

■ Minor Hockey Association

Youth Liaison Policies & Procedures

1. Purpose of the Youth Liaison Role

- 1 Ensure players have a safe, confidential, and trusted pathway to raise concerns.
- 2 Promote player voice, inclusion, and psychological safety in minor hockey.
- 3 Provide a neutral point of contact between players, parents, coaches, and the board.
- 4 Support Safe Sport, Respect in Sport, and Hockey Canada maltreatment policies.

2. Appointment & Accountability

- 1 The Youth Liaison shall be appointed annually by the Board of Directors.
- 2 The Youth Liaison reports to the Board President and the Risk Management/Safe Sport Committee.
- 3 A Youth Liaison must:
 - 4 - Be at least 21 years of age.
 - 5 - Complete Respect in Sport, Safe Sport Training, and the POB Youth Liaison Training.
 - 6 - Undergo a current Criminal Record & Vulnerable Sector Check.

3. Roles & Responsibilities

- 1 Conduct regular team check-ins (minimum: twice per season, plus as needed).
- 2 Actively listen to player and parent concerns and record themes (without identifying players unless necessary).
- 3 Maintain confidentiality within limits (safety concerns must be reported).
- 4 Serve as a connector, not a decision-maker.
- 5 Promote access to supports, including Safe Sport, Respect in Sport, Kids Help Phone, and local resources.
- 6 Report to the Board monthly on general trends (not individual cases).
- 7 Escalate maltreatment, harassment, or safety concerns immediately through Duty to Report protocols.

4. Boundaries of Role

- 1 The Youth Liaison does not:
 - 2 - Decide playing time, roster decisions, or discipline.
 - 3 - Replace coaches or referees in their responsibilities.
 - 4 - Provide professional counselling services (but may refer to them).
- 5 The Youth Liaison does:
 - 6 - Provide a safe listening ear.
 - 7 - Offer guidance and encouragement.
 - 8 - Connect players to the proper authority or resource.

5. Reporting & Documentation

- 1 All interactions of concern shall be documented in a Confidential Liaison Log.
- 2 Reports shall include date, type of concern, and action taken (without naming the player unless escalation is required).
- 3 Reports involving harassment, abuse, or safety risks must be submitted immediately to:
- 4 - The Board President, and
- 5 - The Risk Management/Safe Sport Committee.
- 6 Logs shall be reviewed at season-end for policy improvements.

6. Complaints & Escalation Process

- 1 Complaint Received – Youth Liaison listens and documents.
- 2 Clarify – Youth Liaison checks facts and acknowledges feelings.
- 3 Resolve or Refer – If the issue is minor (communication, schedule), refer back to coach or team manager.
- 4 Escalate – If it involves maltreatment, harassment, or safety, file a formal Duty to Report immediately.
- 5 Board Action – Safe Sport/Risk Management Committee investigates per policy.

7. Training & Orientation

- 1 All Youth Liaisons must complete:
- 2 - Hockey Canada Maltreatment Policy orientation.
- 3 - Respect in Sport for Activity Leaders.
- 4 - Safe Sport Training.
- 5 - POB Youth Liaison Training (including the Be There Principles framework).
- 6 Training must be refreshed every 2 years.

8. Communication Protocols

- 1 The Youth Liaison shall:
- 2 - Introduce themselves to all teams at season start.
- 3 - Provide contact info (email/phone) in team packages.
- 4 - Attend parent meetings when invited.
- 5 - Maintain open communication with the Risk Management/Safe Sport Committee.

9. Confidentiality & Duty to Report

- 1 Conversations with players/parents are confidential except when:
- 2 - There is disclosure of abuse, harassment, or threats to safety.
- 3 - The Youth Liaison believes a player is at risk of harm.
- 4 In these cases, the Youth Liaison must follow Duty to Report protocols immediately.

10. Evaluation & Accountability

- 1 The Board will review the Youth Liaison program annually.
- 2 Player/parent surveys may be used to assess effectiveness.

- 3 Any breaches of confidentiality, boundaries, or conduct will result in removal from the role.

■ Appendices

- 1 Appendix A: Youth Liaison Confidential Log Template
- 2 Appendix B: Duty to Report Flowchart
- 3 Appendix C: Contact List of Resources (local mental health supports, Safe Sport Canada, Respect in Sport, Kids Help Phone, provincial hockey association).