



Hawks Hockey Club - Conduct and Management Policy

Organization, Team Rules:

1) Digital Policy

- A. Team platform, Group Chats, Facebook Pages – Anything connected to the club or under the team brand or coordinated on team time, must be nothing less than a professional standard. Complaints will be issued and brought forward in the appropriate format (discussed in later points). No derogatory, rude, racial, hazing comments or actions by parents or players on any team platform, social media, group text or within team context
- B. No phone dressing room rule. Prior to game and practice phones must be left in pant pocket or travel bag. OR left with parent. Dressing room time is game focus and prep time. Not Snap Chat time. Unless used to hit a playlist button for music. Phones are away.

2) Team Management

- A. Team HC leads all team decisions at a functional and operational level.
- B. Manager is selected by coach. If the manager is not at arms length from the coach relationship wise, a team liaison must be voted on by the team to bring issues forward.
- C. Any team decisions that will cost the parents extra funds or require extra volunteer time, must be voted on by way of poll in team linkt.
- D. Hawks Hockey Club will book all extra development sessions.
- E. NO ICE CHANGES will come at extra charges or cancelation policies. If you are changing or canceling, it must be done 2 weeks in advance to ice time.



3) Complaint or issue protocol

- Parent complaint must be given 24 hours from time of incident to the time it brought forward to team MANAGER or team LIASON - The organization will not tolerate any heated approaching of team staff. If 24-hour rule is breached. The parent breaching the 24-hour rule will also be open to disciplinary.
- Please ask team manager for time after the 24 hours has surpassed. Team manager will advise on if incident requires a written complaint or if something small that can be addressed easily.
- Team manager and coach have 24 hours from time of complaint being logged to coming up with a solution and getting back to parent.
- If 24 hours is not matched with resolution, the complaint MUST be Logged in an email, and sent to team manager, cc'd to hawksedmonton@gmail.com
- The resolve may not be exactly how you would like, but a resolve will be met in the 24 hours after complaint is logged. If it is not and email follow up is required, the organization will take 72 hours to review, and investigate and decide on final recourse.

4) League Rules

- All teams must follow league rules while at league play. Parents and kids must adhere to league rules, as league rules at league play will supersede team policy while at showcase functions.



5) Drugs, drinking, bullying, misuse of vendor property or partnering facilities:

- Any of the above witnessed, proven by any player representing the Hawks Hockey Club will be subject to team and organizational disciplinary.
- We expect all Hawks players and parents conduct themselves in relation to their teammates, vendor employees, other parents, other teams and league reps with the upmost professionalism, integrity, and respect
- Any of the above witnessed, proven by any player representing Hawks Hockey Club will be subject to team and organizational disciplinary.
- We expect all Hawks Hockey Club Coaches, players and parents conduct themselves in relation to their teammates, vendor employees, other parents, other teams and league reps with the upmost professionalism, integrity, and respect

6) Disciplinary:

- Disciplinary, depending on severity will be handled within the below methods
- Verbal warning (1)
- Written Warning and Suspension from team functions (2)
- Removal from the program (3)
 - a) Coaches of team will be expected to moderate disciplinary at levels 1 and 2
 - b) Should a player/parent be subject to level 2 disciplinary, a full incident report will be submitted to the organization and will remain on the player/parent file
 - c) Should a player be suspended from or removed from team activity or the program, there will be NO REFUNDS ISSUED



7) Parent Code of Conduct:

No Parents in Field of play:

- Parents are not to be in dressing room area (Unless coach, team manager or delegate states otherwise)
- No Parents will be engaging with players during practice time while on ice, this is a distraction to players and coaches and will not be tolerated, unless requested by head coach or coaching delegate
- Parents will not engage with players over the glass, be around the bench or dressing rooms unless requested by head coach or coaching delegate
- Parents will not engage negatively with other players from other teams

Parent conduct at team functions:

*****Pulled from Section above, explicitly described in this section:**

Drugs, drinking, bullying, misuse of vendor property or partnering facilities:

- Any of the above witnessed, proven by any player representing Hawks Hockey Club will be subject to team and organizational disciplinary.
- We expect all Coaches, players and parents conduct themselves in relation to their teammates, vendor employees, other parents, other teams and league reps with the upmost professionalism, integrity, and respect
- **ANY ABUSE TOWARDS COACHES, LEAGUE OFFICIALS, REFEREES, PROGRAM REPRESENTATIVES WILL NOT BE TOLERATED AND WILL RESULT IN IMMEDIATE EXPULSION OF THAT PARENT (S) FROM ANY TEAM FUNCTIONS, GAMES, SHOWCASES, PRACTICES OR EVENTS**



8) Payments:

- Missed payment dates will result in one chance to make payment arrangements
- If you do not adhere to the payment arrangements made, your player will be held from any team functions, games etc. until payment is made, and account is in good standing.
- Should your player be held back for ten (10) days and still no payment, your player will lose his/her spot from the team and no refund on funds paid to date will be made.
- The organization reserves the right to make roster changes and have them league approved until Dec 30, 2022

Jersey Policy:

- Jerseys must come back to the team and organization in good condition
- We will adopt a no Gatorade or colored drink policy when in team uniforms.
- Jersey returned with stains from juices or blatant mis-care, or missing jersey not returned will result in a replacement cost of \$150.00 per jersey needing replacement that the player/family assigned that number will need to pay in cash.