

# **HOCKEY NORTH**

## **RISK MANAGEMENT GUIDE**

**2008-09**



# **HOCKEY NORTH Risk Management Guide**

## **TABLE OF CONTENTS**

1. Code of Conduct . . . . .	3
2. Shared Respect. . . . .	4
3. HOCKEY NORTH Step-by-Step Handbook Principles . . . . .	6
Definitions. . . . .	7
Level I - Team Dispute Resolution Process. . . . .	8
Level I - Flow Chart Process . . . . .	8
Level II - Local Minor Hockey Association (LMHA) Dispute Resolution Process . . . . .	9
Level II – LMHA Dispute Resolution Process Continued . . . . .	10
Level III - HOCKEY NORTH Zones (NWT/Nunavut) Dispute Resolution Process . . . . .	11
Level IV – HOCKEY NORTH Branch Dispute Resolution Process . . . . .	12
4. Tips on How to Manage Conflict . . . . .	13
5. Questions and Answers . . . . .	14
6. Facilitating a Round Table Discussion . . . . .	15
7. Complaint Form. . . . .	16
8. Privacy Policy. . . . .	19
<b>Table of Contents . . . . .</b>	<b>20</b>
The Hockey North Branch, Zones and Your Personal Information . . . . .	21
Background . . . . .	22
Purpose of this Policy. . . . .	22
1. Accountability. . . . .	23
2. Identifying Purposes . . . . .	23
3. Types of Personal Information/Purpose of Collecting . . . . .	24
4. Consent . . . . .	29
5. Limiting Collection . . . . .	30
6. Limiting Use, Disclosure and Retention . . . . .	30
7. Accuracy. . . . .	31
8. Safeguards. . . . .	31
9. Openness . . . . .	31
10. Individual Access . . . . .	31
11. Challenging Compliance . . . . .	31
12. Contacting Us . . . . .	32
13. Privacy Statement. . . . .	33
Additional Information. . . . .	33

## **HOCKEY NORTH - CODE OF CONDUCT**

This code of conduct identifies the standard behavior which is expected of all HOCKEY NORTH members and participants, which for the purpose of this policy shall include all players, guardians, parents, coaches, team managers, trainers, administrators and employees involved in HOCKEY NORTH activities and events.

HOCKEY NORTH is committed to providing an environment in which all individuals are treated with respect.

Members and participants of HOCKEY NORTH shall conduct themselves at all times in a manner consistent with the values of HOCKEY NORTH which include fairness, integrity and mutual respect.

During the course of all HOCKEY NORTH activities and events, members shall avoid behavior which brings HOCKEY NORTH or the sport of hockey into disrepute, including but not limited to abusive use of alcohol, use of non-medical drugs and use of alcohol by minors.

HOCKEY NORTH members and participants shall at all times adhere to HOCKEY NORTH's operational policies and procedures, to rules and regulations governing HOCKEY NORTH events and activities, and to rules and regulations governing any competitions in which the member participates on behalf of HOCKEY NORTH.

Members and participants of HOCKEY NORTH shall not engage in any activity or behavior which interferes with a competition or with any player or team's preparation for a competition, or which endangers the safety of others.

Members of HOCKEY NORTH shall refrain from comments or behaviors which are disrespectful, humiliating, demeaning, offensive, abusive, racist or sexist. In particular, behavior which constitutes bullying, harassment or abuse will not be tolerated, and will be dealt with under the HOCKEY NORTH's Harassment and Abuse policy.

Failure to comply with this Code of Conduct may result in disciplinary action in accordance with the Discipline Policy of HOCKEY NORTH. Such action may result in the member losing the privileges which come with membership in HOCKEY NORTH, including the opportunity to participate in HOCKEY NORTH activities and events, both present and future.

## **RESPECT THE GAME**

Hockey Canada's "Shared Respect Initiative" asks you to consider your role in showing respect for the game, and for the people who make this the great game that it is.

Take this simple test and see how you rate.

Check off the statements that apply to you.

- \_ The safety of the participants in the game is more important than the final score.
- \_ I value the contribution of the coach in developing the players' talents, even though I may not always agree with their methods.
- \_ I understand that officials do not make the hockey rules, they only apply them.
- \_ I understand that children learn from adults, and my behavior reflects what I want children to learn.
- \_ I understand that officials are responsible to ensure that the game is played in a safe and fair manner for all participants.
- \_ I understand that players, coaches and officials are learning the game, and mistakes will be made in the learning process.
- \_ I may not cheer for the opposition team, but I will also not cheer against them or verbally abuse them.
- \_ I understand that the biggest reason for players and officials quitting the game is abuse.

How did you rate? If you checked off 0-2, step back and check your motives for being involved in the game; 3-4 on your way; 5-6 almost there; 7-8 outstanding.

When players, coaches and parents and officials recognize the value of each person's contribution to the game, the game is better for everyone.

**When respect is shared, we all win!**

# **HOCKEY NORTH DISPUTE RESOLUTION PROCESS**

## **STEP-BY-STEP HANDBOOK**



# **HOCKEY NORTH DISPUTE RESOLUTION STEP-BY-STEP HANDBOOK**

## **PRINCIPLES OF THE HOCKEY NORTH DISPUTE RESOLUTION PROCESS**

The HOCKEY NORTH Dispute Resolution Process guides the handling of all complaints related to harassment, abuse and code of conduct issues.

