



Richmond Jets Minor Hockey Association
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May 2023

AGM 2023 – Dara Takenaka – Fraser

2021/2022 Season Summary:

This is my second year as Risk Manager for the Richmond Jets Minor Hockey Association. This year was a welcomed change from spend less time navigating through Covid restrictions and updates. The team manager, coaches and safety people adapted the approach of common practice whereby, if a player or coach was symptomatic, they stayed away from the rink. This approach significantly reduced anxiety of all stakeholders.

I attended a via sports Safe Sport and Complaint Management workshop whereby the topics of: Identifying issues of unfairness; Managing expectations; Top 3 ways to solve complaints; and Responding to challenging conduct. This workshop was timely given, much of my time this year was spent managing conflict and complaints.

I was ever so grateful to have Jason Jang and Andrew Ohara on the Dispute Resolution committee. Both Jason and Andrew have been of great support and approach each matter objectively and with professionalism.

A big focus this year was the importance of players and members of all enjoy the game free of maltreatment. There is an ever-growing sensitivity on the subject maltreatment for which I feel, the association managed well.

Recommendations:

- **Ensure all coach and officials, CRC and code of conduct forms are signed and submitted to division manager one week prior to the start of the season**
- **Risk manager to meet with identified team managers prior to official start to the season, to clarify safety and dispute resolution**
- **Manager, players, parent and safety people code of conduct be completed the week teams are formed. Confirmation of signed forms would be helpful**
- **Appeals committee be formed prior to the season starting**



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- **Dispute resolution team be formed prior to the season starting (I would be happy to ask Jason Jang and Andrew Ohara if they would assist again this year)**

While some of the dispute resolutions were challenging this year, it wouldn't be a normal season with out them. I am hopeful that this upcoming season will be uneventful and enjoyable.

Dara Takenaka – Fraser

Risk Manager

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