

REFEREE POLICY MANUAL

OFFICIATING DEVELOPMENT PROGRAM



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Note: Officials should also consult the Ontario Hockey Federation (OHF) and ALLIANCE Hockey Policy Manuals/Handbooks as well as ALLIANCE Hockey Position Statement and Memorandums for clarification or information not covered in this manual.

OFFICIAL'S CODE OF CONDUCT

- 1. ALLIANCE Hockey officiating development program participants are expected to conduct themselves in a manner that reflects favorably on the program and its officiating staff at all times.
- 2. ALLIANCE Hockey officiating program participants are accountable to their local refereeing group (if applicable), their Zone Coordinators, the Technical Director of Officials and the ALLIANCE Hockey administration for their behaviour.
- 3. ALLIANCE Hockey may discipline or remove from the ALLIANCE Hockey officiating staff any participant who violates the spirit or intent of ALLIANCE Hockey/OHF/HC policies and procedures or Hockey Canada's Officials' Code of Conduct.
- 4. ALLIANCE Hockey officiating program participants shall not engage in any dishonourable conduct in the performance of their duties. Dishonourable conduct includes, but is not limited to
- a) profanity;
- b) threatening, challenging, baiting, inciting, harassing or abusing any peer, on-ice official, off-ice official, player, team official, spectator, arena staff, league representative or league official;
- c) failing to cooperate fully and openly with any ALLIANCE Hockey investigation and Discipline process arising from any incident;
- d) intentionally violating any of the policies governing the conduct of ALLIANCE Hockey and/or its participants, including the generally applicable ALLIANCE Code of Conduct
- e) showing favouritism

MEETINGS WITH TEAM OFFICIALS

- 1. Officials shall not invite a Team Official, General Manager or Club President into the official's dressing room. Inquiries and questions by these people are to be addressed outside the official's dressing room, in the presence of another on-ice official.
- 2. Officials shall not comment on player or Team Official suspensions. Inquiries about suspensions by Team Officials, players or parents are to be directed their League Administration.

DISCIPLINE

- 1. Discipline at the ALLIANCE Hockey level shall be dealt with in the first instance by the officiating Zone Coordinator, who has the authority to suspend an official for not more than 2 weeks for any one offence.
- 2. If the Zone Coordinator feels that the situation is of sufficient seriousness to warrant involvement of the ALLIANCE Hockey Technical Director of Officiating, or if the matter warrants a suspension to the official of greater than 2 weeks, the matter shall be referred to the Technical Director of Officiating (also referred to as "the Technical Director") for disposition. The Technical Director has the authority to suspend an official for not more than 3 weeks for any one offence.
- 3. If the Technical Director feels that the situation is of sufficient seriousness to warrant involvement of the ALLIANCE Hockey Discipline Committee, or if the matter warrants a suspension to the official of greater than 3 weeks, the matter shall be referred to the ALLIANCE Hockey Discipline Committee for review and disposition.
- 4. Unless otherwise directed by the Technical Director, an official who has had a matter referred to the ALLIANCE Discipline Committee shall stand suspended pending the disposition of the matter by the Discipline Committee.

ALLIANCE HOCKEY GUIDELINES FOR SUSPENSION OF OFFICIALS

Any official who does not meet the ALLIANCE Policy and Procedures after two or more supervisions, which could extend over two seasons by the local Supervisor, shall be reported to the Zone Coordinator. If the Zone Cocoordinator concurs with the supervision reports he may assign another Supervisor to see the official or issue a recommendation for suspension to the Technical Director. The Technical Director may issue a suspension or refer the issue to a disciplinary hearing.

If a suspension is issued, the official will be notified, in writing, and kept up to date.

- i) On their suspension and its length;
- ii) Reasons for the suspension;
- iii) Responsibilies to the HCOP program area and methods of improvement;
- iv) Future evaluations;
- v) The possibilities of demotion through future supervisions as per the HCOP program.

After re-instatement, the official will be supervised by the Zone Coordinator or designate. If they do not meet the program standards, the same demotion procedure as used for the senior official will be used. If demotion is recommended and accepted, the official will be demoted to one level below their current level.

