

The 24-hour rule

The 24-Hour Rule is implemented to help manage conflicts and emotional responses that can occur in the high-stress environment of hockey. It encourages players, parents, and coaches to wait **24 hours** before discussing any issues or complaints that arise during games or practices. This waiting period serves several purposes: Cooling off, assessment of the situation, and structured communication.

After the 24-hour period, individuals are encouraged to communicate their concerns in writing to the appropriate parties:



To help ensure that we are a safe place for raising concerns, Hockey Canada has established a fully independent and confidential reporting mechanism for all individuals regarding any incidents involving Hockey Canada sanctioned programming as outlined in the Action Plan. This reporting mechanism is known as the Independent Third Party (ITP). The role of the ITP is to receive all hockey related to maltreatment, sexual violence, harassment, abuse or discrimination complaints by anyone affiliated with Hockey Canada programs.

Complaints can be submitted via email: complaints@sportcomplaints.ca