

**ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES  
AND PROCEDURES**

Approved by the Board of Directors

Date: June 14, 2022

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## ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES

### 1. HOCKEY ADMINISTRATION

The following provides the governance structure of minor hockey:

- HOCKEY CANADA - Administers amateur hockey across Canada [www.hockeycanada.ca](http://www.hockeycanada.ca)
- HOCKEY ALBERTA - Administers amateur leagues in Alberta [www.hockeyalberta.ca](http://www.hockeyalberta.ca)
- HOCKEY EDMONTON (formerly Edmonton Minor Hockey Association) - Administers all AA & Federation Leagues in the city [www.hockeyedmonton.ca](http://www.hockeyedmonton.ca)
- FEDERATION HOCKEY COUNCIL - Administers minor hockey on behalf of community leagues, Knights of Columbus and Girls Hockey programs
- Knights of Columbus (KC) Hockey - provides organized minor hockey from U7 to Midget AAA (ages 15-17). KC Hockey is comprised of seven (7) separate clubs that manage and administer the House programs, and the KC Athletics Club which manages the Rep Program.  
<https://kchockey.ca>

### 2. THE ORGANIZATION

St. Matthew Hockey & Sports Club (SMHSC) or the “Society” is a non-profit organization operated solely by volunteers. It was incorporated on August 20, 1990 as S.M. Hockey Association and then changed its name to St. Matthew Hockey & Sports Club (SMHSC) on August 7, 1996.

The board of directors consists of elected and appointed members. Elections take place at an Annual General Meeting held no later than May 31<sup>st</sup>. There are sub-committees formed as required to manage special projects.

### 3. PROGRAM INFORMATION

The age of the players as of December 31<sup>st</sup> determines the category in which they play. The categories are as follows:

<u>Category</u>	<u>Ages</u>
U7 – Discovery	4
U7 – Junior Timbits	5
U7 – Senior Timbits	6
U9	7, 8
U11	9, 10
U13	11, 12

### 4. REGISTRATION AND FEES

#### 4.1 Registration Policy

SMHSC encourages online registration and fee payments using TeamSnap for players previously registered with SMHSC. Registration information is available on the SMHSC website.

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<https://www.stmatthewhockey.com/>

SMHSC generally hosts up to four (4) in-person registration sessions for the upcoming hockey season; one in each of June, July, August and September.

Players new to hockey need to contact our register in order to set up a Hockey Canada ID and register with the club. A piece of identification is required to verify age and proof of address. Players wishing to transfer to St. Matthew, either from a sister KC parish or another MHA need to contact our Registrar in order to get the transfer process started.

Transfer requests are not considered once players have participated in any on-ice activity (evaluations, practices or games).

Registration fees include player insurance coverage, game ice and socks.

### 4.2 Registration Fee Policy

Fees must be received by September 15, and enrolment must occur in mandatory volunteer commitments. No player shall participate in evaluations if these have not been completed.

Any player with outstanding fees or mandatory fundraising activities from a prior year will not be eligible to register for the upcoming season or transfer to another hockey association.

#### Payment of Fees

Payment of hockey registration fees may be made in-person by cash, bingo chits, and Visa or MasterCard, or on-line by Interac E-Transfer, Visa or MasterCard.

#### NSF Cheques

Any cheque returned not sufficient funds (NSF) will be subject to a \$25 NSF fee. All NSF cheques and NSF fees must be settled within seven (7) days or the player will not be permitted on the ice until these fees are paid in full.

#### Bingo Chits

SMHSC has licenses with Parkway Village Bingo Association ("Parkway"). In addition to bingo fundraising activities, volunteers may choose to work at bingo events in exchange for bingo chits which can then be used to pay for SMHSC registration fees.

Bingo chits are valid for a period not exceeding eighteen (18) months from date of issuance. Lost or stolen bingo chits will not be replaced by SMHSC.

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Volunteer Credit Program

2 CREDITS	U9, U11, U13
1 CREDITS	U7 Discovery, U7 Junior Timbits, U7 Senior Timbits

**Volunteer Credit Program**

Each player registered with KC North/St. Matthew, will be required to complete volunteer credits, based on the division of hockey they are enrolled in.

KC North/St. Matthew is a non-profit organization run by volunteers. **Bingos and Casinos help to pay for all the practice ice that we allocate for our U7-U13 players.** The majority of our registration fees go toward insurance, Hockey Edmonton fees, KC fees, Hockey Alberta fees and game ice.

You have the option of either giving your credit card information to be held on file or giving cheques per player, in order to finalize the registration.

Volunteer commitments should be signed up for by September 31. Once the volunteer commitments have been fulfilled, the deposit cheque will be shredded or the credit card information deleted. If the commitments have not been fulfilled, we will process the cheque or run the credit card information through TeamSnap.

Families can earn volunteer credits in the following ways:

**Credit Exemption**

KC North/St. Matthew Board Members

**2 credits**

Head Coach – U9, U11, U13.

Manager – U9, U11, U13.

**1 Credit**

Head Coach – U7

Manager – U7 Senior Timbits

Assistant Coach –U7, U9, U11, U13

Bingo Shift

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**Family discount:** Families with 3 or more players in any division have a maximum of 4 credits for the 2022-2023 season.

KC North/St. Matthew Board Members are expected to attend monthly board meetings, in addition to fulfilling their volunteer role throughout the season.

Head Coaches and Managers are expected to be at practices, games and team events. Assistant Coaches are limited to 5 per team and must be on the team hard card. Assistant Coaches are also expected to be at practices and games if they are receiving the credit for the season.

Please note that part of being a member of **Hockey Edmonton** means there will be additional volunteer requirements throughout the season that KC North/St. Matthew will be expected to fulfill. This will include sending volunteers to the U7 Jamborees and Minor Hockey Week. These will not be for credits.

### Fees

Hockey registration fees for the upcoming hockey season are established by KC Hockey, generally prior to June 1<sup>st</sup> of each year.

SMHSC does not prorate or reduce fees based on late registration, illness or injury.

### 4.3 Financial Assistance

The following charitable organizations provide funding toward registration fees for families whose children play minor hockey (charitable organizations' cheques are made payable to the minor hockey club):

- Canadian Tire Jumpstart Charities <https://jumpstart.canadiantire.ca>
- KidSport Oil Country Hockey Assist Program <https://kidsportcanada.ca/alberta/hap/>
- Canada Assist Fund <https://assistfund.hockeycanadafoundation.ca/en/index.html>
- Sport Central <https://sportcentral.org>

If a parent / guardian is planning to register a player with SMHSC, parents need to provide confirmation of the request for funding to the SMHSC Registrar:

The amount of registration fees due to SMHSC will be the total registration fee less the confirmed funding from the charitable organization. Should the funding request be denied or less than anticipated, the balance of fees must be paid in full to SMHSC no later than November 15<sup>th</sup>.

