain from the use of tobacco products while in the presence of children and discourage their use by participants and fellow volunteers.
  - c. Abstain from drinking alcoholic beverages when performing your volunteer duties.
  - e. Discourage the use of alcohol in conjunction with athletic events or other activities at the playing site.
  - f. Refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of your duties.
4. Through proper risk management practices ensure that the activity being undertaken by both volunteers and participants is suitable for the age, experience, ability and fitness level of the individual and educate them as to their responsibilities in contributing to a safe environment.
5. Take the personal initiative to learn, respect, communicate and adhere to the rules and regulations established for the sport.
6. Regularly seek ways of increasing professional development and self-awareness.
7. Treat members of other sport organizations with respect, both in victory and defeat and encourage all participants to act accordingly. Actively encourage all participants to uphold the

rules of their sport and the spirit of such rules.

8. Attend to your volunteer duties, as directed, in a timely manner.
9. In the case of minors, communicate and cooperate with the parents or legal guardians, involving them in management decisions pertaining to their child's development.
10. Be aware of the role sport plays in everyone's lives and respect the pressures that may be placed on all participants including volunteers as they strive to balance the physical, mental, emotional and spiritual aspects of their lives.

### **VOLUNTEERS MUST:**

1. Ensure the safety of the people with whom they work.
2. Abide by the sexual abuse policy of your sport.
3. Respect the dignity of others; verbal or physical behaviours that constitute harassment or abuse are unacceptable.
4. Never advocate or condone the use of drugs or other banned performance enhancing substances.
5. Never provide under age participants with alcohol.

I have read and understand the above statements and agree to conduct myself in a manner that demonstrates the standards established in the Volunteers Code of Conduct.

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness (Association Representative)

\_\_\_\_\_  
Date

## **ATHLETE CODE OF CONDUCT**

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In personal development, as well as athletic development, the athlete himself/herself plays a critical role. They must understand and respect their relationship and the commitment that is required as a member of a team. The athlete must also recognize that to achieve complete success, they should understand both the values and goals of the NLHA. Thus, how an athlete regards his/her sport is often dependent upon their level of behaviour and ability to fit into team concepts. The following Code of Conduct has been developed to aid the athlete to achieve a level of behaviour which will allow the athlete to become a well-rounded, self-confident and productive human being.

### **ATHLETES HAVE A RESPONSIBILITY TO:**

1. Treat everyone fairly within the context of their activity, regardless of gender, place or origin, colour, sexual orientation, religion, political belief or economic status.
2. Direct comments or criticism at the performance rather than the individual.
3. Consistently display high personal standards and project a favourable image of their sport.
  - a. Refrain from public criticism of athletes, coaches or officials.
  - b. Abstain from the use of tobacco products and discourage their use by other athletes.
  - c. Abstain from drinking alcoholic beverages, using performance enhancing or mind altering drugs.
  - d. Refrain from the use of profane, insulting, harassing or otherwise offensive language.
4. Follow the annual training, competitive programs, and rules of conduct as mutually agreed upon by Coaches and Athletes, recognizing the responsibilities of the Athletes to adhere to and complete.
5. Participate in all team testing and satisfy all team program testing objectives.
6. Provide the Coaches with results of their strength and dry land training to enable the Coaches to monitor and assess improvement in their performance.
7. Communicate and Co-operate with registered medical practitioners in the diagnoses, treatment and management of medical problems. Respect the concerns these medical people have when they are considering the athletes' future health and well-being and when they are making decisions regarding the athletes' ability to continue to play or train.

8. Regularly seek ways of increasing your athlete development and self-awareness.
9. Uphold the rules of the sport, the spirit of such rules and encourage other athletes to do the same.
10. Treat opponents and officials with due respect both in victory and defeat. Encourage other athletes to act accordingly.
11. Be aware of the role sport plays in all athletes lives and respect the pressures that may be placed on yourself and other athletes as you strive to balance physical, mental, emotional and spiritual elements of your lives.

