



## **METRO WEST FORCE PATH TO REDEMPTION**

### **Message from our Board of Directors**

Metro West Female Hockey Association is an athlete-centred, recreational, grass roots organization. We aim to grow **strong leaders** through the delivery of inclusive, rewarding and unique experiences for **all** of our membership.

To do so demands that we all – players, coaching staff, coaches, parents, officials and Board Members – are empathetic and mutually respectful. This will then allow for a positive and safe playing environment for everyone.

In turn, everyone is equally accountable for their decisions and behaviour. Deliberate and/or systematic contraventions by any of our membership of the various codes that we follow will be addressed accordingly.

We acknowledge that everyone is also human and that mistakes will occur. These mistakes offer an opportunity to learn and to change. As such, our approach will be progressive in nature with a view to our members returning to good standing status as soon as is reasonable.

The foundation of this policy is to promote safety and transparency while allowing membership concerns to be expressed. A healthy complaints resolution process not only provides a means to addressing issues but also directly informs our evolution as an organization such that we can continue to be Atlantic Canada's premier Female Hockey Association.

Board of Directors  
Metro West Female Hockey Association – August 2025

### **Association Principles**

- MWFHA values player development and positive experience for all our players over winning – we win through development and not at the cost of development
- MWFHA players regardless of skill level deserve the opportunity to play and develop in all situations
- MWFHA issues can be resolved through open communication and mutual respect



**MWFHA Definitions.** For the purposes of this policy, the following definitions apply:

- The Association. Metro West Female Hockey Association.
- Outside Agency. Any entity that may have any affiliation or contact with the Association and any part thereof.
- Team. Any team officially registered the Association with Hockey Canada Register.
- Head Coach. An individual in good standing designated by the Association to an Association Team.
- Team Staff. Individuals in good standing as designated by the Association to an Association Team including but not limited to: Manager; Assistant Coach; On-Ice Helper; Treasurer; Trainer; Safety; and, Dressing Room Monitor.
- Player. Individual listed on the roster of an Association Team.
- Parent. Any parent or legal guardian of a Team Player.
- Complainant. Any individual who submits a complaint via this policy.
- Respondent. Individuals against whom a complaint is submitted.
- The Executive. Those elected to the Association Board.
- Complaint Resolution. The Association decision with regards to a submitted complaint.

**The MWFHA Codes.** To guide our decision making and behaviour, MWFHA ascribes to the following mutually reinforcing regulations and policies:

- [Hockey Canada By-Laws & Regulations](#)
- [Hockey Canada Fair Play Code](#)
- [Hockey Nova Scotia Code of Conduct](#)
- [Hockey Nova Scotia Code of Discipline and Minimum Suspensions](#)
- [Policies - Nova Scotia Female Hockey League](#)
- [Hockey Nova Scotia Female Hockey Regulations](#)
- [Hockey Canada / Hockey Nova Scotia Prevention of Bullying, Harassment and Abuse Policy](#)
- [Hockey Canada: Safety Requires Teamwork and Safety for All](#)
- [Hockey Nova Scotia Abusive Parent Dispute Resolution Policy](#)
- [Hockey Nova Scotia On-Ice Bullying Policy](#)
- [Hockey Canada / Hockey Nova Scotia Hazing Policy](#)
- [Metro West Force Conflict Resolution Policy](#)
- [Metro West Force Social Media Policy](#)
- [Metro West Force Parent Code of Conduct](#)
- [Metro West Force Player Code of Conduct](#)



**MWFHA Safe Sport Committee.** The MWFHA Safe Sport Committee is chaired by VP Safe Sport and will be comprised of at least 3 members of the Executive. Membership will be dynamic - the nature of a given complaint will inform who from our Board will participate in the investigation and contribute to the recommended resolution. Recommendations will be made to MWFHA President or Executive Vice President for final decision.

**Serious Allegations.** In accordance with Hockey Nova Scotia Code of Discipline Article 25.19 “Incident or Behaviour Detrimental to Hockey” for serious allegations that may have a direct impact upon player safety, MWFHA can choose to suspend pending investigation. This decision will be made by MWFHA President upon recommendation by MWFHA Safe Sport Committee.

**Independent Third Party.** For the most serious allegations, Hockey Canada offers the [Independent Third Party \(ITP\) Mechanism](#) for investigation and resolution. Members have the option to bypass both MWFHA and HNS and submit directly to ITP. Upon reception of a complaint, VP Safe Sport may recommend to the Complainant to submit to ITP. However, as ITP has a high threshold, there is no guarantee that it will be accepted. In those cases, the complaint will return to MWFHA for investigation and resolution.