### 4.4 Registration Fee Refund Policy

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All refunds of registration fees must be authorized by the SMHSC Registrar and will be made on a pro rata basis according to the portion of the season played (\$20 per ice time - evaluations and practices), less an administration fee of \$100. These refunds are applicable both to injuries where a player is unable to return for a portion or the entire season, and if a player quits SMHSC.

The following is an example of how a refund is calculated:

• Registration fee paid:	\$750
• Less:	
○ Portion played (5 evaluations + 6 practices) @ \$20	\$220
○ Administration fee	\$100
• Refund:	\$430

Any portion of registration fees paid by bingo chits will be refunded with bingo chits.

If a player registers and withdraws prior to attending any part of the SMHSC evaluation process, the registration fee will be refunded in full, and no administration fee will be due.

The deadline for requesting a registration fee is prior to the first league game. No refunds will be considered after this date.

### 5. EVALUATIONS

At SMHSC, players participate in evaluations run by a third party contractor. Evaluations are based on the player's age category and direct observation of hockey skills. The purpose of evaluations is to create teams consisting of players with similar abilities. Every effort is made to ensure a fair and equitable process.

#### 5.1 Evaluation Objectives

The objectives of the evaluation process are:

- to provide each player the opportunity to evaluate to the best of their ability;
- to provide a fair, consistent and comprehensive evaluation of a player's total hockey skills during the skating, skills and scrimmage sessions;
- to ensure that all players have a reasonable opportunity of being selected to a team appropriate to their age, level of skill and commitment to the game, as determined during the on-ice evaluations of the current year;
- to provide uniformity and consistency in the evaluation process such that player and parent expectations are consistent from year to year as players move through the various levels of SMHSC program;
- to form teams to maintain balance and competitive play where the athletes can develop and participate equitably and have fun playing hockey during the season; and



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- to eliminate political maneuverings and interference from the player selection process and let players be evaluated on their own individual skills and development.

### 5.2 Evaluation Committee

The Evaluation Committee will be chaired by an Evaluation Chair and consists of the respective Category Director, Vice President - Hockey Operations & selected designates.

### 5.3 Evaluation Chair Roles and Responsibilities

The Evaluation Chair is not responsible for evaluating players. His/her duties are to ensure the process is clearly laid out for the Category Directors and to ensure the Category Director has followed the process. After evaluations, he/she is also responsible to meet with the Category Director and the Vice President - Hockey Operations for team selection.

### 5.4 Evaluator Roles and Responsibilities

SMHSC contracts an independent evaluation company who will supply their own evaluators and evaluate the players and submit the evaluation numbers to SMHSC's Evaluation Committee for team selection. The independent evaluation company will provide for a minimum of three (3) to four (4) evaluators per session.

Evaluators will:

- review the evaluation criteria prior to the process to ensure that all evaluators are evaluating the same skill with the same intent;
- make sure that they are on the correct evaluation page with the same pinnie numbers and colors;
- stay physically separate and independent from all other evaluators and parents during the evaluation process;
- provide a fair, unbiased and thorough analysis of all players;
- maintain confidentiality of player scores and rankings at all times; and
- meet as a group to review and submit evaluation rankings at the end of each session to ensure that there are no errors and evaluation forms are 100% completed.

Evaluators will not:

- compare notes, scores or rankings with other evaluators; or
- share comments or opinions with any parents/players or other interested observers.

### 5.5 Evaluation Attendance

Missing Evaluation Ice Times

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In the event that a player does not show up for a session, they will potentially suffer in the overall final assessment from a lack of weighting during a particular day. This will have the effect of lowering their overall final ranking which may affect the team they ultimately will be placed on.

### **Legitimate Personal, Family & Medical Emergencies**

Legitimate personal, family and medical emergencies are situations where a Category Director will generally not count that day in the final player ranking. Each particular case will be reviewed separately and consultation with the Evaluation Committee to help determine the best course of action.

### **Pre-Evaluation Injuries and Sickness**

If a player becomes injured or sick during the off-season and is unable to attend any of the evaluation sessions for the upcoming year, the player's parents or guardian must contact the Category Director and explain the situation. The player may be placed on a team based on the prior year's evaluation. All decisions regarding placement of injured or sick players will be done by the Evaluation Committee.

Reference: SMHSC Evaluation Methodology

## **6. TEAM FORMATION**

Every effort is made to ensure that team formation is a fair and equitable process. Team selections are based on third party evaluation scores. A team selection committee headed by the Chair, the Vice President - Hockey Operations and the respective Category Director set the teams according to scores and notifies the head coach as to their roster. Head coaches are responsible for contacting the players on their teams.

### **6.1 Appeals**

Appeals will be considered by the Evaluation Committee. A player's parent or guardian may submit a request for appeal in writing to the Evaluation Chair within 1 week of receiving notification from a head coach advising of team placement. Only issues of evaluation arithmetic error or illness / injury will be considered by the Evaluation Committee.

The decision of the Evaluation Committee is final and no further appeals will be considered by SMHSC.

### **6.2 Appeal Fee**

A non-refundable appeal fee of \$50 will be charged and payment must be made at the time of filing the appeal.

## **7. TIERING**

The Federation Hockey Council organizes a tiering committee with a chairperson and representatives from each of the operating programs in the city. The committee is responsible for placing teams in divisions of approximately equal abilities. The committee meets prior to the start of the season and after

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each of the rounds during the season. Teams can be moved to a higher or lower division depending on their level of play. The purpose of tiering is to group teams at similar competitive levels.

Reference: Information Bulletin 17/12 from Hockey Alberta - *Alberta One Standardized Tiering Model*

### 8. GAMES

#### 8.1 U9, U11 & U13

Teams play approximately 20 league games according to category.

U9, U11 and U13 players are divided into tiers according to skill levels. U9, U11 & U13 teams play within the federation against Minor teams. The U11 and U13 regular season is followed by a playoff round which guarantees a minimum of two (2) games for each team.

SMHSC U9, U11 and U13 teams also participate in Minor Hockey Week.

(<http://quikcardminorhockey.com>).

#### 8.2 U7

Discovery and Jr. Timbits Teams have practices once per week (no games). Players in these programs participate in a Fall (December) and Winter (March) Jamboree.

Sr. Timbits Teams have one (1) practice and one (1) game per week. Players in this program participate in a Fall (December) and Winter (March) Jamboree.

### 9. PRACTICES

Along with the regularly scheduled games, each team receives indoor practice sessions as allocated by the Hockey Edmonton and Knights of Columbus ice allocators. The SMHSC Ice Allocator allocates practice ice to teams based primarily on guidelines established by Hockey Edmonton.

