



SOUTH DELTA MINOR HOCKEY ASSOCIATION

The 24-hour Rule was developed to complement our conflict resolution policy. South Delta Minor Hockey prides itself on its family-like atmosphere and its ability to communicate directly with all members by not losing sight of what is most important that ALL players are having fun playing hockey in a safe respectful environment.

SDMHA 24-Hour Rule:

Should a player or parent/guardian encounter a situation that they do not agree with an action or the resulting impact on themselves or their child, SDMHA requires a 24 hour waiting period prior to the player or parent/guardian contacting their Team Officials or anyone affiliated with the association. After the 24 hour period has passed, a respectful written submission outlining the concern can be sent to a minimum of two members of your Team Officials who will assist in facilitating a conversation with the involved parties, including the player, in order to provide opportunity for explanation and resolution. The 24-hour wait period serves several purposes:

1. It allows each party involved the opportunity to calm down and reflect on the issue thus promoting more direct communication.
2. It provides a clear understanding of what is expected and thus promotes a clearer process for conflict resolution.
3. It provides a path of fairness and opportunity for every player, parent and Team Official.

If after the 24 hour wait period, a player, parent or guardian is unable to approach the Team Officials with their issue/ concern, then the respective Division Manager or the SDMHA Risk Manager may be contacted in writing as an alternative.

The exception to the rule - IF there is ANY concern regarding the immediate safety of any player or a matter of bullying, harassment or discrimination, please raise the matter immediately with the team HCSP and/ or contact the Risk Manager at risk@southdeltahockey.com.