The HOCKEY NORTH is committed to creating a healthy, fair and efficient environment for resolving conflict.

The goal of the HOCKEY NORTH Dispute Resolution Process is to design a process for resolving disputes that is straightforward and easy to follow. Under the Dispute Resolution Process, all complaints are required to be handled in a timely and efficient manner.

In more complex cases where additional time is required, the parties will be notified of the status of the matter, including the reasons for any delay.

### **SCORE© principles of the HOCKEY NORTH Dispute Resolution Process are:**

- S** Simplicity and Speed Easy to follow and timely
- C** Co-operation and Consistency Working together in uniformity
- O** Organizational Transparency Process that is known and accessible
- R** Respect Everyone is treated with dignity and discretion
- E** Equity Process that is known, fair and equal to all

**These guiding principles will help to ensure that barriers to conflict resolution are eliminated.**

## **DEFINITIONS OF TERMS USED IN THE HOCKEY NORTH DISPUTE RESOLUTION PROCESS**

**Complaint:** description of the problem

**Complainant:** the person raising the complaint

**Respondent:** the person with whom the complaint is about and who responds to the complaint

**Team designate:** the person whom the team identifies as the person available to assist with the handling of complaints within the team (i.e. team manager, trainer, parent liaison etc.)

**Dispute Resolution Committee:** a committee put in place by the local hockey association, the Zone or the Branch to independently review and evaluate complaints that are raised by a Member.

## **LEVEL I – TEAM DISPUTE RESOLUTION PROCESS**

The hockey environment can be quite emotional in both a positive and negative sense. As a spectator at a hockey game or practice, it is common for individuals to pass judgment and opinion on the situation at hand and/or the hockey program. At times, these judgments and opinions may be accurate or inaccurate. When these views evolve into a dispute, it is highly advisable to address the matter at the earliest opportunity.

A common and effective practice in many minor hockey associations is to allow 24 hours after an on ice session before discussing the concerns raised by the Complainant. Emotions are often peaked in the immediate hours following a game or practice, which is not conducive to a rational assessment of the situation. If the Complainant still has an issue or concern that needs to be addressed beyond the 24 hour period, it is strongly encouraged that the Complainant first meet privately with the Respondent in an attempt to resolve the issue.

If the Complainant is not satisfied with the outcome of the one-on-one meeting with the Respondent, assistance from the team designate may be necessary.

The team designate, acting in the role of mediator, will bring the parties (Complainant and Respondent) together once again to promote dialogue and to facilitate a resolution of the complaint.

### **STEP 1**

Complainant should attempt to meet with the Respondent with whom the complaint is about.

### **STEP 2**

If the Complainant is not satisfied with the response provided by the Respondent, the matter should be presented to the team designate (team designate to be determined by the team at beginning of a hockey season).

Within 7 days of receiving the verbal complaint, the team designate will arrange an informal meeting between the Complainant and the Respondent to address the issue in an attempt to reach a resolution.

Please see Appendix 1 on “How to Conduct an Informal Meeting”.

### **STEP 3**

If the Complainant is not satisfied with the outcome of the informal meeting described in Step 2, the Complainant may complete a complaint form and submit the formal complaint to the President of the local hockey association for review. A copy of complaint form can be obtained from the team designate.



## **LEVEL II – LOCAL ASSOCIATION DISPUTE RESOLUTION PROCESS**

If the complaint falls under the definition of Harassment and Abuse, the local hockey association must appoint an independent third party to conduct an investigation. The results of the investigation are to be submitted to the Dispute Resolution Committee for the Local Minor Hockey Association (LMHA) for their review.

In the event of an unsatisfactory result at Level I, the matter may be escalated to Level II. At Level II, dialogue between the Complainant and the Respondent is facilitated by the Dispute Resolution Committee for the local association. If an agreement is not reached, the Dispute Resolution Committee will render a decision in the matter with recommendations if necessary.

### **STEP 1**

Complainant completes and submits complaint form either by mail or fax to the local association President for handling.

### **STEP 2**

The local association President or his/her designate sends the complaint form to the local association Dispute Resolution Committee assigned to handle complaints. The Committee independently assesses the complaint and determines whether there is validity to the concerns raised and to assess the team's role in handling the situation.

**Note:** Previous local association committees are known as either grievance or complaints committees. It is recommended that this committee be renamed to "Dispute Resolution Committee". Currently, local associations are required to have a committee in place to deal with harassment, abuse and code of conduct complaints. The Dispute Resolution Committee should be responsible for reading and understanding the complaints process and for the handling of all complaints, regardless of their nature. The President of the LMHA should not be a Member on the Dispute Resolution Committee.

### **STEP 3**

If the Dispute Resolution Committee determines that a complaint has no merit or that an informal meeting is unnecessary, the complaint will be referred back to the Executive indicating that no further action will be taken. The Dispute Resolution Committee will prepare a written report containing its findings and will send the report to the Complainant/Respondent and to the LMHA President. The Executive of LMHA will keep a record of the complaint on file.

#### **STEP 4**

If the complaint has merit, an informal meeting before the Dispute Resolution Committee will be scheduled within 7 days from receipt of the written complaint form. The Committee shall be comprised of members deemed capable of managing the complaint with fairness and impartiality. The Committee will be comprised of three members – a member of the Executive/Board, a member (e.g. parent, community volunteer) of the LMHA, and, a senior hockey player (not from the team in question). The Committee will assist the Complainant and the Respondent to reach a resolution.

