



Policy Manual

Northwest Calgary Ringette Society

Updated: July 2025

**While it is intended that these policies are kept up to date, key decisions may be made at board level which may or may not appear in this manual as soon as they happen. If in doubt, please contact: president@nwringette.com for clarification. Common sense always applies. If there is a need for clarification the Board can always provide a decision. **

Revisions

August 2024	Approved changes to evaluations, team formation, and coach selection.
September 2024	Removed 9. Screening Policy and Appendix C from this manual. Security Policy & Procedure to be posted independently.
February 2025	Removed 1 Code of Conduct and Appendix A and Appendix B Removed 2. Safety Approved Policies for these documents to be posted independently.
May 2025	Removed 12. Player affiliations Removed 17. Ice Sourcing, Allocation, and Management Removed 20 and Appendix F. Confidentiality Removed 21 and Appendix G. Privacy Removed 22 and Appendix H. Conflict of Interest Removed 24. Technology Removed 25. Compulsory Association Volunteering Approved Policies for these documents to be posted independently.
August 2025	Removed 5. Player requests Removed 6. Player Evaluations Removed 10. Team Formation Approved Policies for these documents to be posted independently.

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INTRODUCTION

The Northwest Calgary Ringette Society (NWCR or Northwest) has developed a Policies and Procedures Manual as a guideline for all members of the Society.

These Policies and Procedures are intended to be used in complement to the Northwest Calgary Ringette Society Bylaws and the playing rules of Ringette Canada and Ringette Alberta.

Any changes to the Policies and Procedures are to be approved by the majority of the Northwest Board of Directors.

1. CODE OF CONDUCT

This section has been revised May 2025 and approved by the board. This section will be posted

independently of this document on the NW Ringette webpage: Code of Conduct and Ethics.

2. SAFETY

This section has been revised February 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Safety.

3. REGISTRATION

Policies

- 3.1. **Residency-** Player registration with Northwest is open to those individuals residing within the boundaries as set by Ringette Calgary and include: all communities north of Memorial Drive from the west city limits to Deerfoot Trail AND Crestmont AND all communities north of McKnight Blvd from Deerfoot Trail to the east city limits.
- 3.2. **Players whose Home Association is not Northwest-** Players, whose home association is not Northwest, trying out for a higher tier must first rank as a secured player within that tier to be eligible to play in that tier. Northwest may take a maximum of two out of bounds players per team at the highest tier. If a player does not rank as a secured player, they may play in a lower tier if:
 - they do not return to their home association and
 - it is approved by the VP Operations and
 - they obtained a release from their home association
- 3.3. **Calgary AA Ringette Players-** Northwest is a feeder association for Calgary AA Ringette Association. Players in the U14, U16 and U19 divisions are eligible to participate in AA Evaluations, but MUST also register with Northwest. Failure to do this may result in players who are not selected for AA not having a secured evaluation spot in Northwest.
- 3.4. All players registered with Northwest **must have their fees paid in full, or have made payment arrangements**, prior to the start of the season.
- 3.5. Players/families registered with Northwest are required to complete the association-level volunteer bond, or pay the volunteer bond fee if electing to not complete an association-level volunteer role, as set out in Appendix J.
- 3.6. Players whose **Home Association is not Northwest** will be required to pay an evaluation fee as set in Appendix J. If the player is released to Northwest, that money will be applied towards their registration fee.

Procedures

- a. Players trying out for AA must mail a post-dated cheque to Northwest at the time of registration. These cheques will be shredded if the player is successful in being placed on a Calgary AA team.
- b. Players whose Home Association is Northwest will register based on the community they reside in. See Appendix K for details.
- c. Players whose Home Association is not Northwest will follow the residency procedures set by Ringette Alberta.

REGISTRATION FEES

- 3.7. Registration fees will be determined at the Northwest Annual General Meeting each year. The amount payable is set out in Appendix J.
- 3.8. Players whose Home Association is not Northwest will be subject to an Evaluation fee. If the player is placed on a team with Northwest the evaluation fee will be applied to the cost of registration. See Appendix J

REGISTRATION DATES AND DEADLINES

- 3.9. Early Registration- Early registration is defined as a registration that occurs between the opening of registration and June 30 of each year. Early registration is eligible for a reduced registration fee as set out in Appendix J.
- 3.10. Close of Registration - Registrations will not be accepted after this date unless Northwest has determined there is room in an age division.