**ATHLETES MUST:**

1. At no time allow individuals who may request sexual favours or use threats of reprisal for rejection to go unreported.
2. Participate in a manner that ensures the safety of athletes, coaches and officials also participating in the game.
3. Respect other athlete's dignity: verbal or physical behaviours that constitute harassment or abuse are totally unacceptable.
4. Never advocate or condone the use of drugs or other banned performance enhancing substances.
5. Never use or condone the use of alcohol.

I have read and understand the above statements and agree to conduct myself in a manner that demonstrates the standards established in the Athletes Code of Conduct.

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness (Association Representative)

\_\_\_\_\_  
Date

## PARENT CODE OF CONDUCT

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Sport provides many great moments that parents and children can share and enjoy. It should be part of the educational process for children and, therefore, should be operated as an educational experience so that all children have the right to learn and participate in an enjoyable, positive, and stress-free environment. Many children dream of playing like their favorite sport star. It's up to parents to nurture those dreams and to help their child's sport experience be fun, safe and valuable. You want your child to be able to look back on the youth sport experience with fondness. You, as parents, have a part to play in those moments.

### PARENTS HAVE A RESPONSIBILITY TO:

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, color, sexual orientation, religion, political belief or economic status.
2. Encourage your child to play sports, but don't pressure. Let your child choose to play, and to quit, if she or he wants.
3. Understand what your child wants from sports and provide a supportive atmosphere for achieving these goals.
4. Teach cooperation, teamwork, and how to follow rules.
5. Attend games.
6. Emphasize fun and enjoyment.
7. Keep winning in perspective, and help your child do the same.
8. Help your child meet responsibilities to the team and the coach.
9. Teach your child to recognize sexual, physical, and verbal abuses.
10. Trust the care of the player to the coaches at practices and games - respect the coaches decision, direction and philosophy.
11. Speak out when you perceive something is wrong.
12. Supply the coach with information regarding any allergies or medical conditions your child has. Make sure your child takes any necessary medications to the games and practices.



13. Respect and show appreciation for the volunteers who give their time to provide a safe and enjoyable experience for your child.

**PARENTS MUST:**

1. Never verbally or physically abuse a child after a game for poor performance.
2. Never come to the ice rink intoxicated or under the influence of drugs.
3. Never use bad language, nor harass athletes, coaches, officials or other spectators.
4. Never yell or criticize any child's performance from the stands.
5. Never get caught up in the heat of the moment.

I have read and understand the above statements and agree to conduct myself in a manner that demonstrates the standards established in the Parent Code of Conduct.

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness (Association Representative)

\_\_\_\_\_  
Date

# COACHING CODE OF CONDUCT

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The athlete/coach relationship is a privileged one. Coaches play a critical role in the personnel as well as athletic development of their athletes. They must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it. Coaches must also recognize that they are conduits through which the values and goals of a sport organization are channeled. Thus how an athlete regards his/her sport is often dependent on the behavior of the coach. The following Code of Conduct has been developed to aid coaches in achieving a level of behavior which will allow their athletes in becoming well-rounded, self confident and productive human beings. Although this code is directed toward coaching conduct it equally applies to other members of the "Team Leadership Staff" ie managers, trainers, equipment personnel, etc. It is assumed that these people act in cooperation with one another to construct a suitable environment for the athlete.

## COACHES HAVE A RESPONSIBILITY TO:

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, color, sexual orientation, religion, political belief or economic status.
2. Direct comments or criticism at the performance rather than the athlete, official or volunteer.
3. Consistently display high personal standards and project a favorable image of their sport and coaching.
  - a. refrain from public criticism of fellow coaches, athletes, officials and volunteers especially when speaking to the media or recruiting athletes.
  - b. Abstain from the use of tobacco products while in the presence of her/his athletes and discourage their use by athletes.
  - c. Abstain from drinking alcoholic beverages when working with athletes.
  - d. Discourage the use of alcohol in conjunction with athletic events or victory celebrations at the playing site.
  - e. Refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of his/her duties.
4. Ensure that the activity being undertaken is suitable for the age, experience, ability and fitness level of the athletes and educate athletes as to their responsibilities in contributing to a safe environment.
5. Communicate and co-operate with registered medical practitioners in the diagnoses, treatment and management of their athletes' medical and psychological problems. Consider the athletes' future health and well being as foremost when making decisions

regarding an injured athletes' ability to continue playing or training.

