



**HARASSMENT, ABUSE, BULLYING  
AND MISCONDUCT POLICY  
PROMOTING POSITIVE HOCKEY BEHAVIOUR**



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## **GTHL CODE OF CONDUCT**

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1. The Greater Toronto Hockey League ("GTHL") is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all GTHL activities, athletes, coaches, assistant coaches, trainers, managers, officials, parents, directors, officers, volunteers, employees or chaperones and others within the GTHL and each of the GTHL Member Associations:
  - a) shall 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, the GTHL will not tolerate behaviour that constitutes harassment, abuse, bullying or misconduct;
  - b) shall avoid behaviour which brings the GTHL and/or its Member Associations, or the sport of hockey into disrepute, including but not limited to the abusive use of alcohol and/or non-medical use of drugs;
  - c) shall not use unlawful performance enhancing drugs or methods, nor shall they engage in any activity or behaviour that endangers the safety of others; and
  - d) shall at all times adhere to the Hockey Canada, Ontario Hockey Federation ("OHF"), GTHL and its Member Associations' operational policies and procedures, to rules governing Hockey Canada, OHF, GTHL or GTHL Member Association events and activities and to rules governing any competition in which they participate on behalf of Hockey Canada, the OHF, GTHL or GTHL Member Association.
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 the respective Member Association and/or GTHL including the opportunity to participate in Hockey Canada, OHF, GTHL and its Member Association activities. Such discipline may include the removal or ban from an arena, games, practices and other team activities.

## INTRODUCTION

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This document includes Policies and Procedures that enhance the Hockey Canada and Ontario Hockey Federation Harassment, Abuse and Bullying Policies. All GTHL Member Associations are obligated to adhere to these Policies and Procedures as stated.

The following policies have been approved by the GTHL Board of Directors. It shall be the obligation of all GTHL Member Associations to adhere to these policies.

Please refer to the following for more information:

1. Hockey Canada Policy on Harassment, Abuse and Bullying – [www.hockeycanada.ca](http://www.hockeycanada.ca)
2. OHF Harassment, Abuse, Bullying and Misconduct Policy – [www.ohf.on.ca](http://www.ohf.on.ca)
3. OHF Code of Conduct – [www.ohf.on.ca](http://www.ohf.on.ca)
4. Hockey Canada "Safety for All" Booklet – [www.hockeycanada.ca](http://www.hockeycanada.ca)

## **1. POLICY STATEMENT**

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- 1.1** The Greater Toronto Hockey League (GTHL) is committed to provide an environment that is safe and respectful. The GTHL supports the right of all its members and staff to participate and work in an environment that prohibits discriminatory practices of all kinds and promotes equitable opportunities.
- 1.2** It is the policy of the GTHL that there be no harassment, abuse, bullying or misconduct toward any participant in any of its programs.
- 1.3** The GTHL expects every athlete, coach, assistant coach, trainer, manager, official, parent, director, officer, volunteer, employee and chaperone within the GTHL and each GTHL Member Association to take reasonable steps to safeguard the participants against harassment, abuse, bullying or misconduct.
- 1.4** The GTHL will make all reasonable efforts to promote awareness of the problems of harassment, abuse, bullying and misconduct among all its members.

## **2. EFFECTIVE DATE**

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- 2.1** November 2015
- 2.2** Originally issued June 1998 as part of GTHL Speak Out Policy, which was revised in March 2007 and September 2011

## **3. GTHL MEMBER ASSOCIATION REQUIREMENTS**

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- 3.1** Each GTHL Member Association is responsible for adopting and implementing a policy similar to, and consistent with, this policy and filing a copy of such policy with the GTHL Executive Director. GTHL Member Associations have the ability to enhance the GTHL policy.

## **4. DEFINITIONS**

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### **4.1 GTHL Member Association**

A GTHL Member Association, also an "Association" or "Organization", is any Club, Division, Affiliated Group or Sports School accepted for membership in the Greater Toronto Hockey League (GTHL) from time to time.

