



Manual of Operations

Title: Code of Conduct	Number: MO-04-04
Source: LMC	
Approved By: WGHA Board	Date Approved: June 2013 Date Last Reviewed: June 2016, March 2024

WGHA strives to ensure a safe and positive environment (within the WGHA's programs, activities, and events) by making Individuals aware that there is an expectation, at all times, of appropriate behaviour consistent with WGHA's core values. WGHA supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all Individuals are treated with respect.

DEFINITIONS

The following terms have these meanings in this Code:

- a) "*Individuals*" - Individuals employed by, or engaged in activities with, WGHA including, but not limited to, players, parents, coaches, convenors, referees, officials, volunteers, managers, administrators, committee members, and directors and officers of WGHA
- b) "*Workplace*" - Any place where WGHA-related activities are conducted. Workplaces include but are not limited to, WGHA's office, WGHA-related social functions, on and off ice practice, games, and tournaments.

APPLICATION OF THE CODE OF CONDUCT AND ETHICS

This Code applies to Individuals' conduct during WGHA's business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with WGHA's activities, WGHA's office environment, and any meetings.

An Individual who violates this Code may be subject to sanctions pursuant to WGHA's *Discipline and Complaints Policy*. In addition to facing possible sanction pursuant to WGHA's *Discipline and Complaints Policy*, an Individual who violates this Code during a competition may be ejected from the competition or the playing area, the official may delay the competition until the Individual complies with the ejection, and the Individual may be subject to any additional discipline associated with the particular competition.

This Code also applies to Individuals' conduct outside of WGHA's business, activities, and events when such conduct adversely affects relationships within WGHA (and its work and sport environment) and is detrimental to the image



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and reputation of WGHA. Such applicability will be determined by WGHA at its sole discretion.

RESPONSIBILITIES

Individuals have a responsibility to:

a) Maintain and enhance the dignity and self-esteem of WGHA members and other individuals by:

- Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation
- Focusing comments or criticism appropriately and avoiding public criticism of players, coaches, officials, organizers, volunteers, employees, or members
- Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct
- Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory
- Consistently treating individuals fairly and reasonably
- Ensuring adherence to the rules of the sport and the spirit of those rules

b) Refrain from any behaviour that constitutes **harassment**, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading, or malicious. Types of behaviour that constitute harassment include, but are not limited to:

- Written or verbal abuse, threats, or outbursts
- The display of visual material which is offensive or which one ought to know is offensive in the circumstances
- Unwelcome remarks, jokes, comments, innuendo, or taunts
- Leering or other suggestive or obscene gestures



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- Condescending or patronizing behaviour which is intended to undermine self-esteem, diminish performance or adversely affect working conditions
 - Practical jokes which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance
 - Any form of hazing where hazing is defined as *"Any potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking athlete by a more senior teammate, which does not contribute to either athlete's positive development, but is required to be accepted as part of a team, regardless of the junior-ranking athlete's willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or seemingly benign, that sets apart or alienates any teammate based on class, number of years on the team, or athletic ability."*
 - Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing
 - Unwelcome sexual flirtations, advances, requests, or invitations
 - Physical or sexual assault
 - Behaviours such as those described above that are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment
 - Retaliation or threats of retaliation against an individual who reports harassment to WGHA
- c) Refrain from any behaviour that constitutes **harassment**, where harassment is defined as vexatious comment or conduct against an individual or group of individuals- a comment or conduct that is known or ought reasonably to be known to be unwelcome. Types of behaviour that constitute harassment include, but are not limited to:
- Bullying
 - Repeated offensive or intimidating phone calls or emails
 - Inappropriate sexual touching, advances, suggestions or requests
 - Displaying or circulating offensive pictures, photographs or materials in printed or electronic form
 - Psychological abuse



