

## **Nanaimo Minor Hockey Association Communication Guidelines**

### **1. The 24 Hour Rule**

NMHA follows the widely used 24 Hour Rule practiced across minor hockey throughout British Columbia. Players and parents must wait a minimum of 24 hours before raising concerns that arise from games, practices, or team events. This cooling period supports respectful communication and reduces conflict.

### **2. Registration and Administration**

All questions about registration, payments, documentation, forms, or general administration must be directed to our Administrator and Registrar.

Email: [administrator@hockeynanaimo.com](mailto:administrator@hockeynanaimo.com)

### **3. Coaching, Player Development, and Game Play**

Questions related to coaching, development, systems, ice times, or on-ice programming must be directed to our Director of Hockey Operations.

Email: [nmhahockeyops@gmail.com](mailto:nmhahockeyops@gmail.com)

### **4. First Point of Contact**

Players and parents should bring concerns to their team staff as the first point of contact. Most team-level issues can be resolved directly and quickly by coaches or managers.

### **5. Escalating Concerns**

If a concern cannot be resolved at the team level, or if it involves team staff and a parent or player is uncomfortable addressing it directly, the matter may be escalated to the appropriate Division Coordinator.

Team staff may also escalate concerns to their Coordinator when clarification or support is required.

Email: [FemaleCoordinator@hockeynanaimo.ca](mailto:FemaleCoordinator@hockeynanaimo.ca)

Email: [RecreationalCoordinator@hockeynanaimo.ca](mailto:RecreationalCoordinator@hockeynanaimo.ca)

Email: [CompetitiveCoordinator@hockeynanaimo.ca](mailto:CompetitiveCoordinator@hockeynanaimo.ca)

### **6. Emergency Situations**

If the issue is an emergency involving safety, immediate risk, or serious conflict, parents, players, and team staff may contact the appropriate Division Coordinator directly. If needed, concerns will be escalated to the First Vice President and President.

Email: [1stVicePresident@hockeynanaimo.ca](mailto:1stVicePresident@hockeynanaimo.ca)

Email: [President@hockeynanaimo.ca](mailto:President@hockeynanaimo.ca)

## **7. Discipline Related Issues**

Conduct, safety, behavior, or policy-related complaints should be sent to the Division Coordinator. If necessary, the matter will be escalated to the Vice President or President. The Discipline Committee will review and manage the formal process as required.

## **8. Equipment Requests**

All equipment inquiries such as borrowing equipment, coaching supplies, pucks, or training aids should be sent to the Equipment Manager.

Email: [Equipmentmanager@hockeynanaimo.com](mailto:Equipmentmanager@hockeynanaimo.com)

## **9. Sponsorship and Community Engagement**

All sponsorship, partnership, and community engagement opportunities should be directed to the Sponsorship and Community Coordinator.

Email: [CommunityCoordinator@hockeynanaimo.com](mailto:CommunityCoordinator@hockeynanaimo.com)

## **10. Tournament Inquiries**

For inquiries related to tournaments hosted by Nanaimo Minor Hockey Association such as volunteer opportunities, suggestions, committee membership, etc.

Email: [Tournamentcoordinator@hockeynanaimo.com](mailto:Tournamentcoordinator@hockeynanaimo.com).

For tournaments not hosted by NMHA, please contact your Division Coordinator or contact the hosting associations tournament committee directly.

## **11. Safety and Organizational Risk**

All safety-related concerns, injury reporting, return-to-play questions, hazard identification, or organizational risk issues must be sent to the Risk and Safety Coordinator.

Email: [Riskmanager@hockeynanaimo.com](mailto:Riskmanager@hockeynanaimo.com)

## Communications Workflow Chart