### **4.2 Legislation**

[1] Child Protection Legislation – Ontario Child and Family Services Act (CFSA)

<http://www.canlii.org/en/on/laws/stat/rso-1990-c-c11/latest/rso-1990-c-c11.html>

<http://www.children.gov.on.ca/htdocs/English/topics/childrensaidd/reportingabuse/index.aspx>

[2] Human Rights Legislation – the Canadian Human Rights Act or the Ontario Human Rights Code

<http://laws-lois.justice.gc.ca/eng/acts/h-6/>

<http://www.ohrc.on.ca/en/ontario-human-rights-code>

### **4.3 Child**

In the Province of Ontario Child means a person between the age of 0 and 18 years.

### **4.4 Adult**

Adult means a person who has reached the age of maturity. In the Province of Ontario this age is 18 years.

### **4.5 Bullying**

Bullying describes behaviours that are similar to harassment, but occur between children that are not addressed under human rights laws. Bullying can be broken down into six categories:

#### **4.5.1 Physical Bullying:**

Hitting, shaking, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another person's property; used most often by boys.

#### **4.5.2 Verbal Bullying:**

Name calling, hurtful teasing, humiliating or threatening someone, degrading behaviors; may happen over the phone, through text messaging or chat rooms, through social media sites, in notes or in person.

#### **4.5.3 Relational Bullying:**

Trying to cut off victims from social connection by convincing peers to exclude or reject a certain person, spreading rumours or giving the "silent treatment; used most often by girls. This may happen in person, over the phone, through the computer.

#### **4.5.4 Discriminatory Bullying:**

Discriminatory bullying targets people because of their sexual orientation, ethnicity, gender identity, skin colour, religion, weight, appearance, disability, nationality or other things that are perceived to make them "different".

#### **4.5.5 Reactive Bullying:**

Engaging in bullying as well as provoking bullies to attack by taunting them.

#### **4.5.6 Cyber Bullying:**

Involves the use of information and communication technologies such as e-mail, cell phones and text messaging, camera phones, instant messaging, social networking sites such as Facebook, Twitter, Instagram, Tumblr, Flickr, Myspace etc., defamatory personal websites (such as Network 54), or other forms of electronic information transfer to support deliberate, repeated and hostile behaviour by an individual or group that is

intended to harm others, threaten, harass, embarrass, socially exclude or damage reputations and friendships.

Bullying is not...

- Conflict between friends
- An argument between people of equal power
- Accidental
- Normal relational development challenges
- A "one-time" event (usually)
- Friendly teasing that all parties are enjoying
- Something people grow out of

Bullying is...

- Hurting behaviours based on oppression and "meanness"
- Based on power differentials
- Intentionally harmful
- Intense and long in duration
- Repeated over time (generally)
- Oppressive – isolates victims
- Caused by many factors and behavioural challenges

#### 4.6 Harassment

Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions. Any of the different forms of harassment must be based on a prohibited ground of discrimination in the Ontario Human Rights Legislation, including age, citizenship, colour, disability, ethnicity or place of origin, family status, gender identity or gender expression, marital status, race, record of offences or pardoned conviction, religion or creed, sex (including pregnancy or breastfeeding), sexual orientation.

Types of behaviour which constitute harassment include, but are not limited to:

- Unwelcomed jokes, innuendo or teasing about a person's looks, body, attire, ethnic origin, age, gender identity, race, colour, religion, nationality, sex or sexual orientation.
- Condescending, patronizing, threatening or punishing actions, **based on a ground of discrimination**, which undermine self-esteem or diminish performance.
- Practical jokes **based on a ground of discrimination**, which cause awkwardness or embarrassment, endanger a person's safety or negatively affects performance.
- Unwanted or unnecessary physical contact including touching, patting or pinching (in the case of minors, this is defined as abuse under the Child and Family Services Act).
- Unwelcome flirtation, sexual advances, requests or invitations (if minor involved, covered under Child Protection Legislation).
- Behaviours such as those described above which are not directed towards individuals or groups but which have the effect of creating a negative or hostile environment.

#### What is criminal harassment?

Criminal harassment—often known as stalking—involves following another person; monitoring them or someone close to them, or their home; contacting them repeatedly against their wishes or threatening them. For a charge of criminal harassment to be laid, the victim must have reason to fear for his/her safety (or the safety of someone else) and the perpetrator must know - or could reasonably be expected to know—that the victim is fearful (Family Violence in Canada, A Statistical Profile, 2001).



