



### **Communication Protocol- 24 Hour Rule**

HCMHA is committed to providing a positive and respectful environment. We understand that hockey can be an emotional sport for many and we want to ensure that our players, members and coaches interact in a fair and safe environment. Unfortunately, there have been some incidents when members have acted in a negative and less than professional manner “in the heat of the moment” and this policy was developed in hopes of preventing such circumstances.

Unless there is an immediate safety issue,  
we require that all association members follow the policy as outlined below:

#### **24-Hour Rule for Communication**

This rule has several purposes:

- 1) Allows each party involved during an issue to step back and clear the initial emotional elements
- 2) Provides a clear and concise process for problem resolution
- 3) Provides a clear understanding of what is expected from all parties involved
- 4) Promotes direct communication
- 5) Provides an avenue of fairness and opportunity to every parent, player and coach

When an issue occurs and a party has a resulting complaint to make or issue to be resolved, they are asked to wait 24 hours following the completion of the game/practice/meeting, then put the issue in writing and submit it to the appropriate party (Coach, manager, HCMHA Board member etc.) There are any number of possible situations that might need to be addressed and it is very important that all parties involved take the full 24 hours to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction.

Failure to abide by this policy may be seen as a violation of the HCMHA Code of Conduct and may be subject to the discipline policy as outlined in the HCMHA Policies and Procedures manual.