



St.Marys Minor Hockey Association

Policy & Procedures Manual

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PREFACE

It is the purpose of this Policy and Procedures Manual to provide assistance and direction to those who are responsible for the operating needs of the St. Marys Minor Hockey Association (SMMHA, or “the association”) so as to operate the hockey program of the SMMHA in a manner consistent with its mission, its bylaws, the regulations of governing bodies and common sense.

The duties and responsibilities of Elected Executive and appointed Board Members are outlined in the SMMHA Constitution and Bylaws.

The Manual of Operations of the Ontario Minor Hockey Association (OMHA), and the annual Handbook of the Ontario Women’s Hockey Association (OWHA), including playing rules, are adopted and form part of the Policy and Procedures of the St. Marys Minor Hockey Association.

“SPORT FOR SPORT’S SAKE AND FOR THE GREATEST NUMBER”



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1 Policy and Procedures Committee

- 1.1 Every year, the Board of Directors shall appoint a Policy and Procedures Committee. The Policy and Procedures Committee will consist of the Secretary as Chairperson, the Past President, President, 1st Vice President, 2nd Vice President, and Treasurer.
- 1.2 The Policy and Procedures Committee shall be responsible for:
 - a. the management of the Association's policies and procedures, including:
 - i. providing advice to members with regard to interpretation of policies & procedures,
 - ii. developing proposals for new policies & procedures,
 - iii. accepting written proposals for amendments to policies & procedures in accordance with section 2 of this Manual,
 - iv. the periodic review of, and development of updates to, existing policies and procedures as required.
 - b. the management of amendments to the Association's Code of Conduct, including:
 - i. providing advice to members with regard to interpretation of the Code of Conduct,
 - ii. accepting written proposals for amendments to the Code of Conduct in accordance with section 2 of this Manual
 - iii. the periodic review of, and development of updates to, the existing Code of Conduct as required
 - c. the management of amendments to the Association's By-laws & Constitution in accordance with Article 36 of the Constitution, including:
 - i. providing advice to members with regard to interpretation of the By-laws & Constitution,
 - ii. accepting written proposals for amendments in accordance with Articles 33 & 36 of the Constitution of the Association,
 - iii. conducting due diligence in consideration of such proposals for amendment and preparing reports (whether verbal or written) indicating whether the Policy and Procedures Committee supports such amendments,
 - iv. bringing all such proposals forward to general meetings of the membership for consideration, and ensuring that approval of all amendments is conducted in accordance with Article 33 of the Constitution

The Policy and Procedures Committee shall review such proposal and shall forward same to the Board of Directors together with a report (whether verbal or written) indicating whether the Policy and Procedures Committee supports such amendment.

1.3 Policy & Procedures Manual

The Secretary, on behalf of the Committee, shall be responsible for the publication of a Policy and Procedures Manual containing all current policies, procedures and the Code of Conduct of the Association.

The Policy and Procedures Manual shall be made available for inspection by any member of the Association.

2 Amendments

2.1 Any member may propose amendments to the policies, procedures and Code of Conduct of the Association by submitting the proposal, in writing, to the Secretary.

2.2 The Policy and Procedures Committee shall review such proposal, conduct its due diligence, and present the proposal at the next regularly scheduled general meeting of the Association membership together with a report (whether verbal or written) indicating whether the Policy and Procedures Committee supports such amendment.

The Secretary shall invite the person proposing the amendment to speak in favour of such amendment at the meeting.

2.3 Any such amendment must be approved by a two thirds majority of votes cast, including proxy, at a general membership meeting and shall, subject to its own wording, be effective from its approval by the members.

3 Administration

3.1 Mail

a. Post Office Box

The association shall maintain a postal address in the Town of St. Marys for the purpose of receiving mail.

The current mailing address of the association is:

P.O. Box 1906
St. Marys, ON N4X 1C2

b. Incoming Mail

The Treasurer shall be responsible for the periodic retrieval of mail at the association post office box and for distributing it as required.

Formal correspondence addressed to the association received via hand-delivery, courier, etc. shall be immediately delivered to the President, if received by others.

c. Outgoing Mail

Formal correspondence, sent to external parties on behalf of the association, shall be printed on official association letterhead (see section 3.4) and shall be signed by the President or his/her delegate.

A clear, legible copy of ALL correspondence sent externally on behalf of the association, shall be forwarded to the Secretary for filing in accordance with the SMMHA Constitution.

3.2 Electronic Mail

a. Email Hosting

The association shall maintain an account with an electronic mail hosting service provider for the purpose of receiving email.

The association Webmaster shall be the association's liaison with the email hosting service provider and shall be responsible for managing the hosting account.

If terms of the association's contract with the email hosting provider permit, supplementary email accounts (addresses) may be established from time to time to direct email correspondence to persons holding specific positions in the organization. For example, the address "secretary@smmha.ca" may be established for the receipt of correspondence intended for the association Secretary.

b. Incoming Email

Formal electronic correspondence addressed to the association should be sent to the attention of the President at the following email address:

president@smmha.ca

A clear, legible hardcopy of ALL formal email correspondence received by the association shall be forwarded to the Secretary for filing in accordance with the SMMHA Constitution.

c. Outgoing Email

Formal electronic correspondence, sent to external parties on behalf of the association, may be sent by individuals other than the President and from personal email accounts provided the following conditions have been met:

- i. The message has been reviewed and approved by the President, or his/her delegate, PRIOR to its transmission, and
- ii. A copy of the email is sent to the association's primary email account (see section 3.2b).

A clear, legible hardcopy of ALL formal email correspondence sent externally on behalf of the association shall be forwarded to the Secretary for filing in accordance with the SMMHA Constitution.

3.3 Media

The President shall be responsible for all news releases issued on behalf of the association, with the exception of individual game and tournament reports.

All queries by news media concerning any business of the association shall be referred to the President, or his/her designate, for comment.

In no event shall any member of the association provide comment to the media on any SMMHA matter without the prior consent of the President.

3.4 Letterhead

Blank SMMHA letter head shall not be made available to anyone other than the President, Treasurer, Registrar and Secretary of the association. Any Executive Committee member requesting a letter to be sent on SMMHA letter head shall contact the Secretary for assistance.