Criminal charges may also be laid in harassment cases if a person has been physically or sexually assaulted.

## **4.7 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.

### **4.7.1 Emotional Abuse**

Emotional abuse is a chronic attack on a child'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's needs but it is not simply benching a player for disciplinary reasons, cutting a player from a team after tryouts, refusing to transfer a player, limiting ice time and yelling instructions from the bench.

### **4.7.2 Physical Abuse**

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child. 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.

### **4.7.3 Neglect**

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air.

#### **Some examples of neglect occurring in a sport environment are:**

- *Inadequate Shelter/Unsafe Environments:* Failure to maintain equipment or facility; forcing athletes to participate without proper protective equipment.
- *Inadequate Clothing:* Preventing athletes from dressing adequately for weather conditions or making them stay in wet clothes as punishment following a game.
- *Inadequate Supervision:* Leaving young athletes unsupervised in a facility or on a team trip (OHF Policy on Dressing Room Supervision).
- *Lack of Medical/Dental Care:* Ignoring or minimizing injuries; ignoring medical advice; not seeking medical or dental attention when warranted.
- *Inadequate Education:* Encouraging athletes to not do homework, to not attend school, or to drop out.
- *Inadequate Rest:* Overdoing or increasing workouts as punishment; prohibiting adequate sleeping or resting time.
- *Inadequate Moral Guidance & Discipline:* Not providing adequate supervision during team functions; hiring strippers or prostitutes; offering pornography to young athletes.

### **4.7.4 Sexual Abuse**

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

#### **4.7.4.1 Contact**

- Touched and fondled in sexual areas
- Forced to touch another person's sexual areas
- Kissed or held in a sexual manner
- Forced to perform oral sex

- Vaginal or anal intercourse
- Vaginal or anal penetration with object or finger
- Sexually oriented hazing

#### **4.7.4.2 Non-Contact**

- Obscene calls/remarks on a computer, cell phone or in notes
- Voyeurism
- Shown pornography
- Forced to watch sexual acts
- Sexually intrusive questions or comments
- Indecent exposure
- Forced to pose for sexual photographs or videos
- Forced to self-masturbate
- Forced to watch others masturbate

#### **Duty to Report**

Abuse and neglect are community problems requiring urgent attention. The Greater Toronto Hockey League (GTHL) is committed to help reduce and prevent the abuse and neglect of participants. The GTHL realizes that persons working closely with children and youth have a special awareness of abusive situations. Therefore, these people have a particular reporting responsibility to ensure the safety of Canada's young, by knowing their provincial protection legislation and following through as required.

The Province of Ontario has mandatory reporting laws regarding the abuse and neglect of children and youth, which are contained in Section 72 of the Child and Family Services Act (CFSA). Consequently, it is the policy of the GTHL that any GTHL personnel (part-time and full-time staff, volunteer, participant, team official, on ice official) or GTHL partner (parent, guardian) who, has reasonable grounds to suspect that a participant is or may be suffering or may have suffered from emotional, physical abuse and neglect and/or sexual abuse shall immediately report the suspicion and the information on which it is based to the local child protection agency and/or the local police detachment. In Ontario a person is considered a child up to the age of eighteen.

Those involved with the GTHL in providing hockey opportunities for participants understand and agree that abuse or neglect, as defined above, may be the subject of a criminal investigation and/or disciplinary procedures. Failure to report an offence and thereby, failure to provide safety for participants may render the adult who keeps silent legally liable for conviction under the CFSA.

#### **4.8 Hazing**

Hazing is an initiation practice that may humiliate, demean, degrade or disgrace a person regardless of location or consent of the participant(s).

#### **4.9 Misconduct**

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

#### **4.10 Complaint**

Any allegation, verbal or written, that involves harassment, abuse, bullying or misconduct within the jurisdiction of the GTHL.

#### **4.11 GTHL Personnel**

GTHL personnel include GTHL office employees, GTHL interns, council and committee chairs and members, Directors and Officers and any other personnel that may be identified by the GTHL President.

**4.12 Billet**

Any community volunteer who applies to or is requested by the GTHL, a GTHL Member Association or one of its teams to host a traveling player or players on his or her premises during periods when the player(s) will otherwise be unsupervised and outside of the care of parent(s), guardian(s), coach or other designated adult.

