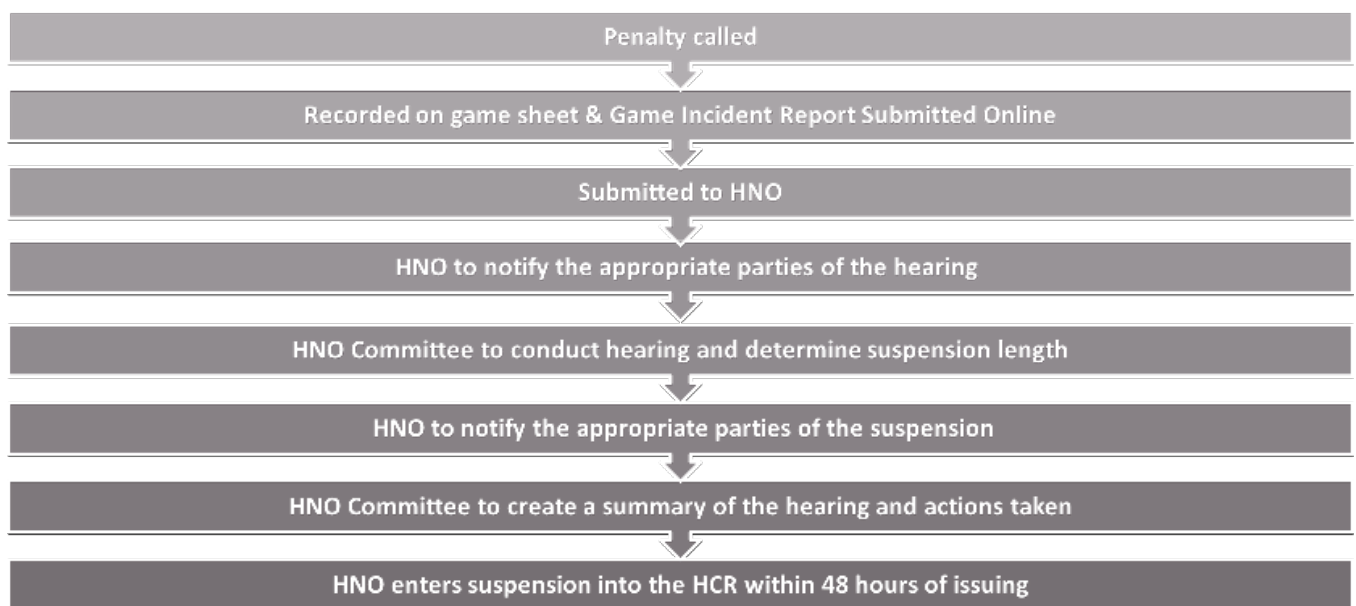


**Purpose**

To develop a process to track reported incidents of Maltreatment, specifically of discrimination, including verbal taunts, insults or intimidation based on discriminatory grounds (race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, or language) consistently and accurately.

