1. **Synopsis of Maltreatment**

In a further effort to eradicate discrimination of all forms from the game, Hockey Canada and its 13 Members also approved a new national reporting system for incidents of discriminatory taunts, insults, or intimidation, both on the ice and outside of game play. The new rule and reporting system includes, but is not limited to, discrimination based on race, ethnic origin, skin colour, religion, age, sexual orientation, gender identity and disability.

Since the introduction of Rule 11.4 (Discrimination) many players still have not adjusted to the new rule. In 2024-2025, there were still 13 infractions called under Rule 11.4. The overwhelming majority of these offenders came from the U14, U15, U16 and U18 age groups.

Taunts based on sexual orientation or gender identity accounted for most calls, followed by racial slurs.

What to do if you have an allegation that was not witnessed by an official.

* If you have an allegation of maltreatment, Rule 11.4 states that you can report it to an official at any time during the game. The official is obligated to write a report informing both Associations and the League.

HEO also maintains polices on Maltreatment, Bullying and Harassment Protection which includes such behaviors such as grooming and bullying. I suggest that you visit the HEO website to read the policy.

1. **Independent Third Party**

Hockey Canada and HEO have implemented Hockey Canada’s Independent Third Party (OTP) Process. The League encourages all individuals experiencing or witnessing maltreatment (including advocates for other people) to communicate with the ITP. For more information on the ITP, including information for complaint submission, complainants, respondents, as well as policies and processes. Details on this process can be found on the HEO website.

1. **Parental/Spectator Behaviour.**

Over the last several seasons, the amount and severity of parental misbehaviour has been on the increase. There have been far too many instances of inappropriate parental interaction with opposing teams and players. Additionally, verbal and physical interactions between parents and officials have also seen a substantial increase.

As described in HEO Policy 6.44, the League has zero tolerance for behaviour of this nature and offenders may face discipline, up to and including suspension for League events.

1. **Dressing Room Supervision.**

It is the Policy of HC/HEO that there shall be no bullying, harassment or abuse permitted whether physical, emotional, or sexual of any participants in any of the HC/HEO Programs. HC/HEO expects every parent, coach, volunteer and staff member to safeguard the welfare of all participants and to protect them from any form of violence.

To that end HEO requires all Coaches/Bench staff and member Minor Hockey Associations (MHAs) to provide supervision for all Minor/Female Hockey dressing rooms before, during and after all games and practices. HEO requires that Minor/Female players should be always supervised, HEO requires MHAs and their coaches to follow the ‘‘Two Deep Method” of supervision recommended by Hockey Canada. A lone personnel member should never be in the dressing room with players at any time, especially when players are showering or changing: two adults should be present together, called the “Two Deep Method” of supervision.

1. **Dressing Room Access.**

Teams should designate an individual in the stands who has the responsibility to have the dressing room available for any requirement during the game. This person should have access to the room to:

* Permit a player who has been ejected from the game to not linger in the arena or hallways.
* To allow teams to access the dressing room immediately after leaving the ice after a period or the conclusion of a game.

Over the years I have seen far too many unnecessary confrontations in narrow hallways post-game which could have been avoided if the players had access to the dressing rooms.

1. **Social Media.**

Social media has become a big part of today’s society and is very popular among young players. However, comments or remarks of an inappropriate nature which are detrimental to a team, the Association, the Branch, or an individual will not be tolerated and will be subject to disciplinary action.

Private chat groups are becoming increasingly problematic as the players are unsupervised and the conversations can often turn disrespectful. As an example, we’ve had a player suspended for the season for posting racist comments in a private chat group.

1. **Insurance.**

Just a brief comment on the Hockey Canada insurance program. Hockey Canada provides Major Medical/Dental secondary compensation, which is designed to assist registered participants with medical and dental expenses when they have used up all the insurance available from their private insurance, or if the participant doesn’t have any private insurance.

However, it is inadequate for travel outside of Canada. Estimates for surgically treating a broken leg in the US can cost upwards of $35,000. The League recommends that you obtain supplemental insurance for all travel outside of Canada.