**4.13 Volunteer**

A volunteer is defined as a non-paid person who donates, enters or offers his or her time freely to assigned specific duties.

## 5. RECEIVING A COMPLAINT

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**5.1** Complaints must be submitted in writing and on the GTHL Complaint Intake Form (Appendix A).

**5.2 GTHL Responsibility:**

**5.2.1** If a Complaint is directed to the attention of the GTHL, all relevant information will be forwarded to the associated Member Association for follow up and/or investigation.

**5.2.2** If a Complaint concerns a GTHL Officer, Director, representatives while acting in the capacity of their GTHL position or GTHL Staff, the complaint will be handled either by the GTHL or the Ontario Hockey Federation when deemed appropriate.

**5.2.3** Upon notification of a Complaint the GTHL will report the situation and all relevant information to the Ontario Hockey Federation who will notify Hockey Canada Insurance Department in accordance with Hockey Canada guidelines.

**5.2.4** If a Complaint is addressed to the GTHL but relates to an action within a Member Association not warranting further investigation by the GTHL, the GTHL President will request the relevant GTHL Member Association to conduct an investigation within an agreed time frame. The Complaint will be referred to that Member Association to be dealt with in accordance with this policy and the Member Association's policies.

**5.2.5** The GTHL will provide an annual report to the OHF pertaining to complaints that meet the merits of this Policy on or before June 1 each year that will include: (a) the number of complaints of harassment, abuse, bullying and misconduct received; (b) the number of complaints of harassment, abuse, bullying and misconduct found to be with merit and those without merit; and (c) the number of Speak Out training sessions held, number of certified participants and the number of Respect In Sport Activity Leader/Coach Program certified participants for the season.

**5.3 GTHL Member Association Responsibility:**

**5.3.1** GTHL Member Associations shall designate one person or committee to accept complaints originating from participants within their jurisdiction. This person or committee will be identified to the GTHL annually at the same time as the Member Association applies for membership.

**5.3.2** Upon receipt of a Complaint submitted to a Member Association's designated person, that person shall forward it **immediately** to the GTHL Executive Director (or designate).

**5.3.3** It is the policy of the GTHL that any and all situations involving harassment, abuse, bullying and misconduct must be reported to the GTHL.

## **6. COMPLAINT ADMINISTRATION**

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- 6.1** Complaints of harassment, abuse, bullying or misconduct may be handled informally where possible, or formally, but within a reasonable time frame.
- 6.2** The GTHL, GTHL Member Associations and any members thereof are not required to deal with all complaints. The GTHL, GTHL Member Association or member thereof may decide not to deal with the complaint if it is of the opinion that it:
- 6.2.1** could be more appropriately dealt with under another policy, rule or regulation;
  - 6.2.2** is frivolous, vexatious or made in bad faith;
  - 6.2.3** is not within the governing body's jurisdiction; or,
  - 6.2.4** is based on occurrences that are more than six months old.
- 6.3** The GTHL, GTHL Member Associations or any member thereof will not deal with any complaint of abuse as defined in the Child Protection Legislation. Any investigation of a complaint of this nature will be left to the police or appropriate child protective agency.
- 6.3.1** During an investigation by the police or appropriate child protective agency the individual under investigation would be removed from participation.
  - 6.3.2** If a complaint of abuse of a child participant results in a conviction, the GTHL, GTHL Member Association or member thereof will exclude the individual convicted.
  - 6.3.3** If a complaint of abuse of a child participant does not result in a conviction, the GTHL, GTHL Member Association or member thereof may nevertheless discipline the individual subject to the complaint having merit.
  - 6.3.4** Consideration of time served during the investigation will be taken into account in any further discipline applied.
- 6.4** Complaints of harassment, abuse, bullying or misconduct will not qualify a player for an automatic release. This is to ensure the safety of all players on the team, not just the one initiating the complaint. If a complaint is substantiated, the primary option is to address the behaviour of the offending party which may include disciplinary action up to and including suspension or removal.