Shared practices are encouraged for teams at similar skill levels to increase the number of times players will be on the ice. Teams may also decide to purchase additional ice sessions and obtain outdoor ice. This is the decision of individual teams and the members of those teams are financially responsible for extra ice costs.

### 10. ICE ALLOCATION

SMHSC Ice Allocation policy is applicable to all practice ice times.

Our objective is to:

- manage the allocation of practice ice times in a fair, equitable, cost-effective and fiscally sustainable manner;

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- balance the needs of all SMHSC teams with those of SMHSC as a whole;
- meet current and future demands for all participants; and
- ensure U9, U11 and U13 teams are on the ice an average of 3-times per week during the season.

Team practice ice requirements may change over the hockey season due to tournament participation, Minor Hockey Week (January), play-offs or other factors.

**10.1 Ice Meetings**

The Ice Allocators for all Edmonton-based Hockey clubs attend a meeting with representatives from the City of Edmonton to discuss anticipated practice ice requirements. Ice meetings tend to occur once each season, generally in September prior to the start of the hockey season. A number of ad hoc meetings may occur over the course of the season.

**10.2 Buying Additional Ice Time**

Teams are free to purchase additional practice ice during the hockey season through the SMHSC Ice Allocator, who then approaches KC Hockey to acquire additional ice.

**10.3 Selling Surplus Ice Time**

In the event that a team no longer requires or is unable to utilize a practice ice time allocated to them, the Team Manager will contact the SMHSC Ice Allocator as soon as possible so that steps can be taken to sell the ice or allocate it to another SMHSC team.

In the event that SMHSC no longer requires or is unable to utilize a practice ice time allocated to its teams, the Ice Allocator will as soon as possible undertake to sell the ice or allocate it to another club.

**10.4 Cancellations / Requests to Swap Ice Times**

A team may contact the SMHSC Ice Allocator and request assistance in swapping allocated practice ice to another SMHSC team or another league team. Best efforts are made to ensure that no ice, allocated to SMHSC, goes unutilized.

**10.5 Entitlements**

The regular minor hockey season in Edmonton generally begins the first week of October with the first league games and finishes the end of February; a duration of approximately 21 weeks. League playoff games generally start the first week of March.

The following table provides the target number of full and half ice practices a typical team can expect over the course of the regular minor hockey season (excluding evaluations, playoffs and additional ice purchases funded and purchased by a team):

<b>Category</b>	<b>Full Ice</b>	<b>Half Ice</b>	<b>Total</b>
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U7 Discovery & U7 Junior Timbits	0	21	21
U7 Senior Timbits	0	21	21
U9	0	42	42
U11	21	21	42
U13	28	14	42

Note: U7 Discovery & U7 Junior Timbits teams have practices only, once per week.

Additional practice ice times may be allocated to teams on request to assist them with playoff or tournament preparation.

Best efforts are made to ensure that regardless of tiering, each team within a given category can anticipate an equitable number of full and half ice practices.

#### 11. AFFILIATION

Players are permitted to affiliate to one (1) SMHSC team with the written consent of SMHSC and Hockey Edmonton. Both coaches must agree to the affiliation as well as the player and his / her parents. In all cases, the team to which the player is first carded must be the first priority for the player.

The player's Head Coach is entitled to make the final decision as to whether the player may attend a practice or game of the affiliated team.

Players are only permitted to affiliate to a SMHSC team that is the next higher tier team from his /her current team. A player on the highest tier team can affiliate to the lowest tier team of the next age category.

With the exception of goalies, SMHSC permits only players whose names are included on a Team's Hard Card to participate in on-ice events (tournaments, games and practices) of that particular team.

#### 12. COACH SELECTION

The SMHSC Coach Selection Committee's role is to receive all coach applications, collect information relevant to the criteria listed below and recommend the most appropriate head coach for a team. Coach Selection considers a coach's qualifications and experience, as well as his/her adherence to the Coach Code of Conduct and Respect in Sport principles. The Coach Selection Committee receives all coach, assistant coach and bench staff applications, assembles relevant histories and criminal record checks, and distributes lists of applicants and recommendations to the Vice President - Hockey Operations and Category Directors.

##### 12.1 Coach Selection Process

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### Identifying Coach Candidates

All applications must be submitted to SMHSC by email to the Coach Selection Committee.

### Criminal Record Checks

Criminal record checks are mandatory. SMHSC requires all coaches, assistants and team managers to complete a criminal record check every 2 years. Coach candidates must complete and submit all forms to the Coach Selection Committee for an Edmonton Police Association Volunteer Security Check. Candidates who have not completed the forms prior to September 30<sup>th</sup> of the year will be replaced. Failure to pass the security or reference check will automatically result in disqualification of the coach candidate.

### Selecting from the Candidate Pool

Coaches are selected from the available volunteer pool and assigned to a team after player evaluation has been completed.

The selection process is as follows:

- Assign coach candidates to each team based on player placement. In the case where there is no player affiliation, then the Coach Selection Committee will assign a qualified coach to a team;
- Select the most appropriate coach from the set of candidates assigned to each team as head coach. Qualification is based on the criteria defined in Section 12.2; and
- Under no circumstances does SMHSC have a responsibility to explain to a parent group the reason why one coach was selected over another.

### Selection of Assistant Coaches

Typically head coaches will select their coaching staff from the list of approved bench staff applicants, however the Coach Selection Committee reserves the right to recommend and/or refuse an individual's inclusion on team sheets based on previous coaching, evaluations, or transgressions related to Fair Play, SMHSC Coach Code of Conduct adherence or behavior issues.

Assistant coaching is a major commitment of time and this must be considered by individuals prior to putting their name forward so as not to impact the team. Should a head coach wish to appoint a nonparent assistant coach, the SMHSC Coach Selection Committee must approve such appointment and he/she will be subject to the Coach Selection Criteria.

### 12.2 Coach Selection Criteria

The SMHSC Coach Selection Committee uses some or all of the following criteria in no particular order, to consider head coach applicants:

- Training

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Training qualification is based on the National Coaching Certification Program (NCCP) standard coach certifications. All prospective head coaches in the SMHSC program must have the minimum NCCP designation, or have committed to obtaining the minimum designation before November 15th of the current hockey season. Coach candidates may present registration details in the appropriate training session in lieu of designation. See the Minimum Qualification Requirements on the Hockey Alberta website for details on minimum training requirements for each category/level.

- Experience

Experience qualification is based on:

- years as head coach; ○ years as assistant coach;
- the category and level of the teams coached; and ○ organization of the teams coached

Preference may be given to coach candidates who have demonstrated positive coaching experience and abilities for the SMHSC teams they have coached.

