



259 Commodore Drive
Dartmouth, N.S. B3B 0M1
902.454.9400
hockeynovascotia.ca

TO: All Hockey Nova Scotia members
FROM: Hockey Nova Scotia Risk Management Committee
DATE: November 4, 2019

SUBJECT: Dealing with potential team or individual conflicts

As we prepare for a new hockey year, we wanted to pass along some tips and best practices that should be followed when it comes to **resolving conflicts** that may arise during the upcoming season.

Prior to the beginning of the hockey season, **team expectations** and **team rules** should be clearly communicated (and documented) by team coaching staffs to their respective players (and their families).

- Teams are encouraged to host a **pre-season meeting** with all parents and players. This meeting should be used to outline your team's rules and expectations.
- Observe **the 24-hour rule**. Games and practices are not appropriate places to attempt to resolve conflicts. Allow a minimum of 24 hours to pass prior to addressing an issue and use this **cooling-off period** to validate facts and organize your thoughts.
- Every effort should be made to resolve conflicts at **the team level**. This may involve a player or parent concern with a team official, a team official concern with a player or parent, or a conflict between players or between parents. It is recommended that communication always be initiated away from the rink. Any face-to-face meeting should include a third party (such as the team manager).
- If a resolution cannot be achieved at the **team level**, the appropriate **division coordinator or designate** should be contacted. The **division coordinator or designate** should make a significant effort to facilitate a resolution.
- If the conflict is still not resolved or the **division coordinator or designate** is in a conflict of interest, the issue should be forwarded to the **association/league** representative responsible for resolving conflicts.
- Finally, if no other avenue of resolution seems to be working at the association level, the Administrative Coordinator for HNS can be contacted and a completed complaint intake form may be requested (found on the HNS website).

Techniques that may be helpful during the conflict resolution process include:

- Let the person who you are dealing with know that you are approachable.
- Never speak to someone who is yelling at you.
- Hear them out.
- Pay attention to body language.
- Always keep your composure (even if they don't).

We appreciate your support and cooperation. Good luck this season and thank you for all that you do.

Sincerely,

Risk Management Committee
Hockey Nova Scotia