## **7. INVESTIGATION**

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- 7.1** In order to remain impartial for the purpose of hearing appeals, the GTHL will not engage in investigations except: (a) where it is inappropriate for the GTHL Member Association to do so, or (b) if the initial investigation was conducted incorrectly as determined by the GTHL, or (c) if the complaint relates to a participant of one Member Association launched by a participant of another Member Association.
- 7.2** All investigations of harassment, bullying or misconduct will be conducted in accordance with the GTHL Privacy Policy. Disclosure of any part of the final report will be provided at the discretion of the GTHL President and where third party confidentiality is required the report may not be provided. Upon the final determination a summary report may be available to the relevant parties who may include, but are not limited to, the person(s) who initiated the complaint, the person(s) against whom the complaint was made, any person(s) against whom any adverse finding is made.
- 7.3** When the GTHL is conducting an investigation, the report resulting therefrom, will be received by the GTHL President or Executive Director for review and determination.
- 7.4** The GTHL will use an Independent Fact Finder to conduct an investigation it initiates.
- 7.5** Any decision for the GTHL to contact the police on the basis of an Investigation Report will be made by the GTHL President or Executive Director.
- 7.6** **GTHL Member Association Responsibility:**
- 7.6.1** GTHL Member Associations are required to oversee all investigations within their jurisdiction.
- 7.6.2** Once directed to do so, a GTHL Member Association may not cede its responsibility to:
- 7.6.2.1** complete the investigation and;
- 7.6.2.2** render a decision within the specified timeframe.
- 7.6.3** The failure of a GTHL Member Association to complete an appropriate fact finding investigation and render a decision, once directed, may result in disciplinary action at the discretion of the President or Board of Directors.
- 7.6.4** GTHL Member Associations are encouraged to employ the services of a professional investigation firm or suitably qualified individual (e.g. a retired police officer).
- 7.6.5** GTHL Member Associations must file a copy of any investigation report with the GTHL Executive Director.

## **8. INVESTIGATION DECISIONS**

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- 8.1** The following decisions resulting from any investigation may be made:
- 8.1.1** the complaint is with merit;
  - 8.1.2** the complaint is without merit;
  - 8.1.3** there is insufficient information to enable a conclusive decision to be made; or
  - 8.1.4** the complaint is outside of the jurisdiction of the investigating body.

## **9. DISCIPLINE**

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- 9.1** Any athlete, coach, assistant coach, trainer, manager, official, parent, director, officer, volunteer, employee or chaperone within the GTHL and/or within any of the GTHL Member Associations or member thereof found in violation of the GTHL Harassment, Abuse, Bullying and Misconduct Policy or the GTHL Code of Conduct may be disciplined up to and including dismissal and/or revocation of membership in accordance with the GTHL Constitution, By-laws and Regulations.
- 9.2** Any athlete, coach, assistant coach, trainer, manager, official, parent, director, officer, volunteer, employee or chaperone within the GTHL and/or any of the GTHL Member Associations who knowingly brings a false complaint against a GTHL participant may be disciplined up to and including dismissal and/or revocation of membership in accordance with the GTHL Constitution, By-laws and Regulations.
- 9.3** Any athlete, coach, assistant coach, trainer, manager, official, director, officer, volunteer or employee or chaperone who is the subject of a complaint of harassment, abuse, bullying or misconduct may be suspended from his or her position, or made subject to other precautions taken for the duration of an investigation. This action will be reviewed by the GTHL President or other designate on a case by case basis in accordance with the GTHL Constitution, By-laws and Regulations.
- 9.4** Any coach, assistant coach, trainer, manager, official, director, officer, volunteer, employee or chaperone who is discovered by means other than a criminal record check to have a conviction that may impact upon their position, may be disciplined up to and including dismissal and/or revocation of membership in accordance with the GTHL Constitution, By-laws and Regulations.