REFUNDS

- 3.11. Players requesting a registration refund from Northwest must do so in writing to Registrar@NWRingette.com
- 3.12. Players who register with Northwest that are successful in being placed on a Calgary AA team will receive a full refund less any financial processing fees.
- 3.13. Refund are subject to administrative fees as set out in Appendix J

4. TEAM FINANCES AND BUDGETS

Policies

- 4.1. Teams are permitted to raise funds to cover team-approved costs not covered by registration fees.
- 4.2. At the conclusion of the season, and upon request, an accounting of all cash collections, amounts from fundraising and expenditures shall be provided to the team's parents or guardians.
- 4.3. Teams wanting to hold a raffle or draw (eg. 50/50 draw) as a fundraiser must comply with the Raffles and 50/50 Draws section of these policies and any other Alberta Gaming and Liquor Commission (AGLC) rules and regulations as applicable. The use or reference of the Northwest Calgary Ringette Society name is not permitted on any team AGLC application.
- 4.4. Any fines incurred by Northwest on behalf of any team for any reason are payable by the team at the time they are incurred. It is the team's responsibility to allocate the payment of the fines among their team staff, parents and guardians as they see fit.
- 4.5. Any profits made from hosting Provincial or Regional Tournaments must be returned to NWCR.

Procedures

- a. A seasonal preliminary budget for each team should be discussed and agreed upon by 75% of the parents or guardians present at the team's parent meeting at the beginning of each season. We encourage all coaches, managers and parents to take into consideration

the financial burden for families that may be dealing with difficult financial situations when creating the seasonal budget.

- b. Teams may choose to create a team specific bond to cover the Equipment Deposit or possible fines. Any funds collected and held for a team specific bond shall be returned to team staff, parents or guardians.

5. PLAYER REQUESTS

This section has been revised Aug 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: NWR102 Evaluations & Team Formation.

6. PLAYER EVALUATIONS

This section has been revised Aug 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: NWR102 Evaluations & Team Formation.

7. COACH SELECTION

This section has been revised July 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Coaching NWR106.

8. JUNIOR COACHES

This section has been revised July 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Coaching NWR106.

9. SCREENING POLICY

This section has been revised June 2024 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Security Screening Policy and Screening Disclosure Form.

10. TEAM FORMATION

This section has been revised Aug 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: NWR102 Evaluations & Team Formation.

11. TEAM ROSTERS AND TRFs

Policies

- 11.1. All players and team staff must be registered on a Team Registration Form "TRF" through Ringette Alberta.
- 11.2. Only team staff listed on the teams' roster, with the exception of the manager and trainer, are eligible to be on the ice during practices. Only the Head Coach, Assistant Coaches, Junior Coaches and a Trainer may be on the bench for a game in accordance with Ringette Alberta maximum and minimum (RAB Policy 10.4.5).

Procedures

- a. Team Managers must submit the Team Staff roster to the Northwest Registrar by October 5th of the current season. If there are team staff roster changes made after that date, the team is subject to the fees set out in Appendix J and must be remitted before changes to the TRF are made by the Registrar. Northwest will submit payment to Ringette Alberta for team roster change fees.

12.PLAYER AFFILIATIONS

This section has been revised and approved by the board: April 2025. This section will be posted independently of this document on the NW Ringette webpage: NWR15 Player Affiliation.

13.COACH CERTIFICATIONS

This section has been revised July 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Coaching NWR106.

14.COACH EVALUATIONS

This section has been revised July 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Coaching NWR106.

15.MANAGER SELECTION

Policies

- 15.1. All teams are to have a Manager.
- 15.2. Managers are to be selected at the start of the season by the Head Coach.
- 15.3. Managers cannot be the Head Coach or the Spouse of a Head Coach.
- 15.4. Where possible, it is recommended that Managers not be related to anyone on the team's coaching staff so as to represent a non-biased liaison between the coaching staff and parents.
- 15.5. In the event of an unavoidable situation where a Manager is related to anyone on the team's coaching staff, steps should be taken to disclose the potential conflict of interest and create another line of communication for parents in the event they have an issue to discuss that involves the related parties.

Procedures

- a. Managers are to complete the Managers Certification Program found on the Ringette Alberta web- site prior to December 15th of the current season. Requests for reimbursement may be emailed to Manager@nwringette.com (with copies of all receipts) as outlined on the Northwest website.
- b. All requests for reimbursement must be received by March 1 of the current playing season. Requests received after this deadline will not be reimbursed.
- c. Managers must attend the Manager orientation at the start of the season.

