



TORONTO EAST ENDERS
HOCKEY ASSOCIATION
POLICY AND PROCEDURES MANUAL



POLICY & PROCEDURE MANUAL



**TORONTO EAST ENDERS
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ISSUE DATE: March 1, 2024



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1. GOVERNANCE AND SCOPE

1.1 Incorporation & Legal Status

The East Enders Hockey Association was incorporated as a non-share capital corporation by Letters Patent issued by the Province of Ontario on March 11, 1980 and operates under these Rules of Operation and the rules of the Greater Toronto Hockey League.

1.2 Mission Statement

The objective of the East Enders Hockey Association is to provide a safe and competitive hockey program for the youth of the community, without sacrificing the teaching of skills and sportsmanship.

2. CLUB OFFICIALS AND RESPONSIBILITIES

2.1 Responsibilities of the President, General Manager and Executive

The Association is governed by an executive which are appointed by the President and Secretary/Treasurer. The President, Secretary/Treasurer, Vice President, and General Manager are responsible for the Associations budget and operating policies. The President, Vice President, and General Manager are responsible for administering the day-to-day operations of its teams and in all matters in any way relating to the GTHL, its members, other hockey organizations and governing bodies. The Secretary/Treasurer will be responsible to file a summary of our financial statement with the GTHL at the conclusion of the financial year end.

2.2 Teams Registered within the GTHL

Unless otherwise determined by the Association or the GTHL the Association in 2024/2025 will register and operate teams from U10 to U18 in various categories. The Toronto East Enders Hockey Association is affiliated with the East York Hockey Association.

2.3 Registration Fees

The Executive will set its registration by March 1 for the following season. The registration for the 2024 / 2025 season will be \$2,000.00.

U10 to U18	May 15 - \$1,000.00	Sept 15 - \$1,000.00	Minus equipment discounts
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These cheques must be given directly to the organization.



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This will include GTHL team registration, insurance, game sheets, team pictures, 1 hour of practice ice and the equipment and clothing in section (2.4). The game sheets will be for the regular season and playoffs only. There will be a reduction in the second installment if the player does not require bags, pants, sweaters, or jacket.

2.4 Equipment provided by club and return Policy

The Association provides each team with Association mandated game sweaters and socks, practice sweaters and socks, pants, jackets, and equipment bags.

No game sweater or socks are to be worn at practice.

2.5 Dress Code

The Associations only policy is that all players must wear their East Enders supplied jacket to all games after Nov 1. Only teams M. Midget and up may order alternative jackets.

Teams may add to this dress code if they so wish.

2.6 Use of Affiliated Players

Any player may be called to play for a team which is one level higher by way of affiliation.

Players should be made available to the affiliated team if it does not conflict with the regular season and playoff games of the players own team. Whenever possible, affiliated players may practice with the affiliated team. Their own team official must contact players who are being called up to play or practice.

2.7 Complaint Procedure

Team Officials, players and parent/guardians are expected to recognize and respect a “24 hour cooling off period” prior to discussions relating any dispute. The Association will not become involved with any dispute until all other options have been exhausted by the parties. After this the request for resolution shall be set out in writing to the team and the General Manager of the Association within five days. The team shall have five days to respond to the parent/guardian and the Association setting out its position. Within five days of this the Association will hold a meeting for all interested parties. The parties shall attend the meeting in person without other representation. The Association shall issue a statement in writing outlying its decision. The decision by the Association shall be binding by all parties.

2.8 Financial Assistance

The Club does not provide Financial Assistance for registered members.



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2.9 Releases

Once a registration card has been signed, the Association will not grant a release to a player except for special circumstances. Only the Association's President or General Manager can commit to give a release and only they can sign the required release document. A Team Official cannot commit, either in writing or orally, to give a release.

