

### ***Chain of Command / Grievance Procedure***

- a) All comments, questions and grievances of parents regarding coaching, players, or the team shall be directed first to the team manager. The team manager shall act as an intermediary between the parent and the coach and pass all such comments, questions and grievances on to the head coach and the coach shall take such corrective action as he or she deems appropriate. If speaking with the manager or head coach does not resolve the issue to the satisfaction of the parent, the parent or team manager may then contact the DDHA Board President in writing. If the decision of the president is not found to be satisfactory then the matter may be brought to the attention of entire Board of Directors at or prior to the next regular meeting of the Board. The DDHA Board may choose not to become involved in a given situation unless the chain of command has been followed. The decision of the DDHA Board will be the final decision.
- b) 24-Hour Rule. A parent or player who wishes to speak directly to the head coach regarding lack of ice time or other similar issue must wait a minimum of 24 hours following a game or scrimmage before contacting the coach to discuss their concerns.
- c) Comments, questions and concerns regarding: players, managers, or coaches of *other teams*; referees; shall be directed to the team manager of the level in which the concern, comment, or question is applicable. Only those persons explicitly authorized to do so by Board of Directors shall contact/communicate with referees, other teams, other associations, on behalf of DDHA.
- d) Failure to observe the procedures outlines herein may be considered misconduct.

### ***Misconduct and Conflict Resolution***

DDHA has a Zero Tolerance Policy with respect to conduct by a player, coach, parent or guardian that is detrimental to a rewarding hockey experience. The procedure for reviewing complaints of such conduct, for handling conflict, and the penalties for violation of this policy are as follows:

- a) Conflict. Conflict may occur between members, and between members and non-members. Conflict may or may not involve misconduct. In all cases, a member or manager who is involved in or aware of a conflict involving another member should notify the appropriate age team manager, who in turn should notify the Board upon becoming aware of conflict. The Board will determine whether the conflict involves misconduct and whether sanctions will be imposed under the DDHA Misconduct Policy. Guidelines for resolving conflict are listed below:
  - 1) Any conflict involving an DDHA member and a non-member will be handled under the appropriate DDHA, USA Hockey and/or league rule(s).

- 2) Conflict between members will be handled at the lowest level possible, but should always be reported to the age level team manager. Conflict will normally be resolved as follows:

<u>Conflict Between</u>	<u>Resolved By</u>
Parents	Team Manager and Head Coach
Parent and Manager	Head Coach
Parent and Coach	Manager
Coach and Manager	DDHA Board of Directors
Coach and Coach	DDHA Board of Directors

b) Misconduct.

- 1) Inappropriate spectator behavior (i.e. behavior that is detrimental to a rewarding hockey experience) includes, without limitation, the following:
  - i) Giving instruction or otherwise attempting to coach your child or other players from the stands during the course of a game.
  - ii) Pounding on the glass or throwing things onto the ice to express your displeasure.
  - iii) Making disparaging comments to, shouting at, taunting, arguing with or making physical contact with a parent, manager, coach, player, referee, linesman, or off-ice officials during the course of a game or as they leave the ice or the arena.
  - iv) Approaching or entering the player's bench area or the scorer's area during a game without proper authorization.
  - v) Entering or attempting to enter the referee's locker room or the player's locker room before, during or after a game without proper authorization.
  - vi) Entering the arena while intoxicated. Consuming alcoholic beverages or tobacco (**including chewing tobacco**) anywhere in the arena or the parking lot before, during or after a practice or game.
  
- 2) In the event the Board determines that a player, coach, family member of a player or coach, or guest of a player or coach has engaged in behavior that is detrimental to a rewarding hockey experience the Board may: issue a verbal warning and/or send a letter notifying the person and/or member family that it is in violation of DDHA's misconduct policy, and inform them that they and/or the member family may be subject to sanction if such behavior is continued, or; the board may sanction the offending person or the member family as provided herein below.
  
- 3) If the behavior of a player, coach, parent or guardian, family member or guest generates a second complaint and if, after providing such person with an opportunity to appear before the Board, the Board forms an opinion that the

actions of such person warrant a second censure by the Board, said person shall be restricted from entering ice arena during any DDHA event for a period of 30 days, or; the board may immediately sanction the offending person or the member family as provided herein below.

- 4) If the actions of the player, coach, parent or guardian require a third censure or a violation of the 30-day restriction occurs, the player, coach, parent or guardian will be restricted from entering ice arena during any DDHA event for a period of one year. In addition, the membership of the family of the player, coach, parent or guardian may be suspended, at the discretion of the Board.
  - 5) Any member family that has a player, coach, parent or guardian under suspension or restriction at the end of the hockey season may not be considered a member in good standing for the following season. After the end of the season, the Board shall review the circumstances of the suspension or restriction and make a determination as to whether the player(s) in such family shall be eligible to return for the following season.
  - 6) In the event the Board determines that the conduct in question involved a deliberate attempt by a player, coach, parent or guardian to physically harm another person, or involved other behavior of an outrageous, dangerous or violent nature, the Board may, in its discretion, forego the procedure outlined herein above and immediately implement such sanctions, including restriction, suspension or termination of the player or member family, as it deems reasonably necessary to protect the interests of DDHA and its membership. The Board shall review any action taken pursuant to this paragraph after the person in question has been given an opportunity to appear before the Board at a regular Board meeting.
  - 7) Any punishment given out by the DDHA Board pursuant to this Policy shall be separate from and in addition to any sanction issued by any coach for violation of written team rules, or any sanction issued by any referee, or USA Hockey.
- c) Coaches. Coaches are given a reasonable degree of latitude in the management of their teams. Coaches approach team members and their team with longer term goals and a broader perspective than other individuals. Additionally, DDHA makes every effort to preserve the coaches' authority and will support coaches in their reasonable judgment. However, coaches are expected to follow all of the guidelines published for them. When the team manager becomes aware of a complaint involving a coach, the manager will inform the DDHA board president of the complaint and identify any specific rule, policy and/or bylaw that have been violated. If the complaint involves misconduct, it will be handled under Paragraph b) herein above. If the complaint involves the coach's on-ice conduct or the handling of the team, the President may assign a competent individual, usually a DDHA board