- Background

Background qualification is based on: ○ playing hockey experience;

- the category and level of the teams played on; and ○ SMHSC or organization of the teams played on.

Preference may be given to coach candidates that can demonstrate playing at a higher category and level and more years of playing.

- Evaluations

Evaluation qualification is based on the results of the yearly SMHSC Coach Evaluation. During each year the Coach Evaluation process produces a rating of each Coach in one of three categories:

- Acceptable to continue coaching;
- Conditionally acceptable to continue coaching subject to the following: more training, identified areas for improvement, probationary basis, or assistant coach only; or
- Unacceptable for continued coaching.

Preference may be given to coach candidates that have positive SMHSC coaching history, evaluations and conduct. Coach evaluations above will be assessed by the Coach Selection Committee and may result in the disqualification or lowering of preference for candidate.

- References

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In some cases, references may be requested and if so, should include: ○ coaching philosophy and style; ○ adherence to fair play; ○ conduct with officials; ○ character evaluation; and ○ adherence to the SMHSC Coach Code of Conduct principles and Bylaws.

- **Interviews**

In some cases, the Coach Selection Committee may choose to conduct interviews with candidate coaches in order to establish a better sense of candidate qualifications and suitability in the following areas:

- coaching philosophy and style; ○ adherence to fair play; ○ conduct with officials; ○ character evaluation; and ○ adherence to the SMHSC Coach Code of Conduct principles and Bylaws.

The need for an interview process will be determined by the Coach Selection Committee typically if circumstances arise such as:

- Multiple coach candidates have applied, and the qualifications are too closely matched to make a straightforward decision;
- One of the coaching candidates is new to the SMHSC organization. In such a case all prospective coaching candidates may be interviewed. The need for interviews is entirely at the discretion of the SMHSC Coach Selection Committee; and
- Other Commitments - Preference may be given to coach candidates that are relatively free of other commitments (for example, coaching another team, extensive job related travel or volunteer time in non-hockey organizations).

The Coach Selection Committee will evaluate the level of other commitments and may include this as a factor in the selection process. There is no predetermined weighting for the criteria as the information is used as a whole when selecting the most appropriate coach. Coaches are selected by the SMHSC Coach Selection Committee after all players on the team have been placed. Coach selection will have no effect or bearing on the ranking of players and coaches will have no influence in the selection of teams.

Coach selection is for one season only. All coach candidates must reapply each season for selection. If all applicants for a team are deemed unsuitable, SMHSC is not obliged to appoint any coach. The position will remain vacant until a suitable candidate is found by SMHSC's Coach Selection Committee from either the membership at large or from outside candidates.

### **12.3 Minimum Qualification Requirements**

An applicant may be asked to provide copies of training certificates and other qualification as may be requested by the SMHSC Coach Selection Committee. Failure to provide such requested documentation may result in disqualification from the coach selection process.



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### **13. COACH EVALUATIONS**

At the close of the season, each player and his/her family will be asked to respond to a survey about the performance of the head coach and assistant coaches. The survey will include questions about the coaches' skills and behaviors relating to practice planning and execution, communication, player development, hockey knowledge and leadership. Survey responses will be considered by the Coach Selection Committee together with the disciplinary records of the coach or assistant coaches. The Committee will then recommend whether coaches should (or should not) be permitted to coach for SMHSC the following season.

A summary of the responses and the Committee's decision will be communicated by email to the head coach for circulation to his bench. All coaches will be given the opportunity to respond by email to the survey responses and, at the discretion of the Committee Chair, the Committee will re-convene to consider their decision.

Reference: Coach Evaluation Form

### **14. CODES OF CONDUCT**

#### **Conflict of Interest Policy**

SMHSC is committed to the ethical behavior of its volunteers and the Board of Directors. All members of the Board of Directors, committees and sub-committees are bound by the Conflict of Interest Policy.

For the purposes of this policy, a conflict of interest may be deemed, but not limited to exist when:

- a volunteer or member of the Board of Directors places themselves in a position which might benefit them, their children or any person directly related to them from improper consideration or favoring; or
- a volunteer or member of the Board of Directors seeks or is perceived to seek, gain, receive or benefit financially from preferential treatment in the duties and responsibilities in SMHSC from situations, but not limited to:
  - participating as an owner, part owner, director or officer of a firm which is a supplier of materials or services to SMHSC;
  - entering into a sponsorship agreement or promotional agreement with SMHSC where the participant is an owner, part owner, director or officer of the company; or
  - receiving gifts, monies or favors of any kind in exchange for preferential treatment on the team.
- When a conflict or perceived conflict arises, the person(s) involved shall:
  - immediately advise the President (or in the case of the President, he / she will advise the Board) of the nature of his/her conflict of interest(s); and
  - remove themselves immediately from the meeting or situation.

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### 14.1 Coach Code of Conduct

Coaches are viewed to be the leaders and the authority figure and must lead by example.

Coaches must:

- strictly adhere to the Policies and Guidelines of the SMHSC Hockey and Hockey Edmonton;
- control their behavior as they are the leaders of the children and have a direct impact on the perception of the SMHSC Hockey program;
- to the best of their ability, ensure fair playing time for players on their team. Each player, regardless of skill level, must be given the same opportunity to develop and grow;
- display the professionalism and respect an average parent would expect in a volunteer community- based hockey organization;
- not use profane language at any time while in the presence of children;
- not abuse, criticize or disrespect a player, another coach, game official, member of another team, parent or fan; and
- make best efforts to ensure players enjoy their hockey season.

SMHSC prohibits the:

- consumption or being under the influence of illegal narcotics and performance enhancing substances at officially sanctioned hockey events and related activities; and
- consumption or being under the influence of alcohol and legal recreational drugs at officially sanctioned hockey events and related activities where minors are present.

Any question, clarification, complaint regarding an SMHSC, Hockey Edmonton, Hockey Alberta or other authority rule or process shall first be directed to the appropriate individual at SMHSC.

### 14.2 Player Code of Conduct

Players shall:

- respect their coaches, parents, fans and other team mates at all times;
- never disrespect another player, coach or referee for alleged bad calls, missed calls, short shifts or any other reason which may occur in the game of hockey;
- never intentionally hurt someone;
- avoid the use of foul language;
- never disrespect the SMHSC organization or its volunteers;
- never disrespect Hockey Edmonton, Hockey Alberta or any other hockey organization;
- follow all reasonable direction of the coach, manager and other team officials;
- demonstrate a positive attitude to the game, practice and learning in general;
- arrive for games, practices and other team functions at the time specified by the team; and

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- maintain dressing rooms and any facilities used by their team in a clean and orderly fashion, clean up any garbage left in the room and respect the rules set out by the rink authorities.

