



Richmond Jets Minor Hockey Association
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AGM REPORT 2026 – Risk Manager – Dara Takenaka - Fraser

Main Objectives:

To provide members with an understanding and awareness of fundamental risk management principles and how they apply within hockey. The goal is to shift the culture so that all members will take a proactive teamwork approach to safety, on and off the ice. Constant reminder to make decisions and take actions that reflect good common sense and to provide a safe environment for all stakeholders, members and visitors alike.

Key Responsibilities:

- Monitor and provide feedback to members and stakeholders to instill excellence in the principals and application of hockey safety and risk management.
- Assist in dispute resolution. • sorting the risks; those that are significant from those that are not.
- Seeking ways of eliminating avoidable risks that could lead to injury, physically and mentally / emotionally.
- Communicate with executive team.
- Ensure fairness, responsibility, and safety.

2025/2026 Season Summary:

While our coaching staff showed exceptional leadership under pressure, this past season was deeply marred by a spike in disciplinary issues. Across multiple divisions, we experienced an unusually high volume of major, match, and gross misconduct penalties. On-ice player hostility and off-ice parent misconduct reached unprecedented levels, targeting officials, facility staff, and opposing teams.

One game resulted in the immediate ejection of four players, alongside a sharp increase in verbal abuse directed at officials by both players and spectators. Conduct violations even crossed legal boundaries when a non-Jets parent escalated a confrontation into a physical assault, requiring immediate RCMP intervention. In response, leadership has directed game officials to strongly restrain non-compliance and penalize verbal abuse immediately.

We also continue to battle instances of racial slurs, assault, and bullying allegations. This includes unacceptable incidents where safety personnel, scorekeepers, and timekeepers confronted opposing team family members. Furthermore, standard communication channels broke down completely as parents repeatedly approached coaches inappropriately, culminating in a severe breach where a parent confronted a coach at their private residence.



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Despite these challenges, player well-being remained our highest priority. We strictly managed concussion protocols to ensure injured athletes completed all necessary medical steps before returning to play. Additionally, the U15 division is highly commended for their empathy during a sensitive player placement situation; leadership quickly convened a Zoom meeting to fast-track a resolution, and the coaching staff were stellar in integrating the player seamlessly.

Recommendations:

To mitigate these issues, team managers and Coaches speak directly with their respective parent groups. Managers must explicitly remind all families of the association's code of conduct and set clear expectations for appropriate behavior. There will be no second chances for behavior that compromises the safety, dignity, or mental well-being of our players, volunteers, and officials.

To curb some of the boundary breaches and protect and support the coaches requires a mix of structural boundaries and strict enforcement:

- Enforce a Strict 24-Hour Rule: Parents must wait 24 hours after a game or practice before contacting a coach about any grievance. This cools emotions and prevents impulsive, angry confrontations at the bench or rink exit.
- Mandate Digital-Only Initial Contact: Require all initial parent inquiries or complaints to go through a designated team manager via email. This creates a clear paper trail and keeps the coach from being blindsided face-to-face.
- Declare Private Homes Off-Limits: Explicitly state in the parent contract that contacting a coach at their private residence, workplace, or personal social media will result in an immediate, indefinite suspension from all team events and rinks.
- Moving forward into the next season, a reinstating of a strict, zero-tolerance policy regarding any form of bullying, harassment, and maltreatment.

Thanks,

Dara Takenaka Fraser
RJMHA Risk Manager