## **10. SANCTIONS**

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- 10.1** When directing appropriate disciplinary sanctions, the GTHL and/or its Member Associations shall consider factors such as:
- a) The nature and security of the harassment and bullying information.
  - b) Whether the harassment and bullying involved any physical contact.
  - c) Whether the harassment and bullying was an isolated incident or part of an ongoing pattern.
  - d) The nature of the relationship between the complainant and the respondent.
  - e) The age of the complainant.
  - f) Whether the respondent has been involved in any previous harassment and bullying incidents.
  - g) Whether the respondent admitted responsibility and expressed a willingness to change.
  - h) Whether the respondent retaliated against the complainant.
- 10.2** In directing disciplinary sanctions, the GTHL and/or its Member Associations may consider the following options, singly or in combination, depending on the nature and severity of the harassment and bullying:
- a) Verbal apology
  - b) Written apology
  - c) Letter of reprimand from the GTHL
  - d) A fine or levy
  - e) Referral to counselling
  - f) Removal of certain privileges of membership or employment
  - g) Temporary suspension with or without pay
  - h) Termination of employment or contract
  - i) Suspension of membership
  - j) Expulsion from membership
  - k) Publication of the details of the sanction
  - l) Any other sanction that the GTHL and/or its Member Associations may deem appropriate.
- 10.3** Failure to comply with a sanction as determined by the GTHL and/or its Member Associations shall result in automatic suspension of membership in the GTHL and/or its Member Associations affiliated with the GTHL, until such time as the sanction is fulfilled.
- 10.4** Notwithstanding the procedures set out in this policy, any individual participating in GTHL business, activities or events who is convicted of a criminal offense involving sexual exploitation, invitation to sexual touching, sexual interference, sexual assault, shall face automatic suspension from participating in any activities of the GTHL for a period of time corresponding to the length of the criminal sentence imposed by the Court, and may face further disciplinary action by the GTHL in accordance with this policy.

## **11. APPEALS**

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- 11.1** Except where otherwise provided, an appeal of any disciplinary matter will be regulated and heard in accordance with GTHL Regulation 15.

## **12. AMENDMENTS**

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- 12.1** Any amendments to the Harassment, Abuse and Bullying Policies of Hockey Canada and/or the Ontario Hockey Federation shall automatically amend this Policy.

## APPENDIX A – GTHL COMPLAINT INTAKE FORM



### GREATER TORONTO HOCKEY LEAGUE COMPLAINT INTAKE FORM

**Please note the following:**

- Complaints of harassment, abuse, bullying or misconduct will not qualify a player for an automatic release.
- Definitions are provided.
- Substantiated allegations of harassment, abuse, bullying or misconduct will be considered for sanctions ranging in severity from: no further action to expulsion.
- The GTHL 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 the GTHL 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 416-636-2035 or [speakout@gthlcanada.com](mailto:speakout@gthlcanada.com)

**Please complete the following:**

**1. Person making the complaint:**

Player  Parent  Volunteer  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	
Birth Date (day / month / year)			

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

First Name		Last Name	
Title/Role		Name of Association/Club	
First Name		Last Name	
Title/Role		Name of Association/Club	

**4. When did the last incident occur? (date):** \_\_\_\_\_



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

A.  Bullying (refer to Definitions)

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Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Relational	<input type="checkbox"/> Discriminatory	<input type="checkbox"/> Reactive	<input type="checkbox"/> Cyber
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B.  Harassment (refer to Definitions)

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Type of behaviour:

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

<input type="checkbox"/> Age	<input type="checkbox"/> Citizenship	<input type="checkbox"/> Colour	<input type="checkbox"/> Disability
<input type="checkbox"/> Ethnicity/Place of Origin	<input type="checkbox"/> Family Status	<input type="checkbox"/> Gender Identity/Gender Expression	
<input type="checkbox"/> Marital Status	<input type="checkbox"/> Race	<input type="checkbox"/> Record of Offences	<input type="checkbox"/> Pardoned conviction
<input type="checkbox"/> Religion/Creed	<input type="checkbox"/> Sex	<input type="checkbox"/> Sexual Orientation	

C.  Abuse (refer to Definitions)

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Type of behaviour:

<input type="checkbox"/> Emotional	<input type="checkbox"/> Physical	<input type="checkbox"/> Neglect	<input type="checkbox"/> Sexual
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Please note: Neither the GTHL, nor any Member Association thereof will investigate reports of abuse that meet the definition provided. This information will be provided to the appropriate authorities for follow up.

D.  Hazing (refer to Definitions)

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E.  Misconduct (refer to Definitions)

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Please note: Complaints of misconduct will generally be directed to the Member Association or Local Association or Club for formal or informal resolution according to that organization's constitution or policies.





## DEFINITIONS

The following are definitions that will be used to determine the grounds on which the complaint is made and the process to address it. The GTHL acknowledges and supports Hockey Canada's definitions of harassment, abuse and bullying.