#### **STEP 5**

Should the parties reach a resolution, Section C of the Complaint Form will be completed and submitted to the Executive of the LMHA with copies provided to the Complainant and the Respondent. No further action is required.

#### **STEP 6**

Should a resolution not be reached, the Complainant and the Respondent will be excused from the meeting and the Dispute Resolution Committee will make a decision and complete the “Decision Section” on the complaint form and return it to the President of the LMHA. The Complainant and the Respondent will receive a copy of the decision within 3 days of the Committee meeting.

#### **STEP 7**

If the Complainant is not satisfied with LMHA decision, he/she can file an appeal to the appropriate ZONE (NWT Hockey/Hockey Nunavut) of the HOCKEY NORTH Branch.

# **LEVEL III – HOCKEY NORTH ZONE (NWT HOCKEY/HOCKEY NUNAVUT) DISPUTE RESOLUTION PROCESS**

Complaints received at Level III must have first been processed through Levels I and II respectively.

No complaint may by-pass Level I and II unless there are extenuating and/or serious circumstances that endanger the well-being of an individual or complaints directly affecting a Board Member.

## **STEP 1**

The appropriate HOCKEY NORTH Zone must receive an appeal application by mail or personal delivery no later than 7 days (including weekends and holidays) from the date the decision being appealed was sent to the person appealing. The Application fee is \$150 and must be received with the Appeal Application.

## **STEP 2**

The appropriate Hockey North Zone President refers the Appeal Application to the Risk Management Officer to facilitate the process.

If the Risk Management Officer determines that the matter did not go through the proper LMHA dispute resolution process, it will be referred back to the Complainant advising him/her to go through the proper process.

## **STEP 3**

Should the Risk Management Officer determine that a hearing is necessary, it will be scheduled no later than 10 days after receipt of the complaint. The Complainant and the Respondent will be notified of the hearing in writing and all parties will be given a copy of the material submitted to the appropriate HOCKEY NORTH Zone.

Prior to the hearing, every attempt will be made to facilitate a resolution before a formal decision is made.

## **STEP 4**

Should a hearing not be necessary, a response will be sent to the Complainant and the Respondent.

## **STEP 5**

Once the appeal is resolved, the appropriate HOCKEY NORTH Zone will mail the decision to all parties. If the appeal concerns a harassment and abuse issue, the HOCKEY NORTH Branch will be notified as required.

## **STEP 6**

Should the parties not be satisfied with the decision of the HOCKEY NORTH Zone, he/she may appeal the decision to the HOCKEY NORTH Branch.

## **LEVEL IV – HOCKEY NORTH BRANCH DISPUTE RESOLUTION PROCESS**

Complaints received at Level IV must have first been processed through Levels I and III respectively.

No complaint may by-pass Level I, II and III unless there are extenuating and/or serious circumstances that endanger the well-being of an individual or the complaint is lodged directly against a Board Member acting within his Branch responsibility.

### **STEP 1**

The HOCKEY NORTH Branch must receive an appeal application by mail or personal delivery no later than 7 days (including weekends and holidays) from the date the decision being appealed was sent to the person appealing. The Application fee is \$300 and must be received with the Appeal Application.

### **STEP 2**

The Hockey North Branch President refers the Appeal Application to the appointed Discipline Chair for this specific issue.

The Discipline Chair will determine the matter before him has taken the proper dispute resolution process and can be referred back to the Complainant advising him/her to go through the proper process.

### **STEP 3**

Should the Discipline Chair determine that a hearing is necessary, it will be scheduled no later than 10 days after receipt of the complaint. The Complainant and the Respondent will be notified of the hearing in writing and all parties will be given a copy of the material submitted to the HOCKEY NORTH Branch. Prior to the hearing, every attempt will be made to facilitate a resolution before a formal decision is made.

### **STEP 4**

Should a hearing not be necessary, a response will be sent to the Complainant and the Respondent.

### **STEP 5**

Once the appeal is resolved, the HOCKEY NORTH Branch will mail the decision to all parties.

### **STEP 6**

All appeal decisions of the HOCKEY NORTH Branch are final and will be upheld and enforced via its membership.

## **TIPS ON HOW TO MANAGE CONFLICT**

Conflict is unavoidable but it is not always a negative thing. In many ways conflict promotes change for the better. People who have difficulty managing conflict are often unable to separate emotion from rational thought.

**Here are some helpful tips for managing conflict.**

1. Talk about the conflict with the other person.
2. Do not confront conflict when you are feeling upset. Wait 24 hours to think and reflect about the situation before you decide what action you are going to take.
3. Do not express feelings in an angry or offensive manner.
4. Use “I” statements when discussing the conflict with the other person. For example, “I was feeling frustrated when....”
5. Listen carefully to each other and clarify what has been said to ensure that both of you understand the issue.
6. Be careful not to make assumptions.
7. Avoid taking the conflict personally. Focus on the issue, not on the person.
8. Focus on common elements. For example, “We both agree that we want our children to enjoy hockey....”
9. Use the common elements to generate options for resolution. For example, “Do you have any suggestions on how we can resolve this issue?”
10. A genuine apology can lead to resolution!

## **QUESTIONS AND ANSWERS**

**Q. How can I be assured that my complaint will be handled in a timely manner?**

**A.** The process is designed to be straightforward and timely. Timelines have been established at each level in the process. If timelines can not be met, you will be given reasons for the delay and an additional time period will be given.