### 14.3 Parent Code of Conduct

Under no circumstances is a parent or fan to approach the bench or a coach during or immediately after the game. The coach(es) shall be given a reasonable amount of time at the conclusion of a game to spend with the players. A parent may then indicate to the coach that he/she wishes to speak to the coach, and, if granted, it shall be conducted in a respectful, courteous manner.

Parents and fans shall:

- be supportive of their child/children, other children, the coaches, the team and other parents;
- not solely focus on winning or your child being the best player, but rather shall focus on team play, fun and development;
- not be critical of any coach, parent or another player on the team. Much like players, parents are part of the team and shall support one another. Any dispute, disagreement or issue shall be handled with respect and dignity as you would expect the same courtesy;
- not contact Hockey Edmonton directly. Any questions, clarification or complaint shall be directed to the appropriate channel within SMHSC first, unless otherwise instructed by a member of the SMHSC Board of Directors;
- not "coach" their child/children in a way that conflicts with the team coaches' philosophy. Secondary coaching confuses the child/children and ultimately affects play and encourages disrespect of an authority figure. Coaching your child/children behind the glass or from the stands confuses the child/children and disrespects the coaching staff;
- be supportive of the SMHSC organization, its members, volunteers, and Board of Directors; and
- not be allowed on the benches or the ice at any time unless they are listed on the team sheet.

Parents or fans that want to discuss or indicate their displeasure with a call on the ice or coaching decision, shall abide by the 24 hour rule. There shall be no e-mails, phone calls or personal discussions until 24 hours after the event. Such e-mails, phone calls or personal discussions shall be conducted in a respectful and courteous manner.

### 15. DRESSING ROOM

#### Recording Policy

The use of any electronic device containing photo, recording or video capabilities is not permitted in the dressing room. Failure to adhere to this policy may result in disciplinary action.

#### Representative Policy

## ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES

Players must be supervised in the dressing room at all times. There must be two (2) adult representatives present in the dressing room before and after games until the dressing room is cleared.

SMHSC strongly suggests a lone personnel member should never be in the dressing room with players at any time. Two (2) adults should be present together, which is called the “Two Deep Method” of supervision.

A lone parent or guardian is permitted in the dressing room with their player.

### 16. COMMUNICATION

At the start of the season, it is mandatory for each team to hold a parent and coach meeting to clarify expectations for the season and to communicate ideas and philosophies. This reduces the number of misunderstandings later. Teams may choose a parent liaison to act as a go-between themselves and coaching staff. Alternatively, the Team Manager performs this function. In all cases, when parents, players or coaches have a concern, a 24 hour cooling off period must be observed.

Contacting SMHSC:

- Mailing address: PO Box 65532 RPO Hollick Kenyon, Edmonton Alberta T5Y 0M5
- President [president@stmatthewhockey.com](mailto:president@stmatthewhockey.com)
- Vice President - Hockey Operations [vicepresident@stmatthewhockey.com](mailto:vicepresident@stmatthewhockey.com)
- Vice President - Administration & Secretary [secretary@stmatthewhockey.com](mailto:secretary@stmatthewhockey.com)
- Registrar - [registrar@stmatthewhockey.com](mailto:registrar@stmatthewhockey.com)
- Treasurer - [treasurer@stmatthewhockey.com](mailto:treasurer@stmatthewhockey.com)
- Communications Coordinator - [info@stmatthewhockey.com](mailto:info@stmatthewhockey.com)

For a complete list of board members visit <http://www.stmattshockey.com>

### 17. GOOD OF THE GAME

This pledge is intended to promote fair play and reinforce respect for everyone. Parents, coaches and players are required to sign this pledge at the beginning of every hockey season. Failure to sign the pledge or adhere to its principles may result in disciplinary action being taken.

### 18. RESPECT IN SPORT

In 2012-2013 Hockey Alberta, implemented the Respect in Sport program. The Respect in Sport Parent Program is an effective and informative online training program for parents of active children. This one hour online certification program reinforces a parent’s role in a child or youth’s activities, encouraging positive sport behaviors and providing insight into the various roles other individuals (such as coaches and officials) play.

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This program empowers parents to ensure the safety of their children, encourage positive and effective communication and to enhance a child's fun and camaraderie in the activity. Completion of the Respect in Sport Parent Program by at least one parent of every player is a condition of a child's eligibility to participate on a sanctioned hockey team. As well, each hockey team in the province must have all registered team officials certified in the Respect in Sport Coach program.

### **19. BULLYING AND HARASSMENT**

SMHSC is governed by Hockey Canada and is in full support and accepts their Bullying, Harassment, Abuse and Hazing Safety and Prevention programs. SMHSC adopts the Hockey Canada Bullying, Harassment, Abuse and Hazing definitions as our own. These definitions and supporting documents can be found at [www.HockeyCanada.ca/Safety](http://www.HockeyCanada.ca/Safety) .

Parents or guardians are strongly encouraged to review the Bullying, Harassment, Abuse and Hazing information with their children as a form of education and awareness information.

### **20. SOCIAL MEDIA AND NETWORKING**

#### **20.1 Social Media & Networking Policy**

The team, SMHSC, the league and/or Hockey Edmonton will investigate all reported inappropriate use of social media and networking in the manner set out below for all types of violations reported directly to the Vice President - Hockey Operations using the Incident Report Form (Section 21.6). If the investigation determines that a violation has occurred, the Discipline Committee will impose an appropriate suspension. Any appeal of the suspension will be dealt with as set out in the Hockey Edmonton Operating Directives for this type of suspension.

For the purpose of this Social Media and Networking Policy, the policy will encompass public communications through internet mediums and websites. Examples may include, but are not limited to: Twitter, Facebook, Instagram, Snapchat and any other social media network that allows users to communicate online. The policy will be applicable to all members of the SMHSC community, including the Board of Directors, Category Directors, SMHSC members, staff, officials, players, players' family members and supporters.

The purpose of this policy is to educate the SMHSC community on the risks of social media and to ensure all teams and SMHSC personnel are aware that conduct deemed to be inappropriate may be subject to disciplinary action by the team, SMHSC, the league and/or Hockey Edmonton.

#### **20.2 Social Media Guidelines**

The Social Media Guidelines are governed by the principles of the player, parent and staff codes of conduct. SMHSC holds the entire SMHSC community who participates in social media and networking to the same standards as it does for all other forms of media including radio, television and print. Comments or remarks of an inappropriate nature which are detrimental to a team, SMHSC or an individual will not be tolerated and will be subject to disciplinary action. It should be recognized that

## **ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES**

social media comments are on the record and instantly published and available to the public and media. Everyone including SMHSC team staff, players, members and supporters can review social media communications.