16.EQUIPMENT

Policies

- 16.1. This Equipment Policy applies to all Northwest on-ice activities including evaluations, regular season games, tournaments, exhibition games, practices, playoffs and provincials.
- 16.2. All players are to conform to the equipment requirements indicated in the playing rules of Ringette Canada. In addition, shoulder pads are mandatory for all players.
- 16.3. All players are to be fully dressed for all practices and games.
- 16.4. Northwest will provide shot clocks, game jerseys, goalie equipment, rings, pylons and pinnies to teams.
- 16.5. Active Start-U14 game jerseys are maintained by a parent or guardian on each team, and are not to be kept personally by the players.
- 16.6. U16 and U19 teams have the option of allowing the players to carry their own game jerseys. The jerseys must be carried in a pillowcase to protect them in the equipment bag. A jersey deposit of \$200 per player is required prior to the first game.
- 16.7. During games, teams are required to wear the jerseys supplied by Northwest that display the colors and logo of the Association. Northwest teams are not permitted to use a "third" jersey or any alternate jersey for any game.
- 16.8. Northwest game jerseys are not to be worn during practices.
- 16.9. Permanent alterations are not permitted on any Northwest jerseys i.e. name bars, Captain or Assistant Captain letters, etc. Tape is NOT to be used to create letters on Jerseys.
- 16.10. All players in levels U12 – U19 are required to wear the Northwest Mosspro pants for games.
- 16.11. All players registered in U14-U19 with the exception of goalies and U12 affiliates are required to wear a helmet consistent with Northwest uniform colors – either black, red, or white is acceptable.

Procedures

- a. Team Equipment will be handed out to Head Coaches during the mandatory Northwest Coach meeting at the beginning of the season.
- b. All team equipment is to be returned to the Equipment Coordinator by the end of the season in good condition. The Equipment Coordinator will communicate the dates and times to return equipment in the spring of each season.
- c. Teams opting to have the players carry their own jerseys must provide a post-dated cheque (dated for March 1st of the following season) for each player along with a list of the issued jersey and corresponding player to the division coordinator prior to their first game. Jersey care instructions should be provided to all players. Equipment managers will determine if a jersey has been damaged at the end of the season.
- d. For "C" and "A" letters, we suggest purchasing stickers from a sports store. Under no circumstances is tape to be used to create letter as it ruins the jerseys.

17. ICE SOURCING, ALLOCATION and MANAGEMENT

This section has been revised May 2025 and approved by the board. This section will be posted

independently of this document on the NW Ringette webpage: Ice Sourcing, Allocation and Management.

18.COMPLAINTS/GRIEVANCES/CONCERNS

Policies

- 18.1. Northwest permits its membership to raise issues with the Board that are negatively affecting their experience in their Ringette season after discussing them first with their manager, then their coach where appropriate.
- 18.2. A 24 hour "cooling off" period is required before any issues are brought forward.

Procedures

- a. If an issue has not been dealt with to a member's satisfaction, they are encouraged to follow the Association's Discipline and Complaints Policy (Appendix D) and if necessary, the Appeals Policy (Appendix E).

19.APPAREL

Purpose

The purpose of the apparel policy is to:

Unite: Utilize apparel as a way to unite our athletes and their families within the Association and create a feeling of "pride" and "team" within the community; and Brand: Represent and differentiate Northwest from other associations in competition.

Policies

- 19.1. The Northwest name and logo are registered trademarks and copyright protected and can only be used by Northwest's approved vendors.
- 19.2. During games, teams are required to wear the jerseys supplied by Northwest that display the colors and logo of the Association. Northwest teams are not permitted to use a "third" jersey or any alternate jersey for any game. See Equipment Policy for further details.

Procedures

- a. Northwest apparel is optional.
- b. If a player or an entire team decide to purchase Northwest apparel, they will need to order it through an approved vendor.
- c. Initials and names can be added to the Northwest apparel however, team name, jersey number or a team sponsored name are not permitted.
- d. Teams often want to purchase their own practice jerseys or dryland t-shirts. We strongly encourage all coaches, managers and parents to consider that families on your team have different financial situations and purchasing non-essential and season-specific apparel creates added pressure for families.
- e. If your team still decides to purchase team-specific wear, please keep the following policy points in mind to ensure your team is in compliance:
- f. Teams are not permitted to use the Northwest logo on team specific apparel; and
- g. Team specific sponsors can only be recognized on team specific apparel and not on

Northwest approved apparel.