2.10 Refund Policy

- If it is agreed that a player should be released, there will be a 30% refund on their registration fees and team fundraising. If the team is requesting a release, the issue of whether or not to grant the release must be discussed with the President and General Manager. If the release is granted at the request of the team, an appropriate refund will be given. The refund will be based on a \$100 administration fee and a deduction of \$50 per regular season game played by the team. Fundraising monies raised by the player or parent/guardian will be refunded subject to a reduction of 5% per regular season game played by the team. In this case, the team will be responsible for the cost of the jacket. No refunds will be paid for releases after November 15.
- In the event that the total number of regular season games drops from 32 as the result of a decision by the local public health agency or a decision by the Federal, Provincial and/or Municipal government, each player affected by such decision will be refunded a portion of the Players Registration Fee on a pro-rated basis.
- A Player who suffers a short-term injury and/or illness (they would be returning to play at some point during the season) or is required to self-isolate as the result of a positive Covid-19 test and/or being exposed to someone who has tested positive for Covid-19 is not eligible for a refund.
- A Player who suffers a season-starting or season-ending injury/ illness/ condition/ mental-health barrier, would be refunded on a pro-rated basis after the submission of a medical report indicating such.
- Equipment for the 2023/24 season will be ordered on May 15th. After this date there will be no refunds in the event of public health agency delays or shutdown operations.

2.11 Permission to Skate

Permission to skate letters for other OMHA, Alliance or Jr. A teams shall be granted and signed at the discretion of the President, Vice President, or General Manager.

2.12 Use of Club Name and logo

The Toronto East Enders Hockey Association and their Logos are Registered Marks of the Association. All use of these logos must be approved by the Executive. Any use without permission will lead to a team fine of \$500 per infraction.



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2.13 Dispute of Team Finances

The Association will not become involved with any dispute until all other options have been exhausted by the parties. All teams are required to hold team meetings and discuss the team finances during these team meetings. A sign off by all parents is required at that time and submitted to the executive. If at some time during the season there is a dispute over team finances a request in writing shall be presented to the association. Within five days of this the Association will hold a meeting with all interested parties. The parties shall attend the meeting in person without other representation. The Association shall issue a statement in writing outlying its decision. The decision by the Association shall be binding by all parties.

2.14 Payment of Club Members or other Related Parties

The Toronto East Enders Hockey Association does not pay any team members or other related parties beyond reimbursement of reasonable expenses which would be disclosed separately in the Clubs annual financial statement.

2.15 Club Financial Statements

The annual financial statements of the Club are available to any participant of the Club, upon request. The delivery of the financial statements to the requesting participants shall be forwarded within 10 days of the written request.

2.16 Club Officials Commitment to Fairness

Club officials are committed and are responsible to regularly inform their Team Officials of the GTHL tampering rules and repercussions as per rule 8.3. Any allegations of tampering within the organization will be diligently investigated by the club with disciplinary action taken up to and including dismissal.

3. TEAM OFFICIALS AND RESPONSIBILITIES

3.1 Definition

*See Appendix "A" (Available to coaching staffs through organization)

3.2 Ice Time Policy

The head coach shall make all decisions regarding the amount of ice time having regard to the best interest of the team. Any parent/guardian shall be entitled to request and obtain an explanation for the decision in a civil manner without fear or threat of repercussion. If a player is denied reasonable ice time on a continuous basis, they may request the issue be referred to the Association. The decision of the Association will be final and binding on all parties.



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3.3 Team Budgets and Financial Statements

An estimated team budget is to be made available prior to the signing of the player's card. A parent / guardian must agree to this estimated budget by signing a declaration. Any NSF cheque to the organization must be replaced by certified cheque. Any registration still owing to the organization on November 15th must be covered by the team. All teams are responsible for the organizations ice contracts until the end of March. At the conclusion of the season any surplus over \$500.00 in your team account must be split up evenly amongst the players. Team budgets are to be reviewed with the parent group as per team meetings mandate and the final budget must be submitted to the association at years end.