Members of SMHSC should ensure they use best judgment at all times; pause before posting. Once comments are posted they cannot be retracted.

SMHSC team staff is strongly discouraged from joining social media networks with their players.

### **20.3 Social Media Violations**

The following are examples of conduct through social media and networking mediums that are considered violations of SMHSC Social Media and Networking Policy and may be subject to disciplinary action by the team, SMHSC, the league and/or Hockey Edmonton:

- Any statement deemed to be publicly critical of officials or detrimental to the welfare of SMHSC, team staff, players or any member;
- Divulging confidential information that may include, but is not limited to the following: player injuries, game strategies, or any other matter of a sensitive nature;
- Negative or derogatory comments about any other team, Minor Hockey Association, League, and/or SMHSC players, staff and members;
- Any form of bullying, harassment or threats against players or officials;
- Online activity that contradicts the current policies of SMHSC or any of its member Associations;  
or
- Inappropriate, derogatory, racist, or sexist comments of any kind, in keeping with SMHSC policies and regulations on these matters.

### **21. DISCIPLINE**

All members, players, parents, managers and coaches, participants and fans are expected to abide by SMHSC's Codes of Conduct (Section 14), as well as the For the Good of the Game principles, the acknowledgement of which is a condition of registration of the member.

Members are expected to assume responsibility for those participants or fans who attend any game, practice, team or SMHSC function, at their invitation. Violation of the SMHSC Codes of Conduct or the For the Good of the Game principles may result in disciplinary action being taken. Standards of behavior are communicated and may be updated throughout each season. In the event that disputes arise, it is expected that the majority of these will be settled through common sense. If disputes cannot be settled amicably or disciplinary action is warranted, mechanisms are in place to ensure their resolution. It is recognized that behavior may transgress outside acceptable standards and that disciplinary action may be required. Such discipline may be applied to any member of SMHSC, including: Board Members,

## **ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES**

Category Directors, Team Officials (Coaches, Assistants, Managers and Parent Liaison) and spectators and may take the form of, but are not limited to:

- a verbal reprimand;
- a written reprimand;
- a demand for an apology, either written or verbal, to any affected party;
- a suspension from participation in or at SMHSC activities;
- continued participation in SMHSC under a discipline contract;
- a request for compensation to SMHSC for damages;
- expulsion from SMHSC; or
- a combination of two or more of the above.

The result of any disciplinary action taken may affect a member's current standing or future appointment as a SMHSC team official or Board Member. The non-observance or non-performance by a person of any sanction or discipline imposed by the Discipline Committee shall be deemed a breach of the SMHSC Code of Conduct and be the subject of review by the Discipline Committee.

### 21.1 Discipline Committee

Discipline Committee shall include, but is not limited to, the following members: President as Committee Chair, Vice President - Hockey Operations and Category Director of implicated category. This Committee will be involved in all Level 3 discipline issues and may be involved in some Level 2 issues.

### 21.2 Suspensions Definitions

#### Time Suspensions

All SMHSC members who invoke a time suspension are prohibited from all activities with any sanctioned teams until the specified time period elapses.

#### Game Suspensions

All SMHSC members who invoke a game suspension may participate in all team activities except games, until the number of games suspended is served.

### 21.3 General Guidelines for Disciplinary Action

Discipline issues that occur must be well documented by the coach for team records. Each team in SMHSC may elect a parent liaison that helps to advise the coach and team manager on important team decisions and discipline matters. Incidents relating to all levels of team and player discipline should be brought forward to the team's Manager or Parent Liaison. Discipline issues may be categorized into three levels:

#### Level 1

## **ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES**

Player issues managed by coach(es) and/or team management. i.e.: small behavioral issues, back talking, fooling around on ice or dressing room, minor grievances, or not following directions.

### Level 2

Player game sheet violations will be managed by either the SMHSC Vice President - Hockey Operations or at the discretion of the Board of Directors. SMHSC has the right to levy or increase a suspension issued by a league as a result of game sheet documented offences if it deems necessary based on the severity of incident, or multiple offences. This may occur in addition to any suspension or discipline levied by Hockey Edmonton, Hockey Alberta or Hockey Canada.

### Level 3

Players with severe or multiple game sheet violations, Good of the Game violations, Code of Conduct breaches by parent, player, coach or Board Member, and formal complaints to SMHSC will result in the incident(s) being reviewed by the Discipline Committee.

Without restricting the foregoing, the following general guidelines apply:

- A player's first Level 1 infraction will normally be satisfactorily handled by the Coach and Category Director;
- A player's second, Level 1 or any Level 2 infraction(s) may proceed directly to the Vice President - Hockey Operations;
- Infractions, which involve coaches, team followers, Board Member or parents, will normally proceed directly to the Discipline Committee;
- Suspensions when applied to player(s) shall specify the number of games or the time period to which the suspension applies, both league and exhibition, or the time period for which the suspension applies;
- Suspensions when applied to parents, coaches, Board Members or team followers may prohibit the access of those persons to any or all of the following: dressing rooms, bench areas and any spectator areas of arenas.

NOTE: For Hockey Edmonton rules and regulations regarding discipline and dispute resolution refer to the Hockey Edmonton handbook.

#### 21.4 Disputes between Parents and Coaches

Where concerns or disputes arise between parents and coaches, a verbal or written report is made to the Team Manager or Parent Liaison who may facilitate a conversation between the parties involved.

In the event that the parties have not been able to satisfactorily resolve the concerns or disputes, the complainant files a formal complaint as per Section 21.5 with the Category Director and the Vice President - Hockey Operations.



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### 21.5 Complaint Procedure

A Complaint may be raised by any member of SMHSC, by members of another association (through their association's board), by league officials or by members of the SMHSC's Board of Directors acting in response to a report from game officials or by any other party.

A complaint must be in writing using the Incident Report Form to outline the incident (Section 21.6). Examples of incidents which may warrant disciplinary action may include: "in game" infractions, hockey team activities, use/abuse of controlled substances, use/abuse of social media or any other activities which bring disrepute to SMHSC, as determined by the Discipline Committee.

### 21.6 Incident Report Form

The Incident Report Form is available on the SMHSC website <http://www.stmattshockey.com>.

Completed forms are to be sent to the Category Director and the Vice President - Hockey Operations.

### 21.7 Discipline Hearing

Upon receipt of the Incident Report Form by the SMHSC Vice President - Hockey Operations, he/she shall, within seventy-two (72) hours of receipt of the report notify the person in respect of whom the Incident Report has been filed. This person shall be provided with a summary of the Incident Report. The person in respect of whom the Incident Report has been filed will be given ninety-six (96) hours from the receipt of Incident Report to advise the Discipline Committee in writing of their intention to have a discipline hearing held.

