

2024-1 Osprey Minor Hockey Communication Policy

The Osprey Minor Hockey Communication Policy is to establish a streamlined and fair line of communication between the OMHA, Executive Board, Teams and Parents. The Executive Board volunteers are tasked with all duties pertaining to running the minor hockey program at Osprey, and it is important that we establish an acceptable method of communication so that everyone's concerns are resolved in a fair and timely manner.

- Any complaints, issues or Code of Conduct infractions must be in writing (email) and addressed to the Executive Board. This includes on-ice concerns regarding suspensions, officiating, or bullying. Bench staff can assist in getting your complaint to a neutral Board member, in the event of a conflict of interest. The chain of communication is as follows:

Bench Staff (team manager)

Executive Board for review

A neutral Executive Board member will then reach out regarding a course of action towards your complaint

- If your concern is pertaining to an incident that you or your child was involved in, and there's no threat to the safety or wellbeing of anyone involved, you must follow the 24 hour rule. The 24hr rule means that you must wait 24 hrs following the incident to put your recollection of the incident in writing and submit it to your team staff. Following this protocol is so that level heads can prevail. Emotions can run high in the moment of an incident, and in order for the Executive Board to make a fair decision regarding the incident, we must wait for emotions to "cool down". The incident will be carefully considered in a timely fashion following the 24 hour "cool down" period.
- TeamReach app is the accepted and approved method of communication amongst teams. It is Osprey Minor Hockey's policy to have an executive member as a member of each team's group message board in order to keep transparency across the center and so each family has a point of contact.
- It is Osprey Minor Hockey's protocol that the only person to contact the OMHA in any capacity is the **Convenor** of the center. Osprey Minor Hockey has established a chain of communication that **MUST** be followed when dealing with complaints or concerns. Any issues that are felt to be important enough to need communication with the OMHA must follow the below chain of communication:
 1. Bench Staff
 2. Executive member
 3. Convenor

Failure to comply with the communication policy will result in disciplinary action as per 2024-6.