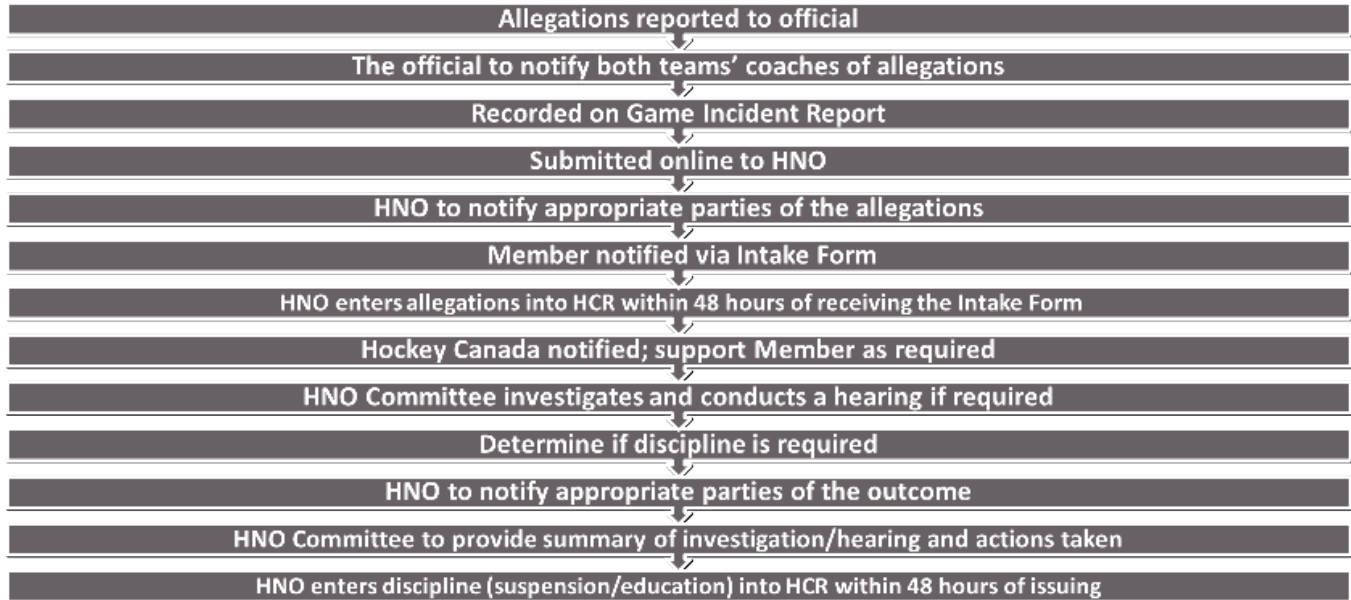
This will allow us to establish a baseline of where these incidents occur, in order to take progressive steps and affirm our stance against all forms of discrimination through education and action.

**Work-Flow Process – On Ice Penalties**

- The above workflow is on-ice penalties called under the Maltreatment Playing Rule 11.4. All penalties called under Playing Rule 11.4 will require a hearing.
- HNO will conduct the hearing and will notify all appropriate parties, including but not limited to:
  - The offending player or bench staff (parent/guardian if under the age of 18)
  - The appropriate staff from both teams
  - On-ice official (parent/guardian if under the age of 18) who submitted the incident report
  - The individual discriminated against (parent/guardian if under the age of 18)
- HNO will notify all appropriate parties of the outcome (suspension/discipline), including but not limited to:
  - The offending player or bench staff (parent/guardian if under the age of 18)
  - The appropriate staff from both teams

- The individual discriminated against (parent/guardian if under the age of 18)
- HNO to enter the suspension into the HCR within 48 hours of issuing.