20.CONFIDENTIALITY

This section has been revised May 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Confidentiality and Privacy

21.PRIVACY

This section has been revised May 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Confidentiality and Privacy

22.CONFLICT OF INTEREST

This section has been revised May 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Conflict of Interest

23.SHORTENING THE BENCH

Definition

Intentionally playing a player, at the expense of another player, for the purpose of advancing the Team. This does not include the uncertainties created by stoppages in play, penalties and injuries or absences from play for disciplinary reasons.

Policies

- 23.1. **All levels up to and including U14:** No shortening of the bench will be allowed at any level up to and including U14. Coaches will use a “Fair Ice time” approach. “Fair Ice time” is defined as consideration for playing time and playing experience, applied fairly to all players and in all games, for the development of the players.
- 23.2. **Levels U16 and U19:** Teams in U16 and U19 are encouraged to continue to apply a “Fair Ice time” approach as outlined above. However, given that the athletes are developing more in competition as outlined in the LTAD model (moving into the Learning to Compete and Training to Compete levels), there may be situations where the Coach may choose to make playing time decisions for the betterment of the Team in competition. If any approach other than “Fair Ice time” as defined above is to be used by the Coach, the circumstances and conditions of its use must be defined and discussed with the Team and the Parents in advance of the season start and provided in writing.

24.TECHNOLOGY POLICY

This section has been revised May 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Technology.

25.COMPULSORY ASSOCIATION VOLUNTEERING PROGRAM POLICY

This section has been revised May 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Compulsory Volunteering.

APPENDICIES

APPENDIX A – Code of Conduct and Ethics

This section has been revised February 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Code of Conduct and Ethics.

APPENDIX B – Fair play Pledge

This section has been revised February 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Fair Play Pledge.

APPENDIX C – Screening Policy

This section has been revised June 2024 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Security Screening Policy and Screening Disclosure Form.

APPENDIX D Discipline and Complaints Policy

Definitions

1. The following terms have these meanings in this Policy:
 - a) “*Club*” – NWCR (or Northwest)
 - b) “*Complainant*” – The party alleging an infraction.
 - c) “*Days*” – Days irrespective of weekends and holidays.
 - d) “*Individuals*” – All categories of Membership within the Club Bylaws, as well as all individuals engaged in activities with the Club, including but not limited to, athletes, coaches, parents/guardians, volunteers, managers, administrators, directors and officers.
 - e) “*Respondent*” – The alleged infracting party.

Purpose

2. Membership and/or participation in the Club, brings with it many benefits and privileges. At the same time, Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Club Bylaws, policies, procedures, rules and regulations, and Code of Conduct and Ethics. Irresponsible behaviour by Individuals can result in severe damage to the image of the Club. Conduct that violates these values may be subject to sanctions pursuant to this policy.

Application of this Policy

3. This Policy applies to all Individuals as defined in the Definitions.
4. This Policy applies to discipline matters that may arise during the course of Club business, activities and events, including, but not limited to, its office environment, competitions, practices, training camps; travel, and any meetings.
5. Discipline matters and complaints arising within the business, activities or events organized by entities other than the Club will be dealt with pursuant to the policies of these other entities unless accepted by the Club in its sole discretion.

Reporting a Complaint

6. Complaints should not be initiated until 24 hours after the event occurs.
7. Any Individual may report to the Complaints Director any complaint of an infraction by an Individual.

Such a complaint must be signed and in writing and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted upon the sole discretion of the Club.

8. A Complainant wishing to file a complaint beyond the fourteen (14) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the fourteen (14) day period will be at the sole discretion of the Club. This decision may not be appealed or is grounds for defense.