6. Recognize and accept when to refer athletes to other coaches or sport specialists. Allow athletes' goals to take precedence over their own.
7. Regularly seek ways of increasing professional development and self-awareness.
8. Treat opponents and officials with due respect, both in victory and defeat and encourage athletes to act accordingly. Actively encourage athletes to uphold the rules of their sport and the spirit of such rules.
9. In the case of minors, communicate and co-operate with the athletes' parents or legal guardians, involving them in management decisions pertaining to their child's development.
10. Be aware of the many pressures placed on athletes as they strive to balance the physical, mental, emotional and spiritual aspects of their lives and conduct practices and games in a manner so as to allow optimum success.

#### COACHES MUST:

1. Ensure the safety of the athletes with whom they work.
2. At no time become intimately and/or sexually involved with their athletes. This includes requests for sexual favors or threat of reprisal for the rejection of such requests.
3. Respect athletes's dignity; verbal or physical behaviors that constitute harassment or abuse are unacceptable.
4. Never advocate or condone the use of drugs or other banned performance enhancing substances.
5. Never provide under age athletes with alcohol; never encourage its use.

I have read and understand the above statements and agree to conduct myself in a manner that demonstrates the standards established in the Coaching Code of Conduct and Coaching Code of Ethics.

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Volunteer

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Date

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Witness (Association Representative)

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Date

## OFFICIATING CODE OF CONDUCT

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The officiating program plays an integral role in the sport of hockey. Officials must recognize their impact on the game, its participants and their fellow officials. Program leaders must recognize the need for instilling the highest values and the impact they have on aspiring officials. The following officiating code of conduct has been developed to aid the officiating program in achieving a level of behaviour which will allow all officials to become self confident and productive human beings.

### OFFICIALS HAVE A RESPONSIBILITY TO:

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, colour, sexual orientation, religion, political belief or economic status.
2. Direct comments or criticism at the performance rather than the individual if this is part of your role.
3. Consistently display high personal standards and project a favourable image of their sport and officiating.
  - a. Refrain from public criticism of participants and fellow officials.
  - b. Abstain from the use of tobacco products while in the presence of his/her officials and discourage their use by officials.
  - c. Abstain from drinking alcoholic beverages when officiating and working with officials.
  - d. Refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of his/her duties.
4. Educate and ensure high standards of risk management are maintained.
5. Treat all other hockey participants with due respect and encourage all officials to maintain a high standard of self discipline.

### OFFICIALS MUST:

1. When in a leadership role ensure the safety of the officials with whom they work.
2. At no time become intimately and/or sexually involved with other officials. This includes requests for sexual favours or threat of reprisal for the rejection of such requests.
3. Respect participants' dignity; verbal or physical behaviours that constitute harassment

or abuse are unacceptable.

4. Never advocate or condone the use of drugs or other banned substances.
5. Never provide under age participants with alcohol; never encourage its use.

I have read and understand the above statements and agree to conduct myself in a manner that demonstrates the standards established in the officiating code of conduct.

\_\_\_\_\_  
Official

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness (Association Representative)

\_\_\_\_\_  
Date

## **RECOGNITION AND PREVENTION OF ABUSE** **POLICY**

This policy sets out the principles and practices of the Canadian Hockey Association (CHA) and the Newfoundland Labrador Hockey Association (NLHA) with regard to abusive behaviour towards participants. Each Member Association, League or Team is responsible for adopting a similar policy and adapting it to their requirements as appropriate.

### **Relationship to Harassment Policy**

Some behaviours which are defined as abuse when directed towards a child or youth may constitute harassment when directed towards a peer or when perpetrated between adults. The Newfoundland Labrador Hockey Association's Harassment Policy covers such behaviours. Together, the two policies address the entire spectrum of abusive and harassing behaviours.

### **Newfoundland Labrador Hockey Association's Mission Statement**

We dedicate ourselves to the advancement of Amateur Hockey for all individuals, through progressive leadership, by ensuring meaningful opportunities, and enjoyable experiences in a safe, sportsmanlike environment.