**Q. How can I be sure that my complaint will be handled fairly?**

**A.** The Dispute Resolution Process is designed to be easily accessible and transparent. The process allows you to participate at each level in the process and ensures that everyone is treated equally. If required, unbiased assistance is available whereby the issues will not be prejudged in favour of one side or the other.

**Q. We are a small local minor hockey association (LMHA) with limited resources. How do we recruit people for the Dispute Resolution Committee?**

**A.** Ensuring fairness and equity, the membership of the Dispute Resolution Committee (DR) is flexible. In addition to an Executive Member sitting on the DR Committee, the local minor hockey association (LMHA) is encouraged to have a roster of various members from the local minor hockey association (LMHA) and community to ensure the same three people are not reviewing and resolving all complaints. This is a great opportunity for LMHA's to involve either senior hockey players, community committees from the local churches, senior centres and community policing services.

**Q. Where do we get a copy of the complaint form?**

**A.** Complaint forms can be obtained from your team designate or on-line at [www.hockeynorth.com](http://www.hockeynorth.com) under "Risk Management".

**Q. When is a formal investigation required?**

**A.** If the complaint is considered an issue of harassment and abuse, the LMHA is responsible for conducting an investigation.

**Q. How does the LMHA conduct an investigation?**

**A.** A step-by-step guide "On How to Conduct an Investigation" is available on-line at [www.hockeynorth.com](http://www.hockeynorth.com) under "Risk Management". You may contact the HOCKEY NORTH Branch for a roster of trained investigators in your area.

**Q. What happens if I don't go through the proper process?**

**A.** Should you skip any level in the Dispute Resolution Process, you will be redirected back to the proper level in the process as set out in this handbook.

## **FACILITATING A ROUND TABLE DISCUSSION**

Round table discussions are a constructive forum for resolving conflicts. Discussion between the Complainant and the Respondent promotes equality, connection and inclusion. It is an opportunity to hear the different perspectives of those closest to the conflict, and allows parties to work together to achieve a reasonable and mutually satisfactory resolution.

### **Here are some guidelines on how to facilitate a round table discussion:**

1. Establish a mutually convenient time and place to meet.
2. Identify the purpose of the meeting and describe how the process will work.
3. The meeting facilitator creates guidelines on how the meeting will be conducted and behavioral expectations. For example, the Complainant and the Respondent must show respect when the other is speaking.
4. The Complainant and the Respondent are given an opportunity to share their side of the conflict, issues and views.
5. After both sides have had an opportunity to present the issues, the person facilitating the meeting identifies the common elements and explores the Complainant's and Respondent's needs and interests.
6. As a group, brain storm solutions that address each issue.
7. Identify which options are reasonable, and develop an action plan.
8. Put the agreement in writing and ensure that the Complainant and Respondent are satisfied with the outcome.

# HOCKEY NORTH

## Complaint Form

*(To be used at the local association level for all complaints filed)*

*Local Minor Hockey Association (LMHA) Name:*

\_\_\_\_\_

*President of Local Minor Hockey Association (please print)*

### **Section 1: Complainant Information** (Must be completed for form to be accepted)

*Name of individual filing complaint (Hereafter called "Complainant")*

\_\_\_\_\_

*Evening phone number* \_\_\_\_\_ *Day phone number* \_\_\_\_\_

*Home address:*

\_\_\_\_\_

*Email address:*

\_\_\_\_\_

*Role of Complainant re: this specific incident: (please choose one)*

*Coach*  *Executive Member*  *Parent*  *Player*  *Official*  *Spectator*

*Other:* \_\_\_\_\_

### **Section 2: Respondent Information** (Must be completed before form can be submitted)

*Name of individual(s) whom complaint is being filed (hereafter called "respondent"):*

\_\_\_\_\_

*Evening phone number* \_\_\_\_\_ *Phone number* \_\_\_\_\_

*Home address:*

\_\_\_\_\_

*Email address:*

\_\_\_\_\_

*Role of Respondent re: this specific incident: (please choose one)*

*Coach*  *Executive Member*  *Parent*  *Player*  *Official*  *Spectator*

*Other:* \_\_\_\_\_

### **Section 3: Nature of Complaint:** (Complainant to fill in)

*Code of Conduct*  *Harassment*  *Abuse*

*Other* \_\_\_\_\_

*Please describe the complaint, identifying the facts and issues, against the respondent:*

*(If not enough*

*room, please provide additional details on a separate sheet of paper)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Attempts made at Team level to resolve:  Yes  No*

*If no, please provide your reason:*

\_\_\_\_\_

\_\_\_\_\_

*Day/Month/Year Signature of Complainant*



**Section 4: Local Association Process**

Date complaint received by President:

Dispute Resolution Committee review date:

Complaint accepted?  Yes  No

(If complaint not accepted, the DR committee will submit in writing below the reasons the complaint was not accepted and return to the Complainant, Respondent and local association Executive)

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Complaint Accepted – Meeting scheduled 7 days after review date

Dispute Resolution Committee Meeting Date:

Complaint resolved with Complainant and Respondent?  Yes  No

If complaint resolved, please list any actions or recommendations:

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If complaint is not resolved, DR Committee to complete section 5.

