



# HOCKEY NORTHWESTERN ONTARIO

Member Branch of



## COMPLAINT INTAKE FORM

### Please note the following:

- Complaints of harassment, abuse or bullying will not qualify a player for an automatic release.
- Definitions are provided in Appendix A.
- Substantiated allegations of harassment, abuse or bullying will be considered for sanctions ranging in severity from: no further action to expulsion.
- Hockey Northwestern Ontario (H.N.O.) cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing the form, you agree that H.N.O. may share some or all of this information in the process of resolving the complaint.
- Complaints will be addressed according to severity, resources and safety for participants.
- Fax or email completed form to the Branch Office at 807-623-0037.

### Please complete the following:

1. **Person making the complaint:**

Player     Parent     Volunteer     On-ice/off-ice Official     Employee

First Name:		Last Name:	
Address:			
City/Town:	Province:	Postal Code:	
Telephone Number:	Fax Number:	Email:	

2. **Person on whose behalf the complaint is made:**  
(to be completed if different from above)

First Name:		Last Name:	
Birthdate (day/month/year):			

3. **Name of person(s) against whom you are complaining:**

First Name:		Last Name:	
Title/Role:		Name of Association/League/Team:	
First Name:		Last Name:	

Title/Role:	Name of Association/League/Team:
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4. **What date did the incident occur?:** \_\_\_\_\_

5. **Please check the ground(s) that best describes your complaint:**

A)  Harassment (refer to Appendix A):

Type of behaviour:

<input type="checkbox"/> Conduct	<input type="checkbox"/> Gestures	<input type="checkbox"/> Comments
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Based on:

<input type="checkbox"/> Race	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Disability	<input type="checkbox"/> Colour
<input type="checkbox"/> Religion	<input type="checkbox"/> Age	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Sex
<input type="checkbox"/> Marital status	<input type="checkbox"/> Family status	<input type="checkbox"/> Pardoned conviction	

B)  Abuse (refer to Appendix A):

Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Emotional	<input type="checkbox"/> Sexual	<input type="checkbox"/> Neglect
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Please note: Neither H.N.O., nor any Association, League or Team can investigate reports of abuse that meet the definition provided. This information shall be provided to the appropriate authorities for follow up.

C)  Bullying (refer to Appendix A):

Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Relational	<input type="checkbox"/> Reactive
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D)  Misconduct (refer to Appendix A):

Please note: Complaints of misconduct will generally be directed to the Association, League or Team for formal or informal resolution according to that Organization's Constitution or policies.





## Appendix A: DEFINITIONS

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The following definitions will be used to determine the grounds on which the complaint is made and the process to address it.

H.N.O. acknowledges and supports Hockey Canada's definitions of harassment, abuse and bullying.

### **Harassment**

Harassment is offensive behaviour – emotional, physical, and or sexual – that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex or gender, disability, marital status, or pardoned conviction. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

### **Abuse**

#### **Child Abuse**

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and/or breach of trust.

Abuse is an issue of child protection. Protection refers to provincial, territorial or aboriginal band-appointed child protective services. A child may be in need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at [www.hockeycanada.ca](http://www.hockeycanada.ca).

#### **Emotional Abuse**

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child or youth's needs.

#### **Physical Abuse**

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child or youth. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

#### **Neglect**

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diet, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. Neglect may apply in a hockey setting where there is a chronic inattention in the hockey context, for example when a player is made to play with injuries.

**Sexual Abuse**

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two (2) categories of sexual abuse: contact and non-contact.

**Bullying**

Bullying describes behaviours that are similar to harassment, but occur between children under the age of 12, or behaviours between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into four (4) categories: physical, verbal, relational (e.g., trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (e.g., engaging in bullying as well as provoking bullies to attack by taunting them).

**Misconduct**

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (e.g., an independent investigation) or informal process (e.g., an internal fact finding), to be contrary to the H.N.O. Code of Conduct and that is not harassment, abuse or bullying.

## **H.N.O. CODE OF CONDUCT**

1. H.N.O. is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all H.N.O. activities athletes, coaches, parents, directors, volunteers, staff, chaperones and others shall:
  - a) Conduct themselves, at all times, in a fair and responsible manner and refrain from comments or behaviours that are disrespectful, offensive, abusive, racist or sexist. In particular, H.N.O. will not tolerate behaviour that constitutes harassment, abuse or bullying, and;
  - b) Avoid behaviour which brings H.N.O., or the sport of hockey into disrepute, including but not limited to the abusive use of alcohol and/or non-medical use of drugs, and;
  - c) Not use unlawful performance enhancing drugs or methods, nor shall they engage in activity or behaviour that endangers the safety of others, and;
  - d) At all times adhere to Hockey Canada and H.N.O. operational policies, procedures and any rules governing any competition in which they participate on behalf of H.N.O.
3. Failure to comply with this Code of Conduct may result in disciplinary action, including, but not limited to, the loss or suspension of certain or all privileges connected with H.N.O. including the opportunity to participate in H.N.O. activities. Such discipline may include the removal or ban from an arena, games, practices and other team activities.