SMMHA letter head shall not be photocopied by anyone, nor used for any purpose, without the written permission of the President.

Association Letterhead may be used to solicit funds for association purposes or events.

Letter head shall not be used by any team or individual to solicit funds for their own purposes.

3.5 Logo

- a. The “St.Marys Rock” logo, and all variants thereof, are the property of the SMMHA and are hereinafter referred to collectively as the “SMMHA logo”.
- b. It is the intent of the association to protect the use and application of the SMMHA logo and property. The use of the SMMHA logo is restricted to that authorized by the Board of Directors.
- c. The SMMHA logo may be used by members of the Executive in the course of carrying on association business without specific permission by the Board of Directors.
- d. No other person, team or organization may use the SMMHA name and/or logo without the written permission of the President as authorized by the Board of Directors. Proposals by others to use the SMMHA name and/or logo shall be considered by the Board of Directors and are subject to the conditions set forth in section 3.5e.
- e. Where use of the SMMHA name and/or logo is licensed to others, the following conditions shall form part of that license:
 - i. Effectivity: In all cases, the license shall be effective over a finite and well defined time period after which the license may be terminated or considered for renewal at the discretion of the Board of Directors.
 - ii. Fees: At the discretion of the Board of Directors a fee may be levied in exchange for the license. Where a fee is to be levied, the Finance Committee shall set said fee.
 - iii. Appropriate Use: Use the SMMHA name and/or logo by licensees shall be ‘stand alone’ in that the SMMHA name and/or logo shall not be used in conjunction with any other logo or printed matter without the specific consent of the Board of Directors.
 - iv. Permitted uses: The Board of Directors, in its sole discretion, shall determine the permitted uses of the SMMHA name and/or logo from time to time and on a case by case basis. Permitted uses may include:
 - Outerwear (jackets, hats, sweaters, etc.)



- Hockey wear (bags, T-shirts, Golf shirts, ties, pants, socks, gloves, etc.)
 - Collector items (mini-sticks, water bottles, glassware, decals, pens/pencils, stuffed toys, etc.)
- f. The Secretary shall be the custodian of source files for SMMHA logo artwork.

3.6 Website

The SMMHA shall maintain a web presence for the distribution of information to its membership.

a. Domain Management

The association shall purchase, register and maintain on an ongoing basis the following domain name(s) for the purpose of facilitating its web presence, and to protect its corporate identity:

- | | |
|-----------------------|-------------------------|
| stmarysminorhockey.ca | - primary domain name |
| smmha.ca | - secondary domain name |

The association Webmaster shall be the association's liaison with a domain registration service provider and shall be responsible for managing the ongoing renewal of the association's domain names.

b. Website Hosting

The association shall establish and maintain an account with a website hosting service provider for the purpose of hosting its website.

The association Webmaster shall be the association's liaison with the hosting service provider and shall be responsible for managing the hosting account.

The association website shall be hosted on the association's primary domain name. The hosting provider's domain forwarding service shall be used to point all secondary domain names to the website.

c. Website Development and Maintenance

Where a member of the association possesses the skills and knowledge necessary to develop and/or maintain the association's website, it is preferred that these services be provided on a volunteer basis. In the event that voluntary website management services are not forthcoming, professional services may be retained upon the prior approval of the Executive.

In any case, the presentation of the association website shall be professional, of high quality, efficient in its functionality, and effective in its delivery of the content defined in section 3.6d.

The association Webmaster shall be the association's liaison with website developers (members or those professionally retained) and shall be responsible for managing website development/maintenance work.

Where changes, other than content, are to be made to the association website, the association Webmaster shall prepare a Website Plan outlining the changes including specific details of site structure and graphic style. The Website Plan shall be reviewed and approved by the Executive prior to implementation of changes.

d. Website Content

The Webmaster shall ensure that, as a minimum, the following content is made available to members of the association on the website:

- i. Welcome message from the President
- ii. The association Purpose Statement
- iii. List of names of association Executive and Board of Directors
- iv. Contact information for:
 - Members of the Executive,
 - members of the Board of Directors,
 - members of the Coaches Committee,
 - committee Chairpersons,
 - rep league representatives,
 - house/local league conveners,
 - head coaches
- v. Notices of upcoming events,
- vi. Registration policies, procedures and forms
- vii. The current Constitution and Policies & Procedures Manual
- viii. Information on SMMHA-hosted tournaments
- ix. Conflict resolution process

e. Website Advertising

- i. Commercial advertising may be sold and posted on the association website at the discretion of the Executive board. See section 6 [Fundraising].
- ii. The association's Webmaster shall be responsible for coordinating with the Director of Fundraising on technical matters related to advertisements and for coordinating with the

association's website developer and/or hosting provider to integrate advertising into the association website.

- iii. Third party advertising placed by our website provider will not be allowed.
- iv. The SMMHA Executive board retains the right to limit the amount of advertising supported by our website.
- v. "Pop up" ads will not be allowed as they detract from the usability of our site.

3.7 Privacy Policy

Information collected by the SMMHA will only be used for the administration and operation of the association.

It is the responsibility of the SMMHA Executive to ensure that appropriate measures are taken to protect the personal information of its members.

In the course of operating its hockey program, certain information may be provided to other operational organizations (eg. Canadian Hockey Association , Ontario Minor Hockey Association, Ontario Women's Hockey Association, and Ontario Hockey Federation), which govern hockey within Ontario, and of which the SMMHA is an active member.

Email addresses may be collected by the SMMHA for the purpose of communicating with its membership. The SMMHA shall not share, sell or lend its email list to others.



3.8 Keys and Combinations

a. Minor Hockey Room Door Combination

The association Equipment Manager shall be responsible for setting, and distributing to authorized parties, the combination for the lock on the minor hockey equipment room door.