**Complaint Intake.** Though membership is encouraged to use the [MWFHA Complaint Intake Form](#), complaints will be accepted in any manner provided that they are written. **Verbal complaints without a parallel written complaint will not be addressed.** If membership does not think that it is serious enough to be written down, the Association will treat it accordingly.

**Mediation.** As expressed in the MWFHA principles, our issues can be generally resolved through open communication and mutual respect. However, we acknowledge that there will be times where facilitation of this open communication may be necessary due to complexity. As such, if mediation is agreed to by all parties, the Association will make use of professional, objective third-party mediator to facilitate on our behalf.

### **Association Accountability**

**Oversight.** This policy will be dynamically managed by the Safe Sport Committee. It will be routinely reviewed and adjusted, as necessary.

**Monitoring.** All membership – players, parents, coaches, team staff and Board Executive – are to ensure that we adhere to our principles and the MWFHA Codes. Deliberate and systematic contraventions will be addressed accordingly.



**Investigating.** Allegations of failure to adhere to the MWFHA Codes will be investigated by the MWFHA Safe Sport Committee with a view to determining whether the complaint, in whole or in part, was founded. MWFHA reserves the right to speak to any membership who may have been involved as Complainants, Respondents or Witnesses.

For complaints that do not meet the ITP threshold, similar to mediation and informed by complexity, MWFHA Safe Sport Committee may choose to engage a professional, objective, third party investigator to conduct the related investigation. Such complexity could include (but is not limited to):

- Investigations involving the same respondents that have been previously investigated by the Association for incidents of a similar nature;
- Incidents involving multiple Associations and/or Outside Agency membership; or
- Conflicts of Interest (i.e. a close family member of a Safe Sport Committee Member is involved).

**Resolution.** If a complaint proves founded, the MWFHA Safe Sport Committee will use our Progression Table to determine reasonable, progressive actions for those involved. Failure to follow these actions will inform further steps.

**Progression Table.** This table does not subvert nor replace the minimum suspensions as proscribed in [Female Hockey Regulations](#).

Informed by the severity of the situation, MWFHA can choose to immediately escalate. In addition, resolution may not necessarily be linear - actions can be combined (i.e. written warning + suspension).

Incident	Action	Comment
All	Offer of Mediation	If agreed to by all parties
First Contravention	Verbal Warning	Delivered in person or via phone by VP Safe Sport. Captured on Investigation Report.
Second Contravention	Written Warning	In the form of a signed letter, delivered via email
Third Contravention	Minor Suspension	Up to 3 games.  In form of a signed letter, delivered via email.



Incident	Action	Comment
Fourth Contravention	Major Suspension	4 games or more.  In form of a signed letter, delivered via email.
Fifth (or more) Contraventions	Dismissal	Revoking membership privileges. The Association could choose to further to apply a time limit (i.e. dismissal for the duration of the season)  In form of a signed letter, delivered via email.

Timelines. Though each case will be managed on its merits and nuances, MWFHA will endeavour to meet the following timelines:

- Complaint Received
- Respondent(s) Informed. Within 72 hours
- Investigation Completed. Within 14 days. If it is to take longer, the Complainant(s) and Respondent(s) will be informed in writing with reasons.
- Mediation. As mutually agreed by all parties.
- Final Decision and Notification. Up to 7 days following Investigation or Mediation completion.

Documenting. All related correspondence to include original complaint, witness statements, investigation report, suspension letters and resolution letters, will be e-filed by MWFHA. They will then inform progressive resolution in case of future complaints.

Suspension Letters. In accordance with Hockey Nova Scotia Regulation 25 “Code of Discipline”, all suspensions will be issued by the Hockey Nova Scotia Suspension Coordinator. This will ensure that they are registered by Hockey Nova Scotia and linked to Hockey Canada Registry such that they can inform decisions by other Associations should any one of our members move out of our Association.

Release. At the discretion of the Executive, related correspondence can be released to external parties.



Appeals. From the Association perspective, decisions made by the MWFHA Safe Sport Committee, Executive Vice-President or the President are final and binding. In accordance with Hockey Nova Scotia Regulation 13 “Protests/Appeals” all have the right to appeal decisions made by MWFHA to Hockey Nova Scotia.

### **Annex A - Complaint Process**