### Bullying

Bullying describes behaviours that are similar to harassment, but occur between children 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 six categories: Physical, Verbal, Relational, Discriminatory, Reactive and Cyber.

#### **Physical Bullying:**

Hitting, shaking, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another person's property; used most often by boys.

#### **Verbal Bullying:**

Name calling, hurtful teasing, humiliating or threatening someone, degrading behaviors; may happen over the phone, through text messaging or chat rooms, through social media sites, in notes or in person.

#### **Relational Bullying:**

Trying to cut off victims from social connection by convincing peers to exclude or reject a certain person, spreading rumours or giving the "silent treatment"; used most often by girls. This may happen in person, over the phone, through the computer.

#### **Discriminatory Bullying:**

Discriminatory bullying targets people because of their sexual orientation, ethnicity, gender identity, skin colour, religion, weight, appearance, disability, nationality or other things that are perceived to make them "different".

#### **Reactive Bullying:**

Engaging in bullying as well as provoking bullies to attack by taunting them.

#### **Cyber Bullying:**

Involves the use of information and communication technologies such as e-mail, cell phones and text messaging, camera phones, instant messaging, social networking sites such as Facebook, Twitter, Instagram, Tumblr, Flickr, Myspace etc., defamatory personal websites (such as Network 54), or other forms of electronic information transfer to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others, threaten, harass, embarrass, socially exclude or damage reputations and friendships.

### Harassment

Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions. **Any of the different forms of harassment must be based on a prohibited ground of discrimination in the Ontario Human Rights Legislation, including age, citizenship, colour, disability, ethnicity or place of origin, family status, gender identity or gender expression, marital status, race, record of offences or pardoned conviction, religion or creed, sex (including pregnancy or breastfeeding), sexual orientation.**

### 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 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 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'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's needs but it is not simply benching a player for disciplinary reasons, cutting a player from a team after tryouts, refusing to transfer a player, limiting ice time and yelling instructions from the bench.



**Physical Abuse**

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child. 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 diets, 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 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 categories of sexual abuse: contact and non-contact.

**Hazing**

Hazing is an initiation practice that may humiliate, demean, degrade or disgrace a person regardless of location or consent of the participant(s).

**Misconduct**

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

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**GTHL CODE OF CONDUCT**

1. The Greater Toronto Hockey League ("GTHL") is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all GTHL activities, athletes, coaches, assistant coaches, trainers, managers, officials, parents, directors, officers, volunteers, employees or chaperones and others within the GTHL and each of the GTHL Member Associations:
  - a) shall 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, the GTHL will not tolerate behaviour that constitutes harassment or abuse or bullying;
  - b) shall avoid behaviour which brings the GTHL and/or its Member Associations, or the sport of hockey into disrepute, including but not limited to the abusive use of alcohol and/or non-medical use of drugs;
  - c) shall not use unlawful performance enhancing drugs or methods, nor shall they engage in any activity or behaviour that endangers the safety of others; and
  - d) shall at all times adhere to the Hockey Canada, Ontario Hockey Federation ("OHF"), GTHL and its Member Associations' operational policies and procedures, to rules governing Hockey Canada, OHF, GTHL or GTHL Member Association events and activities and to rules governing any competition in which they participate on behalf of Hockey Canada, the OHF, GTHL or GTHL Member Association.
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 the respective Member Association and/or GTHL including the opportunity to participate in Hockey Canada, OHF, GTHL and its Member Association activities. Such discipline may include the removal or ban from an arena, games, practices and other team activities.

The full GTHL Harassment, Abuse, Bullying and Misconduct Policy is available on the GTHL website:

[www.gthlcanada.com](http://www.gthlcanada.com)



## **APPENDIX B – ON-ICE OFFICIALS**

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This appendix sets out the principles and practices of the Greater Toronto Hockey League (GTHL) for on-ice officials with regard to abusive behaviour towards participants. Each Official within the GTHL is to comply with these principles and practices. For the complete Harassment, Abuse, Bullying and Misconduct Policy, please visit the GTHL website at [www.gthlcanada.com](http://www.gthlcanada.com)

### **OFFICIALS:**

One of the most prominent areas in hockey where harassment and abuse are evident is in the domain of officiating. For some reason, many people believe that the sport culture allows them to exhibit abusive or harassing behaviours towards officials. Where younger officials are involved, it is quickly learned that it is easier to try and ignore the maltreatment than to penalize it. To assign a penalty means further intimidation to the referee; to ignore the behaviour means the focus is on the game rather than on the official. The result is many young officials leave the officiating ranks. Carrying out their role becomes too painful!