All Directors of SMMHA are authorized to access the minor hockey equipment room using the door lock combination in addition to the following persons who may, or may not be Directors of the association:

Equipment Manager	Gate Manager
OMHA Representative	Gate Employees
OWHA Representative	Fundraising Bond Convener
WOGHL Representative	Committee Chairpersons
LMLL Representative	House/Local League Conveners
Shamrock League Representative	Tournament Conveners
Coaches Committee Members	Team Officials
Ice Convener	

Persons to whom the minor hockey room door lock combination is shared must agree to protect the confidentiality of the combination by not providing the combination to any other person without the prior permission of the Equipment Manager.

As a minimum, the minor hockey room door lock combination shall be changed in May of each year, following the Annual General Meeting, by the incoming Equipment Manager.

b. Post Office Box Keys

Keys to the association's post office box shall be held by both the President and the Treasurer.

c. Trophy Case Keys

Trophy case keys shall be held by both the President and the Awards Committee Chairperson.

d. Gate Supplies Storage Cabinet Combination

The Gate Manager shall be responsible for setting, and distributing to authorized parties, the combination for the lock on the storage cabinet for Gate supplies in the minor hockey equipment room.

3.9 Trophy Cases & Bulletin Board

- a. All bulletins or other materials shall be approved by a member of the Executive prior to posting.
- b. No bulletins or other material shall be taped in any manner to the bulletin board or trophy case glass. Any such notices found will be removed and disposed of.
- c. Maintenance & Repair
Problems noted with the bulletin board or trophy cases should be directed to any member of the Pyramid Centre staff.
- d. Cleaning
Trophy cases and the SMMHA bulletin board should be cleaned and dusted at least every three months or more often as required.
The Awards Committee is responsible for coordinating the cleaning of the association trophy cases and bulletin board.

3.10 Room Rentals

- a. The President shall prepare and maintain a list of names of those authorized to rent meeting space for the purpose of association business. The list shall be provided by the President to the Finance Committee and to the Town of St. Marys facilities manager.
- b. Only the President, and those authorized by the President as identified by the list of 3.10a, are authorized to rent meeting space for the purpose of association business.
- c. SMMHA does not book rental rooms for individual teams or persons.
- d. Teams may apply directly to the Town of St. Marys facilities manager to rent meeting rooms in the Pyramid Centre, or to private facilities. Teams are responsible for rental fees and liabilities.
- e. Teams shall not use any Pyramid Centre meeting rooms unless they have rented them.

3.11 Purchasing

- a. Purchases up to \$500.00 may be made by members of the Executive without Board or membership approval. Purchases must be reported to the Finance Committee within 30 days of the purchase.
- b. Purchases of more than \$500 shall be brought before the Board of Directors for approval prior to purchasing. Where possible, there should be at least two competitive bids presented to the Board for consideration before the Board authorizes the expenditure.
- c. While maintaining good financial stewardship, the Association should encourage the purchase of goods and services from local businesses and/ or businesses which are providing current financial support to the Association.

3.12 Enforcement

a. Enforcement Policy:

The association shall consistently and uniformly enforce its Constitution, Policies, Procedures, Rules and Regulations in a timely manner.

It is important for Members of the Board of Directors, the Executive and all association Officials to understand that failure to uniformly and consistently enforce association documents in a timely manner subjects the association to defenses which could preclude enforcement both with respect to the individual case at hand as well as future cases. As such, an association which postpones or allows deviations from the requirements of its documents, is putting itself and its future enforcement actions in jeopardy.

b. Enforcement Procedure:

Compliance with the association's Constitution, Policies, Procedures, Rules and Regulations shall be enforced under section 16 [Discipline Policy] of this Manual.

c. Failure to Enforce:

Notwithstanding the enforcement policy stated in section 3.12a, if the association should fail to enforce any provision of its Constitution, Policies, Procedures, Rules and Regulations, that failure will not preclude the association from enforcing either that provision (or any similar provision) on a later occasion.



Policy and Procedures Manual

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4	Assigned Officials	[in development]
5	Committees	[in development]
6	Fundraising	[in development]
7	Fundraising Bond Program	[in development]
8	Meeting Guidelines	[in development]
9	Hockey Program Guidelines	[in development]
10	Registration	[in development]
11	Ice Allocation	[in development]
12	Game Admission Policy	[in development]
13	Transportation Policy	[in development]

14 Awards and Recognition

14.1 Awards Committee

The Awards Committee is responsible for administering the association's Recognition and Awards Program as described herein. For a description of the Awards Committee roles and responsibilities, see section 5 [Committees] of this Manual.

14.2 Awards Night Event

In April of each year, the Awards Committee will organize, arrange and host an Awards Night event for the purpose of recognizing each of the SMMHA teams in the company of their peers and families, and for presenting the association's Volunteer Recognition Awards, Major Awards and House/Local League Divisional Awards to recipients.

The Awards Committee may conduct the award presentations over more than one evening if, in its discretion, doing so will limit event duration to a reasonable length of time – particularly for our younger members.

14.3 Trophies and Banners

a. Trophies

Trophies awarded to SMMHA teams are the property of the association and shall be turned in by teams to the SMMHA Awards Committee Chairperson along with a current roster of team officials and players. Trophies will be marked with the name and phone number of the head coach or other team contact.

The Awards Committee shall make arrangements to have trophies placed in the trophy cases designated for use by the association at the St. Marys Pyramid Recreation Centre. The Awards Committee will record the date that each trophy is placed on display and the date that it is removed and/or returned.

If a trophy must be returned to its issuing organization then the Coach shall ensure that each trophy has the due date, name and phone number of the person to whom the trophy must be returned on the underside or rear of the trophy. The SMMHA league representative (OMHA, WOGHL etc.) shall be responsible for the safe return of trophies to the appropriate organizations when and as required. The Awards Committee will record the 'return by' due date for each trophy and will notify the league rep 30 days before the due date.

The trophy display(s) will be updated regularly throughout each season at the discretion of the Awards Committee. Highest priority for display

will be given to current SMMHA awards followed by Provincial and International championships. Championship and Finalist trophies for league and tournament play will be displayed for as long as space is available, priority being given to the most recent trophies.