**Section 5: Dispute Resolution Committee Decision Section**

(Please provide the details of the final decision as determined by the Dispute Resolution Committee. Ensure to attach document(s) that are sent to Complainant and Respondent.)

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Complainant satisfied with resolution?:  Yes  No

Appeal to HOCKEY NORTH BRANCH:  Yes  No

Date appeal sent to HOCKEY NORTH BRANCH

Office: \_\_\_\_\_

**Section 6 – HOCKEY NORTH BRANCH Appeal Process**

Date Appeal received in HOCKEY NORTH BRANCH office:

\_\_\_\_\_

Application fee received?  Yes  No

Documentation submitted?  Yes  No

Investigation Conducted?  Yes  No

Risk Management Officer Accepts Complaint:  Yes  No

Under which category does the complaint fall?

Harassment  Code of Conduct  Abuse  Other

Provide reasons for returning complaint to Complainant and copy to Respondent and local association:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

Appeal accepted: Meeting/Hearing Date Assigned:

\_\_\_\_\_

Members of Appeals Committee: (please print) Chair:

Member: \_\_\_\_\_

Member: \_\_\_\_\_

**Decision of Appeals Committee:**

(Please attach all formal documentation that is sent to Complainant, Respondent and local association)

**Privacy Policy**  
**Guidelines for HOCKEY NORTH**  
**Members**  
2008-09



<b>Table of Contents</b> .....	24
The HOCKEY NORTH Branch and Zones and Your Personal Information. . .	25
Background .....	26
Purpose of this Policy .....	26
Accountability .....	27
Identifying Purposes .....	27
Types of Personal Information/Purpose of Collecting .....	28
Consent .....	29
Limiting Collection .....	30
Limiting Use, Disclosure and Retention .....	30
Accuracy .....	31
Safeguards .....	31
Openness. ....	31
Individual Access. ....	31
Challenging Compliance .....	31
Contacting Us .....	32
Privacy Statement .....	33
Additional Policy Information .....	33

## **THE HOCKEY NORTH BRANCH/ZONES AND YOUR PERSONAL INFORMATION**

Since January 2001, the Canadian Federal Government has applied the Personal Information Protection and Electronics Document Act (PIPEDA) to personal information of clients and employees in the federally regulated private sector. As of January 1, 2004 this legislation will apply to all organizations in Canada, whether federally or provincially regulated, that collect, use or disclose personal information about their members, customers and clients in the course of commercial activity.

The HOCKEY NORTH Branch and Zones (NWT/Nunavut) are committed to comply with PIPEDA.

In this regard, the HOCKEY NORTH has designed policies and procedures to protect the privacy and security of all personal information collected, used or disclosed by the HOCKEY NORTH Branch and its Zones for the purposes of running its "Hockey Programs".

The HOCKEY NORTH Privacy Policy follows the 10 Canadian Standards Association principles identified in the federal PIPEDA.

This booklet has been prepared to help the members of the HOCKEY NORTH Branch understand the Act and how it affects their participation in the programs offered by the HOCKEY NORTH Branch.

If you have any questions or concerns regarding our privacy policies or procedures, or you would like to review, verify or amend your personal information, please do not hesitate to contact us.

Gary Vivian, President  
Hockey North

## **BACKGROUND**

The HOCKEY NORTH Branch is the governing body for amateur hockey programs in the territories of NWT and Nunavut. In cooperation with the NWT Hockey and Hockey Nunavut Zones and Hockey Canada, the HOCKEY NORTH Branch governs hockey throughout its jurisdiction via their respective member associations/organizations.

HOCKEY NORTH hockey programming involves governing amateur hockey leagues, teams and games including training of coaches, trainers and referees, determining players eligibility for specific divisions and establishing appropriate rules and regulations for competition within the HOCKEY NORTH Branch. To maintain the current programs, information is collected by the HOCKEY NORTH BRANCH or its aforementioned partners, for the purposes of certifying team officials and referees; registering players; determining if transfer regulations may apply; monitoring scouting; gauging the success of certain programs in order to improve upon them; facilitating emergency contact; providing educational opportunities and/or career opportunities; researching and facilitating electronic updates/contacts.

## **PURPOSE OF THIS POLICY**

The HOCKEY NORTH Branch has developed this Privacy Policy for implementation beginning January 1, 2009. This Policy describes the way in which the HOCKEY NORTH Branch and its members collect, uses, retains, safeguards, discloses and disposes of the personal information of prospective members, members, and others including players, parents, trainers, coaches, referees, managers, volunteers and employers.

This Policy describes the way that the HOCKEY NORTH Branch and its members will, subject to applicable legal requirements, adhere to all relevant federal and provincial legislative privacy requirements. The Policy follows the 10 Canadian Standards Association (CSA) principles identified in the federal Personal Information Protection and Electronic Documents Act (PIPEDA).

The Policy describes each principle and the method of implementing each. The HOCKEY NORTH Branch and its members will strive to meet or exceed federal and provincial legislative requirements and will ensure that it remains current with changing technologies and laws.

The HOCKEY NORTH Branch reserves the right in its sole discretion to make whatever changes to its Privacy Policy it deems necessary and expedient. Any and all such changes will immediately be posted to the HOCKEY NORTH web site ([www.hockeynorth.com](http://www.hockeynorth.com)).

## **1. Accountability**

1.1 The HOCKEY NORTH Branch shall designate a Privacy Officer for the HOCKEY NORTH Branch who will report to the Executive Director and they are jointly accountable to the HOCKEY NORTH Branch Officers for compliance with this Policy.