REVERSE ABUSE POLICY

Reverse Abuse Examples: use of abusive / threatening language or gestures by an official

1st written complaint for conduct during current season - no immediate suspension, 72 hr. investigation & decision window* from receipt of complaint - if the complaint is upheld by the Zone Coordinator designated by the Technical Director ("TD") to have carriage of the issue, the official shall be suspended for 2 weeks from the date of the decision.

2nd written complaint for conduct during current season - immediate suspension**, 72 hr. investigation & decision window* from receipt of complaint - if the complaint is upheld by a majority vote of the TD, a Zone Coordinator and a local supervisor, the official shall be suspended for 1 month from the start of the suspension for this complaint. If the complaint is not upheld, the official shall be immediately re-instated.

3rd written complaint for conduct during current season – immediate indefinite suspension**. The complaint shall be referred to the ALLIANCE Discipline Committee to investigate and assess an appropriate disposition.

*In exceptional circumstances (such as the unexpected or untimely loss of telephone and internet service affecting the ability to complete a fair investigation), the TD may extend the duration of the investigation & decision window for such time as the TD determines to be in the best interests of the ALLIANCE.

**In exceptional circumstances (such as a team / organization apparently targeting a specific official), the immediate suspension may be deferred by the Technical Director pending the results of the investigation or for such other time frame as the TD determines to be in the best interests of the ALLIANCE.

In order to uphold a complaint, the person(s) making the decision must be satisfied to a reasonable certainty that (1) the conduct alleged amounts to reverse abuse, and (2) reverse abuse, substantially as alleged, occurred.

GRIEVANCES

- 1. Participants of the ALLIANCE Hockey officiating program have the right to grieve any ALLIANCE Hockey level decision that affects them personally while conducting business for ALLIANCE Hockey.
- 2. Grievances shall be submitted in writing to the Technical Director through the local Zone Coordinator. The Technical Director shall deal with the grievance in the best interests of ALLIANCE Hockey.
- 3. The Technical Director does not have authority to deal with a grievance related to a decision of a higher ranking ALLIANCE administrative official / committee, the ALLIANCE Hockey Discipline Committee or the ALLIANCE Hockey Appeal Committee,
- 4. If the grieved decision is a decision of the Technical Director and involves a suspension of the Official for a period in excess of 3 weeks, the Technical Director shall refer the grievance to the Discipline Committee for review and, if the Discipline Committee determines that a hearing is warranted, a hearing will be set up and a decision rendered. If the Discipline Committee determines that no hearing is warranted, both the Technical Director and the grieving official shall be notified, and the decision of the Technical Director shall stand.
- 5. If the grieved decision is a decision of the Technical Director not involving a suspension of the official for a period in excess of 3 weeks, the decision of the Technical Director stands unless the Technical Director chooses to refer the matter to the Discipline Committee for review, and if warranted, a hearing and decision.

- 1. ALLIANCE Hockey officiating program participants are expected to uphold a high standard of dress and personal hygiene when in public view and while en route to, during, or en route from an ALLIANCE Hockey assignment.
- 2. On ice officials, off ice officials and supervisors shall abide by the following off-ice dress code to and from their game assignments:
- a) For all levels of hockey, unless a higher standard of attire is required; business casual is the minimum standard of dress. "Business casual" is a moderately formal manner of dress. It is a flexible concept which is more formal than casual attire. It embodies a standard of clothing which would be appropriate for a business meeting of mid-level management in an office environment. While the definition will adapt to current fashion standards, there are some absolute rules including: no shorts, jeans, work clothes, coveralls, t-shirts, team logo headwear, team logo jackets, and sandals.
- b) Rep level hockey (i.e. MD, A, AA and AAA), Tournaments at all levels of hockey and MD level Playoffs A collared shirt and a tie, or turtleneck shall be worn to and from all game assignments.
- 3. On ice attire shall be in conformity with Hockey Canada requirements. Cresting is allowed only on referee sweaters and only cresting approved by the Technical Director is permitted to be worn by on ice officials. Note: there shall be no cresting on pants and only ALLIANCE Hockey cresting is allowed on shirts.
- 4. The wearing of a BNQ approved throat protector will be mandatory for all ALLIANCE Hockey HCOP on-ice Officials commencing with the 2010-11 season.