Trophies removed from display will be offered to the contact listed on the trophy. The contact will be allowed two weeks to claim the trophy. Any unclaimed trophies will be archived and may be recycled or disposed of.

b. League, Playoff and Championship Banners

League, Playoff and Championship banners awarded to SMMHA teams are the property of the association and shall be turned in by teams to the Awards Committee Chairperson along with a current roster of team officials and players. Banners will be marked with the name and phone number of the head coach or other team contact.

The Awards Committee Chairperson shall make arrangements with the facility staff to have banners hung in a prominent area(s) designated for that purpose by the St. Marys Pyramid Recreation Centre. The Awards Committee will record the date that each banner is placed on display and the date that it is removed and/or returned.

If space is not available to display the banners they will be stored until such time as space becomes available.

Banners removed from display will be offered to the contact listed on the banner. The contact will be allowed two weeks to claim the banner. Any unclaimed banners will be archived and may be recycled or disposed of.

c. Tournament Banners

Tournament banners awarded to SMMHA teams are the property of the association and shall be turned in by teams to the Awards Committee Chairperson along with a current roster of team officials and players. Banners will be marked with the name and phone number of the head coach or other team contact.

Tournament banners will be displayed in the “short-term” display area(s) designated for that purpose by the St. Marys Pyramid Recreation Centre. Banners will be displayed for as long as space permits.

The Coach will contact the Awards Committee Chairperson when a banner is won. The Awards Committee Chairperson will then contact the facility staff and arrange for the coach to deliver the banner to the facility staff at a convenient time.

The facility staff will remove old banners and place new banners as directed by the Awards Committee Chairperson. The oldest banner will be removed from display to make room for each new banner. The facility staff will place each removed banner in the main SMMHA Equipment room. The Awards Committee will record the date that each banner is placed and the date that it is removed.

Banners removed from display will be offered to the contact listed on the banner. The contact will be allowed two weeks to claim the banner. Any unclaimed banners will be archived and may be recycled or disposed of.

d. OMHA, OWHA & International Silver Stick Plaques

The association will continue to commission and display arena plaques to commemorate each team that achieves champion or finalist status in OMHA provincial playdowns, OWHA provincial playdowns or International Silver Stick.

14.4 Recognition as Honorary Life Member

In recognition of a member's extraordinary contributions to the association, the Board of Directors may, from time to time, elect to recognize that individual with SMMHA's highest honour – Honorary Life Member status.

a. Eligibility

- i. Any individual who, in the opinion of the Board of Directors, warrants this designation in that he/she has rendered extraordinary distinguished service to St. Marys Minor Hockey and its programs, where
- ii. The individual has been a member in good standing of the Association for a minimum of ten (10) hockey seasons, and
- iii. The individual is a member in good standing of the Association or has retired from the Association as a member in good standing.

b. Nominations

For an individual to be designated as an Honorary Life Member the following procedure shall be followed:

- i. The proposed individual shall be nominated in writing by any member in good standing of the Association. The nomination should include all relevant information supporting the nomination and should address the criteria in section 14.4d below.
- ii. The nomination must be seconded by at least one other member in good standing.

- iii. The written and seconded nomination shall be submitted to the Chairperson of the Awards Committee.
 - iv. Nominations shall be accepted by the Chairperson of the Awards Committee at any time of the year, however nominations received after March 31st may be held for consideration by the Board of Directors in the following Spring.
- c. Selection Process
- i. The Chairperson of the Awards Committee, having verified that nomination requirements have been satisfied, shall present the nomination for Honorary Life Member status to the Board of Directors.
 - ii. The Board of Directors shall consider the nomination materials and any other relevant information and the question of whether to grant the designation of Honorary Life Member status shall be put to a vote by ballot. The nominated individual shall be designated an Honorary Life Member if at least 75% of those Directors eligible to participate in selection balloting vote in favour of the proposed designation.
 - iii. Where the nominee is him/herself a member of the Board of Directors, the nominee shall be ineligible to participate in selection balloting.
 - iv. In the case where selection balloting fails to designate the nominee as an Honorary Life Member, the member who originally put forward the nomination shall be notified of the result by the Chairperson of the Awards Committee within seven (7) days of the vote.
 - v. In the case where selection balloting results in designation of the nominee as an Honorary Life Member, the outcome shall not be disclosed to anyone outside of the Board of Directors and the Chairperson of the Awards Committee before the honouree is recognized at the annual Awards Night event.
- d. Selection Criteria and Guidelines

When determining if an individual should be designated as an Honorary Life Member the following criteria and guidelines should be referenced:

- i. Life Membership is the highest award available to recognize the exceptional contribution of individuals to the SMMHA. It is therefore only to be awarded in exceptional circumstances and only to those very few individuals who have made extraordinary contributions to minor hockey.



- ii. The individual shall have at all times conducted themselves in accordance with the Objectives and Purpose of the Association (SMMHA Constitution Articles 1 & 2) and in the best interests of the Corporation, its hockey programs and its members.
 - iii. The contributions of the individual should be multi-faceted within the SMMHA organization in both on-ice and off-ice roles.
 - iv. The individual should be a past recipient of at least one of the SMMHA Volunteer Recognition Awards (Ferris Stewart Memorial Award or Pethick Memorial Award).
- e. Recognition
- i. At each annual Awards Night event, the Association shall recognize Honorary Life Members designated during the preceding year, if any, and any other Honorary Life Members present at the Awards Night event.
 - ii. At each Annual General Meeting (AGM), the Association shall recognize any Honorary Life Members designated during the preceding year, if any, and any other Honorary Life Members present at the AGM.
 - iii. The Secretary shall maintain a current roll of all Honorary Life Members.
 - iv. The Webmaster shall maintain a page on the SMMHA website presenting the current roll of all Honorary Life Members.
- f. Retraction of Life Membership Status
- i. Retraction of Honorary Life Member status may occur where the recipient has conducted him/herself in a manner that reflects directly and adversely on the image or activities of the SMMHA.
 - ii. This provision will only be exercised in exceptional circumstances and requires the full support of the SMMHA Board of Directors to be enacted.
 - iii. As part of the deliberations, the Life Member in question shall be given an opportunity to appear before the Board of Directors to present their case for retention of Life Membership.

