



Nova Elite Hockey Development Association		Team Policies & Procedures
Active Date: 01/31/2012	Page: 1 of 2	Revised Date:8/6/2026
24-Hour Cool Down Policy		

Purpose

Hockey is an emotional game. The Novas recognize that parents, guardians, players, coaches, and team officials all care deeply about the success, development, and well-being of the players.

The purpose of this policy is to ensure that concerns are not raised in the emotion of the moment and that all communication takes place at the appropriate time, in the appropriate setting, and through the proper process.

This policy is intended to prevent emotional, confrontational, or unproductive discussions from taking place immediately following a game, practice, tryout, team event, or other hockey-related activity, particularly in front of players.

Policy

Parents and guardians are required to observe a minimum 24-hour cooling-off period before raising a concern with the Head Coach, assistant coaches, President, Vice President, or any other team official.

During this cooling-off period, parents and guardians are not to approach, call, text, email, message, or otherwise contact coaches or team officials regarding the concern.

Coaches and team officials are not required to respond to parent or guardian concerns during the 24-hour cooling-off period.

The expiry of the 24-hour cooling-off period does not create an automatic right to a meeting, discussion, explanation, or review of a team decision. Any communication after the cooling-off period must follow the organization's **Parent Communication & Concern Resolution Policy**.

Player Communication

This policy does not restrict respectful communication between players and coaches or between players and team officials.

The Novas encourage players to communicate directly and appropriately with their coaches and team officials when they have questions, require support, or need clarification.

Player communication is an important part of development, accountability, maturity, and learning how to advocate for oneself in a respectful manner.



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Proper Communication Process

After the 24-hour cooling-off period has passed, any parent or guardian who still wishes to raise a concern must do so through the process outlined in the **Parent Communication & Concern Resolution Policy**.

Concerns must not be raised in public areas of the rink, in front of players, in front of other parents, through social media, or in any manner that creates unnecessary distraction for the team.

The Novas reserve the right to delay, end, or decline any communication that is disrespectful, confrontational, repetitive, inappropriate, or inconsistent with the expectations of the organization.

Urgent Matters

This policy does not apply to urgent matters involving player safety, injury, medical concerns, abuse, harassment, discrimination, bullying, threats, or any issue requiring immediate attention. Urgent matters should be reported immediately to the Head Coach, President, Vice President, or another appropriate authority.

Expectation

The Novas expect parents and guardians to support the team environment by allowing coaches to coach, players to play, and the organization to operate without unnecessary interference or emotional reaction.

The purpose of this policy is not to prevent communication. It is to ensure that communication happens at the right time, in the right setting, and through the proper process.