member, to monitor the coach's performance. Any coach whose performance is in question and being monitored will be informed of the complaint. If the board is considering removal of the coach, the coach will be so informed in writing, and the coach shall be given 10 days in which to respond. Coaches may be removed for misconduct, not responding to the board, or knowing and/or repeated non-compliance with DDHA requirements.

### ***Team Managers***

- a) Appointment. Each head coach shall appoint a team manager. Coaches should seek input from the parents of the team. Managers serve at the discretion of the head coach and the Board.
- b) Duties. The duty of the team manager is to act as an administrative assistant to the head coach and to facilitate communications between parents and the head coach. It is imperative for the team manager to observe the chain of command and to encourage others to do so as well.

### ***Team Fees***

- a) Failure to Pay. Should an individual fail to pay team fees in a timely manner, the Board may suspend the player from participating in any or all Association activities until the delinquent fees are paid or terminate the player's membership.
- b) Use. Funds raised/collected by teams are non-refundable, and any amounts left over in team accounts at the end of the season will be absorbed into the DDHA general fund. DDHA reserves the right to limit or deny any proposed uses of team funds which it deems inappropriate.

### ***FHA Coaching Requirements***

All head and assistant coaches at Dells/Delton Youth Hockey shall:

- a) Be familiar with, comply with, and help enforce all DDHA bylaws and policies.
- b) Be familiar with and abide by the DDHA Coaching Manual.
- c) Adhere to DDHA program philosophy and beliefs with respect to coaching concepts, team play and skill development.
- d) Abide by the requests of any Referee, DDHA board member, in a timely manner.
- e) Complete USA Hockey coaching education clinics as required by USA Hockey and carry a valid coaching card at all games and scrimmages.
- f) Comply with the USA Hockey Code of Conduct.
- g) Ensure all practice, scrimmage and game ice time changes are coordinated with DDHA scheduler.
- h) Ensure that a certified coach is present at all practices, scrimmages & games.

### ***On-Ice Assistants***

Assistant coaches must carry a current USA Hockey coaching card. The head coach can obtain approval for an additional assistant from the DDHA President or Board of Directors.

### ***Coaching Expense Reimbursement***

a. Coaching Education Expenses: Current DDHA Coaches registration and recertification fees will be considered reimbursable from the general DDHA fund, up to and including level 3 certification upon approval from the DDHA Board of Directors. If a level 4 certification is required by USA Hockey to coach a DDHA team, the head and assistant coach's registration fees will also be considered reimbursable with approval from the DDHA Board of Directors. This registration reimbursement will only apply to USA Hockey Certified and Endorsed Certifications. It will be the responsibility of the coach or assistant to supply proof of payment and completion of certified coach's course to the DDHA Board of Directors.

### ***Hazing***

Acts of hazing and/or initiation defined as acts of physical or mental mistreatment intended to intimidate or segregate players by age, ability, or otherwise, will not be tolerated. Players, coaches, and managers who participate in acts of hazing or initiation will be subject to disciplinary action up to and including expulsion from DDHA. The Board of Directors will review hazing incidents and impose penalties on a case-by-case basis.

### ***General***

DDHA reserves the right to augment / modify these policies when it is determined by the Board of Directors that is in the best interest of the entire association to do so.

DDHA expects that both parents, parent with primary custody, or legal guardian to sign and follow the Code of Conduct as stated above. It is the purpose of this Code of Conduct, to ensure a safe and enjoyable hockey experience.

## *Final Comments*

We hope you have found this Handbook informative and helpful. Please provide feedback to the DDHA Board of Directors. Please remember, we are always looking for volunteers. If you are interested in getting involved, please contact your age level team manager.

Hockey, and in fact any sport, at this age, should be fun. Of course, winning is more fun than losing, but both offer teaching opportunities. Help us make this a true learning and growing experience for your child(ren). Even if he/she never continues in hockey, they should take away life lessons that apply to everything they do!

***Have a Great Season!***

### **DDHA Board of Directors**

\_\_\_\_\_/\_\_\_\_/2009  
Parent/Guardian - Signature

\_\_\_\_\_  
Parent/Guardian – PRINT NAME

\_\_\_\_\_/\_\_\_\_/2009  
Parent/Guardian - Signature

\_\_\_\_\_  
Parent/Guardian – PRINT NAME

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Witness Signature