14.5	Volunteer Recognition Awards	[in development]
14.6	SMMHA Major Awards	[in development]
14.7	SMMHA House/Local League Divisional Awards	[in development]

15 Code of Conduct

Preamble

Membership in the St Marys Minor Hockey Association (SMMHA), and participation in its activities, brings with it many benefits and privileges that are balanced by member and participant responsibilities and obligations.

This policy defines the parameters for these responsibilities and obligations, and thus identifies a standard for behaviour that is expected of all SMMHA members and participants.

15.1 Application of This Policy

- a. This Policy applies to all Members as defined in the bylaws of SMMHA (“Members”) as well as any individuals engaged in activities with SMMHA, including parents and spectators (“Participants”).
- b. This Policy applies to the conduct of Members and Participants at all SMMHA activities, programs and events.

15.2 Expected Standard of Ethical Conduct

- a. SMMHA is committed to providing an environment in which all individuals are treated with respect. All Members and Participants of SMMHA are thus expected to:
 - i. conduct themselves at all times in a manner consistent with the values of SMMHA which include fairness, integrity and mutual respect,
 - ii. demonstrate through words and actions the spirit of sportsmanship, sports leadership and ethical conduct,
 - iii. avoid behaviour which brings SMMHA or the sport of hockey into disrepute including, but not limited to, abusive use of alcohol, use of non-medical drugs or performance-enhancing drugs or methods, and use of alcohol by minors,
 - iv. adhere at all times to:
 - SMMHA’s bylaws, policies, procedures, rules, regulations and directives,
 - OMHA and/or OWHA operational policies, procedures, rules and regulations,
 - rules and regulations governing any competitions in which the member participates on behalf of SMMHA,

- rules and regulations established by the facilities in which the member participates on behalf of SMMHA,
 - any contracts or agreements executed with or by SMMHA,
 - any sanction imposed by SMMHA
- v. care for and respect the property and assets of SMMHA,
- vi. refrain from engaging in any activity or behaviour which interferes with a competition or with any player or team's preparation for a competition, or which endangers the safety of others,
- vii. refrain from comments or behaviours which are disrespectful, humiliating, demeaning, offensive, abusive, racist or sexist. In particular, behaviour which constitutes bullying, harassment or abuse will not be tolerated, and will be dealt with under OMHA's Harassment & Abuse policy.

15.3 Fair Play Codes of Conduct

Fairness, integrity and respect – these are the principles of fair play. With them, the spirit of competition thrives, fuelled by honest rivalry, courteous relations and graceful acceptance of the results. Playing fair also has to do with making choices. As we interact with each other in sport, or as spectators of sport, we must regularly consider and define what we think is right and what is not.

The SMMHA Fair Play Codes of Conduct are an extension of the SMMHA Expected Standard of Ethical Conduct and have been established to guide decision-making and actions of all SMMHA Members and Participants.

a. Fair Play Code For Players

- i. I will play by the rules of hockey, and in the spirit of the game.
- ii. I will control my temper: fighting and "mouthing off" can spoil the activity for everybody.
- iii. I will do my best to be a true team player and function in the Team environment.
- iv. I will remember that winning isn't everything - that having fun, improving skills, making friends and doing my best are the most important aspect.
- v. I will remember that coaches and officials are there to help me.
- vi. I will accept their decisions and show them respect.

- b. Fair Play Code For Coaching Staff
 - i. I will be reasonable, remembering that players have other interests and obligations.
 - ii. I will teach my players to play fairly and to respect the rules, officials and opponents.
 - iii. I will ensure that all players get equal instruction and support time.
 - iv. I will not ridicule or yell at my players for making mistakes or for performing poorly.
 - v. I will remember that players play to have fun and must be encouraged to have confidence in themselves.
 - vi. I will make sure that equipment and facilities are safe and match the players ages and abilities.
 - vii. I will remember that participants need a coach they can respect.
 - viii. I will be generous with praise and set a good example.
 - ix. I will obtain proper training and continue to upgrade my coaching skills.
 - x. I will foster regular and effective communications with the parents.
 - xi. I will ensure that locker room behavior is acceptable and non threatening for all participants.
 - xii. I will remember that it is a privilege, not a right to coach.
 - xiii. I will give each team member a fair and honest chance to play.
 - xiv. I will obtain all necessary certifications and credentials as required by the St. Marys Minor Hockey Association. I will keep these certifications and credentials up-to-date and current for the entire season.
 - xv. I will endeavor to ensure a safe environment for all players involved.

- c. Fair Play Code For Parents/Guardians & Spectators
 - i. I will remember that participants play hockey for their own enjoyment.
 - ii. I will not have unrealistic expectations. I will remember that players are not professionals and cannot be judged by professional standards.
 - iii. I will respect the officials' decisions and I will encourage participants to do the same.
 - iv. I will never ridicule a player for making a mistake during a game.
 - v. I will give positive comments that motivate and encourage continued effort.
 - vi. I will condemn the use of violence in any form and will express my disapproval in an appropriate manner to coaches and league officials.
 - vii. I will show respect for my team's opponents, because without them there would be no game.
 - viii. I will not use bad language, nor will I harass players, coaches, officials or other spectators.
 - ix. I will respect the coach's decisions and encourage open communications with them.
- d. Fair Play Code For Officials
 - i. I will avoid or put an end to any situation that threatens the safety of the players.
 - ii. I will not permit the intimidation of any player either by word or by action.
 - iii. I will not tolerate unacceptable conduct toward myself, other officials, players or spectators.
 - iv. I will be consistent and objective in calling all infractions, regardless of my personal feelings toward a team or individual player.
 - v. I will handle all conflicts firmly, but with dignity.
 - vi. I will obtain proper training and continue to upgrade my officiating skills.
 - vii. I will work in cooperation with all involved for the benefit of the game.

- e. Fair Play Code For League Organizers and SMMHA Executive
 - i. We shall do our best to see that all players are given the same chance to participate, regardless of gender, ability, ethnic background or race.
 - ii. We shall endeavor to ensure that all equipment and facilities are safe and match the athletes' ages and abilities.
 - iii. We shall make sure that the age and maturing level of the participants are considered in program development, rule enforcement and scheduling.
 - iv. We shall remember that play is done for its own sake and make sure that winning is kept in proper perspective.
 - v. We shall distribute fair play codes to coaches, athletes, officials and parents.
 - vi. We shall make sure that coaches and officials are capable of promoting fair play as well as the development of good technical skills and we will encourage them to become certified.