Grievance Coordinator

9. Upon receipt of a complaint, the Club will assign the case to a Case Manager (CM) to oversee the management and administration of complaints submitted in accordance with this Policy and such appointment is not appealable. The CM has an overall responsibility to implement this Policy in a timely manner. More specifically, the CM has a responsibility to:
 - a) Determine whether the complaint is frivolous or vexatious and within the jurisdiction of this Policy. If the CM determines the complaint is frivolous or vexatious or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The CM decision to the acceptance or dismissal of the complaint may not be appealed.
 - b) Determine if the complaint is a minor or major infraction;
 - c) Appoint a Mediator and/or Panel, if necessary, in accordance with this Policy;
 - d) Determine the format of the hearing;
 - e) Coordinate all administrative aspects of the complaint;
 - f) Provide administrative assistance and logistical support to the Panel as required; and
 - g) Provide any other service or support that may be necessary to ensure a fair and timely proceeding.
10. The CM will inform the Parties if the incident is to be dealt with as a minor infraction or major infraction and the matter will be dealt with according to the applicable section relating to the minor or major infraction.
11. This Policy does not prevent an appropriate person having authority from taking immediate, informal or corrective action in response to behaviour that constitutes either a minor or major infraction. Further sanctions may be applied in accordance with the procedures set out in this Policy.

Minor Infractions

12. Minor infractions are single incidents of failing to achieve the expected standards of conduct that generally do not result in harm to others, the Club or to the sport of ringette.
13. All disciplinary situations involving minor infractions will be dealt with by the Executive Board of Directors of the club and the individual involved.
14. Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined at the discretion of the Executive Board of Directors. This is provided that the Respondent being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident.
15. Penalties for minor infractions, which may be applied singly or in combination, include the following:
 - a) Verbal or written warning;
 - b) Verbal or written apology;
 - c) Service or other voluntary contribution to the Club;
 - d) Removal of certain privileges of membership or participation for a designated period of time;
 - e) Suspension from the current competition, activity or event; or
 - f) Any other sanction considered appropriate for the offense.
16. Minor infractions that result in discipline will be recorded and maintained by the Club. Repeat minor infractions may result in further such incidents being considered a major infraction.

Major Infractions

17. Major infractions are instances of failing to achieve the expected standards of conduct that result or have the potential to result in harm to other persons, to the Club or to the sport of ringette.
18. Examples of major infractions include, but are not limited to:
 - a) Repeated Minor Infractions;
 - b) Intentionally damaging Club property or improperly handling Club monies;
 - c) Incidents of physical abuse;
 - d) Pranks, jokes or other activities that endanger the safety of others, including hazing;
 - e) Disregard for the bylaws, policies, rules, regulations and directives of the Club;
 - f) Conduct that intentionally damages the image, credibility or reputation of the Club or the sport of ringette;
 - g) Behaviour that constitutes harassment, sexual harassment or sexual misconduct; or
 - h) Abusive use of alcohol, any use or possession of alcohol by minors, use or possession of illicit drugs and narcotics.
19. Major infractions will be decided using the disciplinary procedures set out in this policy, except where a dispute resolution procedure contained within a contract or other formal written agreement takes precedence.
20. Major infractions occurring within competition may be dealt with immediately, if necessary, by any Member of the Club's Executive Board of Directors. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of this Policy.

Procedure for Major Infraction Hearing

21. If the CM is satisfied that the complaint is a major infraction, the CM will, with the consent of the parties, seek to resolve the complaint through a meeting with the Executive Board of Directors.
22. If the complaint cannot be resolved through procedures in #22 above, then a hearing before a minimum of 75% of the Clubs Board of Directors will take place. In extraordinary circumstances, and at the discretion of the CM, a Panel of three persons may be appointed to hear and decide the complaint. In this event, the CM will serve as the Chair.
23. The CM will determine the format of the hearing, which may involve an oral hearing in person, an oral hearing by telephone, a hearing based on written submissions or a combination of these methods. The hearing will be governed by the procedures that the CM and the Panel deem appropriate in the circumstances, provided that:
 - a) The Parties will be given appropriate notice of the day, time and place of the hearing.
 - b) Copies of any written documents which the parties wish to have the Panel consider will be provided to all Parties in advance of the hearing.
 - c) The Panel may request that any other individual participate and give evidence at the hearing.
 - d) If a decision in the appeal may affect another party to the extent that the other party would have recourse to an appeal in their own right under this Policy, that party will become a party to the appeal in question and will be bound by its outcome.
 - e) Decisions will be by a majority vote.

