

FYHA Code of Conduct Violation Procedure

2.13.18

The following policy outlines procedures followed for players, parents or coaches violating those codes of conduct.

1. Parent Violations

FYHA will enforce parent violations of the adopted Parent Code of Conduct according to the severity of the offense committed and may include a documented warning, immediate removal of parent from the situation (for example, being told to leave a practice or game), temporary suspension from FYHA sponsored activities and/or a formal Grievance Committee review with possible expulsion from FYHA sponsored activities.

If unlawful activity is taking place (verbal threats, physical violence, etc.), law enforcement will be notified and immediate suspension from FYHA sponsored activities will occur, until a formal Grievance Committee review can determine continued participation.

2. Player Violations

Coaches and team managers will determine and enforce consequences for player violations of the adopted Code of Conduct. Consequences should be in accordance to the severity of the offense committed and may include a documented warning, immediate removal of a player from the situation (for example, being benched during practice or game), suspension and/or a formal Grievance Committee review with possible expulsion from FYHA and its activities.

3. Coach Violations

FYHA will enforce coach violations of the adopted Code of Conduct according to the severity of the offense committed and may include a documented warning, immediate removal of coach from the situation (for example, being told to leave a practice or game), suspension and/or a formal Grievance Committee review with possible expulsion from FYHA and its activities.

If unlawful activity is taking place (verbal threats, physical violence, etc.), law enforcement will be notified and immediate suspension from FYHA sponsored activities will occur, until a formal Grievance Committee review can determine continued participation.

FYHA Travel Team Tryout Policy

2.13.18

Being a part of the travel team is an exciting experience for young hockey players, but requires a big commitment from the whole family. This commitment begins at tryouts because teams are built based on the number of players who show interest.

1. Travel Tryout Registration

Any player wishing to try out for a FYHA Travel Team *must* pre-register for the tryouts. Players not formally registered through the USA Hockey website will not be allowed to participate in the tryout process.

2. Travel Tryout Application/Registration Fee

In order to try out for a FYHA Travel Team, members must pay a \$200 (Non-Refundable) Travel Tryout Application/Registration Fee. If a player makes a travel team, the Travel Tryout Registration Fee will be applied to the upcoming travel season tuition fees.

Players who register and pay the Travel Tryout Application/Registration Fee but fail to make a travel team will be eligible for a FULL Travel Tryout Registration Fee refund (less a 3% processing fee) after the completion of the travel team tryout process.

Any player who makes a travel team but forfeits their spot on the team is not eligible for any refund of the Travel Tryout Application/Registration Fee.

3. Travel Team Letter of Commitment

Any player wishing to try out for a FYHA Travel Team *must* complete the electronic Letter of Commitment. Players without a Letter of Commitment on file within 72 hours of acceptance of the team will lose your roster spot.

4. State Commitment letter

Commitment letter is a statewide policy. (Attach: State Commitment Letter)

FYHA Refund Policy

1.24.18

When completing a registration for Flagstaff Youth Hockey Association, the basic tuition is non-refundable, except under the limited exceptions expressly provided below or in an executed Travel Commitment Letter. This is because the registration is taken as a serious commitment by the registering family to participate in the FYHA program and should be treated as such. Tuition revenue is used early in the registration process to fund expenses critical to the operation of a successful FYHA program.

1. Requests for Refund of Basic Tuition

The basic tuition is paid by all members. *Except as expressly provided below*, refund requests from house players **MUST BE REQUESTED** no later than one month after the current session has begun (approximately by Oct. 15 for fall session and Feb. 15 for spring session) of the current registration season, and made via email to the FYHA Treasurer (treasurer@FYHA.org).

Refund requests from house players made within one month of the start of the session will be granted and reimbursed in the amount of 50% of the basic tuition paid (less a 3% processing fee). These refunds will be processed and paid in approximately 4-6 weeks from the date of the approval of the request.

2. Requests for Refunds of Travel Team Tuition

The travel team tuition is non-refundable upon a player being rostered on a travel team except as specifically provided in the Travel Commitment Letter. A player is considered rostered when the player is selected for the travel team and executes the Travel Commitment Letter.

3. Requests for Refunds of Travel Team Tournament Fees

Each travel team's tournament fee budget is set for the current season based on total registration fees and is good only for the current season. If a team does not ~~to~~ maximize its tournament budget for any reason, the fees will transfer into the FYHA general fund at the conclusion of the current registration season.

FYHA is not responsible for extenuating circumstances, such as travel teams being waitlisted at popular tournaments, parents unable to travel out of state, etc.

4. Refund Policy Exceptions

*Requests for refunds under the following **refund policy** exceptions are made via email to the FYHA Treasurer (treasurer@FYHA.org):*

Mites, Squirts, PeeWee, Bantam & U16 Travel Fees: Players who register and pay the Travel Tryout Registration Fee but fail to make a travel team will be eligible for a FULL application fee refund (less a 3% processing fee) after the completion of the travel team tryout process.