### Work-Flow Process - On Ice Allegations

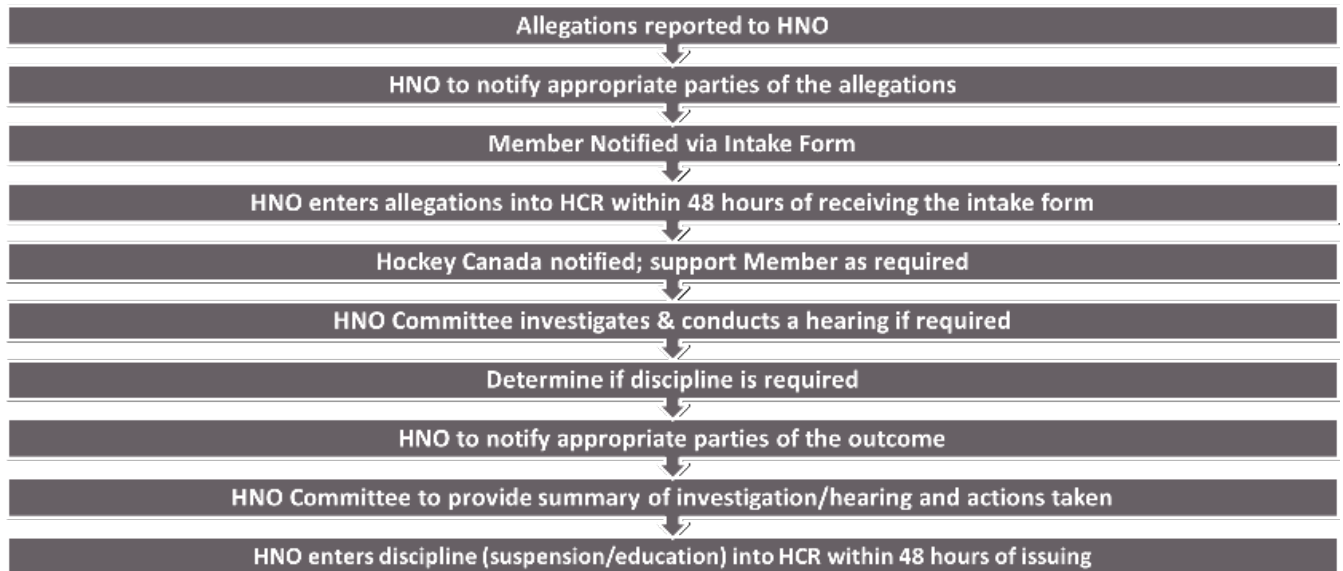


The second workflow deals with situations where an on-ice allegation of discrimination is reported to the on-ice official during the game, but the official(s) did not hear the incident. The key considerations and differences from the first workflow are:

- When an allegation is reported to the on-ice official that is not penalized (since it was not heard), it must be reported to both teams' Coaches, and they are notified that it will be documented in the Game Incident Report.
- HNO will notify all appropriate parties of the allegations, including but not limited to:
  - The alleged offending player or bench staff (parent/guardian if under the age of 18)
  - The appropriate staff from both teams
  - On-ice official (parent/guardian if under the age of 18) who submitted the incident report
  - The individual alleged to have been discriminated against (parent/guardian if under the age of 18).
- HNO will receive the allegation on a standard intake form to ensure it has all the necessary information to be entered into the HCR.
- HNO will record the allegation within the proper section of the HCR within 48 hours of receiving the Intake Form and Game Incident Report.
- Hockey Canada will receive notice that an allegation has been entered into the system and will support HNO as required.
- HNO will investigate the allegation and determine if a hearing is required.
- If a hearing is determined to be required, HNO will notify all appropriate parties, including but not limited to:
  - The offending player or bench staff (parent/guardian if under the age of 18)

- The appropriate staff from both teams
- On-ice official (parent/guardian if under the age of 18) who submitted the incident report
- The individual discriminated against (parent/guardian if under the age of 18).
- Discipline can include suspension and/or educational requirements to be completed.
- HNO will notify all appropriate parties of the outcome (suspension/discipline), including but not limited to:
  - The offending player or bench staff (parent/guardian if under the age of 18)
  - The appropriate staff from both teams
  - The individual discriminated against (parent/guardian if under the age of 18)
- The suspension will be entered into the HCR by HNO within 48 hours. Allegations proven to be false will be removed from the HCR.

### Workflow - Complaints of Discrimination Outside of Gameplay



The third workflow deals with complaints received outside of the gameplay setting and includes on-ice allegations not reported to the on-ice official.

- Unlike the first two workflows where the on-ice official initiates the reporting process, the allegations outside of gameplay can be reported to HNO through the standard intake form.
  - These reports can come from various sources, including parents, players, coaches, safety persons, administrators etc.
- The remainder of the workflow is very similar to the workflow for on-ice allegations in terms of the process of notifications, data entry, and investigations to determine discipline.

Approved by the Board of Directors: August 31, 2021  
 New Policy  
 Reviewed: Annually