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- Personal harassment
 - Discrimination
 - Intimidating words or conduct (offensive jokes or innuendos)
 - Words or actions which are known or should reasonably be known to be offensive, embarrassing, humiliating, or demeaning
- d) Refrain from any behaviour that constitutes **violence**, where violence is defined as the exercise of physical force by a person against an individual or group of individuals, that causes or could cause physical injury; an attempt to exercise physical force against an individual or group of individuals, that could cause physical injury to the individuals or group of individuals; or a statement or behaviour that it is reasonable for an individual or group of individuals to interpret as a threat to exercise physical force against the individual or group of individuals, that could cause physical injury to the individuals. Types of behaviour that constitute violence include, but are not limited to:
- Verbal threats to attack an Individual
 - Sending to or leaving threatening notes or emails for an Individual
 - Making threatening physical gestures to an Individual
 - Wielding a weapon in a workplace
 - Hitting, pinching or unwanted touching of an Individual which is not accidental
 - Throwing an object at an Individual
 - Blocking normal movement or physical interference of an Individual with or without the use of equipment
 - Sexual violence against an Individual
 - Any attempt to engage in the type of conduct outlined above
- e) Refrain from any behaviour that constitutes **sexual harassment**, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favours, or conduct of a sexual nature. Types of behaviour that constitute sexual harassment include, but are not limited to:
- Sexist jokes
 - Display of sexually offensive material



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- Sexually degrading words used to describe a person
 - Inquiries or comments about a person's sex life
 - Unwelcome sexual flirtations, advances, or propositions
 - Persistent unwanted contact
- f) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, WGHA adopts and adheres to the Canadian Anti-Doping Program. Any infraction under this Program shall be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction, pursuant to WGHA's *Discipline and Complaints Policy*. WGHA will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by WGHA or any other sport organization
- g) Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who has incurred an anti-doping rule violation and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code and recognized by the Canadian Centre for Ethics in Sport (CCES)
- h) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities
- i) Refrain from consuming alcohol, tobacco products, or recreational drugs while participating in WGHA programs, activities, competitions, or events
- j) In the case of adults, avoid consuming alcohol in situations where minors are present and take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations associated with WGHA's events
- k) Respect the property of others and not wilfully cause damage



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- l) Promote the sport in the most constructive and positive manner possible
- m) Adhere to all federal, provincial, municipal and host country laws
- n) Comply, at all times, with WGHA's By-Laws, policies, procedures, and rules and regulations, as adopted and amended from time to time

BOARD/COMMITTEE MEMBERS AND STAFF

In addition to Individual Responsibilities (above), WGHA's Directors, Committee Members, and Staff will have additional responsibilities to:

- a) Function primarily as a member of the board and/or committee(s) of WGHA; not as a member of any other particular member or constituency
- b) Act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of WGHA's business and the maintenance of Individuals' confidence
- c) Ensure that WGHA's financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities
- d) Conduct themselves openly, professionally, lawfully and in good faith in the best interests of WGHA
- e) Be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism
- f) Behave with decorum appropriate to both circumstance and position and be fair, equitable, considerate, and honest in all dealings with others
- g) Keep informed about WGHA's activities, the provincial sport community, and general trends in the sectors in which they operate
- h) Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to the laws under which WGHA is incorporated
- i) Respect the confidentiality appropriate to issues of a sensitive nature
- j) Ensure that all Individuals are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight
- k) Respect the decisions of the majority and resign if unable to do so
- l) Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings



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- m) Have a thorough knowledge and understanding of all WGHA governance documents
- n) Conform to the bylaws and policies approved by WGHA, in particular this *Code of Conduct and Ethics* as well as the *Conflict of Interest Policy* and *Confidentiality Policy*

COACHES

In addition to Individual Responsibilities (above), coaches have many additional responsibilities. The coach-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Coaches must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it, consciously or unconsciously. Coaches will:

- a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved players
- b) Prepare players systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm players
- c) Avoid compromising the present and future health of players by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of players' medical and psychological treatments
- d) Support the coaching staff of a training camp, provincial team, or national team; should an athlete qualify for participation with one of these programs
- e) Provide players (and the parents/guardians of minor players) with the information necessary to be involved in the decisions that affect the athlete
- f) Act in the best interest of the athlete's development as a whole person
- g) Respect other coaches
- h) Meet the highest standards of credentials, integrity and suitability, including but not limited to such considerations established by WGHA's *Screening Policy*