Decision

24. After hearing the matter, the Board of Directors will determine whether an infraction has occurred and if so, what appropriate sanction will be imposed. The Board of Director's written decision, with reasons, will be distributed to all parties. The decision will be considered confidential unless decided otherwise by the Board of Directors.
25. Where the Respondent acknowledges the facts of the incident, he or she may waive the hearing, in which case the Board of Directors will determine the appropriate disciplinary sanction. The Board of Directors may hold a hearing for the purpose of determining an appropriate sanction.
26. If the Respondent chooses not to participate in the hearing, the hearing will proceed in any event.

27. In fulfilling its duties, the Board of Directors may obtain independent advice.

Sanctions

28. The Board of Directors may apply the following disciplinary sanctions singly or in combination, for major infractions:
- a) Verbal or written reprimand;
 - b) Verbal or written apology;
 - c) Service or other voluntary contribution to the Club;
 - d) Removal of certain privileges of membership;
 - e) Suspension from certain Club teams, events and/or activities;
 - f) Suspension from all Club activities for a designated period of time;
 - g) Withholding of prize money;
 - h) Payment of the cost of repairs for property damage;
 - i) Suspension of funding from the Club or other funding;
 - j) Expulsion from the Club;
 - k) Other sanctions as may be considered appropriate for the offense.
29. Unless the Board of Directors decides otherwise, any disciplinary sanctions will commence immediately. Failure to comply with a sanction as determined by the Board of Directors will result in automatic suspension until such time as compliance occurs.
30. A written record will be maintained by the Club for major infractions that result in a sanction.

Serious Infractions

31. The Club may determine that an alleged incident is of such seriousness as to warrant suspension of the Respondent pending a hearing and a decision of the Panel.
32. An Individual's charge or conviction for any of the following *Criminal Code* offenses will be deemed a major infraction under this Policy and will result in expulsion and/or suspension from the Club and/or removal from Club competitions, programs, activities and events upon the sole discretion of the Club:
- a) Any child pornography offences;
 - b) Any sexual offences;
 - c) Any offence of physical or psychological violence;
 - d) Any offence of assault;
 - e) Any offence involving trafficking of illegal drugs.

Confidentiality

33. The discipline and complaints process is confidential involving only the Parties, the CM and the Board of Directors. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Appeals Procedure

34. The decision of the Board of Directors may be appealed in accordance with the Club's Appeal Policy.

APPENDIX E – Appeals Policy

Definitions

1. These terms will have these meanings in this policy:
- a) "*Appellant*"- The party appealing a decision.
 - b) "*Club*" – Northwest Calgary Ringette Society NWCR (or Northwest)
 - c) "*Days*" - Days regardless of weekends or holidays.
 - d) "*Individuals*" – All categories of Membership within the Club Bylaws, as well as all individuals

engaged in activities with the Club, including but not limited to, athletes, coaches, officials, volunteers, managers, administrators, directors and officers.

- e) "Respondent" - The body whose decision is being appealed.

Scope and Application of this Policy

2. Any Individual who is affected by a decision of the Club will have the right to appeal that decision in accordance with this Policy, subject to any limits in this Policy, to the applicable governing body as set out in the table below:

Table 1: Jurisdiction of Appeals

Organization	Ringette Alberta	Zone Member	Group Member (Club)
"1 st Level of Appeal"	Ringette Alberta	Ringette Alberta	Group Member
"2 nd Level of Appeal"			Zone Member, if a Zone Membership exists with Ringette Alberta
"3 rd Level of Appeal"			Ringette Alberta

3. This Policy will apply to decisions relating to conflict of interest, eligibility, selection, discipline, membership or any other matter deemed appropriate by the Club.
4. This Policy will not apply to decisions relating to:
- Decisions made external to the Club;
 - Matters of employment;
 - Matters of board composition, committees, staffing, or employment opportunities;
 - Commercial matters;
 - Matters of budgeting and budget implementation, including fees, dues and levies;
 - Infractions for doping offences which are dealt with pursuant to the *Canadian Anti-Doping Program* or any successor policy;
 - The rules of ringette or disputes over competition rules;
 - Matters relating to the substance, content and establishment of policies, procedures or criteria;
 - Disputes arising within competitions which have their own appeal procedures; and
 - Any decisions made under this Policy.

Timing of Appeal

5. Members who wish to appeal a decision will have seven (7) days from the date on which they learned of the decision, to submit in writing to the President of the Club the following:
- Notice of their intention to appeal;
 - Contact information of the Appellant;
 - Name of the Respondent;
 - Ground(s) for the appeal;
 - Detailed reason(s) for the appeal;
 - All evidence that supports the reasons and grounds for an appeal;
 - The remedy or remedies requested, and
 - A payment of two hundred dollars (\$200), which may be refundable.