15.4 Failure to Comply

Failure by a Member or Participant to comply with the expected standard of conduct set out above constitutes an infraction and may result in disciplinary action and the imposition of a sanction in accordance with the SMMHA policy on discipline, see section 16 [Discipline Policy] of this Manual.

16 Discipline Policy

Preamble

Membership in the St Marys Minor Hockey Association (SMMHA), and participation in its activities, brings with it many benefits and privileges that are balanced by member and participant responsibilities and obligations.

The SMMHA Code of Conduct (see section 15 of this Manual) defines the parameters for these responsibilities and obligations, and thus identifies a standard for behaviour that is expected of all SMMHA members and participants.

This policy identifies the procedures to be followed when this standard is not achieved.

16.1 Application of This Policy

- a. This Policy applies to all Members as defined in the bylaws of SMMHA (“Members”) as well as any individuals engaged in activities with SMMHA, including parents and spectators (“Participants”).
- b. This Policy applies to the conduct of Members and Participants at all SMMHA activities, programs and events.

16.2 Types of Infractions

- a. Failure by a Member or Participant to comply with the expected standard set out in the SMMHA Code of Conduct constitutes an infraction and may result in disciplinary action and the imposition of a sanction. Infractions will be reviewed and decided using the disciplinary procedures set out in this policy, except where a dispute resolution procedure contained within the regulations of a hockey governing body, or within a contract or other formal written agreement, takes precedence.
- b. Infractions are divided into two types, minor infractions and major infractions, which are dealt with using different procedures.
- c. Minor infractions are single incidents of failing to comply with the expected standards of conduct that generally do not result in harm to others, to SMMHA or to sport. Examples of minor infractions include, but are not limited to:
 - i. Single instances of un-sportsmanlike conduct.
 - ii. Single instances of disrespectful comments or behaviour directed towards others.

- iii. Single instances of being late for, or absent from, SMMHA events and activities at which attendance is expected or required.
- iv. Single instances of non-compliance with the bylaws, policies, rules, regulations and directives of SMMHA.
- d. Major infractions are instances of failing to achieve the expected standards of conduct that result, or have the potential to result, in harm to other persons, to SMMHA or to sport. Examples of major infractions include, but are not limited to:
 - i. Repeated minor infractions.
 - ii. Intentionally damaging SMMHA property or improperly handling SMMHA monies.
 - iii. Pranks, jokes or other activities that endanger the safety of others.
 - iv. Activities or behaviour which interfere with the organization of a competition or with any player's or team's preparation for a competition.
 - v. Deliberate disregard for the bylaws, policies, rules, regulations and directives of SMMHA.
 - vi. Conduct that intentionally damages the image, credibility or reputation of SMMHA.
 - vii. Behaviour that constitutes bullying, harassment, abuse, or hazing.
 - viii. Abusive use of alcohol, any use of alcohol by minors, use of illicit drugs and narcotics, or use of banned performance enhancing drugs or methods.

16.3 Reporting an Infraction

- a. Any individual (the Complainant) may report to a Representative of SMMHA a complaint of an infraction by a Member or Participant (the Respondent). Such complaint must be in writing and must be made within 14 days of the alleged infraction. For the purposes of this Section, a "Representative" is any person in a responsible volunteer or staff position within SMMHA.
- b. Upon receiving a complaint, the Representative will provide it immediately to the President, or his/her designate if the President is not available or not able to act in this capacity.
- c. The President (or designate) may determine that an alleged infraction is of such seriousness as to warrant suspension of the Member, or

removal of the Participant, pending investigation, a hearing and a disciplinary decision.

- d. Upon receiving a complaint, the President (or designate) will review the complaint and may:
 - i. Dismiss the complaint if he or she considers it to be trivial or vexatious.
 - ii. Determine that the complaint does not fall within the jurisdiction of this policy, and refer to it the appropriate body having jurisdiction.
 - iii. Determine that the matter relates to a conflict within a Team or between SMMHA teams and has not first been addressed using the Team Conflict Resolution process (see section 18 of this Manual) whereupon the President may refer the matter to the Complainant's Team Designate for resolution pursuant to that policy.
 - iv. Direct that the infraction be dealt with informally as a minor infraction.
 - v. Refer the matter to the Discipline Committee to be dealt with formally as a minor infraction; or
 - vi. Refer the matter to the Discipline Committee to be dealt with formally as a major infraction.

16.4 Disciplinary Procedures

- a. All informal disciplinary situations involving minor infractions will be dealt with by the appropriate person having authority over the Member or Participant involved: this person may include, but is not restricted to, a coach, official, director, officer, volunteer or staff member.
- b. When assigned by the President to informally address a complaint of a minor infraction, the appropriate person having authority over the Member or Participant involved shall:
 - i. Determine if an investigation is required to ascertain whether an infraction has in fact occurred,
 - ii. If deemed necessary, conduct a fair and impartial investigation of the matter and provide a written report of investigation findings to the Complainant, the Respondent, and the President
 - iii. Upon the facts of the case as originally presented, or upon the results of an investigation, determine if an infraction has in fact occurred,

