

# U18 AAA Elite Program Code of Conduct

**Document Version:** 1.0

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This Code of Conduct is designed to create a safe, respectful, and high-performing environment for all participants in the U18 AAA Elite Program. It is a living document that promotes excellence in every aspect of program participation. All participants – including players, parents/guardians, coaches, staff, and executives – are expected to read, understand, and adhere to these guidelines.

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## I. Program Philosophy & Core Values

### A. Clarity of Vision & Values

- **Player-First Development:** The long-term athlete development model (LTAD) guides our approach. Every decision prioritizes holistic player growth both on and off the ice.
  - **Team Culture:** Emphasize collective success by promoting unity, teamwork, and a team-first mentality.
  - **Core Values:**
    - **Respect:** Toward teammates, opponents, officials, and everyone involved in the program.
    - **Accountability:** Accept responsibility for actions and contributions to the team.
    - **Work Ethic:** Commit fully to training, practice, and self-improvement.
    - **Growth:** Embrace constructive feedback and continuously strive for improvement.
    - **Team-First Mentality:** Prioritize the collective success of the team over individual accomplishments.
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## II. General Principles for All Participants

### A. Professional Standards

- **Commitment:** All participants must commit to the program's objectives and uphold the standards of professionalism, on and off the ice.
  - **Orientation:** Attendance at mandatory pre-season orientation sessions is required for players and families to review rules, expectations, and the communication protocol.
  - **Understanding the Level:** This program is not minor hockey—it is AAA Elite. Every participant is expected to act accordingly in terms of behavior, preparation, and conduct.
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## III. Expectations for Specific Groups

### A. Players

#### 1. Performance & Development

- Strive for continuous improvement in skills, game understanding, and physical fitness.
- Be open to feedback and use it constructively to enhance personal and team performance.

#### 2. Behavior & Sportsmanship

- Display respect for coaches, teammates, opponents, officials, and staff.
- Demonstrate self-discipline both on and off the ice.
- Take leadership roles by participating in team leadership groups or captains' councils.

#### 3. Communication & Conflict Resolution

- Address concerns directly with coaches during designated times.
- Use formal channels if issues cannot be resolved at the team level.

#### **4. Off-Ice Responsibilities**

- Manage time effectively to balance academics and hockey.
- Engage in team-building and community support activities.

### **B. Parents/Guardians**

#### **1. Support & Boundaries**

- Support your athlete's development by encouraging their efforts and progress.
- Accept that decisions on playing time, lineups, and team strategy lie solely with the coaching staff.
- Adhere to the "No Benchside Coaching" rule to prevent interference during games or practices.

#### **2. Communication**

- Follow the established chain of communication: Player → Coach → Director of Operations → Executive when raising concerns.
- Participate in scheduled orientation and educational sessions about junior hockey development, college pathways, and professional processes.

#### **3. Conduct**

- Abide by a 3-strike policy regarding inappropriate behavior in support environments. Repeated offenses may result in suspension of privileges, such as travel or rink access.
- Refrain from engaging in conflict with other parents; all issues must be addressed by program officials.

## **C. Coaches**

### **1. Leadership & Professionalism**

- Serve as role models for players both on and off the ice.
- Maintain objectivity in game decisions and player evaluations.
- Commit to the continuous personal and professional development to enhance coaching skills.

### **2. Communication & Feedback**

- Provide regular, high-level performance feedback via scheduled updates.
- Facilitate player empowerment by promoting self-advocacy and critical life skills, such as time management, conflict resolution, and leadership.
- Maintain clear and respectful communication with players and families using centralized platforms (e.g., TeamLinkt, TeamSnap).

### **3. Conflict Resolution**

- Utilize the formal complaint submission protocol to document any issues.
- Address concerns promptly, maintaining a clear chain of command for escalating issues.

## **D. Staff**

### **1. Administrative Responsibilities**

- Support the structured communication strategies and monthly “State of the Program” updates.
- Ensure all program policies are communicated clearly to families and stakeholders.

### **2. Support Systems**

- Coordinate access to resources such as mental performance coaching, academic and career planning, and off-ice leadership training.

- Oversee the fair implementation of rules and disciplinary actions.

### **3. Transparency**

- Assist in providing regular program feedback and performance updates in a transparent manner.
- Facilitate educational sessions for parents and players to enhance their understanding of program expectations.

## **E. Executive Leadership**

### **1. Strategic Oversight**

- Uphold and reinforce the core philosophy and values of the program.
- Ensure that policies are enforced equally among all participants regardless of status or relationship.

### **2. Governance & Accountability**

- Provide clear channels for conflict resolution and monitor the adherence to the formal complaint process.
- Engage in continuous review and improvement of program policies to maintain high professional standards.

### **3. Communication & Vision**

- Offer strategic feedback and set the tone for a culture of excellence.
  - Participate in periodic reviews and “State of the Program” sessions to ensure that the program remains aligned with its long-term goals.
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## IV. Communication Strategy

- **24-Hour Complaint Rule:** All concerns or issues must be raised and documented within 24 hours through the proper channels.
  - **Chain of Command:** Player concerns must follow the structure: Player → Coach → Director of Operations → Executive.
  - **Centralized Communication:** Use designated platforms for timely updates, scheduling, and messaging.
  - **Monthly Updates:** Distribute “State of the Program” updates via video or newsletter to keep families informed and preempt speculation.
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## V. Conflict Resolution & Complaint Protocol

- **Formal Complaint Submission:** All issues and complaints must be documented and submitted in writing via an official form. Anonymous complaints will not be accepted.
  - **Review Process:** Every complaint is reviewed by the appropriate authority following the chain of command to ensure a transparent and unbiased resolution.
  - **No Side-Stepping:** Direct resolutions between parents or other parties are not acceptable. Issues must be escalated through league or organizational officials.
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## VI. Consequences for Disruptive Behavior

- **Three-Strike Policy:** A clear three-strike policy is in place for parents or participants who disrupt the program’s functioning or undermine professional decisions.
- **Escalated Disciplinary Actions:** Severe or repeated offenses may lead to further disciplinary measures, including suspension of privileges such as travel, rink access, or removal from the program.
- **Equal Enforcement:** All policies will be enforced consistently, regardless of the individual’s role within the program.

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## VII. Celebrating a Culture of Excellence

- **Recognition of Effort & Teamwork:** The program will recognize and celebrate players who exhibit dedication, team play, and leadership.
- **Mutual Accountability:** Coaches, staff, and executives are equally responsible for modeling positive behavior. Accountability will be maintained at every level.
- **Ongoing Improvement:** The program continually seeks ways to improve and support each participant's journey through regular feedback, workshops, and leadership training sessions.

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## VIII. Acknowledgment

By participating in the U18 AAA Elite Program, all players, parents/guardians, coaches, staff, and executives agree to abide by the guidelines laid out in this Code of Conduct. Consistent enforcement of these guidelines is essential to maintaining a respectful, supportive, and high-achieving community.

*Participants will be required to sign an acknowledgment form confirming they have read and understood the code and agree to adhere to it throughout their involvement in the program.*

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*This document may be reviewed and amended periodically to reflect the evolving needs and best practices within the program. All updates will be communicated through the official channels as outlined in our communication strategy.*