NOTE: If the Appellant is successful in their appeal, the Club will reimburse the \$200.00 payment to the Appellant. If the Appellant is unsuccessful in their appeal, the \$200.00 is non-refundable.

Grounds for Appeal

6. Decisions may only be appealed on procedural grounds which are limited to the Respondent:
 - a) Making a decision for which it did not have authority or jurisdiction as set out in the applicable governing documents;
 - b) Failing to follow procedures as laid out in the bylaws or approved policies of the Club;
 - c) Making a decision that was influenced by bias, where bias is defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views or that the decision was influenced by factors unrelated to the substance or merits of the decision; and/or
 - d) Failing to consider relevant information or taking into account irrelevant information in making the decision.
7. The Appellant will bear the onus of proof in the appeal, and thus must be able to demonstrate, on a balance of probabilities, that the Respondent has made an error as described in Section 6.

Appeals Officer

8. The Club will appoint an Appeals Officer to oversee this Policy. The Appeals Officer has an overall responsibility to ensure procedural fairness and timeliness are respected at all times in the appeals process and more particularly, has a responsibility to:
 - a) Receive appeals;
 - b) Determine if the appeal lies within the jurisdiction of this Policy;
 - c) Determine if appeal is brought in a timely manner;
 - d) Determine if the appeal is brought on permissible grounds;
 - e) Appoint the Tribunal to hear the appeal;
 - f) Determine the format of the appeal hearing;
 - g) Coordinate all administrative and procedural aspects of the appeal;
 - h) Provide administrative assistance and logistical support to the tribunal as required; and
 - i) Provide any other service or support that may be necessary to ensure a fair and timely appeal proceeding.

Screening of Appeal

9. Upon receipt of the notice, grounds of an appeal, supporting evidence and the required fee, the Appeals Officer will review the appeal and will decide if the appeal falls within the jurisdiction of this Policy, and if it satisfies procedural grounds. If the Appeals Officer is satisfied that the appeal is not under this Policy's jurisdiction, or that there are not sufficient grounds, the parties will be notified in writing, stating reasons. There is no further appeal of the Appeals Officer's decision on jurisdiction or grounds.

Mediation

10. Upon determining that there exists jurisdiction and sufficient grounds for an appeal, the Appeals Officer may, with the consent of the parties, seek to resolve the appeal through mediation using the services of an independent mediator. The independent mediator will be selected by the Appeals Officer.

Tribunal

11. If the appeal cannot be resolved through mediation, then a Hearing before a Tribunal will take place. The Appeals Officer will appoint the Tribunal, which will consist of a single Adjudicator, to hear the appeal. In extraordinary circumstances, and at the discretion of the Appeals Officer, a Tribunal of three persons may be appointed to hear and decide a case. In this event, the Appeals Officer will appoint one of the Tribunal's members to serve as the Chair.

Procedure for the Hearing

12. The Appeals Officer will determine the timing and format of the Hearing, which may involve an oral Hearing in person, an oral Hearing by telephone, a Hearing based on written submissions or a combination of these methods. The Hearing will be governed by the procedures that the Appeals Officer and the Tribunal deem appropriate in the circumstances, provided that:
 - a) The parties will be given appropriate notice of the day, time and place of the hearing.
 - b) Copies of any written documents which the parties wish to have the Tribunal consider will be provided to all parties in advance of the Hearing.
 - c) The parties may be accompanied by a representative, advisor or legal counsel at their own expense.
 - d) The Tribunal may request that any other individual participate and/or give evidence at the hearing.
 - e) If a decision in the appeal may affect another party to the extent that the other party would have recourse to an appeal in their own right under this Policy, that party will become a party to the appeal in question and will be bound by its outcome.
 - f) In a situation where the hearing is conducted by a Tribunal consisting of three Adjudicators, a quorum will be all three Adjudicators and decisions will be by majority vote.

Appeal Decision

13. After the Hearing, the Tribunal will issue its written decision, with reasons. The Tribunal may decide to:
 - a) Reject the appeal and confirm the decision being appealed; or
 - b) Uphold the appeal, identify the error(s) and refer the matter back to the original decision-maker for a new decision; or
 - c) To uphold the appeal and vary the decision.
14. The Tribunal's decision will be considered confidential, unless determined otherwise by the Tribunal. A copy of this decision will be provided to the Parties and to the Club. Where time is of the essence, the Tribunal may issue a verbal decision or a summary written decision, with reasons to follow.