### **Statement of Purpose**

The NLHA is part of the sporting community in our country that is committed to seeking better ways to keep our youth safe. Protecting participants from all forms of abuse and neglect, whether emotional, physical or sexual, is an important element of safety. The NLHA considers any form of abuse or neglect to be unacceptable and will do all it can to prevent this intolerable social problem. To this end, the NLHA will promote awareness of all forms of abuse and neglect by providing educational materials and programs for participants, parents, volunteers and staff members. Through the use of these strategies, we will send a clear message to all potential abusers and sexual predators that hockey participants are not easy targets. The NLHA is committed to the highest possible standards of care for its participants.

### **Policy**

It is the policy of the NLHA that there shall be no abuse or neglect, whether physical, emotional or sexual of any participant in any of its programs. The NLHA expects every parent, volunteer and staff member to take reasonable steps to safeguard the welfare of its participants and to protect them from any kind of maltreatment.

## **Definitions**

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 youths is an abuse of power and authority and/or a breach of trust. Within Newfoundland/Labrador a person is considered a child up to the age of sixteen years of age.

### **Emotional Abuse**

Emotional abuse is a chronic attack on a child's self esteem; it is 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'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.

### **Neglect**

Neglect is chronic inattention to the 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. This may occur in hockey when injuries are not adequately treated or players are made to play with injuries, equipment is inadequate or unsafe, non intervention when team members are persistently harassing another player, or road trips that are not properly supervised.

### **Sexual Abuse**

Sexual abuse is when a young person is used by an older child, adolescent or adult for his or her own sexual stimulation or gratification. There are two categories:

#### **Contact**

- touched or fondled in sexual areas
- forced to touch another person's sexual areas
- kissed or held in a sexual manner
- forced to perform oral sex
- vaginal or anal intercourse
- vaginal or anal penetration with an object or finger
- sexually oriented hazing

## **Non-Contact**

- obscene remarks on phone, computer or in notes
- voyeurism
- shown pornography
- forced to watch sexual acts
- sexually intrusive questions and comments
- forced to pose for sexual photographs or videos
- forced to self masturbate or forced to watch others masturbate

## **Duty to Report**

Abuse and neglect are community problems requiring urgent attention. The NLHA is committed to help reduce and prevent the abuse and neglect of participants. The NLHA realizes that persons working closely with children and youths have a special awareness of abusive situations. Therefore these people have a particular reporting responsibility to ensure the safety of Canada's young, by knowing their provincial protection acts and following through as required.

The province of Newfoundland/Labrador has mandatory reporting laws regarding the abuse and neglect of children and youth. Consequently it is the policy of the Newfoundland Labrador Hockey Association that any NLHA personnel (part-time and full-time staff, volunteer, participant, team official, on ice official) or NLHA partner (parent, guardian) who has reasonable grounds to suspect that a participant is or may be or may have suffered from emotional, physical abuse and neglect and/or sexual abuse shall immediately report the suspicion and the information on which it is based to the local child protection agency and/or the local police detachment. In Newfoundland/Labrador, a person is considered to be a child until he/she has reached the age of sixteen. The local child protection agency and/or the local police detachment may request the local association to deal with the matter reported.

Those involved with the NLHA in providing hockey opportunities for participants understand and agree that abuse or neglect, as defined above, may be the subject of a criminal investigation and/or disciplinary procedures. Failure to report an offence and thereby failure to provide safety for participants may render the adult who keeps silent legally liable for conviction under the provincial child protection acts.

By educating all personnel the NLHA is weaving a tighter safety web around our most precious resources – our players.