Special Exceptions: FYHA will consider, at its sole discretion, a "special exception" basic tuition refund request based on extraordinary circumstances. Please note that deciding not to play in the FYHA Program, whether house or travel, or to play at another program,

is not considered an extraordinary circumstance warranting a “special exception” refund. Refunds or credits will be processed and paid in approximately 4-6 weeks from the date of the approval of the request.

5. FYHA Injured Player Refund Policy

In the event a player incurs an injury that renders the player unable to play for the remainder of the player’s team’s season (a “season ending hockey injury”), the player may be eligible for a refund of registration fees and travel tuition paid. Refunds will be in the form of a credit to be applied to future registration fees and travel tuition. The amount of the refund for which the player may be eligible will be based on the date the player notifies FYHA he/she does not intend to return to play and provides the required physician’s documentation that the player has incurred a season ending hockey injury:

For Travel:

Prior to the start of the season – 100%

Prior to January 1 – 50%

On or after January 1 – 0%

For House:

Prior to the start of the season – 100%

One month after start of session – 50%

On or after one month into session – 0%

In order to be eligible for a refund, the player will need to provide written documentation from a physician stating the player has suffered a “season ending injury” and cannot return to play. Refunds may only be granted if the player is in good standing and paid in full. Refunds will be processed and paid in approximately 4-6 weeks from the date of the approval of the request.

In order to try out for the next season after a “season ending injury,” the player must provide a “clear to participate in the sport of hockey” letter from the player’s physician prior to being allowed on the ice for tryouts.

The FYHA Board of Directors reserves the right to review all requests for refund based on injury to consider, among other things, compliance with this policy and extraordinary circumstances, at its sole discretion.

FYHA Locker Room Policy

2.13.18

Flagstaff Youth Hockey Association adheres to USA Hockey's SafeSport Program as a means to help protect its participants from physical abuse, sexual abuse and other types of misconduct, including emotional abuse, bullying, threats, harassment and hazing. To help prevent abuse or misconduct from occurring in our locker rooms, FYHA has adopted the following locker room policy. This policy is designed to maintain personal privacy as well as to reduce the risk of misconduct in locker rooms for both coaches and players.

1. General Conditions

- 8U and younger age groups require that all coaches/managers/volunteers must have completed a **background check and SafeSport training** to be in a locker room. These items must be on file with FYHA.
- 10U and older age groups require that all coaches/managers/volunteers must have completed the following and have it ~~be~~ on-file with FYHA to be in the locker room:
 - Background Check
 - SafeSport Training & Certification
 - USA Hockey Number (free for volunteers)
 - FYHA Volunteer Registration (free for volunteers)
 - (if travel team) Name listed on the team's official T1 USA Hockey Roster
- All rink facilities are to be treated with respect, care and pride.
- Be respectful and courteous to teammates, coaches, team managers and volunteers.
- Be respectful of the property of others.
- Players are to occupy the locker room only for the amount of time it requires them to dress and undress or dictated by the coach.
- Players are discouraged from bringing valuables and extra belongings into the locker rooms.
- Players must also be supervised in the hallway that provides access to the locker rooms. Any player who is unsupervised may be sent to the lobby by a volunteer.
- The Player Code of Conduct must be followed while using the locker rooms, which includes no swearing, alcohol consumption, smoking, vaping, chewing of tobacco, or use of illegal substances.

2. Cell Phones and Other Mobile Recording Devices

Cell phones and other mobile devices with recording capabilities, including voice recording, still cameras and video cameras, are not permitted to be used in the locker rooms. If phones or other mobile devices must be used, they should be taken outside of the locker room. It may be permissible to have team manager or locker room monitor collect phones.

3. Locker Room Monitoring

FYHA has predictable and limited use of locker rooms and changing areas (e.g., generally 30-60 minutes before and following practices and games). This allows for direct and regular monitoring of locker room areas. While constant monitoring inside of locker rooms and changing areas might be the most effective way to prevent problems, we understand this would likely make some players uncomfortable and may even place our volunteers at risk for unwarranted suspicion. Monitors conduct a sweep of the locker rooms and changing areas before players arrive, and if the coaches are not inside the locker rooms, either a coach or locker room monitor (registered according to the General Conditions above) will be posted directly outside of the locker rooms and changing areas during periods of use, and leave the doors open only when adequate privacy is still possible, so that only participants (coaches and players) and approved team personnel are permitted in the locker room. Monitors are also responsible for securing the locker appropriately when the team is on the ice.