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- i) Report any ongoing criminal investigation, conviction, or existing bail conditions,
- j) Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol and/or tobacco
- k) Respect players playing with other teams and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the players
- l) Not engage in a sexual relationship with an athlete under 18 years old, or an intimate or sexual relationship with an athlete over the age of 18 if the coach is in a position of power, trust, or authority over the athlete
- m) Recognize the power inherent in the position of coach and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Coaches have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights
- n) Dress professionally, neatly, and inoffensively
- o) Use inoffensive language, taking into account the audience being addressed

PLAYERS

In addition to Individual Responsibilities (above), players will have additional responsibilities to:

- a) Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete; or in the case of carded players, interfere with the athlete's ability to fulfill requirements under the Athlete Assistance Program
- b) Participate and appear on-time, well-nourished, and prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and events



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- c) Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason
- d) Adhere to WGHA's rules and requirements regarding clothing and equipment
- e) Never ridicule a participant for a poor performance or practice
- f) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other players, officials, coaches, or spectators
- g) Dress in a manner representative of WGHA; focusing on neatness, cleanliness, and discretion
- h) Act in accordance with WGHA's policies and procedures and, when applicable, additional rules as outlined by coaches or managers

OFFICIALS

In addition to Individual Responsibilities (above), officials will have additional responsibilities to:

- a) Maintain and update their knowledge of the rules and rules changes
- b) Work within the boundaries of their position's description while supporting the work of other officials
- c) Act as an ambassador of WGHA by agreeing to enforce and abide by national and provincial rules and regulations
- d) Take ownership of actions and decisions made while officiating
- e) Respect the rights, dignity, and worth of all individuals
- f) Not publicly criticize other officials or any club or association
- g) Assist with the development of less-experienced referees and minor officials
- h) Conduct themselves openly, impartially, professionally, lawfully, and in good faith in the best interests of WGHA, players, coaches, other officials, and parents
- i) Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others
- j) Respect the confidentiality required by issues of a sensitive nature, which may include ejections, defaults, forfeits, discipline processes, appeals, and specific information or data about Individuals



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- k) Honour all assignments unless unable to do so by virtue of illness or personal emergency, and in these cases inform the assignor or association at the earliest possible time
- l) When writing reports, set out the true facts and not attempt to justify any decisions
- m) Dress in proper attire for officiating



PLAYERS' FAIR PLAY PLEDGE

It is the intention of this pledge to promote fair play by exhibiting respect for all participants within the Waterloo Girls Hockey Association (WGHA). All players, coaches, officials and parents are responsible for encouraging and promoting fair play by endorsing this pledge during registration for players and parents, and at time of application for coaches, before being allowed to participate in hockey in the WGHA system and must continue to observe these principles of fair play throughout the season.

I agree to abide by the principles of the Fair Play code as set forth by Hockey Canada and supported by the WGHA. I acknowledge that any violation of the code of conduct, as written herein, will be reviewed by a Disciplinary Committee. Upon review, any disciplinary action may be considered, up to and including a loss of playing privileges in the WGHA.

This commitment to fair play will pave the way for teamwork, better hockey and positive attitudes. Win or lose, we treat each other with respect and dignity.

CODE OF CONDUCT FOR PLAYERS

1. I play hockey because I want to, not because others want me to.
2. I will do my very best to be on time for all games, practices (on and off-ice) and if I am going to miss or be later for a game, practice I will let my coach know as soon as possible.
3. I will play by the rules and maintain the spirit of Ravens hockey.
4. I will respect all players, coaches, officials, parents and spectators.
5. I will control my temper. Rough play and mouthing off can spoil the activity for everyone.
6. I will be a team player.
7. I will remember that having fun, improving my skills, making friends and doing my best is more important than winning.
8. I will acknowledge all good play; whether they are my teammates or my opponents.
9. I will remember that coaches and officials are there to help me. I will accept their decisions and show them respect.
10. I will encourage my teammates to play hard, play fair and do their best.
11. I will represent Waterloo Ravens Hockey in a positive manner at all times and be proud to be a Raven!
12. I will not consume alcoholic beverages nor take any drugs during any team activity including games, practices, overnight tournaments, team events, and travel to and from these events.
13. I will not use any electronic device with a camera or recording



PLAYERS' FAIR PLAY PLEDGE

capability in any recreation facility change room.