When it comes to harassment and abuse during the competition, all officials need to make use of the playing rules and guidelines within hockey to deal with these occurrences. Support from League and Member Association administrators and supervisors will enhance this course of action. However, harassment and abuse can occur in other relationships within the officiating community.

### **SUPERVISORS**

Supervisors have a profound impact on young officials. Their role is to not only coach the official but to also provide constructive criticism and evaluation of the official's performance. They have significant authority over future assignments and advancements.

#### **Guidelines:**

- Treat young officials with respect.
- Give feedback in a constructive manner, rather than an intimidating manner.
- Support the learner and the learning process.
- All Supervisors must follow the GTHL Supervisors manual

### **ASSIGNORS**

Assignors are in the position of deciding which official will referee specific games. As a result, they have considerable power over young men and women who want to work and gain experience.

#### **Guidelines:**

- Officials should be assigned according to their skills and calibre of play.
- Assignors need to know the physical and emotional limitations of their officials.
- Assignors must never use their position to intimidate or demoralize an official.
- Officiating is usually a hobby and needs to be valued as such.

### **PEERS**

In many sports, officials work in teams. The concept of "team" must be utilized at all times.

#### **Guidelines:**

- The role of officials is to ensure that the sport is played fairly and safely by both sides. Officiating is an apprenticeship that most often occurs during the actual competition.
- When there are concerns between officials, they need to be discussed in an appropriate place, such as the dressing room or office, not during the game.
- Officials need to encourage each other as often as possible throughout the competition.
- Harassment and Abuse should be reported to the Manager, Hockey Operations.

## **DRESSING ROOMS/OFFICES**

Although the dressing rooms or offices for officials are usually quite small, it is important that an area be reserved for officials as they prepare for the upcoming competition.

### **Guidelines:**

- Any inappropriate behaviour in the dressing room must be reported to the Manager, Hockey Operations.
- When male and female officials work together, it is **never** appropriate to change or dress in the same space at the same time. One gender should dress first while the other waits outside the dressing room, then vice versa.
- Once both genders are fully dressed, they can share the room in preparation for the competition, but leave the door open.
- Only officials and their supervisor are allowed in the official's room.
- When supervisors are talking with one official the door should be left open.
- Officials are to use the "two-deep" system, i.e. always have a third person present.

## **DISCIPLINE**

There will be times when it is necessary to discipline an official.

### **Guidelines:**

- All disciplinary action must be respectful of the person while addressing the inappropriate behaviour. It should never be abusive or harassing in nature.
- Ridicule is not an acceptable form of discipline.
- The Manager, Hockey Operations is to follow the Disciplinary policy in the GTHL Officiating manual.

## **DUTY TO REPORT**

It is the responsibility of an official to be aware of situations where players are being harassed or abused. If an official believes that a player is being harassed or abused they **MUST** report it. Please follow these procedures:

### **Guidelines:**

- Write down as much information as possible. (The teams playing, the date, the rink, the period and time it occurred, the number and player's name, the name of the person committing the foul or if you do not know the name, state that you do not know the name but make sure the name of the team is noted and record the incident.)
- **DO NOT WRITE THIS ON THE GAME SHEET.**
- Send this report to the GTHL Office.
- Do not discuss this with anyone except your fellow officials of the game. Ask them for their input if they witnessed this incident. (Although we want this reported, you must be positive of your decision). A person's name and reputation could be on the line.
- If you are not sure whether to write it up or not, contact the GTHL Office for their advice.

## **APPENDIX C – LINKS TO RESOURCES**

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### Cyberbullying Resources

<http://www.getcybersafe.gc.ca>

<http://www.needhelpnow.ca>

<http://www.prevnet.ca>

### Tip Sheet on Cyberbullying

<http://www.opp.ca/ecms/files/250363910.6.pdf>