## HARASSMENT AND ABUSE DIFFERENCES AND SIMILARITIES

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	<b>Abuse</b>	<b>Harassment</b>
<b><u>Types</u></b>	Emotional, physical, sexual, lack of care	Emotional, physical, sexual; may be motivated by racial or other forms of prejudice
<b><u>Victim</u></b>	Any person under the age of majority as determined by the Provincial Child Protection Acts, may be male or female	Person of any age; may be male or female
<b><u>Offender</u></b>	Any person who has power or authority over victim and/or breaches trust; may be male or female	May be peer or person with power or authority over adult victim; may be male or female
<b><u>Investigation</u></b>	External to the organization, referred to child welfare or police who may in some instances refer back to organization	Most often internal unless referred to police in cases of suspected physical or sexual assault or criminal harassment (stalking)
<b><u>Follow-up Actions</u></b>	Determined by Provincial Child Protection Acts and Criminal Code; civil suits may also occur	Determined by organizations harassment policies, Criminal Code, labour tribunals, civil action and/or Provincial Human Rights Tribunals; may be used concurrently or alone
<b><u>Philosophy</u></b>	The victim is not to blame; offenders are responsible for their behavior	The victim is not to blame; offenders are responsible for their behavior

# NEWFOUNDLAND LABRADOR HOCKEY ASSOCIATION

## HARASSMENT POLICY

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This policy sets out the principles and practices of the Newfoundland Labrador Hockey Association regarding harassment. Each Minor Association, League and Team is responsible for adopting a similar policy, adapting it to their requirements as appropriate.

### **Relationship to Recognition and Prevention of Abuse Policy**

Some behaviours which might be described as harassment when directed towards an adult, may constitute abuse when directed towards a child or youth by any person with power or authority over the being harassed. The Newfoundland Labrador Hockey Association's Recognition and Prevention of Abuse Policy covers such behaviours.

### **Statement of Purpose**

The Newfoundland Labrador Hockey Association is committed to providing a sport and work environment which promotes equal opportunities and prohibits discriminatory practices. Harassment is a form of discrimination which is prohibited by human rights legislation in Canada. The NLHA supports the right of all its members, whether athletes, volunteers or employees to participate in all NLHA activities free from any form of harassment.

Further the NLHA emphasizes the importance of eliminating harassment in hockey as a key element in ensuring the safety of young participants. A sports environment which actively discourages harassment and builds relationships based on trust and mutual respect, is an environment which encourages the overall development of the individual.

In order to further these aims, the NLHA will make every reasonable effort to promote awareness of the problem of harassment among all its members and to respond swiftly and efficiently to complaints or disclosures of harassment.

## **Policy**

It is the policy of the Newfoundland Labrador Hockey Association that harassment in all its forms will not be tolerated during the course of any NLHA activity or program. Accordingly, all NLHA personnel (staff, volunteers, team and on-ice officials) and partners (parents, guardians) are responsible for making every reasonable effort to uphold this commitment. Specifically, this includes refraining from harassing behaviour, responding promptly and informally to minor incidents of harassment and following local and national policy guidelines for reporting or responding to more serious complaints of harassment. Players and other participants are expected to refrain from harassing behaviour and are encouraged to report incidents of harassment.

## **Definition**

Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals, and which create a hostile or intimidating environment for work or sport activities, or which negatively affect performance or work conditions. Any of the different forms of harassment may be based on the grounds prohibited in human rights legislation, such as race, ethnicity, sex, sexual orientation and religion. Harassment may occur between peers (eg: player to player in the same age group, parent to official, coach to coach) or between someone in a position of power or authority and an adult in a subordinate position (eg: coach to player, sports administrator to employee).

The following is a non-exhaustive list of examples of harassment:

1. unwelcome jokes, innuendo or teasing about a person's body, looks, race, sexual orientation, etc.
2. condescending, patronizing, threatening or punishing actions which undermine self esteem
3. practical jokes that cause awkwardness or embarrassment or may endanger a person's safety
4. any form of hazing
5. unwanted or unnecessary physical contact including touching, patting, pinching
6. unwanted conduct, comments, gestures or invitations of a sexual nature which are likely to cause offence or humiliation, or which might, on reasonable grounds, be perceived as placing a condition of a sexual nature on employment or on any opportunity for training or advancement
7. sexual assault or physical assault

It is important to note that the behaviours described in items 5 to 7, when directed toward a child or youth, constitute abuse under child protection legislation. This may also be true of other behaviours, for example, certain hazing practices. In such cases the duty to report provisions of the RECOGNITION AND PREVENTION OF ABUSE POLICY come into effect.