Signed: _____

Date: _____

Name of Player: _____

Team: _____



PARENT'S FAIR PLAY PLEDGE

It is the intention of this pledge to promote fair play by exhibiting respect for all participants within the Waterloo Girls Hockey Association (WGHA). All players, coaches, officials and parents are responsible for encouraging and promoting fair play by endorsing this pledge during registration for players and parents, and at time of application for coaches, before being allowed to participate in hockey in the Waterloo Girls Minor Hockey system and must continue to observe these principles of fair play throughout the season.

I agree to abide by the principles of the Fair Play code as set forth by Hockey Canada and supported by the WGHA. I acknowledge that any violation of the code of conduct, as written herein, will be reviewed by a Disciplinary Committee. Upon review any disciplinary action may be considered, up to and including a expulsion from attending all WGHA events in the .

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CODE OF CONDUCT FOR PARENTS

1. I will not force my child to play hockey.
2. I will remember that my child plays hockey for their enjoyment, not mine.
3. I will do my very best to have my child on time for all games, practices (on and off-ice) and if she is going to miss or be later for a game, practice we will let her coach know as soon as possible.
4. I will encourage my child to play by the rules and to resolve conflicts without hostility or violence.
5. I will teach my child that doing your best is more important than winning.
6. I will always make my child feel like a winner by offering positive praise despite the outcome of the game.
7. I will never ridicule or yell at my child or any other child for making a mistake or losing a game.
8. I will remember that children learn best by example. I will treat all other players, coaches, parents, spectators and game officials with respect and accept their decisions.
9. I will never approach an official after a game.
10. I will never approach an opposing teams' coach, staff or parents in a manner that would be inconsistent with code of conduct expectations.
11. I will support all efforts to remove verbal and physical abuse from my child's games.
12. I will respect and show appreciation for the volunteer coaches who give their time to teach and coach hockey for my child.
13. I will respect a 24 hour period before contacting a team official.
14. I will review the Code of Conduct for Players with my child and ensure they understand and accept the principles of the document.



PARENT'S FAIR PLAY PLEDGE

15. I will always remember the founding principle of Ravens Hockey; *For the kids, For the game, For the fun of it!*
16. I will not use any electronic device with a camera or recording capability in any recreation facility change room.

Signed by: _____

Date: _____

Name of Parent: _____

Team: _____

Signed by: _____

Date: _____

Name of Parent: _____

Team: _____



COACHES' FAIR PLAY PLEDGE

It is the intention of this pledge to promote fair play by exhibiting respect for all participants within the Waterloo Girls Hockey Association (WGHA). All players, coaches, officials and parents are responsible for encouraging and promoting fair play by endorsing this pledge during registration for players and parents, and at time of application for coaches, before being allowed to participate in hockey in the Waterloo Girls Minor Hockey system and must continue to observe these principles of fair play throughout the season.

I agree to abide by the principles of the Fair Play code as set forth by Hockey Canada and supported by the WGHA. I acknowledge that any violation of the Code of Conduct, as written herein, will be reviewed by a Disciplinary Committee and may result in the termination of my coaching responsibilities in the WGHA.

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CODE OF CONDUCT FOR COACHING STAFF

1. I will remember that it is a privilege, not a right to coach.
2. I will remember that players play to have fun and must be encouraged to have confidence in themselves.
3. I will not ridicule or raise my voice at my players, or any other players for making mistakes or for performing poorly.
4. I will remember that participants need a good coach they will trust and respect. I will be generous with praise and set a good example.
5. I will teach my players to play fair and to respect the rules, officials, parents, spectators and opponents.
6. I will be reasonable with my expectations, realizing that players have other interests and obligations in their lives besides hockey.
7. I will ensure that all players get equal instruction, equal support time, and fair ice time.
8. I will ensure that dressing room behaviour is acceptable and non-threatening for all participants.
9. I will make sure that equipment and facilities are safe and match the players' ages and abilities.
10. I will obtain proper training and continue to upgrade my coaching skills.
11. I will foster regular and effective communications with the parents.
12. I will not consume alcohol beverages nor take any drugs during any team activity including games, practices, overnight tournaments, team events, and travel to and from these events.
13. I will not use any electronic device with a camera or recording



COACHES' FAIR PLAY PLEDGE

capability in any recreation facility change room.

Signed: _____

Date: _____

Name of Coach: _____

Team: _____