If a hearing request is received by the Vice President- Hockey Operations, he / she shall appoint the Discipline Committee, who shall schedule a discipline hearing to be held within 14 days of receipt of the hearing notice.

If a hearing request is not received by the Vice President - Hockey Operations, the Discipline Committee shall review the Incident Report and determine the appropriate level of discipline or dismissal of the complaint, if warranted.

The Discipline Committee will notify the person in respect of whom the Discipline Report has been filed and the complainant, of the Discipline Committee's decision.

### 21.8 Complaints Against Game Officials

SMHSC does not have the authority to conduct hearings into the conduct of game officials. Hockey Edmonton and Hockey Alberta govern the referees and other officials. Written complaints about game officials must set out the particulars of the incident and must be signed by the individual making the complaint and forwarded to the appropriate Category Director and the Vice President - Hockey Operations.

## **ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES**

At no time shall a complaint, either verbal or in writing, be made to any association or organization other than SMHSC. The complaint may be sent to the Referees Association, as determined by SMHSC.

### **22. VOLUNTEERS**

SMHSC depends entirely upon volunteers. The strength of our volunteers is the strength of our organization. Volunteers are always needed at all levels, including the Board of Directors, Category Directors and Committees.

In the event that insufficient members volunteer for team positions (for example: jersey parent, time keeper, Minor Hockey Week volunteer positions), the Team Manager shall appoint volunteers.

Our Board of Director meetings are generally held monthly at the Knights of Columbus Sports Complex. Members are encouraged to attend.

### **23. UNIFORMS AND EQUIPMENT DEPOSITS**

All equipment (jerseys, goaltender equipment and coaching aids) loaned out to coaches, players or parents is property of Knights of Columbus Hockey and must be returned by the end of the season on the date requested by the Equipment Manager. Failure to return all the equipment by the requested date will result in the withholding of outstanding referee fee payments from the team.

A coach or parent may request, in writing, an extension of time prior to the specified return date. SMHSC will require reimbursement from the coach or parent for missing jerseys and/or any damage to jerseys or equipment. The amount shall be determined solely at the discretion of the SMHSC Equipment Manager. SMHSC will not hold the player responsible for the damaged equipment should any piece of the players' or SMHSC equipment be cut of or damaged as a result of treatment for an injury.

#### **23.1 Goaltender**

A set of goaltender equipment consists of a stick, one pair of leg pads, one pair of gloves, one chest/arm protector and one equipment bag. Goaltender equipment will be distributed to teams only without a designated goaltender. Coaches shall monitor the goaltender equipment of goaltenders for abuse and proper maintenance by their player. If a piece of goaltender equipment is returned and has been damaged, the cost of replacement shall be charged to the team.

Any player who wishes to play goaltender but requires goaltender equipment can speak to KC Hockey equipment room staff. Any equipment borrowed shall be subject to a credit card imprint.

Off season use of goaltender equipment shall be subject to a credit card imprint and at the discretion of the KC Hockey equipment room staff.

#### **23.2 Jerseys**

## **ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES**

SMHSC will supply 2 sets of game jerseys to all teams. Only SMHSC issued jerseys will be worn by teams/players during games. These jerseys shall be kept in team jersey bags only. Name bars are allowed on SMHSC jerseys subject to the following conditions:

- Name bars will not be ironed on to jerseys, only stitched using wide stitching;
- Name bars have a consistent look amongst all players;
- Parents and the team take full responsibility for application, removal and any damage to the jerseys as a result of name bars; and
- No patches or crests of any kind, other than the KC logo, shall be worn on any association jerseys unless specifically authorized in writing by the Equipment Manager or as a requirement of Hockey Canada or Hockey Alberta. Any approved crests or patches must be removed prior to returning the jerseys.

Teams are required to have a volunteer(s) who will be responsible for the caretaking and frequent cleaning of the jerseys through the season.

Game jerseys are to be worn during games only and shall not be worn at practices or any other events except where approved by the Team Manager or Head Coach. Dark game jerseys may be worn by players who are involved in a fundraising event in order to identify themselves, such as in bottle drives. Game jerseys will not be worn to any events in which damage may occur to the jerseys.

### **23.3 Game Sheets**

Each season, SMHSC purchases enough game sheets to last the season. Sufficient game sheets will be issued to the Category Directors for their teams. Coaches shall monitor the use of these sheets and not issue them in excess of what is required.

### **23.4 Pucks, Puck Bags and Pylons**

Teams will be supplied each season with approximately twenty-five (25) pucks and one puck bag. Any replacements over and above this for lost or stolen pucks will be the responsibility of the team. The pucks issued to a team shall be turned in at the end of the season. Each team shall be issued 10 pylons that are to be returned at the end of the season. Any replacements over and above this for lost or stolen pylons will be the responsibility of the team.

### **23.5 First Aid Kits**

Each team shall be issued one (1) Class A (ANSI Standard) first aid kit. Head Coaches shall ensure first aid kits are replenished as required during the hockey season. The Equipment Manager shall ensure first aid kits are complete prior to distributing to teams at the start of the hockey season. Replenishment costs shall be borne by SMHSC.

## **ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES**

### **24. FINANCIAL MANAGEMENT**

#### **24.1 Financial Statements & Budgets**

##### Quarterly financial statements

The Treasurer is responsible for the preparation of quarterly financial statements within 30 days of quarter end. The quarterly financial statements shall include: a statement of financial position, statement of operations and a statement of cash flows.

The Treasurer shall provide a copy of the quarterly financial statements to the Board of Directors for review and approval at the regularly scheduled board meetings.

##### Annual financial statements

The Treasurer will ensure that SMHSC's annual financial statements are audited in accordance with its Bylaws and the Societies Act of Alberta.

##### Annual budget

The Treasurer is responsible for the preparation of an annual budget for SMHSC. The annual budget shall be presented to the Board of Directors for review and approval prior to September 30<sup>th</sup> of each year.

#### **24.2 Collection of fees & other receipts**

##### Registration fees

The collection of hockey registration fees, paid by parents / guardians, is the shared responsibility of the Registrar and the Treasurer.

Fees are paid by cash, cheque, Interac E-Transfer, Visa or MasterCard. Bingo chits are also an accepted mode of payment, but have no cash value.

##### Fundraising activities (bingos & casino)

SMHSC maintains bingo licenses and also participates in biannual casinos. Funds from these activities are used primarily for practice ice rental.

#### **24.3 Procurement**

##### Practice ice rental

SMHSC purchases ice for practices from KC Hockey (both City of Edmonton and KC Arena) and other arena owners. Contracts for ice purchases are generally entered into on an annual basis.

Contracts are approved and signed by the President. Invoices are approved by the Ice Allocator and then forwarded onto the Treasurer for payment.