SUPERVISION AND PERFORMANCE MONITORING

- 1. Supervisors of officials, under the direction of the Technical Director, will supervise the work performance of ALLIANCE HOCKEY on-ice officials. These supervisors shall observe the entire game when conducting any type of supervision.
- 2. The ALLIANCE Hockey Zone Coordinators will monitor the work performance of the supervising staff and officials in their region and shall provide to the Technical Director such reports as and when they are requested by the Technical Director.
- 3. The ALLIANCE Hockey Technical Director will monitor the quality of the work performance of the Zone Coordinators, certification and recertification program instructors, supervisors and officials.

ALLIANCE HOCKEY OFFICIATING PROGRAM INSTRUCTORS, ZONE COORDINATORS & SUPERVISORS

- 1. The Technical Director appoints all ALLIANCE Hockey Zone Coordinators, program instructors and supervisors of officials. Each Zone Coordinator, instructor and supervisor serves at the pleasure of the Technical Director.
- 2. ALLIANCE Hockey Zone Coordinators, program instructors and supervisors of officials are directly responsible to the Technical Director for the performance of their duties.
- 3. Any person may apply to become a program instructor or supervisor at any time. Such requests must be submitted in writing to the Technical Director through the Zone Coordinators. Applications must clearly indicate

one's recent involvement in minor hockey and highlight one's officiating achievements. Letters must also make mention of any unique qualifications, training, and skills or experience that an applicant possesses which are relevant to the position sought.

4. Positions are ratified by the ALLIANCE Hockey Executive Committee.

REFEREE ADVISORY COMMITTEE POLICY

Advisory Committee Composition:

- Technical Director Referees (Chair)
- East Zone Coordinator
- Central Zone Coordinator
- West Zone Coordinator
- Referee Program Development Coordinator
- ALLIANCE Hockey Development Rep/Executive Member
- ALLIANCE Hockey Staff Person(s)

Policy

Programming:

Any additional Development or subsequent programming must be dealt with by the Advisory Committee either through a Conference Call or Face-to-Face Meeting. The ALLIANCE Hockey Development Chair and ALLIANCE Hockey Staff Person will determine in conjunction with the Executive Director if there is a need for Executive Approval.

Purchasing and Program Enhancement:

All requests for purchase of supplies, clothing, equipment and technology must be dealt with first by the Advisory Committee and then put in writing to the ALLIANCE Hockey Staff Person, Executive Director and Executive Representative for Executive Approval.

CERTIFICATION AND RECERTIFICATION CLINICS

- 1. HCOP Certification clinics shall be held at such times and locations as are determined appropriate by the Technical Director.
- 2. Candidate officials who attend a Level 1 Certification Clinic shall write the certification exam open book for their HCOP level 1. In their second season, they will be entitled to write their Level 2 as per the normal guidelines and regulations unless otherwise determined by the Technical Director of Officiating.
- 3. HCOP Re-Certification clinics in compliance with Hockey Canada requirements shall be held at such times and locations as are determined appropriate by the Technical Director.

RECERTIFICATION AFTER AN ABSENCE

Officials who return to officiating after an absence shall be reinstated at their last HCOP level (registered but not certified) if they attend an appropriate level recertification clinic and successfully pass the HCOP national exam at that level. Certification at their last HCOP level is dependent on the official passing a practical assessment.

Note: Proof of previous HCOP level status will be required prior to registration

1. Notwithstanding the preceding paragraph, any official returning after an absence of at least one season may elect to recertify at a lower HCOP level (registered but not certified) if they attend an appropriate level recertification clinic and successfully pass the HCOP national exam at that level. Certification at the new HCOP level is dependent on the official passing a practical assessment.

CROSSOVERS

- 1. The onus is on the official to notify the ALLIANCE Hockey Office of that official's successful completion of any non-ALLIANCE HCOP new official clinic / HCOP re-certification clinic / HCOP upgrade clinic and to provide satisfactory proof of successful completion of the clinic. A properly completed crossover form is satisfactory proof.
- 2. Any official, who at the conclusion of the prior season was not a registered official with the ALLIANCE, becomes a registered official within the ALLIANCE at that official's level upon registering with the ALLIANCE. The official does not become a certified official at that level within the ALLIANCE until the official has satisfied the ALLIANCE Level Certification Process at that level.
- 3. Any ALLIANCE Hockey official who successfully completes any non-ALLIANCE HCOP new official clinic / HCOP recertification clinic / HCOP upgrade clinic becomes a registered official within the ALLIANCE at that official's level on providing satisfactory proof of that event. The official does not become a certified official at that level within the ALLIANCE until the official has satisfied the ALLIANCE Level Certification Process at that level.