The Privacy Officer will be responsible for the HOCKEY NORTH Branch's compliance with PIPEDA privacy principles and for responding to access requests, corrections and complaints in accordance with this Policy.

1.2 Each of the Member Associations of the HOCKEY NORTH Branch, and/or Clubs affiliated with the HOCKEY NORTH Branch shall designate and identify to the HOCKEY NORTH Branch and membership an individual or individuals as their Privacy Officer(s) and identify an appropriate hierarchy of contact and accountability for information.

1.3 The name(s) of the individual(s) listed as the Privacy Officer(s) for the HOCKEY NORTH Branch and member Associations shall be made available upon request or by visiting the HOCKEY NORTH Branch or Member Association's website and Manual of Operations. In the case where neither of these individuals is available upon request, a delegate may act on their behalf.

1.4 The HOCKEY NORTH Branch's Privacy Officer will ensure that the HOCKEY NORTH Branch is accountable for all personal information in its possession including that, which may be transferred to a third party. Third party organizations that handle information on behalf of the HOCKEY NORTH Branch shall be contractually obligated to adhere to the standards of the HOCKEY NORTH Branch Privacy Policy.

1.5 The HOCKEY NORTH Branch will implement internal policies, which will facilitate adherence to the Privacy Policies including but not limited to the following:

- Security measures at all levels designed to protect personal information in its possession;
- Procedures designed to respond to complaints and/or inquiries;
- Staff training in all facets of information management, including awareness of the HOCKEY NORTH Branch's Privacy Policy and subsequent policies and procedures developed in accordance with the Policy.

## **2. Identifying Purposes**

2.1 The HOCKEY NORTH Branch shall only collect information necessary to conduct hockey programming. Access to our Privacy Policies and procedures will be readily available. Similarly, the process by which challenges may be made to the HOCKEY NORTH Branch's compliance and/or adherence to the legislation in question shall be readily available.

2.2 The HOCKEY NORTH Branch collects personal information for the purpose of providing hockey programming, which endeavors to meet the individual needs of each participant.

2.3 The HOCKEY NORTH Branch recognizes that hockey by its nature is a contact sport and injuries are to a certain extent, inherent in the game. Medical records, medical history and medical forms of the individual may be of assistance in an emergency situation and as such may be requested. While participants are under no obligation whatsoever to supply this information and may refuse to do so without penalty, the HOCKEY NORTH Branch will consider receipt of this information as consent for its subsequent use in an emergency medical situation.

2.4 The HOCKEY NORTH Branch will request individual permission for the use of any data collected which is extraneous to that which has been identified below, unless said usage is authorized or required by law.

### **Types of Personal Information**

A participant's name, gender, place of residence and date of birth.

Historical information concerning past teams played for.

A participant's skill and development level and feedback on programs, honours and awards received.

A participant's parents (if applicable); name, address, telephone number(s), email addresses and fax.

Educational information

E-mail addresses and fax

Skill levels, ability, emergency contacts and health concerns

Resumes

Registration information

Appeal Information

### **Purpose of Collecting**

To determine that the participant's geographical, division and level of play information are consistent with HOCKEY NORTH Branch

To determine if any Hockey Canada transfer regulations apply

To measure the success of our programs and maintain governance.

To facilitate emergency contact information and to ensure compliance with Hockey Canada residency regulations.

To ensure all Hockey Canada residency regulations have been adhered to.

To facilitate membership communication.



To ensure our activities are carried out in a safe and secure environment  
To identify potential future employment candidates  
To conduct research studies including but not necessarily limited to hockey demographic type research. To be made available to related organizations, Branches, associations, leagues and/or third party service providers.  
To administer appeals and any related proceedings and any related proceedings, and the Rules, Regulations and the By-Laws of the HOCKEY NORTH Branch.

2.5 The information will be collected via an oral and/or written agreement to allow the individual submitting information an opportunity to opt-out or opt-in to the use of personal information for third parties.

2.6 All information is kept for the duration of seven years or as long as required to fulfill the purposes identified, unless permission is obtained from the member providing the information to hold it for a different length of time.

2.7 The HOCKEY NORTH Branch will endeavor through its Member Partners to advise potential registration candidates of the purpose for the collection of their data at the time of registration.

This information will be made available by reference to the HOCKEY NORTH Branch website. The HOCKEY NORTH Branch will further endeavor to ensure that all collectors of the personal information are familiar with the potential use of the data. Any other purpose of collection will be stated at time of collection.

2.8 All data collected by the HOCKEY NORTH Branch shall be maintained in the HOCKEY NORTH Branch office or that of the applicable Member Partner. All such offices are listed on the HOCKEY NORTH Branch web site.

2.9 The HOCKEY NORTH BRANCH may also use information about user access to secure areas of the HOCKEY NORTH BRANCH website. Information you are asked to provide during your use of the HOCKEY NORTH BRANCH web site may include your name, address, e-mail address, age, sex and will be treated within the same parameters as other personal information collected by OHF or Hockey Canada through other means. It will always remain your choice to provide information in certain fields.

### **3. Consent**

3.1 The HOCKEY NORTH BRANCH will use the personal information for the uses specified in section 2.

3.2 All members of the HOCKEY NORTH BRANCH have the ability to consent to the use of their personal information on a yearly basis. A member of the HOCKEY NORTH BRANCH agrees that the act of registering constitutes implied consent to such use of their personal information by the HOCKEY NORTH BRANCH, its Member Partners, and their Associations and Hockey Canada.