- iv. Where it is determined that an infraction has occurred, decide the appropriate disciplinary sanction and issue a written decision to the Complainant, the Respondent, and the President
 - v. Where it is determined that an infraction has not occurred, obtain the President's concurrence, then advise the Complainant and Respondent that the complaint has been dismissed, with reasons.
 - vi. Where a disciplinary sanction has been imposed, coordinate the application of the sanction with other SMMHA representatives as necessary, and monitor compliance by those upon whom the sanction has been imposed.
- c. The Discipline Committee shall deal with all complaints of major infractions within the jurisdiction of this policy and may deal with complaints of minor infractions if so directed by the President. For a detailed description of the Discipline Committee roles and responsibilities, see section 5 [Committees] of this Manual. The Discipline Committee has an overall responsibility to ensure procedural fairness is respected at all times during the disciplinary process, and to carry out this process in a timely manner.
 - d. Depending on the circumstances of the complaint, the Discipline Committee may authorize an investigation into the alleged infraction.
 - e. The Discipline Committee will determine the format of the disciplinary process, which may involve an oral hearing in person, a hearing based on written submissions, or a combination of these methods.
 - f. The Member or Participant will be given reasonable notice of the format as well as day, time and place of the hearing; will receive a copy of the Investigation Report if an investigation was carried out; may be accompanied by a representative; and will have the right to present evidence and argument before the Discipline Committee.
 - g. After hearing the matter, the Discipline Committee will reach a decision as to whether an infraction has occurred and if it has, what the sanction should be. The Discipline Committee will issue a written decision, including reasons, for distribution to the Member or Participant, the complainant and the President.
 - h. Where the conduct being reviewed by this policy is of a sensitive nature, the SMMHA will keep all proceedings under the policy confidential, except where disclosure is ordered as part of the sanction, is required by law, or is in the best interests of the public.
 - i. In fulfilling its duties, and with the approval of the Executive Committee, the Discipline Committee may obtain independent advice.

16.5 Disciplinary Sanctions

- a. Penalties for minor infractions may include a verbal warning, written warning, request for an apology, service or other voluntary contribution to SMMHA, removal of certain privileges of membership for a designated period of time, and/or removal from the current activity.
- b. The following are examples of disciplinary sanctions that may be applied where it is found that a major infraction has occurred:
 - i. Verbal or written warning,
 - ii. Require a verbal or written apology,
 - iii. Service or other voluntary contribution to SMMHA,
 - iv. Removal of certain privileges of membership,
 - v. Suspension from certain SMMHA events or activities,
 - vi. Suspension from all SMMHA activities for a designated period of time,
 - vii. Expulsion from membership, and/or
 - viii. Publication of the disciplinary sanction.
- c. It is understood that the above are representative penalties only, that they may be modified to fit the circumstances of the infraction, and that they are presented generally in order of severity.

16.6 Appeals

- a. Appeals of decisions rendered under this policy will be dealt with under the SMMHA policy on appeals, see section 17 [Appeals Policy] of this Manual.

17 Appeals Policy

Preamble

This policy identifies the procedures to be followed when a Member or Participant wishes to appeal a decision made by an official of the SMMHA.

17.1 Application of This Policy

- a. This Policy applies to all Members as defined in the bylaws of SMMHA (“Members”) as well as any individuals engaged in activities with SMMHA, including parents and spectators (“Participants”).

17.2 Timing of the Appeal

- a. An individual who wishes to appeal a decision (“Appellant”) shall have seven (7) days from the date on which they received notice of the decision, to submit written notice of their intention to appeal, along with detailed reasons for the appeal, and a non-refundable appeal fee of \$100, to the President of the SMMHA.
- b. Any party wishing to initiate an appeal beyond the 7-day period must provide a written request stating reasons for an exemption. The decision to allow, or not allow an appeal outside the 7-day period shall be at the sole discretion of the President.

17.3 Grounds for Appeal

- a. A decision cannot be appealed on its merits alone. An appeal may be heard only if there are sufficient grounds for the appeal. Sufficient grounds include the body, which made the decision being appealed (“Respondent”):
 - i. Making a decision for which it did not have authority or jurisdiction as set out in the SMMHA’s governing documents
 - ii. Failing to follow procedures as laid out in the bylaws or approved Policies of the SMMHA
 - iii. Making a decision which was influenced by bias, where bias is defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views
 - iv. Exercising its discretion for an improper purpose
 - v. Making a decision, which was grossly unreasonable

17.4 Screening or Appeal

- a. Within seven (7) days of receiving the notice of appeal, the President shall decide whether or not the appeal is based on one or more of the categories of possible errors by the Respondent as set out in section 17.3.
- b. The President shall not determine if the error has been made, only if the Respondent has based the appeal on such an allegation of error. In the absence of the President, a member of the Executive Committee shall be designated to perform this function.
- c. If the appeal is denied on the basis of insufficient grounds, the Appellant shall be notified of this decision in writing, giving reasons. This decision is at the sole discretion of the President, or designate, and may not be appealed.

17.5 Appeals Panel

- a. If the President is satisfied that there are sufficient grounds for an appeal, within fourteen (14) days of having received the original notice of appeal he or she shall appoint an Appeals Panel (the "Panel").
- b. The Panel shall be comprised of three individuals who have no significant relationship with the affected parties, have no significant involvement with the secession being appealed, and shall be free for any other actual or perceived bias or conflict.
- c. The Panel's members shall select from themselves a Chairperson.

17.6 Appeals Preliminary Conference

- a. The Panel may determine that the circumstances of the dispute warrant a preliminary conference:
 - i. The matters which may be considered at a preliminary conference include: date and location of hearing, timelines for exchange of documents, format for the appeal, clarification of issues in dispute, any procedural matter, order and procedure of hearing, remedies being sought, identification of witnesses, and any other matter, which may assist in expediting the appeal proceedings.
 - ii. The Panel may delegate to its Chairperson the authority to deal with these preliminary matters.

17.7 Procedure for the Appeal

- a. The Panel shall govern the appeal by such procedures as it deems appropriate, provided that:
 - i. The appeal hearing shall be held within fourteen (14) days of the Panel's appointment,
 - ii. The Appellant, Respondent and affected parties shall be given seven (7) days written notice of the date, time and place of the appeal hearing,
 - iii. Decisions shall be by majority vote, where the Chairperson carries a vote,
 - iv. Copies of any written documents which any of the parties would like the Panel to consider shall be provided to the Panel, and to all other parties, at least five (5) days in advance of the hearing,
 - v. A representative or advisor, including legal counsel, may accompany any of the parties,
 - vi. The Panel may direct that any other individual participate in the appeal,
 - vii. In the event that one of the Panel's members is unable or unwilling to continue with the appeal, the matter will be concluded by the remaining two Panel members,
 - viii. Unless otherwise agreed by the parties, there shall be no communication between Panel members and the parties except in the presence of, or by copy to, the other parties, and
 - ix. In order to keep costs to a reasonable level the Panel may conduct the appeal by means of a telephone conference call.