Crossover:

- No crossover will be accepted after October 1 and no other crossovers will not skate until they have completed crossover.
- For officials that skated in the 2014-2015 season must pay previous crossover and current crossover before they will be able to skate in the 2015-2016 season. If they skated 1 or 10 games they will be required to pay that season's crossover.
- Zone Coordinators will send names.
- We need to submit a list of officials to the OMHA, OWHA and OHA that worked games but did not crossover.

MINIMUM AGE REQUIREMENTS

- 1. ALLIANCE Hockey requires on ice officials to be at least 14 years of age as of December 31st of the current hockey season.
- 2. On ice officials who are at least 14 years of age but not 16 years of age as of December 31st of the current hockey season are eligible to officiate only as level 1 HCOP officials.
- 3. As per Structure Policy 8.1.2 in the ALLIANCE Hockey Handbook:
 - 8.1 Referee & Game Officials:
 - .2 In every ALLIANCE game in Minor Pee Wee or lower, there must be two (2) registered HCOP Officials, Level 2 or higher, or certified HCOP Officials, Level 1, who are at least sixteen (16) years of age and have registered with the ALLIANCE for the current season. In every ALLIANCE game in Minor Bantam through Midget, where a centre wishes to use a two (2) official system, both officials must be certified HCOP Officials Level 2 or higher and must be at least two (2) years older than the division age limit. Exception; Officials 18 years of age and older on or before December 31st of the current playing season and who are carded as a certified HCOP Level 2 or higher are eligible to officiate Juvenile Hockey.

- 1. HCOP levels within ALLIANCE Hockey are tiered. Officials enter their HCOP level as a "registered" official at that level, regardless of their level status with any other Hockey Canada member. The official remains a registered official at that level within the ALLIANCE until the official has satisfied the certification requirements set out below, at which time the official becomes a "certified" official at that level within the ALLIANCE.
- 2. Becoming a registered official at a particular level signifies that the official has satisfied the theory requirements mandated by Hockey Canada for that HCOP level. Becoming a certified official at a particular level signifies that the official has satisfied the on-ice performance requirements mandated by ALLIANCE Hockey for that HCOP level.

LEVEL CERTIFICATION PROCESS

- 1. In order to become a certified official within the ALLIANCE at a particular HCOP level, an official must satisfy the following requirements at the appropriate level.
- 2. For a registered Level 2 official to become a certified Level 2 official, the official must have, at a minimum,
 - a) 2 successful ALLIANCE Hockey supervisions (by different supervisors) as a referee working at a level of hockey no lower than Bantam House League or Peewee MD/Select, and;
 - b) 2 upgrade recommendations from those different supervisors.
- 3. For a registered Level 3 official to become a certified Level 3 official, the official must have, at a minimum,
 - a) 2 successful ALLIANCE Hockey supervisions (by different supervisors) as a referee in a 3 official system at a level of hockey no lower than Midget MD / Select or Bantam AA, and;
 - b) 2 upgrade recommendations from those different supervisors.
- 4. For a registered Level 4 official to become a certified Level 4 official, the official must have, at a minimum,
 - a) 2 successful ALLIANCE Hockey supervisions (by different supervisors) as a referee(in three(3) Official System or Four (4) at Minor Midget AAA or at such other level of hockey approved by the ALLIANCE Hockey Technical Director Referees (the "TD"), and;
 - b) 2 upgrade recommendations from those different supervisors.

Upgrade Clinic Invitations

- 1. Level 4 and level 5 upgrade clinic attendance is by invitation only. Invitations are determined by the supervisor group in consultation with the TD and the Zone Coordinators.
- 2. For a certified Level 2 official to be invited to a Level 3 upgrade clinic, the official must have, at a minimum,
 - a) 2 successful ALLIANCE Hockey supervisions as referee in a 3 official system at Bantam MD/Select or above, and;
 - b) passed the pre-clinic exam with a mark of 80%
- 3. For a certified Level 3 official to be invited to a Level 4 upgrade clinic, the official must have, at a minimum,
 - a) 2 successful ALLIANCE Hockey supervisions as referee in a 3 official system at Midget MD/Select, Bantam AAA, Minor Midget AAA or at such other level of hockey approved by the TD, and;
 - b) passed the pre-clinic exam.