## **ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES**

Other hockey operations and administrative expenses

Invoices for these expenses are reviewed and approved by the individual who negotiated the purchase. The invoice and any supporting documentation is forwarded onto the Treasurer for payment.

### **24.4 Banking**

#### **Opening Bank Accounts**

Any new bank accounts to be opened for SMHSC must have the authorization of the Treasurer. For each new bank account opened, the financial system must be updated, and the bank account registered by the Treasurer.

#### **Payment Authorizations**

For monies withdrawn from any bank account, whether by cheque, EFT or other online payment method, there must be two (2) persons authorizing each payment. The authorized persons for bank account payments are the Treasurer and the President.

Each payment made must be supported by invoice, receipt or other appropriate documentation and the authorizations must be attached to this documentation prior to payment.

#### **Changes to Bank Account Terms and Conditions**

Any variations to banking arrangements can be made or varied by the Treasurer. The Treasurer is responsible for updating the financial system and/or bank account register with the new information.

#### **Closing Bank Accounts**

Where it is decided that a bank account is no longer necessary, Treasurer will authorize the closure of the bank account. The Treasurer will then be required to complete the following:

- ensure all transactions with respect to the account (including cheques drawn) have been completed;
- lodge with the bank a letter, signed by two (2) authorized signatories advising of the closure of the account;
- meet the bank's requirements with respect to account closure; and
- update the financial system and bank account register.

#### **Bank Account Transactions**

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All deposits received must be banked within two (2) weeks from receipt. Unallocated direct deposits of more than one (1) will be investigated fully to determine source of deposit. Where the source cannot be identified, the deposit will be allocated to a suspense account to keep these funds separate and identifiable.

Cheques outstanding for more than six (6) months, in line with banks' policy, will be reallocated back to SMHSC through the financial system.

Where a payment stop on a cheque is required, this will be authorized by the Treasurer. The Treasurer will be responsible for carrying out the following duties regarding payment stop on a cheque:

- ensuring the cheque has not already been presented at the bank;
- getting authorization to action the stop payment using appropriate forms from the bank;
- ensuring the bank receives notification of the stop payment notice;
- receiving confirmation of action from the bank of the stop payment; and
- ensuring the details of the stop payment is kept in the stop payment folder.

### Surplus Cash

The Treasurer, with approval of the President, shall invest any surplus cash amounts in a GIC held by a Canadian financial institution.

### 24.5 Team management

All teams must prepare a team budget. All budgeted team fundraising and expenditure items shall be included in the budget, which requires 100% approval by the players' parents or guardians. Voting shall be one (1) vote per player.

Matters such as the jersey name bars and participation in in-town or out-of-town tournaments require a 75% approval by the players' parents or guardians. Voting shall be one (1) vote per player.

The SMHSC Treasurer approves all team budgets. Expenditures shall not exceed \$7,500.

# ST. MATTHEW HOCKEY & SPORTS CLUB (SMHSC) POLICIES AND PROCEDURES

## Appendix 1

### Member Attendance at Mandatory & Chit Bingos

SMHSC depends on its Members to honour their volunteer (mandatory and chit) bingo commitments so that our players can enjoy more practice ice time and the organization can limit increases in registration fees. The combined net revenue from attendance at bingo activities by SMHSC volunteers exceeds the total registration fees paid by Members for hockey and is critical to our organization's financial sustainability.

The bingo halls require a predictable number of volunteers to staff each bingo event, and as volunteers, SMHSC and its Members are required to follow their instructions. SMHSC is required to ensure our volunteers arrive at the bingo hall on time, stay for the entire duration of the shift, and leave the bingo hall when advised to do so by the onsite chairperson. If SMHSC and its volunteers do not meet the bingo halls' requirements then SMHSC will be fined. After three (3) fines, SMHSC will lose its license for one (1) year.

The bingo halls require that volunteers are mobile and able to move easily around the bingo halls to complete tasks assigned by the hall or bingo chairperson.

Employees from Alberta Gaming, Liquor & Cannabis (AGLC) attend bingo events from time-to-time to verify that the bingo halls and the volunteers are adhering to AGLC rules.

#### Booking Bingo Commitments

Members can reserve their bingo commitments either at an in-person hockey registration or online using Eventbrite (<http://stmattshockey.com/registration>).

SMHSC limits the number of family members who may work each bingo commitment to two (2) individuals.

SMHSC limits the number of mandatory bingos that may be reserved online to eight (8). In the event that a Member is required to attend more than 8 bingos, he / she should contact the Bingo Coordinator.

#### Rescheduling or Modifying Bingo Commitments

SMHSC recognizes that Members may be unable to attend either a mandatory or chit bingo event due to unforeseen circumstances that occurred after enrolling in a bingo event.

SMHSC may permit a Member to request a change (reschedule or modify) a bingo commitment by giving the Bingo Coordinator not less than thirty (30) days notice of a request for a change. It will be at the Bingo Coordinator's discretion to honour the request or not, as he / she may be unable to find a volunteer to replace the Member who has requested a change. The Bingo Coordinator will advise the

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Member not less than 14 days prior to the original bingo date whether their request for a change has been approved. Should the request be denied, it is the Member's responsibility to attend the bingo event or find another individual who will attend the event on their behalf.

Under no circumstance is a Member permitted to reschedule or modify any bingo commitment without the prior approval of the Bingo Coordinator.

SMHSC recognizes that a Member may be unable to attend his / her bingo commitment due to unforeseen circumstances such as a medical emergency. In that event, the Member or his/her family should contact the Bingo Coordinator as soon as possible to discuss the reasons for the absence. The Bingo Coordinator and the President will determine whether a fee, as described below, will be charged to the Member.

### Fees

Members are required to provide SMHSC with either a credit card authorization (form available at <http://stmattshockey.com/registration>) or post-dated cheques for each mandatory bingo commitment.

A failure to attend a mandatory bingo commitment will result in the Member's post-dated cheque being cashed or credit card being charged either \$200 (Single Bingo commitment) or \$400 (Double Bingo commitment).

A failure to attend a chit bingo will result in SMHSC denying the Member any chit bingo requests for a period of up to six (6) months.

In the event that a volunteer leaves the bingo hall early, arrives late or is absent during his / her shift, a fee will be charged by SMHSC to the volunteer at a rate of \$50 for each 30 minutes of absence to a maximum of \$200 (Single Bingo commitment) or \$400 (Double Bingo commitment). This is applicable to both mandatory and chit bingos.

### Contact Information

If a Member has questions or concerns, they may contact the Bingo Coordinator, as follows: Cell phone: (780) 473-7977

E-Mail: [bingo@stmattshockey.com](mailto:bingo@stmattshockey.com)