3.4 Payment of Team Officials

The Toronto East Enders Hockey Association do not pay any team officials or volunteers. Coaching staffs will be reimbursed for hotel rooms, gas and food (when they are non-parents) for out-of-town tournaments. Two coaches per room unless there is only one coach. Teams may pay instructors for goalies, power skating etc. These funds must be included in the team budget and approved by the Executive.

3.5 Team Bank Account

Each team will maintain a bank account under the teams name and year. (eg. East Enders 1990). There will be three signing officers for each team. They shall include the head coach or manager and two parents unrelated to the coaching staff. All revenues accumulated by the team shall be deposited into the team's bank account without prior deduction immediately upon receipt. All cheques must have two of the three signatures.

3.6 Team Meetings

The head coach and manager will have a minimum of 4 team meetings a year held on or before. Sept 30, Oct 15, Nov. 15, and Jan.15. Each meeting must include any matters of interest relating to the team and a financial summary. Each meeting must be signed off on an attendance sheet and forwarded to the organization.

3.7 School Hockey

Players will be allowed to participate in School Hockey Programs, taking into account that association team games and practices or priority. Participation in School Programs shall be communicated to the Head Coach.

3.8 Code of Conduct

The Club expects all team officials to respect the Leagues Code of Conduct including rules against tampering.



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3.9 Supplementary Team Rules.

The team may adopt policies and rules in addition to those set by the Association. These policies and rules must be applied equally to all players and must be approved by the Association by April 15. A copy of these rules must be given to and signed in a declaration by each player, parent / guardian prior to card signing.

3.10 Practice Ice

When on our practice ice all carded officials must wear a helmet. No other persons shall be allowed on our practice ice unless they have proof of insurance from a registered hockey school.

4. PARENT OR GUARDIAN CODE OF CONDUCT AND RESPONSIBILITY

4.1 Payment of Fees

All team fees will be paid to the team according to the budget and team's rules that is declared to each player, parent/guardian prior to card signing.

4.2 Standard Code of Conduct

Parents, guardians are expected to conduct themselves with respect, courtesy, and civility in all dealings to their child's involvement with the Association, other teams, game officials, and other spectators. Provocative and inflammatory types of behavior, including the use of profanity, threats and verbal or physical confrontations will not be tolerated.

4.3 Sanction for Misconduct

The Association reserves the right to discipline any parent/guardian who violates these standards of behavior or whose actions, in the opinion of the Association, denigrate damage or bring into disrepute the image and reputation of the Association or Team Officials. The parent/guardian may be prohibited from attending team functions, practices, or games for such a period, as the Association considers appropriate. Failure to abide by these sanctions may result in the suspension or release of the player. In addition to the above, sanctions may be imposed by the GTHL as contained in section 13 of the GTHL handbook.

5. PLAYERS CODE OF CONDUCT AND RESPONSIBILITY

5.1 Players Obligation

Players should make their commitment to the team, its programs and goals a priority. Players should attend all games, practices or other events arranged by the team. Players should abide by the team dress code and refrain from using alcohol and prohibited drugs.



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5.2 Standard Code of Conduct

Players are expected to always represent their team with dignity. They shall always try to play to the best of their ability. They shall always show respect for the rules of the game, teammates, team officials, game officials and their opponents. They shall use their best efforts to maintain their composure and refrain from trash talking or making improper gestures either on or off the ice. No player shall take any kind of cell phone, camera or video device into the dressing room. Failure to do so will mean a suspension as per GTHL article 19.2 (e). Also, Cyber Bullying will not be tolerated as per article 4.1.5 in Speak Out. All players must abide by the Ontario Hockey Dressing Room Policy at all time. Reference Appendix "A".

5.3 Sanction for Misconduct

The Association reserves the right to restrict ice time, suspend or release a player who is found by the Association to have breached any of the above obligations.

5.4 Player Injury

Neither the Association nor the Team is responsible for any injury suffered by a player howsoever caused. The GTHL maintains insurance which may be applicable in certain events. If a player leaves the game or practice after getting hurt, they must have a doctor's note before he returns to play or practice. Concussion protocol must be followed as per the GTHL rules.