3.3 Beginning with the 2009-2010 season registration, members will have the opportunity to choose whether information other than name, address, birth date, and information concerning registration, discipline, and honours and awards received may be kept for a longer period than otherwise mentioned.

3.4 If at any time you wish to withdraw your consent to the use of your information for any purposes, you may do so by contacting the HOCKEY NORTH Branch Privacy Officer at any time, subject to legal or contractual restrictions and by providing reasonable written notice. Previous consent will be removed from the HOCKEY NORTH Branch database upon receipt of a written request and that request will be communicated to all Member Partners and their associations within 10 business days.

3.5 The HOCKEY NORTH Branch may collect personal information without consent where reasonable to do so and where permitted by law.

#### **4. Limiting Collection**

4.1 The HOCKEY NORTH Branch and its Member Partners shall only collect personal information in a fair and lawful manner as set forth in this Privacy Policy.

4.2 The HOCKEY NORTH Branch shall not indiscriminately collect information. The amount and type of information collected shall be limited to that which is required to fulfill its identified purposes.

4.3 The HOCKEY NORTH Branch will not use any form of deception in gaining personal information from its members.

#### **5. Limiting Use, Disclosure and Retention**

5.1 The HOCKEY NORTH Branch, its Member Partners and their Associations, shall limit the use of personal information collected to purposes that are listed in Section 2.2 (Identifying Purposes) and 3.2 (Consent) and will not disclose the information for other purposes except as authorized or required by applicable law.

5.2 Prior to enlisting the services of third party organizations, the HOCKEY NORTH Branch will contractually commit those parties to treat your personal information in a manner consistent with this Privacy Policy.

5.3 The HOCKEY NORTH Branch may disclose your personal information to a government authority that has asserted its lawful authority to obtain the information or where the association has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court, person, or body with jurisdiction to compel the production of the information or otherwise as authorized or required by applicable law.

5.4 The HOCKEY NORTH Branch may at its discretion release personal information for the purposes of collecting debts, which may be owed to the HOCKEY NORTH Branch.

5.5 The HOCKEY NORTH Branch shall retain documents concerning registration, performance activities, discipline, events and honours and awards received for specific periods of time dependent upon necessity or destroyed accordingly when it is deemed appropriate. More specifically:

- Registration data will be retained for a three-year period after an individual has left the HOCKEY NORTH Branch programs in the event that an individual chooses to return to the HOCKEY NORTH Branch programs after leaving.
- Parental/Family information will be maintained for a similar three-year period after a member has left our programs.

5.6 Other personal information will be retained by the HOCKEY NORTH Branch for regulated timeframes as requested by legislation governing its operation and/or the information provided, after, which time (unless consent is given to keep information for a longer period) the information will be destroyed in a secure manner.

5.7 If there is no legislative requirement to retain other information it will be kept for a minimum of 24 months from the time it was provided.

## **6. Accuracy**

6.1 The HOCKEY NORTH Branch shall strive to ensure to the extent that it can, that the information entrusted to it is maintained in an accurate manner. Members will have the ability to view and review data provided on their application for membership at any time through the Hockey Canada and HOCKEY NORTH Branch database or equivalent in certain Member Association's jurisdictional areas. The HOCKEY NORTH Branch shall attempt to maintain the privacy interests of the individual and attempt to ensure that decisions are not made for or about an individual based on personal information that may be flawed.

6.2 The HOCKEY NORTH Branch shall only update information if a request is made in writing.

## **7. Safeguards**

7.1 Security safeguards will be implemented to ensure your personal information is protected from theft as well as unauthorized use or access, disclosure, copying, or modification thereof.

7.2 All information collected by the HOCKEY NORTH Branch (as per 2.2) will be considered highly sensitive. As such, a high level of security will be practiced at all times.

7.3 Methods of protection and safeguards to be employed shall include but in no way be necessarily limited to locked files, offices and storage areas, security clearances and need to know access as well as technological measures such as passwords and encryption.

7.4 These measures will be subject to yearly reviews by the HOCKEY NORTH Branch and its Privacy Officer to ensure the best methods possible are being utilized to maximize effectiveness.

## **8. Openness**

8.1 The HOCKEY NORTH Branch publicly discloses the methods by which personal information is handled. This information is readily available through its Privacy Policy, on its website or upon request by contacting the HOCKEY NORTH Branch Privacy Officer.

8.2 The information available includes:

- The name address and phone number of the HOCKEY NORTH Branch Privacy Officer.
- The forms (attached) to access your information or change your information.
- A description of the type of personal information and our general uses thereof (review chart in section 2.2 for more details).

8.3 If any participant shall have a question regarding the personal information collected, an investigation may be initiated to the Member Association Privacy Officer, then directly to the HOCKEY NORTH Branch.

## **9. Individual Access**

9.1 Upon request by the individual concerned, subject to applicable legislation, the HOCKEY NORTH Branch shall disclose whether or not it actually holds personal information on an individual. The HOCKEY NORTH Branch shall disclose the source of this information when requested and provide an account of third parties to whom the information may have been disclosed.

9.2 The HOCKEY NORTH Branch may request sufficient information to confirm your identity before releasing any personal information to you.