FOR THE CONVENIENCE OF THOSE INVOLVED IN RISK MANAGEMENT, THIS DOCUMENT SUMMARIZES THE ALLIANCE HOCKEY CRIMINAL RECORD CHECK POLICY.

FOR FURTHER INFORMATION, PLEASE CONTACT THE ALLIANCE HOCKEY OFFICE.

In accordance with the ALLIANCE Hockey Harassment, Abuse & Misconduct Policies & Procedures:

- 5.9 Criminal Record Check (CRC)/Vulnerable Sector Screening (VSS)
 - 5.9.1 The following individuals who are associated with ALLIANCE Hockey and Member Associations, must adhere to the ALLIANCE Hockey Screening Policy:
 - members of the Executive Committee;
 - full time staff, part time staff, interns and volunteers;
 - team officials (including but not limited to head coaches, assistant coaches, trainers and managers);
 - on-ice officials; and; (Supervisors, Zone Coordinators)
 - Anyone else who, through their duties on behalf of ALLIANCE Hockey and Member Associations, may work with children.
 - 5.9.1.1 ALLIANCE Hockey requires that a person identified in 5.9.1 submit a Criminal Record Check and a Vulnerable Sector Screening that has been completed in the six (6) months prior to submission. All On-Ice Officials, regardless of age, Must adhere to this Policy. Every three (3) years following the initial check, a person identified in 5.9.1 need only complete a Criminal Records Check. (Example: Year one CRC/VSS, year two CODF, year three CODF and year four CRC). Any check submitted that is older than six (6) months must be accompanied by a Criminal Offence Declaration Form (CODF) or a notarized sworn document may also be used as an alternative to the Criminal Offence Declaration Form and a receipt from the local police station indicating that the process has been initiated for an updated check.
 - 5.9.1.2 All staff members and volunteers with the organization MUST complete a "Criminal Offence Declaration Form" (see Appendix I). Recommended completion is as follows:
 - a) Full time staff During the appraisal process
 - b) Part time staff/students/interns At start of term and every year after.
 - c) High Performance Team Staff (where applicable) At start of term and every year after as identified in 5.9.1.1 and 5.9.1.2.
 - d) On-ice officials at the time of their clinic as identified in 5.9.1.1 and 5.9.1.2.
 - 5.9.1.3 Any person identified in 5.9.1 that has been away from the organization for more than one year is required to complete the Criminal Record Check and Vulnerable Sector Screening upon their return.
 - 5.9.1.4 Previous offences that may exclude a person's application for a position within ALLIANCE Hockey include, but are not limited to, offences against persons, offences involving property or offences related to substance abuse.
 - 5.9.1.5 It is recommended that Billets used within ALLIANCE Hockey be properly screened by the Member Association or his or her club or league and in addition, complete a Criminal Record Check and Vulnerable Sector Screening.

ALLIANCE HOCKEY CRIMINAL RECORD CHECK POLICY, adopted June 6, 2010

All individuals holding the title of Coach, Assistant Coach, Trainer, Assistant Trainer, Manager and anyone else determined by the Risk Assessment Tool (Appendix C) shall be subject to Criminal Record Checks which include the Vulnerable Sector Screening and a search of the National Sex Offender Registry.

Individuals with outstanding Criminal Code convictions or who have been charged with such offences that have not yet gone to trial but which continue to be prosecuted, shall not be eligible to hold the above positions or those Association positions determined by the Risk Assessment Tool.

Offences which deem the Individual ineligible to participate in any capacity as determined by Appendix C. Note this is a reference only and not a complete list of applicable charges

- Assault with a Weapon
- Assault Cause Bodily Harm
- Aggravated Assault
- Sexual Assault
- Sexual Interference
- Sexual Exploitation
- Invitation to Sexual Touching
- Making, distributing or possessing child pornography
- Current prohibitions or probation orders forbidding the individual to have contact with children under the age of 14
- Indictable criminal offences for child abuse
- Luring a Child
- Voyeurism
- Possession for the Purpose of Trafficking
- Production of a Substance (as defined in the Controlled Drug and Substances Act C.D.S.A.)
- Robbery
- Any other offences pertaining to violence, whether or not involving weapons.