For more guidelines for Locker Room Monitoring, reference this SafeSport Locker Room Monitoring document:

[http://assets.ngin.com/attachments/document/0133/2212/Quick Reference - Locker Room Monitoring.pdf](http://assets.ngin.com/attachments/document/0133/2212/Quick_Reference_-_Locker_Room_Monitoring.pdf)

4. Parents in Locker Rooms

Except for players at 8U and younger, parents are discouraged from entering locker rooms unless it is truly necessary. At 10U and older, if a player needs assistance with his or her gear, if the player is injured or a player's disability warrants assistance, the parent must complete the following*:

- Background Check
- SafeSport Training & Certification
- USA Hockey Number (free for volunteers)
- FYHA Volunteer Registration (free for volunteers)
- (if travel team) Name listed on the team's official T1 USA Hockey Roster

At 8U and younger, it is necessary for parents to assist the players getting dressed. FYHA encourages parents to teach their players how to get dressed independently as young as possible. In circumstances where parents are permitted in the locker room, coaches are permitted to ask that parents leave for a short time before the game and for a short time after the game so that the coaches may address the players. As players get older, the coach may in his or her discretion prohibit parents from a locker room.

**Exceptions may be made at FYHA's discretion based on extenuating circumstances, such as an unforeseen player injury that requires parental assistance moving forward, etc.*

5. Mixed Gender Teams

Some of our teams consist of both male and female players. It is important that the privacy rights of all players are given consideration and appropriate arrangements made.

Beginning at 12U, female and male players *must* dress in separate locker rooms and then convene in a single locker before the game or team meeting. Once the game or practice is finished, the players may come to one locker room for a team meeting and then the male and female players proceed to the separate locker rooms to undress. If separate locker rooms are not available, then the players will take turns using the locker room to change. We understand these arrangements may require that players arrive earlier or leave later to dress, but believe this is the most reasonable way to accommodate and respect all our players.

For more, reference USA Hockey's Co-Ed Locker Room Policy:

http://assets.ngin.com/attachments/document/0102/5720/Co-ed_Locker_Room_Policy.pdf

6. Prohibited Conduct and Reporting

FYHA prohibits all types of physical abuse, sexual abuse, emotional abuse, bullying, threats, harassment and hazing, all as described in the USA Hockey SafeSport Handbook. Participants, employees or volunteers in FYHA may be subject to disciplinary action for violation of these locker room policies or for engaging in any misconduct or abuse that violates the USA Hockey SafeSport Policies. Reports of any actual or suspected violations, you may email USA Hockey at SafeSport@usahockey.org or call 1-800-888-4656.

For more on the SafeSport Program and reporting practices, review the SafeSport Program Handbook:

http://assets.ngin.com/attachments/document/0127/0812/USA_Hockey_SafeSport_Program_Handbook_2017.pdf

FYHA Grievance Policy

1.29.18

1. FYHA Definition of a Grievance

A Grievance, as defined by FYHA, is an official statement of a complaint over a violation of the Player, Parent or Coach Codes of Conduct

2. A Positive Coach/Player/Parent Environment

In order to help avoid grievances, we encourage the following behavior that will help develop positive relationships.

- **Respect Your Coach(es) Commitment.** Set the example for your child by showing the coach(es) respect and never talking badly of them in front of others. Help your child understand that similar to their teacher, the coach deserves their respect.
- **Empower Your Child to Speak.** Before you as a parent intervene, ask yourself if the situation is something your child can handle on their own. Coach(es) are often more receptive to suggestions and/or concerns from their players than a parent.
- **Know When and How to Intervene.** If Codes of Conduct are violated, it needs to be addressed. First, allow for a 24-Hour Cooling Off Period. If after 24 hours, you still feel a violation took place, file an Initial Grievance at the Team Level (section 3).

3. Initial Grievance | Team level

Any immediate complaints should first be submitted in writing to your Team Manager after the required 24-Hour Cooling Off Period. Only emails from a first-person involved in the situation may be directed at the team manager to be considered official grievances, and they must include:

- Name of Person Issuing Grievance
- FYHA Team Involved
- Name/Title of Person(s) Accused of Wrongdoing
- Date/Time Incident Occurred
- Code of Conduct Violated
- An explanation of the situation, including the basic who, what, where and why of the issue, if your child first tried to address the issue with the coach(es), the current status and what else you may expect to result from the issue

4. Elevated Grievance | FYHA BOD Level

If as a Player/Parent/Coach, you are not satisfied with the way a situation is handled at the team level, you may file an official grievance with FYHA. Grievances must be submitted in writing to the FYHA Board of Directors (bod@fyha.org). The email must include:

- Initial Team Grievance Email / Correspondence
- Name of Person Elevating Grievance
- Resolution proposed at the team level
- Reason for Elevating Grievance
- Desired Resolutions (If Any)

5. Grievance Resolutions

Grievances elevated to the FYHA BOD Level are subject to Article II, Section 3(c) of the Association By-Laws.