

HERSHEY JR. BEARS

SOCIAL MEDIA AND CONFLICT MANAGEMENT CHAIN OF COMMAND POLICY

POLICY: In conjunction with the Hershey Jr. Bears, Delaware Valley Hockey League and U.S.A.Hockey Codes and Conduct along with a commitment to respecting the long and successful history of the Hershey Jr Bears mark of infamy – it is mandatory that any and all parent complaints be channeled via EMAIL and follow an established “chain of command” procedure for resolution.

It is required that the parent (s) reporting a concern or complaint -- shall not address their email to any other individuals except those listed in the specified procedure below. The Hershey Jr Bears (HJB) has a zero tolerance for negative email “blasts” and “group texts/chats” via computers and mobile devices through digital platforms and applications including but not limited to; Twitter, GROUPME, Facebook, Messenger & WhatsApp to team coaches and other team parents. Violations of this policy shall be cause for disciplinary action. This includes all negative or derogatory social media postings of the same.

PROCEDURE: This procedure is designed to resolve complaints or conflicts at the team level first -- before escalation to a higher level. (Attachment A)

ISSUES/COMPLAINTS

1. EMAIL to the designated “team manager”.

The designated team manager is empowered to do everything in his or her power to resolve the conflict or complaint. This is the first step to conflict resolution. The manager has the right to contact the person making the complaint directly via phone -- to gather additional information. Manager conversations are the property of the Hershey Jr. Bears (HJB) and will be kept confidential available only to the HJB Board of Directors.

2. If no resolution within team parameters, the designated “team manager” will elevate the complaint to the designated Age Level Coordinator (ALC) for a more in depth case study. The designated ALC will work the team manager and coach -- to address and resolve the issue.

3. If no resolution, the designated ALC will engage the Committee Chair of Discipline/Grievances for further study to attempt to reach resolution. The Committee Chair of Discipline/Grievances will do everything in his or her power to resolve the complaint in working with the designated team manager, coach and ALC. This includes gathering additional information through open communication with all those involved.

b. If still no resolution, the Committee Chair of Discipline/Grievances will present the unresolved issue(s) to the Director of Operations and members of the Hershey Jr. Bears Board of Directors for an informal hearing.

FACEBOOK

Team specific Facebook pages are prohibited and if ANY Hershey Jr. Bears participant, Parent, Family Member, or Legal Guardian "posts" via social media (specified above) in a negative and derogatory manner – comments about and directed towards the Hershey Jr. Bears organization, player, coach, parent, official, or Board Members, individual(s) will be reprimanded and/or disciplined as deemed necessary. Continued infractions will result in further disciplinary actions as deemed appropriate by the Board of Directors.

The Hershey Jr Bears Youth Hockey organization is a youth hockey program committed to the growth of hockey skills and player development while helping to shape its players to become good community citizens.

CELL PHONE USE

Under the USA Hockey Safe Sport Program – Cell phones and other mobile devices with recording capabilities which includes voice recording, still cameras and video cameras increase the risk for some forms of abuse and or misconduct. As a result, the use of a mobile device's recording capabilities with the intent of abuse or misconduct in a locker room is not permitted. No photos, videos, or other recordings are permitted in the locker room. Audio (music playing) is permitted at the Coaches discretion.



Doug Yingst, Chairman of the Board
9/14/16
Date



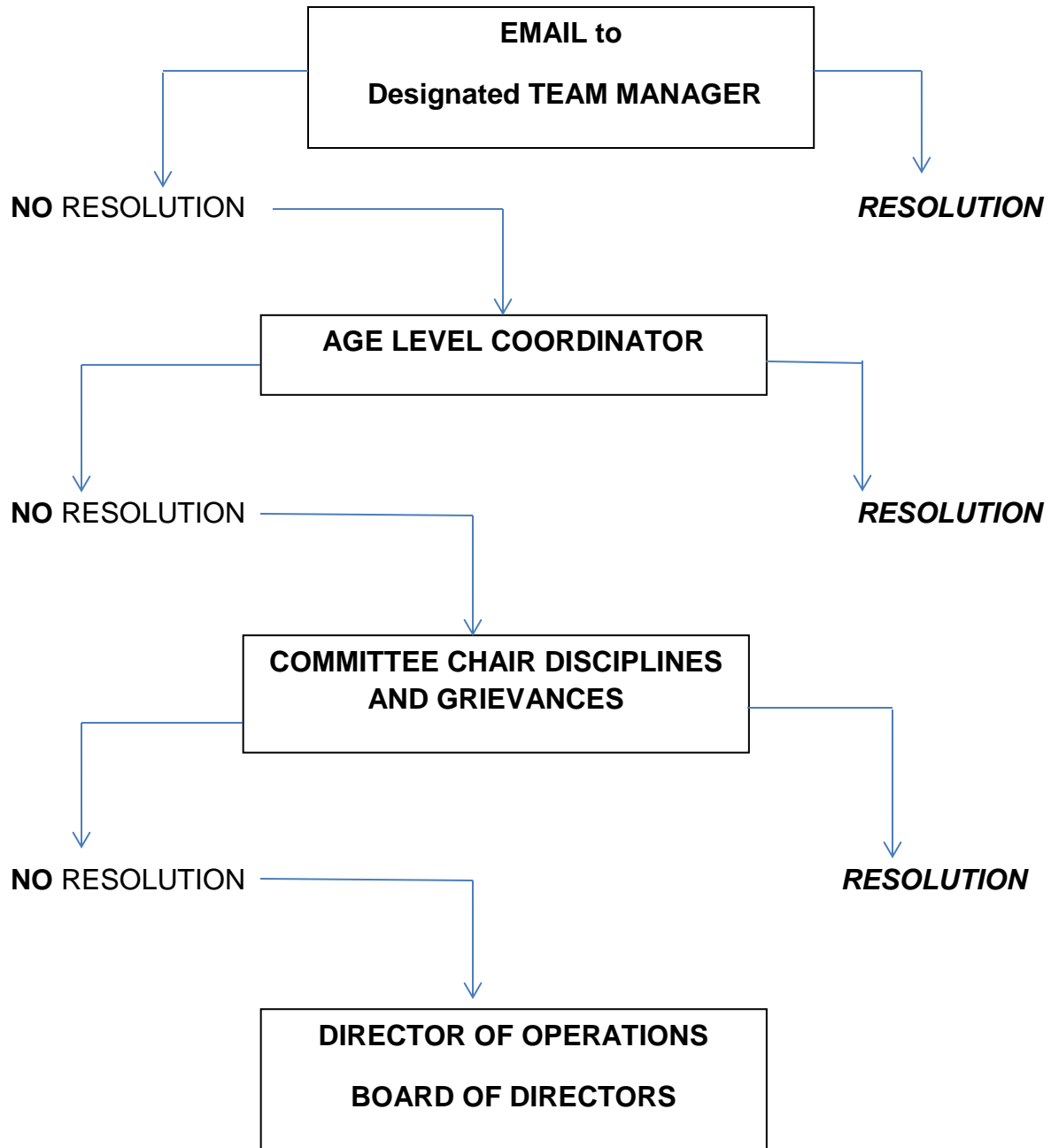
Fran Bonenberger, Vice Chairman of the Board
9/14/16
Date



John Hrabovsky, President of the Board
9/14/16
Date

CODE OF CONDUCT

CONFLICT MANAGEMENT CHAIN OF COMMAND



Attachment A.