9.3 Subject to applicable legislation, the HOCKEY NORTH Branch shall endeavor to provide this information within 30 days of receipt of the request for information and only charge nominal fees for the purpose of satisfying its expenses incurred in the supply of requested information. This information shall be in format understandable to you.

9.4 A member may challenge the accuracy and completeness of the information through written request and any inaccurate information, which may be so validated, shall be corrected and any third parties shall be notified of the corrections as per 3.4 (Consent).

## **10. Challenging Compliance**

10.1 The HOCKEY NORTH Branch has established a set of procedures for the resolution of grievances in the administration of its Privacy Policy.

10.2 Prospective members and staff may challenge the HOCKEY NORTH Branch's compliance with this Policy by contacting the HOCKEY NORTH Branch Executive Director or/and Privacy Officer(s). Upon receipt of a complaint the HOCKEY NORTH Branch shall make available the complaint procedures, which will be simple and easy to access.

10.3 The HOCKEY NORTH Branch shall investigate all complaints received. If the complaint is deemed justified, the HOCKEY NORTH Branch shall take the appropriate steps to ensure that compliance is achieved and will make any necessary changes to its policies to allow for compliance in the future.

10.4 All complaints shall be addressed to the HOCKEY NORTH Branch Privacy Officer. HOCKEY NORTH Branch policies and procedures must be adhered to in order to have the challenge dealt with in an appropriate and timely fashion.

## **11. Contacting Us**

11.1 If you have any questions about this privacy policy, please contact the HOCKEY NORTH Branch in writing:

Gary Vivian  
Hockey North

### **Privacy Statement:**

The HOCKEY NORTH Branch is committed to respecting and protecting the privacy of our Member Partners, their Associations, individual members, their families and our employees.

The Personal Information collected in our course of administering our hockey programs will be used and disclosed for the sole purpose of administering the Rules, Regulations and By-laws of the HOCKEY NORTH Branch and/or for the purpose of registering the individual in the program for which they have enrolled and may be used to provide them with the information necessary for participation.

## **ADDITIONAL INFORMATION**

### **Privacy on the Internet**

The HOCKEY NORTH Branch has provided a web site ([www.hockeynorth.com](http://www.hockeynorth.com)) for the use of the general public and is committed to respecting the privacy rights of web site visitors. However by using our web site, we consider that use consent to collect, use and disclose personal information for stated purposes on the web site. Web site users should refer to the exact terms of the Web Privacy Policy posted on our site.

### **Trade-marks and Copyright**

All of the names, titles, logos and designs on our web site which identify our programs, suppliers, sponsors and events are either the property of the HOCKEY NORTH BRANCH and/or property of their respective owners.

Our site contains copyright material, trade-marks and other proprietary information, including but not limited to, text, photographs, graphics, images, illustrations, audio, video and software.

No material may be copied, reproduced, republished, uploaded, posted, transmitted, or distributed in any way without our express written consent.

### **Message Board**

Web site users have the option to participate in the HOCKEY NORTH Branch Message Board but users must comply with the Bulletin Board "Code of Conduct". Some of the highlights of the Code of Conduct prohibit the posting of players' names. You are responsible, and may be liable, for anything you say or post on the HOCKEY NORTH Branch Message Board.

The HOCKEY NORTH Branch reserves the right to monitor or remove any posting (or part thereof), at any time, without notice.

You agree that upon posting any content to the HOCKEY NORTH Branch Message Board, the HOCKEY NORTH Branch shall be deemed to be automatically granted an irrevocable right and licence to use, distribute, display, store, reproduce, publish and create derivative works from such content in any manner whatsoever, without your prior consent and without any obligation to notify or compensate you.

Please refer to the HOCKEY NORTH Branch's Code of Conduct as posted on the HOCKEY NORTH Branch web site.

### **Linked Web Sites**

As a service to users of our site we may include links to other web sites over which we have no control.

We make no endorsements, warranties or representations of any kind whatsoever regarding those other web sites, including but not limited to the products, software, materials, information, services, content or accuracy or appropriateness of content on such other web sites. Your decision to access any such other web sites shall be entirely at your own risk. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

### **A Special Note to Parents**

We realize that many children will visit our site, and therefore we encourage children to consult with their parents before submitting any information to any web site including ours. We encourage parents to supervise their children's online activities and consider using parental control tools available from online services. These tools can prevent children from disclosing their name, address, and other personal information online without parental permission.

### **Accessing Your Personal Information**

We are committed to maintaining the accuracy of your Personal Information for as long as it is being used for the purposes we have identified in 2.4 of our Privacy Policy. To help us keep your Personal Information up-to-date, we encourage you to notify us of inaccuracies or corrections. You may access and verify your Personal Information and find out to whom we have disclosed it. At the time of your request, we will need specific information from you to verify your identity, before we can provide you with the Personal Information we hold. There may be instances when we will not be able to provide you with the Personal Information that you request. Examples are if the Personal Information:

- contains references to other persons
- has already been destroyed due to legal requirements or because we no longer needed it for our purposes
- is subject to solicitor-client or litigation privilege cannot be disclosed for legal reasons

## **Changing your Personal Information**

We are committed to maintaining the accuracy of your Personal Information for as long as it is being used for the purposes we have identified in 2.4 of our Privacy Policy. To help us keep your Personal Information up-to-date, we encourage you to notify us of inaccuracies or corrections as often as you wish. Notification of changes such