Confidentiality

15. The appeal process is confidential involving only the parties, the Appeals Officer and the Tribunal. Once initiated and until a written decision is released, none of the parties or the Panel will disclose confidential information relating to the appeal to any person not involved in the proceedings.

Final and Binding Decision

16. The decision of the Tribunal will be binding on the parties, unless appealed to the next higher governing body.

APPENDIX F – Confidentiality Policy

This section has been revised May 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Confidentiality and Privacy

APPENDIX G – Privacy Policy

This section has been revised May 2025 and approved by the board. This section will be posted independently of this document on the NW Ringette webpage: Confidentiality and Privacy

APPENDIX H – Conflict of Interest Policy

This section has been revised May 2025 and approved by the board. This section will be posted

independently of this document on the NW Ringette webpage: Conflict of Interest.

APPENDIX J – Rate and Fee Schedule

This appendix has been revised June 2025 and approved by the board. The Rate and Fee Schedule will be posted independently of this document on the NW Ringette webpage.

APPENDIX K – Community Based Registration

NW Ringette Association accepts registrations by communities as follows:

1. Direct registrants (see list of communities)
2. Triwood Community registrants (see list of communities)
3. Huntington Hills registrants (see list of communities)
4. Thorncliffe Community Association registrants, (see list of communities). Note: Thorncliffe registrants must register with both NW Ringette and the Thorncliffe Community Association.

Direct Registration

Direct registration is for those families whose community associations do not offer ringette registrations as part of their community sport program. Direct registrants should log on to our registration site, fill out the required information and follow the steps provided.

Players from the following North communities are considered Direct Registrants with NW Ringette Association:

Arbour Lake	Ranchlands
Bowness	Redstone
Bridgeland	Renfrew
Citadel	Rocky Ridge
Cityscape	Royal Oak
Coral Springs	Royal Terrace
Country Hills Village	Royal Vista
Coventry Hills	Saddle Ridge
Crescent Heights	Saddle Ridge Industrial
Dalhousie	Sage Hill
Evanston	Scenic Acres**
Greenwood/Greenbriar	Sherwood
Hamptons	Silver Springs**
Harvest Hills	Skyview Ranch
Hawkwood	Stoney 1
Highland Park	Stoney 2
Highwood	Taradale
Horizon	Tuscany
Lynx Ridge	Tuxedo
Martindale	Tuxedo Park
Montgomery	Valley Ridge
Mount Pleasant	Varsity**
Nolan Hill	Winston Heights/Mountview
North Haven	

**note that these registrants must also hold a valid community association membership in order to allow for appropriate ice allocations. NW Ringette is billed this fee based on the member's community location. If you hold a valid community membership, please email a copy of your membership to the

registrar@nwringette.com (Subject: "Community Membership"), so that the invoice can be adjusted by the community.

COMMUNITY MEMBERSHIPS:

Triwood Community and Huntington Hills Community members will register **AND** pay NW Ringette. **There is no need to register with the community.** However, members will need to choose the registration product that reflects the community area that you live in. (i.e. U10 Ringette - Triwood Registration - within the NW Ringette membership profile)

Triwood Community Association

Banff Trail
Brentwood
Cambrian Heights
Capitol Hill
Charleswood
Collingwood
Edgemont
Hillhurst
Houndsfield Heights/Briar Hill

Parkdale
Point McKay
Rosedale
Rosemont
St. Andrews Heights
Sunnyside
University of Calgary Campus
University Heights
West Hillhurst

Huntington Hills Community Association

Beddington
Country Hills
Hanson Ranch
Hidden Valley
Huntington Hills

Kincora
MacEwan
Panorama
Sandstone

Thornccliffe Community Association

Players from the following communities must register through the Thornccliffe Community Association:

Greenview

Thornccliffe

To register with Thornccliffe, please check their [website](#).

****Note that your child will not be considered registered for the upcoming season unless you have registered with both Thornccliffe Community Association AND NW Ringette.****

Thornccliffe Community Association fees may vary. All ringette fees include membership payments to Ringette Calgary and Ringette Alberta, and one individual and team photo.