## **Response and Remedies**

Harassment of all kinds has been tolerated for too long in hockey, being tactfully accepted as part of the culture of the game and used by individuals who would not condone such conduct outside of the hockey environment. It is the position of the Newfoundland Labrador Hockey Association that harassment can be tolerated no longer. Harassment is unacceptable and harmful. The NLHA recognizes the serious negative impact of all types of harassment on personal dignity, individual and group development and performance, enjoyment of the game and in some cases, personal safety.

At the same time the NLHA recognizes that not all incidents of harassment are equally serious in their consequences. Harassment covers a wide spectrum of behaviours and the response to harassment must be equally broad in range, appropriate to the behaviour in question and capable of providing a constructive remedy. There must be no summary justice or hasty punishment. The process of investigation and settlement of any complaint of harassment must be fair to all parties, allowing adequate opportunity for the presentation of a defense to the charges.

Minor incidents of harassment (eg: inappropriate jokes) should be corrected promptly and informally, taking a constructive approach and the aim of bringing about a change in negative attitudes and behaviour.

More serious incidents (eg: a course of repeated taunting, any form of sexual or physical assault) should be dealt with according to the relevant policy guidelines. Complaints should be handled in a timely, sensitive, responsible and confidential manner. There should be no tolerance of reprisals taken against any party to a complaint. The names of the parties and the circumstances of the complaint should be kept confidential except where disclosure is necessary for the purposes of investigation or taking disciplinary measures.

Anyone making a complaint which is found to be clearly unfounded, false, malicious, or frivolous will be subject to discipline.

## PROTECTIVE INTERVENTION

14. A child is in need of protective intervention where the child
- (a) is, or is at risk of being, physically harmed by the action or lack of appropriate action by the child's parent;
  - (b) is, or is at risk of being, sexually abused or exploited by the child's parent;
  - (c) is emotionally harmed by the parent's conduct;
  - (d) is, or is at risk of being, physically harmed by a person and the child's parent does not protect the child;
  - (e) is, or is at risk of being, sexually abused or exploited by a person and the child's parent does not protect the child;
  - (f) is being emotionally harmed by a person and the child's parent does not protect the child;
  - (g) is in the custody of a parent who refuses or fails to obtain or permit essential medical, psychiatric, surgical or remedial care or treatment to be given to the child when recommended by a qualified health practitioner;
  - (h) is abandoned;

- (i) has no living parent or a parent is unavailable to care for the child and has not made adequate provision for the child's care;
- (j) is living in a situation where there is violence; or
- (k) is actually or apparently under 12 years of age and has
  - (i) been left without adequate supervision,
  - (ii) allegedly killed or seriously injured another person or has caused serious damage to another person's property, or
  - (iii) on more than one occasion caused injury to another person or other living thing or threatened, either with or without weapons, to cause injury to another person or other living thing, either with the parent's encouragement or because the parent does not respond adequately to the situation.

15. (1) Where a person has information that a child is or may be in need of protective intervention, the person shall immediately report the matter to a director, social worker or a peace officer.

(2) Where a person makes a report under subsection (1), the person shall report all the information in his or her possession.

(3) Where a report is made to a peace officer under subsection (1), the peace officer shall, as soon as possible after receiving the report, inform a director or social worker.

(4) This section applies, notwithstanding the provisions of another Act, to a person referred to in subsection (5) who, in the course of his or her professional duties, has reasonable grounds to suspect that a child is or may be in need of protective intervention:

(5) Subsection (4) applies to every person who performs professional or official duties with respect to a child, including,

- (a) a health care professional;

- (b) a teacher, school principal, social worker, family counsellor, member of the clergy or religious leader, operator or employee of a child care service and a youth and recreation worker;
- (c) a peace officer; and
- (d) a solicitor.

(6) This section applies notwithstanding that the information is confidential or privileged, and an action does not lie against the informant unless the making of the report is done maliciously or without reasonable cause.

(7) A person shall not interfere with or harass a person who gives information under this section.

(8) A person who contravenes this section is guilty of an offence and is liable on summary conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 6 months, or to both a fine and imprisonment.

(9) Notwithstanding section 7 of the *Provincial Offences Act*, an information or complaint under this section may be laid or made within 3 years from the day when the matter of the information or complaint arose.