



Protocols for Abusive Fans

All teams and Hockey Newfoundland and Labrador recognize that hockey is a game of emotion and during games fans, players and team staff are all engaged in the event emotionally to different degrees. No one in Senior Hockey or Hockey NL has issue with excited, emotional, loud or boisterous fans cheering for their team. However, steps must be followed for the fan that crosses over the line, either physically or over the top verbally with team officials, on ice officials, players, or other fans. Actions by anyone deemed to be unacceptable after careful investigation must be dealt with to the full extent of the law or by home teams and the management of their home rink. The following protocols will be followed by all teams and their facilities in regards to abusive fans.

- Any fan/person who contacts a player, official or other fan person by pushing, hitting or making contact in any way will be immediately ejected from the facility the game is being played in.
- Any fan/person making contact physically in this manner will be reported immediately to the police and all facility staff and team officials will supply all information they can to police to support the complaint for possible criminal charges of assault.
- All staff at team facilities will supply any and all information to the police to assist in any type of investigation that they witness.
- No team official, on ice official or player will engage with any person/fan who assaults them either physically or verbally.
- All personnel will immediately go to facility security and verbally report what happened.
- It is the responsibility of the facility management/security to report any criminal offence such as assault to the police and contact them to attend the rink for the necessary action.
- All complaints, no matter the nature, must be dealt with by the facility management / security.
- All facility staff will, as quickly as possible, document all names and possible witnesses for the police, including the identity of the persons responsible.
- All information of this nature, including a summary of the incident, will be forwarded to police to support the complaint.
- If charges are laid it will be the responsibility of Hockey NL to assign a representative to track the progress through the courts.

- Hockey NL will request from the judge in the matter that any person convicted based on any incident in any team facility will receive a court order banning them from all Senior Hockey events, in any facility.
- All team facility's and team management will receive notification of this ban and its length.
- All teams and facilities will be responsible for enforcing this ban on any person who is under such a court order. Any breaches will be forwarded immediately to the police for follow up.
- Any incident that is not of a criminal nature but is abusive in nature will be reported immediately to the team facility security and management.
- Facility security will deal with the fan and if they determine it is abusive in nature they will immediately eject that fan from the game.
- A written submission will be submitted to the facility manager and the team management by the player, official, on ice official, or any other staff affected outlining what took place.
- It will be the responsibility of the facility management and home team management to submit to Hockey NL a report of any incident at the game, with points about action taken and recommendations for length of time person will be banned.
- Hockey NL and League Chairs will keep a log of all incidents reported to them by individual teams and facilities and ensure all teams in Senior Hockey are notified about complaints and action taken.
- No person will be allowed back in any facility unless team facility management submits in writing to Hockey NL that the ban has been lifted.
- Each situation and person will be dealt with on an individual basis and any reports to Hockey NL lifting the ban will include written reasons from the facility why the ban was lifted.
- If there is a repeat offence for a person for any type of abuse in any rink whether the abuse took place in the original rink or not, Hockey NL will inform all facilities that a life time ban would be in effect.
- In the case of a first ban from a particular rink/facility Hockey NL will ensure that all teams are aware of the ban and ensure that any person banned from one of the Senior Hockey rinks/games is suspended from all facilities for the length of his/her ban.
- It will be the responsibility of all facilities to enforce this ban.
- In all cases if the person banned wishes to appeal the suspension they will submit their reason and request to Hockey NL, not the team facility. Any decision on appeal will be forwarded to all teams and facilities upon completion.
- Any team or facility that does not enforce a ban of abusive fans or fans who commit criminal offences will be identified in writing to Hockey Newfoundland and Labrador for follow up action.



ABUSIVE FAN INCIDENT REPORT FORM

Please complete the following:

1. **Person making the complaint:**

First Name	Last Name	Position
Address		
City/Town	Province	Postal Code
Telephone Number	Fax Number	E-mail

2. **Name of fan(s) against whom you are complaining:**

First Name	Last Name
Title/Role	Name of Association/Club
First Name	Last Name
Title/Role	Name of Association/Club

3. **When did the incident occur? (Date)** _____

4. **Where did the incident occur? (Venue)** _____

5. **Particulars:** Provide a summary of the incident you are complaining about. Your summary must answer the following questions. You may attach any additional documents as necessary.

1. Date incident(s) happened
2. Where did the incident(s) happen?
3. Who was involved? (Name and tile/role)
4. What happened?