17.8 Appeal Decision

- a. Within seven (7) days of concluding the appeal, the Panel shall issue its written decision, with reasons.
- b. In making its decision, the Panel shall have no greater authority than that of the original decision-maker. The Panel may decide:
 - i. To void or confirm the decision being appealed;
 - ii. To vary the decision where it is found that an error occurred and such an error cannot be corrected by the original decision-maker for reasons which include, but are not limited to, lack of clear procedure, lack of time, or lack of neutrality;
 - iii. To refer the matter back to the initial decision-maker for a new decision;

- iv. To refund in whole or in part the appeal fee paid by the Appellant; and
- v. To determine how costs of the appeal shall be allocated, if at all.
- c. A copy of the decision shall be provided to each of the parties and to the President.

17.9 Appeal Time Lines

- a. In extraordinary circumstances and at its sole discretion, the Panel may abridge or extend the timelines in this Policy.

17.10 Documentary Appeal

- a. Any party to the appeal may request that the Panel conduct the appeal by way of documentary evidence. The Panel may seek agreement from the other parties to proceed in this fashion. If agreement is not forthcoming, the Panel shall decide whether the appeal shall proceed by way of documentary evidence or in-person hearing.

17.11 Appeal Referral of Dispute

- a. If any party believes the Appeal Panel has made an error such as those described in section 17.3, those matters which may be heard by the Dispute Resolution Committee of the Ontario Minor Hockey Association (OMHA) may be referred to the OMHA to be decided in accordance with its appeal procedures, as amended from time to time. For all other matters, the decision of the SMMHA Appeal Panel shall be final and binding.

17.12 Appeal Location and Jurisdiction

- a. Any appeal shall take place in the geographic region where the Appellant is located, unless held by way of telephone, conference call or held elsewhere as may be decided by the Panel as a preliminary matter.
- b. This Policy shall be governed and construed in accordance with the laws of the Province of Ontario.
- c. No action or legal proceeding shall be commenced against the St. Marys Minor Hockey Association in respect of a dispute, unless the St. Marys Minor Hockey Association has refused or failed to abide by the provisions for appeal of the dispute, as set out in this Policy.

18 Team Conflict Resolution Policy

Preamble

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 and informally, if possible.

This policy identifies the procedure to be followed when conflict arises in the environment of the SMMHA hockey program.

18.1 Application of This Policy

- a. This Policy applies to all Members as defined in the bylaws of SMMHA (“Members”) as well as any individuals engaged in activities with SMMHA, including parents and spectators (“Participants”).
- b. This Policy applies to conflict arising within a SMMHA team, between SMMHA teams, and between SMMHA teams and teams from other minor hockey centres.

18.2 Definitions

- a. Complaint - description of the problem
- b. Complainant - the person raising the complaint
- c. Respondent - the person with whom the complaint is about and who responds to the complaint
- d. Team Designate - the person whom the team identifies as the person available to assist with the handling of complaints within the team (eg. parent rep, team manager, etc.). Team Designates are determined by each team at the beginning of the season.

18.3 Team Conflict Resolution Process

a. Waiting Period

Emotions are often peaked in the immediate hours following a game or practice, which is not conducive to a rational assessment of the situation.

In all cases, except those where the immediate safety & well-being of a member, participant or SMMHA asset is at risk, Complainants are encouraged to immediately capture the facts, and their thoughts, on

the matter and to allow 24 hours after the incident before discussing their concerns with others.

If the Complainant, after waiting 24 hours, still has an issue or concern that needs to be addressed he/she may proceed to step one of the conflict resolution process.

b. Step One

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

c. Step Two

If the Complainant is not satisfied with the response provided by the Respondent, or in the event that a meeting between Complainant and Respondent could not be arranged for any reason in a timely manner, the matter should be presented to the Team Designate.

Within 3 days of receiving the verbal complaint, the Team Designate, acting in the role of mediator, will arrange an informal meeting between the Complainant and the Respondent to promote dialogue and facilitate a resolution of the complaint.

At the discretion of the Team Designate, the applicable Coaches Committee representative (ie. for the age division of the player involved) may be called upon to assist in resolving the matter.

The Team Designate and Coaches Committee representative will attempt to mediate a resolution to the matter as confidentially as possible.

d. Step Three

If the Complainant is not satisfied with the outcome of the mediation described in Step Two, the Complainant may submit a formal, written complaint to the President in accordance with the SMMHA Discipline Policy (see section 16 of this Manual).

18.4 Conflict With Teams From Other Centres

a. Complaints concerning the conduct of teams from other centres shall be directed to the attention of the appropriate SMMHA league representative (ie. LMLL Representative, WOGHL Representative, or Shamrock League Representative).

b. The SMMHA league representative will address the issue within the league's complaint framework and will keep the SMMHA Executive Committee informed about the issue. The SMMHA Executive Committee will take whatever local actions are necessary.



19 Volunteer Screening

[in development]



APPROVALS

First issue of this manual was established with the passing of sections 1 “Policy and Procedures Committee” and section 2 “Amendments” by a two thirds majority of votes cast, including proxy, at a general membership meeting on the 3rd day of August 2010.

Section 3 “Administration” was passed by a two thirds majority of votes cast, including proxy, at a general membership meeting on the 7th day of December 2010.

Amendments to section 3 “Administration” and new section 14 “Awards and Recognition”, were passed by a two thirds majority of votes cast, including proxy, at a general membership meeting on the 5th day of April 2011.

Sections 15 “Code of Conduct”, 16 “Discipline Policy”, 17 “Appeals Policy”, and 18 “Team Conflict Resolution Policy” were passed by a two thirds majority of votes cast, including proxy, at the Annual General Meeting of the membership on the 11th day of May 2011.

A handwritten signature in black ink, appearing to read "Ken Williams", written over a horizontal line.

PRESIDENT

A handwritten signature in black ink, written over a horizontal line.

SECRETARY