Offences for which disqualification from participation is 3 (three) years from the expiration of the penalty imposed by the courts. Note this is a reference only and not a complete list of applicable charges

- Assault
- Threatening
- Possession of a Substance (as defined in the Controlled Drug and Substances Act C.D.S.A.)
- Impaired Driving (while Driver's License is suspended)
- Theft, Fraud and Related Offence (while in a Position of Trust)
- Convictions pertaining to illegal substances, other than for manufacture and/or trafficking
- Firearm Related Offences (other than use of firearm in the commission of an offence)

The acceptable window of time for the exclusion of offences as determined by the Member Associations will be 3(three) years. The exclusion of time commences at the expiration of the penalty imposed by the Courts not the dateofthechargeorconviction.

It is the obligation of any person subject to screening by virtue of this Policy to advise his or her organization's Professional Designate responsible for screening of a charge or conviction under any offence listed in this Policy.

Each Member Association of ALLIANCE Hockey shall designate a Professional Designate to be responsible for the collection and retention of criminal record checks, which must be under the designate' s control and secured in a safe storage area separate from Association files.

RISK ASSESSMENT TOOL

The Risk Assessment Tool is not a scientific assessment, but is designed to help alert you to potential factors in a volunteer or staff position. No single check-list fits all situations so organizations are encouraged to adapt this tool to meet their specific needs and any local legal obligations.

8 QUESTIONS TO CONSIDER WHEN ASSESSING THE RISK LEVEL ASSOCIATED WITH EACH POSITION.

- 1. Does the person in this position serve people who may be vulnerable?
 - Children under the age of 18
 - Persons with communication or language boundaries
- 2. Does the person in this position have access to players?
 - Direct contact with players at the rink or away from the rink
 - Driving players in their vehicle within Hockey Canada's Speak Out/RIS Activity Leader parameters
- 3. Is the person in this position required to make physical contact with a player's body?
 - Demonstrating a skill
 - Touching the player
 - Contact with bodily fluids
- 4. Does the person in this position have access to property or equipment?
 - Personal equipment
 - Facility equipment
 - Organization equipment
- 5. Is the person in this position involved in making decisions about a player's future or movement within the system?
 - Perceived or actual position of authority
- 6. Does the person in this position have access to confidential information?
 - Personal documents or communications
- 7. Does the person in this position have access to money?
 - Personal funds
 - Organizational funds
- 8. Is the person in this position involved in making decisions on behalf of the organization?
 - Perceived or actual position of authority
 - Enters into agreements on behalf of the organization

If you answered "Yes" to any question above here are some suggested steps:

- Reference Check
- Criminal Record Check/Vulnerable Sector Check Requirement
- Regular supervision
- Participant evaluation of position
- Specific behaviour code is provided

APPENDIX I – CRIMINAL OFFENCE DECLARATION FORM

Proud Branch Of



ONTARIO HOCKEY FEDERATION

400 Sheldon Drive, Unit 9, Cambridge, Ontario N1T 2H9 T: 226 533.9070 F: 519 620.7476 www.ohf.on.ca



CRIMINAL OFFENCE DECLARATION

Prin	t Name:					
Date	e of Birth:					
		Month/I	Day/Year			
Tele	phone number:					
Ema	ail Address:					
Refe	eree number:					
Member Partner: C		ic Location				
Date	9:					
	ure to execute this process will ot in good standing and may b		eening Policy, this will mear	n that the official will be considered to		
I,	, hereby declare that: (Print Name)					
	(Print Name)					
	I have no convictions for offenses under the Criminal Code of Canada as specified in the OHF Screening Policy, up to and including the date of this declaration for which a pardon has not been issued or granted under the Criminal Records Act (Canada).					
OR						
	I have the following convictions for offenses under the Criminal Code of Canada as specified in the OHF Screening Policy, for which a pardon under the Criminal Records Act (Canada) has not been issued or granted:					
	Supplementary Information, Including Outstanding Charge, Warrants and Order.					
	DATE	LOCATION	CHARGE	DISPOSITION		
Signature:			Date:			

Please complete and submit in a sealed envelope with your name printed on the front, and bring to the clinic that you are attending or if completing an on line clinic please mail to:

OHF Office Attention: Criminal Record Check Inspector 400 Sheldon Drive, Unit 9 Cambridge, Ontario N1T 2H9